Coast Capital Savings Library

Library Survey of Students
Spring 2013

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Executive Summary: Library Survey of Kwantlen Students 2013

Of the 13,792 students invited, 2108 (15.3%) took part in this iteration of the biennial Library Survey of Kwantlen Students. The web survey was available from January 28 to February 13, 2013.

In addition to demographic questions (primary campus, program enrolled in, whether first semester at Kwantlen, and course level most taken this year), the survey contained close-ended questions about importance of and satisfaction with Library facilities, services and resources; preferred formats for different types of Library materials (i.e. hard copy versus online); Library usage patterns; interest in potential workshops; and computer use for research. Open-ended questions invited elaboration on various topics. An additional section asked about preferences for accessing student services and receiving information; these questions were included on behalf of IET, and the results are not part of this report. There were two versions of the survey, each with a different three questions in the IET section but otherwise identical. The survey instrument is attached as Appendix A.

A six point scale was used for the importance and satisfaction questions (0 = very unimportant / very unsatisfied - 4 = very important/very satisfied, 5 = N/A Have not used). In this report, the following data are presented for the items: the frequency distribution of responses, the overall median, and the median broken down by demographic variables of interest.

DEMOGRAPHICS

Of the respondents who identify the campus at which they most often use the Library, 53% say Surrey, 31% Richmond, 14% Langley, and 2% Cloverdale. Of those reporting on the level of courses they are taking, 29% say mostly Upper Level courses, 58% mostly Lower Level, and 13% a mix of the two levels. Participants were asked if this was their first semester at Kwantlen: 13% said *Yes*.

Respondents were also asked to choose their program of study from a list of 55 options, plus "Other". In the report these are also shown condensed into a group of 36 to match the 2011 survey, and more frequently used (for cross-tabulations, etc.) recoded into Kwantlen's academic divisions, plus Other, to provide a more manageable breakdown: fewer categories, defined at a consistent level of differentiation, with larger numbers in each.

The majority of respondents report that they are in either an Arts or a Business program, at 37% each, and the rest range between a high of 10% in Science & Horticulture, and fewer than 2% in each of Trades & Technology and Academic & Career Advancement. The report includes a recommendation for acquiring more complete and reliable information on respondents' program in future surveys.

LIBRARY RESOURCES

Respondents indicate that overall they are **satisfied** with Library resources (median = 3, *Satisfied*); the median satisfaction rating for all 10 individual items in this section is also 3. Four items have a median level of **importance** of 4 (= *Very important*): these are *print book collection and ebook collection* (both rated higher than in 2011), and unchanged from 2011, *online periodicals & online research databases* and *library citation style guides*.

PREFERRED FORMAT FOR LIBRARY MATERIALS

Students were asked whether they would prefer certain resources in print/hard copy or electronic format, if they had to choose. Very much as in 2011, respondents have overall a clear preference for books in print/hard copy, but periodicals and video materials in electronic/online formats (with the

exception of Cloverdale respondents, a majority of whom prefer periodicals in hard copy). Preference for reference books is more evenly distributed between the two formats.

LIBRARY FACILITIES AND SERVICES

Overall, respondents who have used them are **satisfied** with Library facilities and services: median = 3 (*Satisfied),* which is the same as for each of the 17 individual items in this section.

Ten Facilities & Services items have median **importance** ratings of 4 (*Very important*); these are, as in 2011, *library hours of operation*, *library cleanliness*, *general study space*, *quiet area to study*, *group study rooms*, *availability of computers*, *printing*, and *photo-copying;* and new this year also intercampus and interlibrary loans.

TECHNOLOGY USE

University-wide, 66% of respondents report that they are able all or most of the time to find a computer to use when they want it, up from 59% in 2011. When the results are broken down by campus, Richmond is the most improved at 59% (up from 43% in 2011), Surrey also improved (at 70%, up from 64%), and Langley is virtually unchanged at 70%. Cloverdale, by contrast, has dropped from 90% in 2011 to 77% in 2013.

In general, a small majority of respondents (52%) use primarily a Library computer for their research in the Library, and there is little variation across the campuses. This is a slight shift since 2011, when the same percentage reported using primarily *their own laptop* for research. As in 2011, availability of Library computers is rated as *important* or *very important* by a high percentage of respondents in every group: by 83% of those using primarily their own laptops for research, 92% of those using a mobile device, and 97% of those using a Library computer.

LIBRARY WORKSHOPS

Participants were asked which of a list of potential in-person Library workshops they would be interested in attending, on topics including three citation styles, plagiarism, and a citation management tool (Zotero). Respondents showed most interest in APA (61%) and MLA (44%) style, and Zotero (35%).

LIBRARY ACCESS METHODS AND USAGE PATTERNS

Between 80% (Langley) and 88% (Surrey) of respondents report using the library *in person* at least once per week. For Langley and Surrey this represents a slight (2-3%) increase over 2011, for Richmond an increase of 10%, and for Cloverdale an increase of 26%.

Library use at least once per week ranges from 48% (Cloverdale) to 63% (Surrey). Cloverdale, Richmond and Surrey show little change, if any, from 2011 for online use, but Langley has increased to 56% from 38%; this is probably at least in part due to the relocation of Community and Health Studies to that campus.

Numbers of respondents who say they *never* access the library *by phone* have dropped sharply among Cloverdale Library users (45% in 2013 as compared with 70% in 2011), and also considerably for Langley (to 70% from 84% in 2011). Surrey and Richmond remain very close to their 2011 levels of phone access.

New and returning respondents, and those in lower and upper level courses, have similar access patterns, though newer students use online access slightly less than their returning/upper level peers.

LIBRARY HOURS

Asked whether they use the Library in person or by phone before 8 a.m., 41% of respondents say they do, though only 8% say they do so *often*.

Asked about likelihood of their using the Library during various time blocks on Saturdays and Sundays at each of the Langley, Richmond, and Surrey campuses, respondents say they are least likely to use the Langley location and most likely to use Surrey location on Saturdays; preference is greatest for the existing hours, and for possible other blocks it increases as the hours get later. Among those who say they are likely to use the Library on Sundays, interest in *extended* hours is greatest for the latest (1 pm-7pm) option.

Survey participants were also asked, if the Library could be open longer on only one of Saturday or Sunday, which they would prefer: combining preference for each day with those who chose *either*, around 60% of students would find longer hours on *either* day useful. Cloverdale has the highest proportion of respondents who say they'd be likely to need longer hours on *neither* of these days.

Note on Methodology

In this report, the overall median, and the median broken out by the demographic variables of interest are presented for items in the Library Resources and Library Facilities & Services sections (full frequency distributions of responses are included in the appendices). The median has been used because these data do not meet the conditions under which it is appropriate to use the mean. Also, because the median is always a whole number, although it lacks the appearance of precision provided by a mean, it is both a simpler and a more accurate indicator of the general attitude (central tendency) on the issue in question.

The following scales are used for all questions on importance and satisfaction in the survey:

Response Importance	Numeric value	Response Satisfaction
Very unimportant	0	Very unsatisfied
Somewhat unimportant	1	Dissatisfied
Neither important nor unimportant	2	Neither satisfied nor dissatisfied
Important	3	Satisfied
Very important	4	Very satisfied
N/A Have not used	5	N/A Have not used

"N/A Have not used" responses are omitted in calculating median values for importance and satisfaction.

Demographics

Students were asked to provide background information including campus on which they most often use the library, program of enrolment, and level of courses they are mostly taking this year (Questions 19 - 21 on the survey).

Campus

Table 1: Campus on which you mostly use the library

	#	%
Cloverdale	35	2.0
Langley	246	14.2
Richmond	530	30.7
Surrey	917	53.1
Total	*1728*	*100.0*

Table 1 shows the number and percentage of responses to the question, *On which campus do you mostly use the library?* (This may not be the same campus where respondents take all/most/any of their courses)

Note that *all* results specific to Cloverdale should be used with particular caution, given the small number of responses from students at that campus

Table 2: Campus, Kwantlen general student population

	#	%
Cloverdale	720	4%
Langley	2934	17%
Richmond	5873	33%
Surrey	8237	46%
	17764	100%

Table 2 shows the *approximate* overall distribution of Kwantlen students across campuses. These are FTE countable registrations, from Fall 2012, and are unduplicated within campus; a student may be counted at more than one campus. Still, it is useful for general comparison of survey response patterns and the overall Kwantlen population.

Source: Institutional Analysis & Planning, KPU, Fall 2012 (http://www.kwantlen.ca/__shared/assets/O_Campus24864.pdf)

Level of Courses Taking This Year

Table 3: Level of courses mostly taking this year

	#	%
Lower level (1000 and 2000 level)	998	57.9
Upper level (3000 and 4000 level)	504	29.2
Both lower and upper level	222	12.9
Total	*1724*	*100.0*

Program of Study

Respondents were asked to choose their program of study from a list of 55 options, plus other; a slightly different breakdown into 34 programs (to match that used in the 2011 survey) was requested as part of the analysis of results. The former is presented as Table 4, and the latter as Table 5 (following pages).

The program breakdowns in Tables 4 and 5 result in a large number of categories, many with a very small number of cases, making them unsuitable for cross-tabulation with results of other questions. To provide more manageable breakdowns (fewer categories, at a more consistent level of differentiation, and with larger numbers in each), the program list in the survey has also been recoded into Kwantlen's seven divisions, plus *Other*.

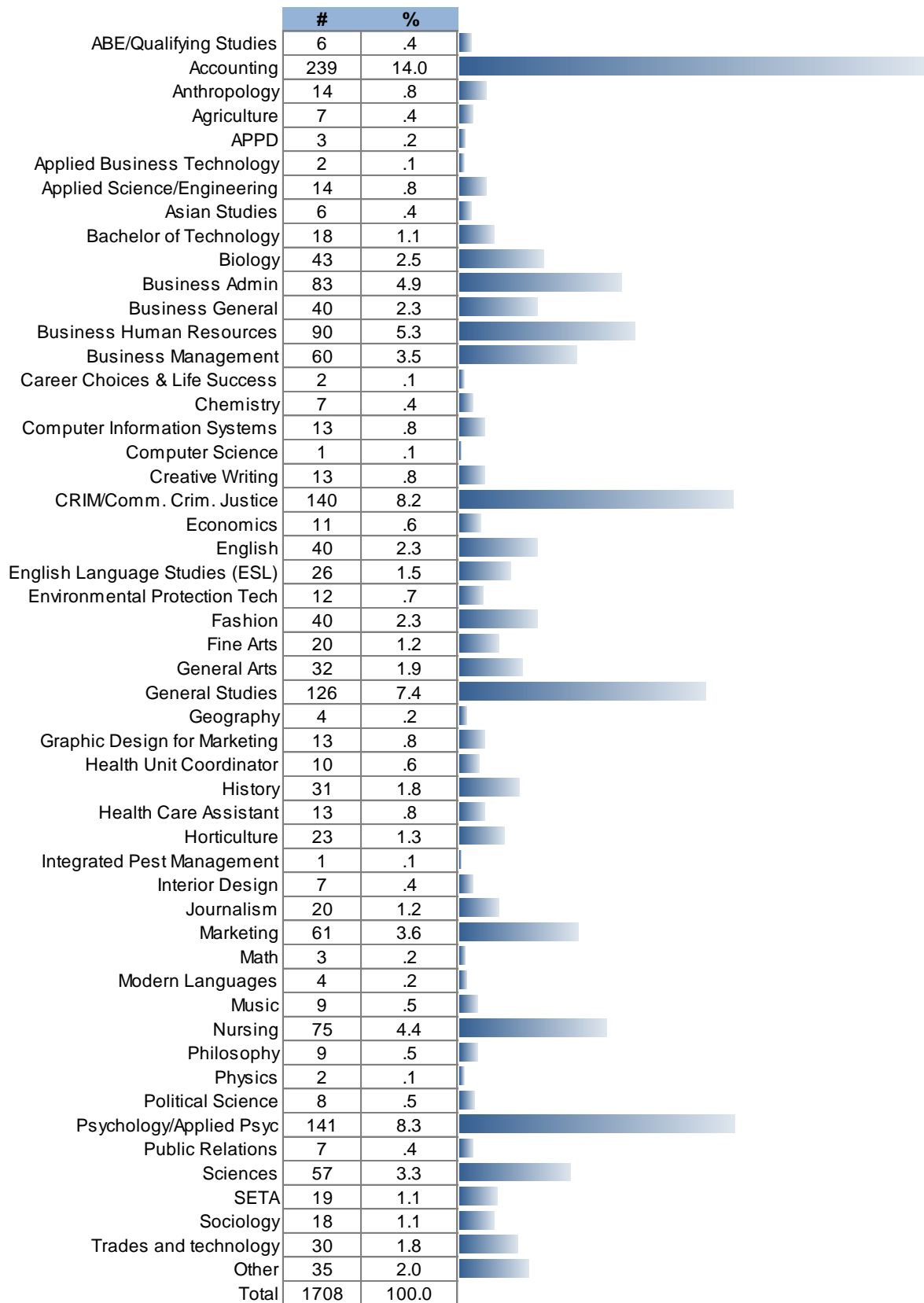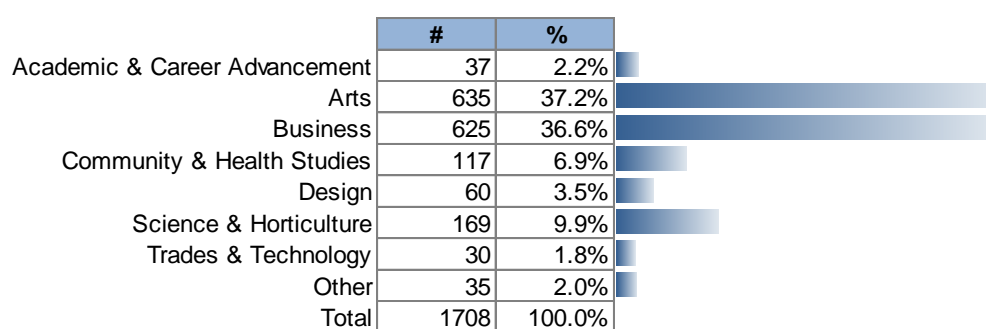**Table 4: Program of study, choices as listed in survey**

	#	%
ABE/Qualifying Studies	6	.4
Accounting	239	14.0
Anthropology	14	.8
Agriculture	7	.4
APPD	3	.2
Applied Business Technology	2	.1
Applied Science/Engineering	14	.8
Asian Studies	6	.4
Bachelor of Technology	18	1.1
Biology	43	2.5
Business Admin	83	4.9
Business General	40	2.3
Business Human Resources	90	5.3
Business Management	60	3.5
Career Choices & Life Success	2	.1
Chemistry	7	.4
Computer Information Systems	13	.8
Computer Science	1	.1
Creative Writing	13	.8
CRIM/Comm. Crim. Justice	140	8.2
Economics	11	.6
English	40	2.3
English Language Studies (ESL)	26	1.5
Environmental Protection Tech	12	.7
Fashion	40	2.3
Fine Arts	20	1.2
General Arts	32	1.9
General Studies	126	7.4
Geography	4	.2
Graphic Design for Marketing	13	.8
Health Unit Coordinator	10	.6
History	31	1.8
Health Care Assistant	13	.8
Horticulture	23	1.3
Integrated Pest Management	1	.1
Interior Design	7	.4
Journalism	20	1.2
Marketing	61	3.6
Math	3	.2
Modern Languages	4	.2
Music	9	.5
Nursing	75	4.4
Philosophy	9	.5
Physics	2	.1
Political Science	8	.5
Psychology/Applied Psyc	141	8.3
Public Relations	7	.4
Sciences	57	3.3
SETA	19	1.1
Sociology	18	1.1
Trades and technology	30	1.8
Other	35	2.0
Total	1708	100.0

Table 5: Program breakdown using list in 2011 survey

	#	%	
Academic & Career Advancement	37	2%	
Business - Accounting	239	14%	
Business - Computer Science	34	2%	
Business - Economics	11	1%	
Business - Marketing	61	4%	
Business - Management	143	8%	
Business - Other	137	8%	
Community & Health Studies	117	7%	
Design - Fashion	40	2%	
Design - Graphic	13	1%	
Design - Interior	7	0%	
General Studies	126	7%	
Horticulture	24	1%	
Arts - English	40	2%	
Arts - Fine Arts	20	1%	
Arts - Music	9	1%	
Arts - Philosophy	9	1%	
Arts - Anthropology	14	1%	
Arts - Criminology	140	8%	
Arts - Geography	4	0%	
Arts - History	31	2%	
Arts - Journalism	20	1%	
Arts - Sociology	18	1%	
Arts - Political Science	8	0%	
Arts - Psychology	141	8%	
Arts - Other	55	3%	
Sciences - Agriculture	7	0%	
Sciences - Biology	43	3%	
Sciences - Chemistry	7	0%	
Sciences - EPT	12	1%	
Sciences - Mathematics	3	0%	
Sciences - Physics	2	0%	
Sciences - Other	71	4%	
Trades & Technology	30	2%	
Other	35	2%	
Total	1708	100%	

In a further change from previous iterations of the survey, while respondents could still choose "Other" for Program of Study, they were no longer offered the option of writing in a text response. This helped to reduce the number of "Other" responses and increased the reliability of the data collected. In 2011, 225 respondents (10.8%) chose "Other", and 415 wrote in their program or elaborated on the selection they had made; unfortunately these data could not be included in our analyses without a heavy risk of including duplications and contradictions.

In Table 6 programs are condensed into Kwantlen's seven academic divisions, plus *Other*, to provide a more manageable breakdown. This is the breakdown that is used throughout this report when results of other questions are compared by area of study.

Table 6: Area of study as Kwantlen's divisions, survey respondents

	#	%	
Academic & Career Advancement	37	2.2%	
Arts	635	37.2%	
Business	625	36.6%	
Community & Health Studies	117	6.9%	
Design	60	3.5%	
Science & Horticulture	169	9.9%	
Trades & Technology	30	1.8%	
Other	35	2.0%	
Total	1708	100.0%	

For comparison, Table 7 shows the breakdown by division of students in the general Kwantlen population who have declared themselves in credential-granting programs, in the Fall 2012 semester (the most recent for which data is currently available).

Table 7: Area of study, Kwantlen general student population

	#	%	
Academic & Career Advancement	859	5.9%	
Arts	5,330	36.8%	
Business	5,014	34.6%	
Community and Health Studies	722	5.0%	
Design	421	2.9%	
Science and Horticulture	1,433	9.9%	
Trades and Technology	693	4.8%	
Total	14472	100.0%	
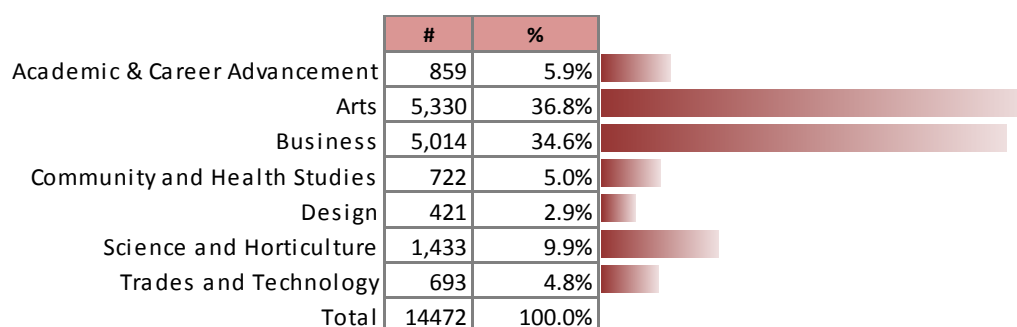
Source: Institutional Analysis & Planning, KPU, Fall 2012 (http://www.kwantlen.ca/__shared/assets/F_RegCount24861.pdf)

Regrettably, in this year's Library survey, 19% of respondents (400) did not indicate their program at all, up from 9.9% (229) in 2011. We had taken this abundance of volunteered information to suggest that respondents wanted to provide more information than we had asked for, but this year's increased non-response on this question seems to contradict that.

Recommendation: Given that respondents' program of study is very important to making practical use of much of the other information they provide, it would be most effective to incorporate this information into the survey data by populating a hidden field in the survey with program codes derived from Banner and associated with the email invitation, rather than asking respondents to provide it. No personal identifying information is involved, and anonymity is not compromised. This approach has been used successfully in surveys conducted by the Program Review office.

First Semester at Kwantlen

Of the 1734 respondents who provided this information, 87% (1509) said that this is *not* their first semester at Kwantlen.

Library Resources

General Importance of, and Satisfaction with, Library Resources

Respondents were asked to rate the importance to them of various aspects of Library resources, then their satisfaction with each; median values for these are presented in Table 8. Items for which median importance is 4, *Very important*, are highlighted, as are items for which median satisfaction is less than 3, *Satisfied*.

A lower rating for satisfaction than for importance does not suggest a problem. Respondents are asked to simply rate their satisfaction with each item, not their satisfaction relative to the item's importance, and presumably use the same frame of reference to determine satisfaction with each. These tables present the two side by side for ease of reference and economy of space.

Note that in this survey online periodicals and online databases are combined into one item (whereas previously they were separate), as students don't generally distinguish between the two.

Overall respondents indicate they are **satisfied** with Library resources (median = 3); the median satisfaction rating for all individual items in this section is also 3. Four items have a median level of **importance** of 4: two - *online periodicals & online research databases* and *library citation style guides* are the same as in 2011, while *print* and *electronic book* collections, which were previously given an importance rating of 3, were also rated as 4 in this year's survey. *Data & statistical resources* dropped from 4 to an importance level of 3. Participants were also asked (Q6), if they had indicated dissatisfaction with any Library resources, to explain. Their comments are found in Appendix B.

Table 8: Median satisfaction & importance ratings, library resources

n		Median Importance	Library Resources: All respondents (n=2108)	Median Satisfaction	n	
Valid	Missing*				Valid	Missing*
1960	148	4	print book collection	3	1897	211
1911	197	4	electronic books	3	1768	340
1909	199	3	print periodicals	3	1715	393
1997	111	4	online periodicals & online research databases	3	1918	190
1890	218	3	data and statistical resources	3	1666	442
1727	381	3	dvd and video collection	3	1382	726
1765	343	3	online streaming videos	3	1412	696
1708	400	3	audiovisual equipment	3	1403	705
1964	144	3	subject guides on the library website	3	1825	283
2013	95	4	library citation style guides	3	1914	194
			overall with Library resources	3	1998	110

 * *Missing* includes N/A responses

Importance of, and Satisfaction with, Library Resources by Area of Study

The following series of tables (9 through 15) shows respondents' median importance and satisfaction ratings by area of study for the same list of Library resources. As with Table 8 above, these show the number of respondents (n) replying to each item on the list, and items *Very important* (median = 4), or for which the median satisfaction is less than 3 (= S*atisfied)*, are highlighted.

Online periodicals & online research databases have a median rating of 4 in every area of study except Trades & Technology. A large majority of the median *very important* ratings are for electronic/online

resources; print books are also rated very important by respondents in all divisions except Trades & Technology and Business. Citation style guides are also frequently rated as very important.

The median satisfaction rating is 3 almost throughout the series; the only exceptions are among respondents in Business with DVD & video collection, and Design with video in both hard and electronic formats (median = 2 in each case).

Table 9: Median satisfaction & importance of library resources, Academic & Career Advancement

n Valid	Median Importance	Library Resources Academic & Career Advancement (n=37)	Median Satisfaction	n Valid
34	4	print book collection	3	34
35	4	electronic books	3	32
36	3	print periodicals	3	31
35	4	online periodicals & online research databases	3	34
35	3	data and statistical resources	3	34
36	3	dvd and video collection	3	32
37	3	online streaming videos	3	32
36	3	audiovisual equipment	3	34
36	3	subject guides on the library website	3	35
37	3	library citation style guides	3	34
		overall with Library resources	3	34

Table 10: Median satisfaction & importance of library resources, Arts

n Valid	Median Importance	Library Resources Arts (n=635)	Median Satisfaction	n Valid
597	4	print book collection	3	579
586	4	electronic books	3	536
575	3	print periodicals	3	526
610	4	online periodicals & online research databases	3	595
559	3	data and statistical resources	3	486
522	3	dvd and video collection	3	411
525	3	online streaming videos	3	414
507	3	audiovisual equipment	3	408
595	3	subject guides on the library website	3	556
611	4	library citation style guides	3	591
		overall with Library resources	3	613

Table 11: Median satisfaction & importance of library resources, Business

n Valid	Median Importance	Library Resources Business (n=625)	Median Satisfaction	n Valid
572	3	print book collection	3	553
560	3	electronic books	3	527
567	3	print periodicals	3	497
588	4	online periodicals & online research databases	3	568
574	3	data and statistical resources	3	518
498	2	dvd and video collection	2	402
524	3	online streaming videos	3	423
502	3	audiovisual equipment	3	419
578	3	subject guides on the library website	3	548
599	4	library citation style guides	3	569
		overall with Library resources	3	591

Table 12: Median satisfaction & importance of library resources, Community & Health Studies

n Valid	Median Importance	Library Resources Community & Health Studies (n=117)	Median Satisfaction	n Valid
106	4	print book collection	3	102
105	4	electronic books	3	95
105	3	print periodicals	3	96
110	4	online periodicals & online research databases	3	111
107	3	data and statistical resources	3	93
96	3	dvd and video collection	3	82
100	3	online streaming videos	3	80
95	3	audiovisual equipment	3	81
109	4	subject guides on the library website	3	103
111	4	library citation style guides	3	106
		overall with Library resources	3	111

Table 13: Median satisfaction & importance of library resources, Design

n Valid	Median Importance	Library Resources Design (n=60)	Median Satisfaction	n Valid
55	4	print book collection	3	57
53	3	electronic books	3	53
55	3	print periodicals	3	54
59	4	online periodicals & online research databases	3	58
51	4	data and statistical resources	3	48
48	3	dvd and video collection	2	37
46	2	online streaming videos	2	39
44	3	audiovisual equipment	3	39
56	3	subject guides on the library website	3	57
59	4	library citation style guides	3	55
		overall with Library resources	3	57

Table 14: Median satisfaction & importance of library resources, Science & Horticulture

n Valid	Median Importance	Library Resources Science & Horticulture (n=169)	Median Satisfaction	n Valid
155	4	print book collection	3	146
150	3	electronic books	3	135
144	3	print periodicals	3	134
160	4	online periodicals & online research databases	3	150
143	3	data and statistical resources	3	125
130	3	dvd and video collection	3	106
136	3	online streaming videos	3	107
126	3	audiovisual equipment	3	103
156	3	subject guides on the library website	3	136
161	4	library citation style guides	3	149
		overall with Library resources	3	162

Table 15: Median satisfaction & importance of library resources, Trades & Technology

n Valid	Median Importance	Library Resources Trades & Technology (n=30)	Median Satisfaction	n Valid
30	3	print book collection	3	29
28	3	electronic books	3	27
30	3	print periodicals	3	30
29	3	online periodicals & online research databases	3	29
28	3	data and statistical resources	3	25
29	2	dvd and video collection	3	27
27	3	online streaming videos	3	23
28	3	audiovisual equipment	3	23
29	3	subject guides on the library website	3	30
28	3	library citation style guides	3	29
		overall with Library resources	3	30

Importance of, and Satisfaction with, Library Resources by Course Level

As shown in Tables 16 through 18, respondents taking courses at any level rate *print book collection*, *online periodicals & online research databases* and *citation style guides* as *very important*. These are the only *very important* items for respondents in only or mostly lower level courses, while respondents taking both lower and upper levels also rate *electronic books* and *subject guides on the library website* as *very important*, and those taking all or mostly upper level courses also include *data and statistical resources*.

Table 16: Median satisfaction & importance of library resources, lower (1000 / 2000) level courses

n Valid	Median Importance	Library Resources Lower level (n=998)	Median Satisfaction	n Valid
920	4	print book collection	3	889
896	3	electronic books	3	825
893	3	print periodicals	3	810
946	4	online periodicals & online research databases	3	900
880	3	data and statistical resources	3	775
805	3	dvd and video collection	3	653
829	3	online streaming videos	3	673
791	3	audiovisual equipment	3	651
933	3	subject guides on the library website	3	872
953	4	library citation style guides	3	912
		overall with Library resources	3	955

Table 17: Median satisfaction & importance of library resources, upper (3000 / 4000) level courses

n Valid	Median Importance	Library Resources Upper level (n=504)	Median Satisfaction	n Valid
473	4	print book collection	3	461
465	4	electronic books	3	432
464	3	print periodicals	3	418
484	4	online periodicals & online research databases	3	482
472	4	data and statistical resources	3	420
422	3	dvd and video collection	3	334
424	3	online streaming videos	3	332
413	3	audiovisual equipment	3	342
468	4	subject guides on the library website	3	445
488	4	library citation style guides	3	465
		overall with Library resources	3	481

Table 18: Median satisfaction & importance of library resources, both lower and upper level courses

n Valid	Median Importance	Library Resources Both lower and upper level (n=222)	Median Satisfaction	n Valid
207	4	print book collection	3	200
202	4	electronic books	3	190
204	3	print periodicals	3	181
210	4	online periodicals & online research databases	3	205
195	3	data and statistical resources	3	175
181	3	dvd and video collection	2	147
192	3	online streaming videos	3	154
180	3	audiovisual equipment	3	152
209	4	subject guides on the library website	3	196
216	4	library citation style guides	3	205
		overall with Library resources	3	214

Importance of, and Satisfaction with, Library Resources by Campus

Tables 19 through 22 show that respondents are consistently satisfied with all resources at all campuses, but that there is considerable difference between campuses in the number and type of resources rated as *very important*. The only resource rated *neither important nor unimportant* at any campus is *dvd and video collection* at Richmond. In an interesting change from 2011, the print book collection is now rated *very important* at three campuses (previously all campuses rated it as *important*). Also rated *very important* at three campuses are *online periodicals & online research databases* and *library citation style guides.*

Table 19: Median satisfaction & importance of library resources, Cloverdale campus

n Valid	Median Importance	Library Resources Cloverdale (n=35)	Median Satisfaction	n Valid
35	3	print book collection	3	33
32	3	electronic books	3	29
35	3	print periodicals	3	33
34	3	online periodicals & online research databases	3	32
31	3	data and statistical resources	3	27
33	3	dvd and video collection	3	31
31	3	online streaming videos	3	27
32	3	audiovisual equipment	3	27
33	3	subject guides on the library website	3	33
32	3	library citation style guides	3	32
		overall with Library resources	3	34

Table 20: Median satisfaction & importance of library resources, Langley campus

n Valid	Median Importance	Library Resources Langley (n=246)	Median Satisfaction	n Valid
230	4	print book collection	3	222
227	3	electronic books	3	197
219	3	print periodicals	3	201
235	4	online periodicals & online research databases	3	223
220	3	data and statistical resources	3	190
203	3	dvd and video collection	3	168
209	3	online streaming videos	3	158
198	3	audiovisual equipment	3	160
227	3	subject guides on the library website	3	211
231	4	library citation style guides	3	221
		overall with Library resources	3	232

Table 21: Median satisfaction & importance of library resources, Richmond campus

n Valid	Median Importance	Library Resources Richmond (n=530)	Median Satisfaction	n Valid
493	4	print book collection	3	470
477	4	electronic books	3	441
486	3	print periodicals	3	442
502	4	online periodicals & online research databases	3	486
484	3	data and statistical resources	3	428
434	2	dvd and video collection	2	349
450	3	online streaming videos	2	365
433	3	audiovisual equipment	3	365
497	3	subject guides on the library website	3	469
509	4	library citation style guides	3	486
		overall with Library resources	3	506

Table 22: Median satisfaction & importance of library resources, Surrey campus

n Valid	Median Importance	Library Resources Surrey (n=917)	Median Satisfaction	n Valid
845	4	print book collection	3	826
830	4	electronic books	3	781
824	3	print periodicals	3	737
872	4	online periodicals & online research databases	3	848
815	3	data and statistical resources	3	727
742	3	dvd and video collection	3	589
759	3	online streaming videos	3	610
723	3	audiovisual equipment	3	593
855	4	subject guides on the library website	3	803
887	4	library citation style guides	3	846
		overall with Library resources	3	880

Library Facilities and Services

General Importance of, and Satisfaction with, Library Facilities & Services

Using the same response scales as for Library Resources, respondents were asked to indicate how important various library facilities and services are to them, and how satisfied they are with each. Overall (Table 23), respondents who have used them are satisfied with Library facilities and services: median = 3 (*satisfied*), which is the same as for each of the 17 items in this section.

In this section of the survey ten items have median importance ratings of 4 (*very important*), up from eight in 2011. The new additions to the list are *intercampus* and *interlibrary loan services*, which join *library hours of operation*, *library cleanliness*, *general study space*, *quiet area to study*, *group study rooms*, *availability of computers*, *printing*, and *photo-copying*. Participants were also asked (Q6), if they had indicated dissatisfaction with any Library facilities or services, to explain. Their comments are found in Appendix B.

Table 23: Comparison of median satisfaction & importance ratings, library facilities & services

n		Median Importance	Library Facilities & Services All respondents (n=2108)	Median Satisfaction	n	
Valid	Missing*				Valid	Missing*
1752	356	4	library hours of operation	3	1755	353
1743	365	4	library cleanliness	3	1749	359
1744	364	4	general study space	3	1735	373
1737	371	4	quiet area to study	3	1720	388
1708	400	4	group study rooms	3	1625	483
1738	370	4	availability of computers	3	1721	387
1692	416	3	reference service desk hours	3	1606	502
1678	430	3	assistance by reference librarians	3	1531	577
1421	687	3	ask away chat reference service	3	1194	914
1338	770	3	assistance by audio visual services staff	3	1113	995
1677	431	3	assistance by checkout counter staff	3	1598	510
1538	570	4	intercampus loan service	3	1326	782
1480	628	4	interlibrary loan service	3	1199	909
1317	791	3	availability of audiovisual equipment	3	1109	999
1570	538	3	library research sessions booked by instructor	3	1457	651
1711	397	4	printing	3	1650	458
1673	435	4	photocopying	3	1576	532
			overall with Library facilities & services	3	1715	393

 * *Missing* includes N/A responses

Importance of, and Satisfaction with, Library Facilities & Services by Course Level

A breakdown of importance of and satisfaction with Library resources and services by course level shows the same consistent median level of satisfaction (3) across all levels (as shown in Tables 24 – 26, following).

The same things are rated very important by respondents taking courses at each level, with the single exception of *assistance by reference librarians* being also rated as *very important* by respondents taking courses at both lower and upper levels. Items relating to facilities dominate the list of items rated *very important*, with intercampus and interlibrary loans being the most important of the services listed.

That said, none of the facilities or services listed have a median rating below *important*, at any level.

Table 24: Median satisfaction & importance of library facilities & services, lower (1000/2000) level courses

n Valid	Median Importance	Library Facilities & Services Lower level (n=998)	Median Satisfaction	n Valid
982	4	library hours of operation	3	983
978	4	library cleanliness	3	980
979	4	general study space	3	975
970	4	quiet area to study	3	962
954	4	group study rooms	3	897
970	4	availability of computers	3	966
951	3	reference service desk hours	3	899
942	3	assistance by reference librarians	3	858
806	3	ask away chat reference service	3	669
752	3	assistance by audio visual services staff	3	613
941	3	assistance by checkout counter staff	3	891
860	4	intercampus loan service	3	729
828	4	interlibrary loan service	3	661
738	3	availability of audiovisual equipment	3	614
875	3	library research sessions booked by instructor	3	809
957	4	printing	3	915
933	4	photocopying	3	866
		overall with Library facilities & services	3	962

Table 25: Median satisfaction & importance of library facilities & services, upper (3000/4000) level courses

n Valid	Median Importance	Library Facilities & Services Upper level (n=504)	Median Satisfaction	n Valid
497	4	library hours of operation	3	498
495	4	library cleanliness	3	496
493	4	general study space	3	489
497	4	quiet area to study	3	487
491	4	group study rooms	3	474
497	4	availability of computers	3	484
472	3	reference service desk hours	3	448
471	3	assistance by reference librarians	3	428
395	3	ask away chat reference service	3	339
380	3	assistance by audio visual services staff	3	327
475	3	assistance by checkout counter staff	3	448
447	4	intercampus loan service	3	400
428	4	interlibrary loan service	3	358
380	3	availability of audiovisual equipment	3	321
456	3	library research sessions booked by instructor	3	418
492	4	printing	3	474
484	4	photocopying	3	461
		overall with Library facilities & services	3	489

Table 26: Median satisfaction & importance of library facilities & services, both lower and upper level courses

n Valid	Median Importance	Library Facilities & Services Both lower and upper level (n=222)	Median Satisfaction	n Valid
214	4	library hours of operation	3	219
212	4	library cleanliness	3	218
213	4	general study space	3	216
211	4	quiet area to study	3	218
208	4	group study rooms	3	203
212	4	availability of computers	3	215
211	3	reference service desk hours	3	207
208	4	assistance by reference librarians	3	197
172	3	ask away chat reference service	3	150
160	3	assistance by audio visual services staff	3	138
206	3	assistance by checkout counter staff	3	209
182	4	intercampus loan service	3	162
177	4	interlibrary loan service	3	147
157	3	availability of audiovisual equipment	3	140
190	3	library research sessions booked by instructor	3	187
208	4	printing	3	210
204	4	photocopying	3	202
		overall with Library facilities & services	3	213

Importance of, and Satisfaction with, Library Facilities & Services by Campus

Ratings of facilities and services were further considered by campus (Tables 27 – 30). Respondents are consistently satisfied across all facilities and services listed, with a rating of 3 or better for every item at every campus. Respondents at all campuses indicate that *hours of operation* and other space-related items are *very important* (though group study rooms less so at Cloverdale), as well as *computer availability*, *printing*, and *photocopying*.

Table 27: Median satisfaction & importance ratings, library facilities & services, Cloverdale campus

n Valid	Median Importance	Library Facilities & Services Cloverdale (n=35)	Median Satisfaction	n Valid
35	4	library hours of operation	3	33
35	4	library cleanliness	4	34
35	4	general study space	4	33
35	4	quiet area to study	4	34
35	3	group study rooms	3	33
35	4	availability of computers	3	34
35	3	reference service desk hours	3	34
34	3	assistance by reference librarians	3	32
31	3	ask away chat reference service	3	29
30	3	assistance by audio visual services staff	3	28
35	3	assistance by checkout counter staff	3	31
34	3	intercampus loan service	3	28
33	3	interlibrary loan service	3	27
32	3	availability of audiovisual equipment	3	29
33	3	library research sessions booked by instructor	3	31
35	4	printing	3	32
35	4	photocopying	3	32
		overall with Library facilities & services	3	32

Table 28: Median satisfaction & importance ratings, library facilities & services, Langley campus

n Valid	Median Importance	Library Facilities & Services Langley (n=246)	Median Satisfaction	n Valid
242	4	library hours of operation	3	238
242	4	library cleanliness	3	235
241	4	general study space	3	232
243	4	quiet area to study	3	231
238	4	group study rooms	3	217
240	4	availability of computers	3	231
237	3	reference service desk hours	3	227
235	3	assistance by reference librarians	3	213
195	3	ask away chat reference service	3	158
175	3	assistance by audio visual services staff	3	149
230	3	assistance by checkout counter staff	3	219
216	4	intercampus loan service	3	188
204	4	interlibrary loan service	3	168
174	3	availability of audiovisual equipment	3	148
215	3	library research sessions booked by instructor	3	193
233	4	printing	3	215
229	4	photocopying	3	209
		overall with Library facilities & services	3	232

Table 29: Median satisfaction & importance ratings, library facilities & services, Richmond campus

n Valid	Median Importance	Library Facilities & Services Richmond (n=530)	Median Satisfaction	n Valid
521	4	library hours of operation	3	526
516	4	library cleanliness	3	523
518	4	general study space	3	519
515	4	quiet area to study	3	514
509	4	group study rooms	3	490
518	4	availability of computers	3	513
500	3	reference service desk hours	3	472
500	3	assistance by reference librarians	3	466
434	3	ask away chat reference service	3	372
412	3	assistance by audio visual services staff	3	352
501	3	assistance by checkout counter staff	3	485
461	4	intercampus loan service	3	390
450	3	interlibrary loan service	3	359
405	3	availability of audiovisual equipment	3	342
472	3	library research sessions booked by instructor	3	441
507	4	printing	3	495
497	4	photocopying	3	476
		overall with Library facilities & services	3	518

Intercampus loan service is also rated as *very important* at Langley, Richmond, and Surrey – a change from 2011, when only Cloverdale respondents rated it so highly. *Interlibrary loans* are also rated *very important* by respondents at Langley and Surrey.

Table 30: Median satisfaction & importance ratings, library facilities & services, Surrey campus

n Valid	Median Importance	Library Facilities & Services Surrey (n=917)	Median Satisfaction	n Valid
900	4	library hours of operation	3	906
896	4	library cleanliness	3	905
896	4	general study space	3	898
890	4	quiet area to study	3	889
876	4	group study rooms	3	837
892	4	availability of computers	3	890
868	3	reference service desk hours	3	825
858	3	assistance by reference librarians	3	777
718	3	ask away chat reference service	3	601
679	3	assistance by audio visual services staff	3	552
860	3	assistance by checkout counter staff	3	816
783	4	intercampus loan service	3	687
750	4	interlibrary loan service	3	614
670	3	availability of audiovisual equipment	3	558
805	3	library research sessions booked by instructor	3	751
887	4	printing	3	858
865	4	photocopying	3	813
		overall with Library facilities & services	3	883

Resource Format Preferences

Students were asked whether they would prefer certain resources in print/hard copy or electronic format, if they had to choose (Q3). As Chart 1 shows (and very similarly to the 2011 survey), respondents have a clear preference for books in print/hard copy (70%), but periodicals (61%) and video materials (68%) in electronic/online formats (i.e. streaming videos preferred to VHS and DVDs). Preference for reference books is more evenly distributed between these two formats.

Chart 1: Resource format preferences
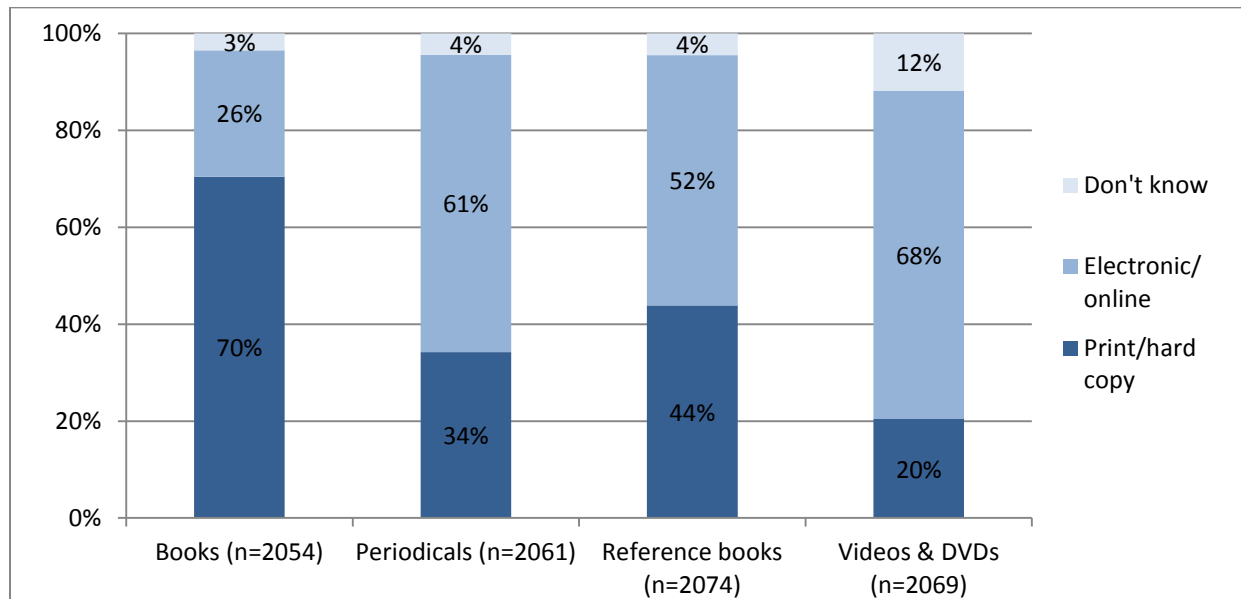
Chart 2 shows the breakdown by campus of preference for each of these resource types **in Print/hard copy**. Respondents' indicated preferences may be influenced not only by which they better like to use, but also by which they have found more readily available in their location and/or their discipline. A much higher percentage of Cloverdale respondents than others prefer periodicals in hard copy.

Chart 2: Resource format preference for *hard copy*, by campus
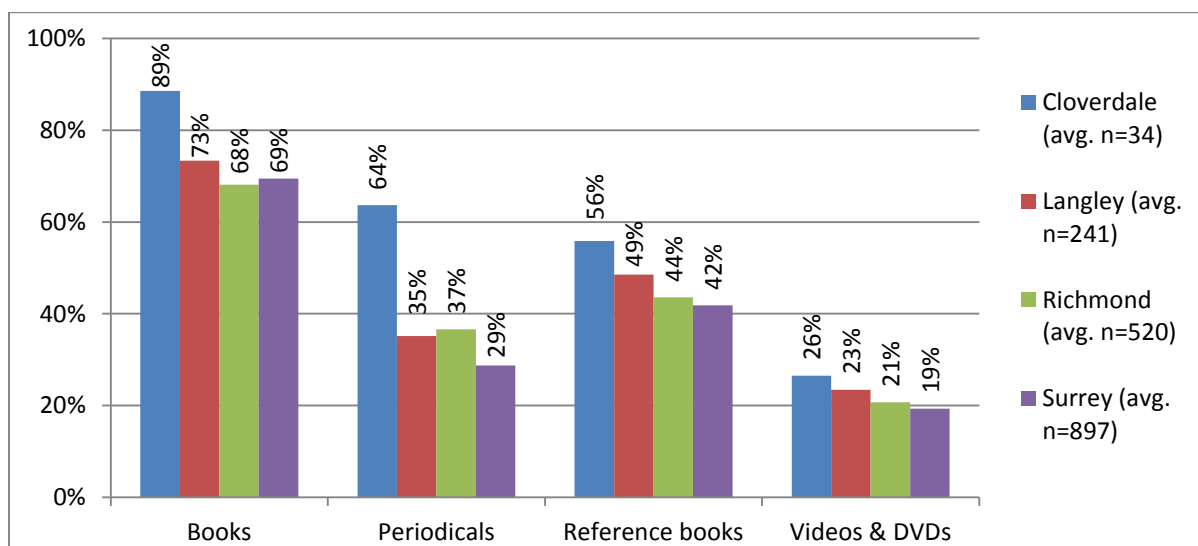
Responses are also shown by division (Chart 3), again indicating the percentage that prefer **print/hard copy**. (A breakdown by program has been omitted, as it results in many numbers too small to be meaningful.)

Chart 3: Resource format preference for *hard copy*, by division
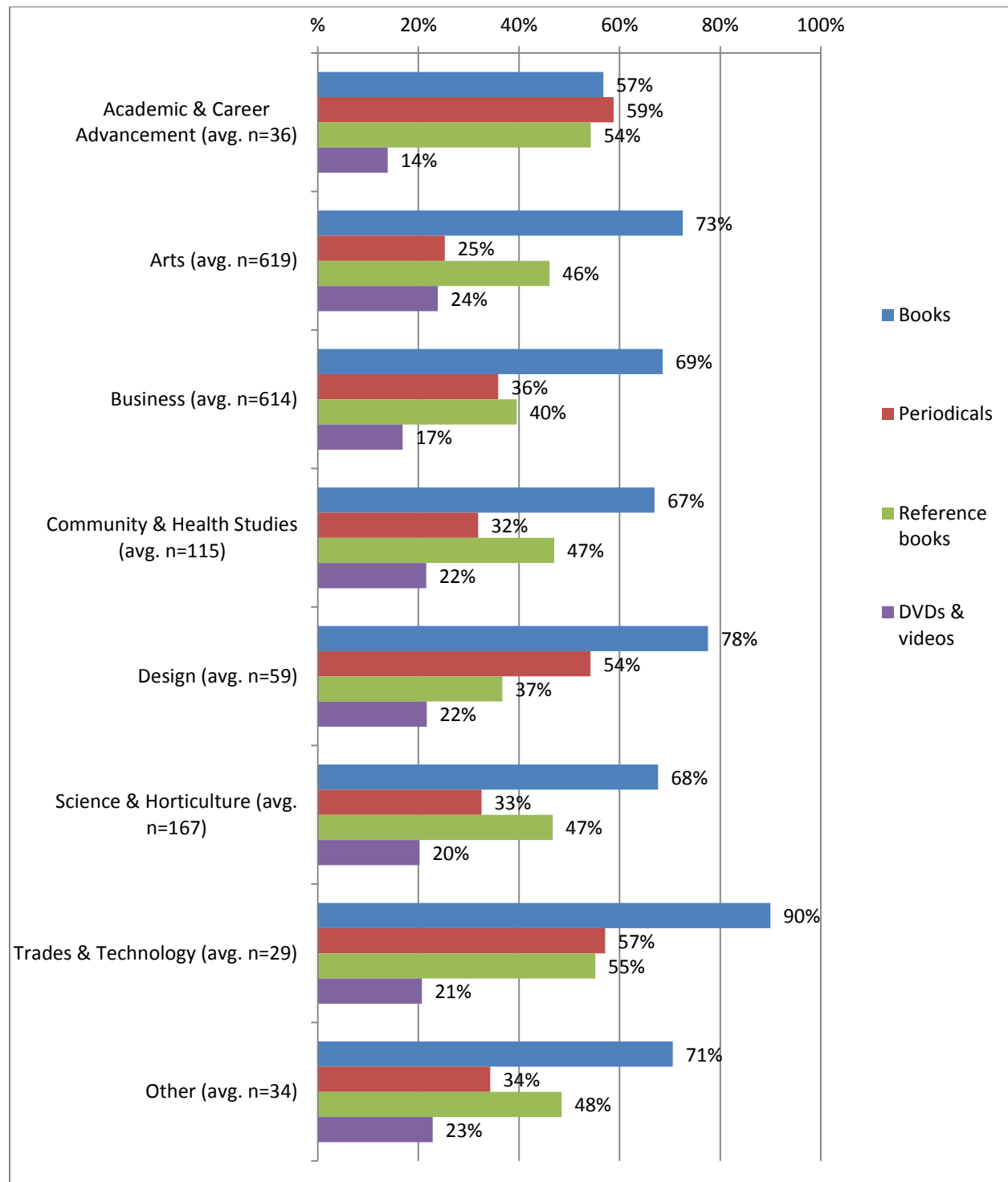
Technology

Computer Use

Students were asked (Q8; Table 31) how often they are able to find a computer to do research when at the Library; 66% of respondents (n=1169) university-wide report that they are able to find one all or most of the time. Slightly more than 5% (n=94) report that they are rarely or never able to find a computer for research. An additional 10.5% of respondents say they do not use library computers for research, and the balance of respondents say they can find one about half the time.

Table 31: Respondents' ability to find a computer for research at library, overall

	#	%
All the time	386	21.8
Most of the time	783	44.3
About half the time	333	18.8
Rarely	80	4.5
Never	14	0.8
N/A: I do not use library computers to do research	172	9.7
Total	1768	100.0

When the results are broken down by campus, 77% of respondents using the library at the Cloverdale campus report they have been able to find a computer to do research there *all* or *most of the time*; 59% of respondents can find a computer *all* or *most of the time* at the Richmond library; and Langley and Surrey are in between at about 70% each. Table 32 shows both percentages and actual numbers for each campus.

Table 32: Ability to find computers for research at the library, by campus

	Cloverdale		Langley		Richmond		Surrey	
	#	%	#	%	#	%	#	%
All or most of the time	27	77%	171	70%	312	59%	630	69%
About half the time	1	3%	38	16%	134	25%	153	17%
Rarely or never	1	3%	6	2%	41	8%	44	5%
N/A: Do not use library computers for research	6	17%	29	12%	42	8%	89	10%
Total	35		244		529		916	

Students were also asked (Q9; Chart 4) what kind of equipment they primarily use for research at the library, with options *My own laptop, Mobile device (such as iphone, smartphone, tablet),* and *Library computer*. Kwantlen-wide 52% of respondents use primarily a library computer. Surprisingly this is exactly the same percentage that in 2011 reported using their own laptop. (Mobile device was not included as an option in the 2011 survey.)

Chart 4: Type of equipment used for research at the library

Pie chart: My own laptop 38%, Mobile device 9%, Library computer 52%. n=1768
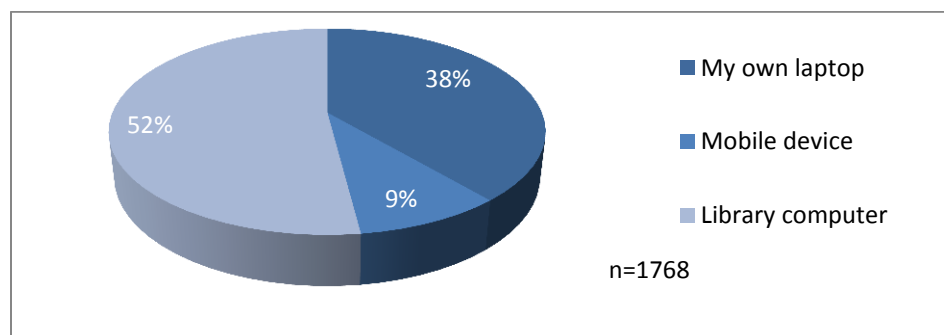
Chart 5 shows that the breakdown by campus is fairly similar, with small variation in library computer use from campus to campus. A slightly higher proportion of respondents at Surrey and a slightly lower proportion of respondents at Cloverdale use their own laptop. The greatest variation and perhaps most surprising result is in use of mobile devices, with Langley and Surrey showing the least use at 8% each, and Cloverdale at 20%. However, given Cloverdale's small overall numbers this is unlikely to be representative of the campus population as a whole.

Chart 5: Kind of equipment primarily used for research at the library, by campus
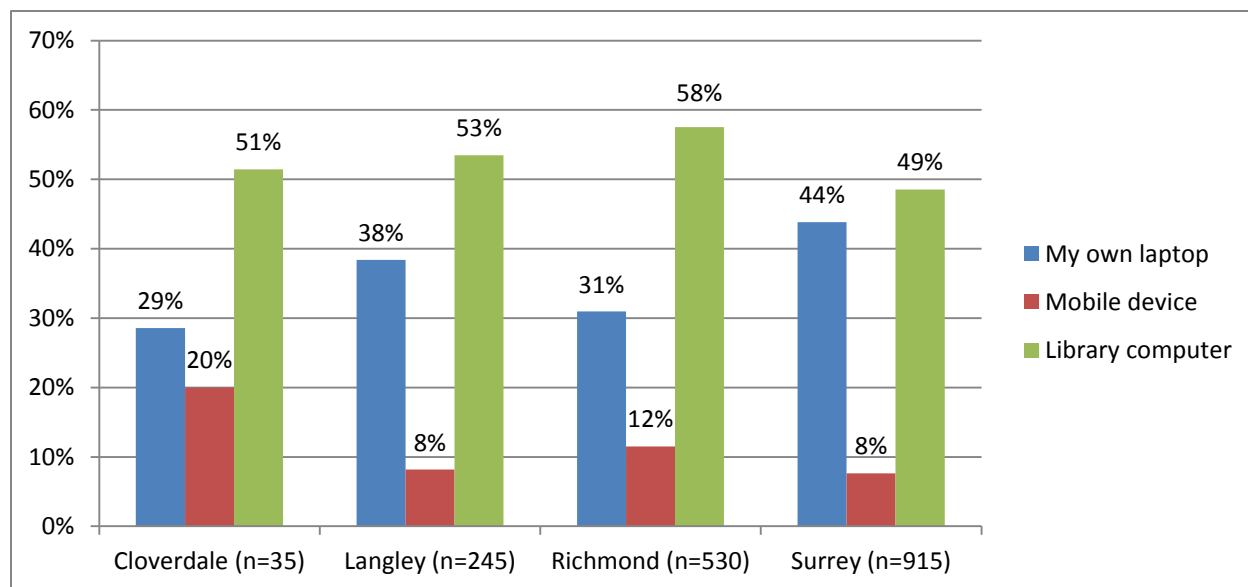
Looking into the various computer-related questions in more depth it appears that there are some complexities not revealed by the answers to individual questions. For example, as shown in Chart 6, the total proportion of respondents rating availability of computers in the library as *Important* or *Very important* is predictably very high (totaling 96%) for those who primarily use library computers, but it is also very high for those who primarily use their own laptops (86%), and very high for those who primarily use a mobile device. This may be related to the importance placed on printing services.

Chart 6: Importance of Library computer availability, by equipment primarily used for research in library
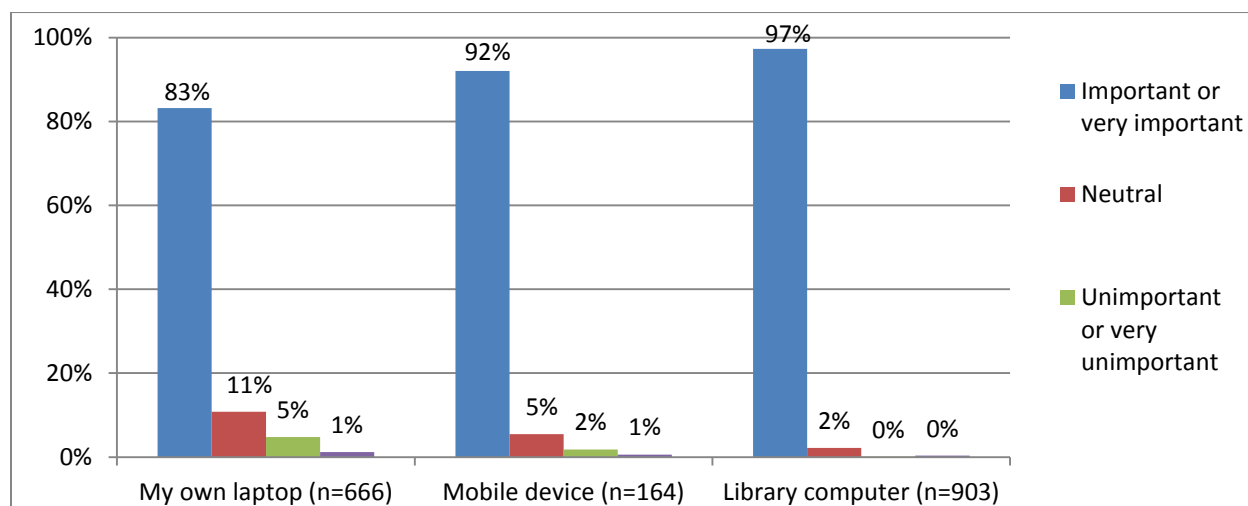
Preference for receiving Library notices

Students were asked (Q10) how they would prefer to receive Library notices, and asked to check all that apply, of *MyKwantlen email*, T*ext message to my phone*, and *Other (please specify)*. Of the 1782 responses received from 1681 respondents, an overwhelming majority, preferred *MyKwantlen email* to either of the other options, as shown in Chart 7.

Chart 7: Preference for delivery of Library notices
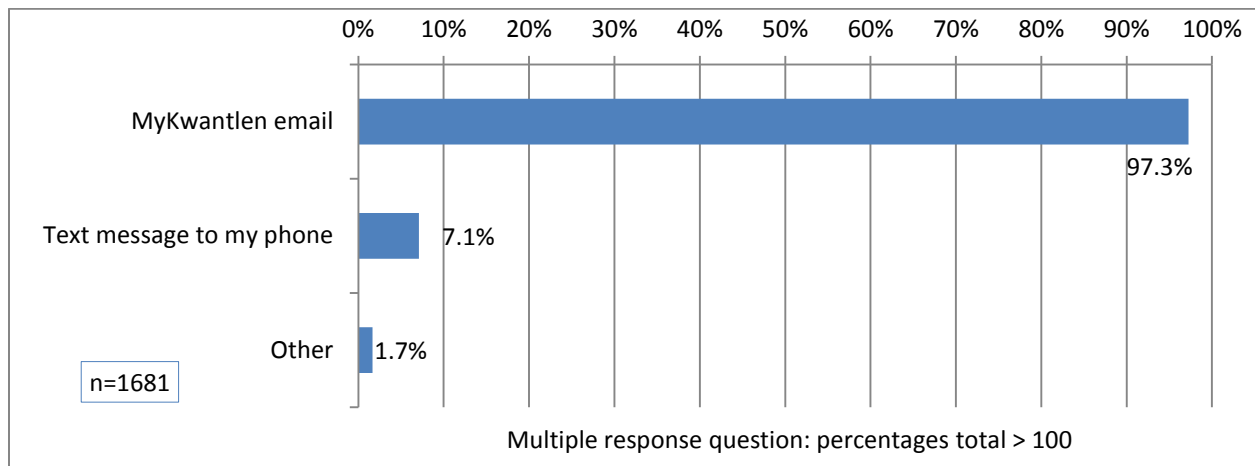
Most of the text responses for *Other* were variations on a preference for email notification, but several expressed a desire not to receive Library notices at all, preferring to "read the notices in front of the library's main door" or "either social media, Eagle Eye or an event/ communications page on the Kwantlen homepage". It is likely that respondents had differing ideas about what sort of notices were referred to in this question: most probably assumed personal communications regarding books due, requests ready for pick-up, and so on, while others were clearly thinking more generally of publicity for upcoming events, etc.

Interest in Workshops

Students were asked to indicate what interest they would have in each of a list of potential new Library in-person workshops, with space also to indicate other topics of interest (Q11). Respondents indicate a strong interest in workshops on APA style, MLA style, and Zotero, and rather less in plagiarism and Chicago style (see Chart 8). Results are expressed as both overall numbers and percentages of *responses* (*n*=number of respondents to the question).

Chart 8: Interest in potential in-person Library workshops
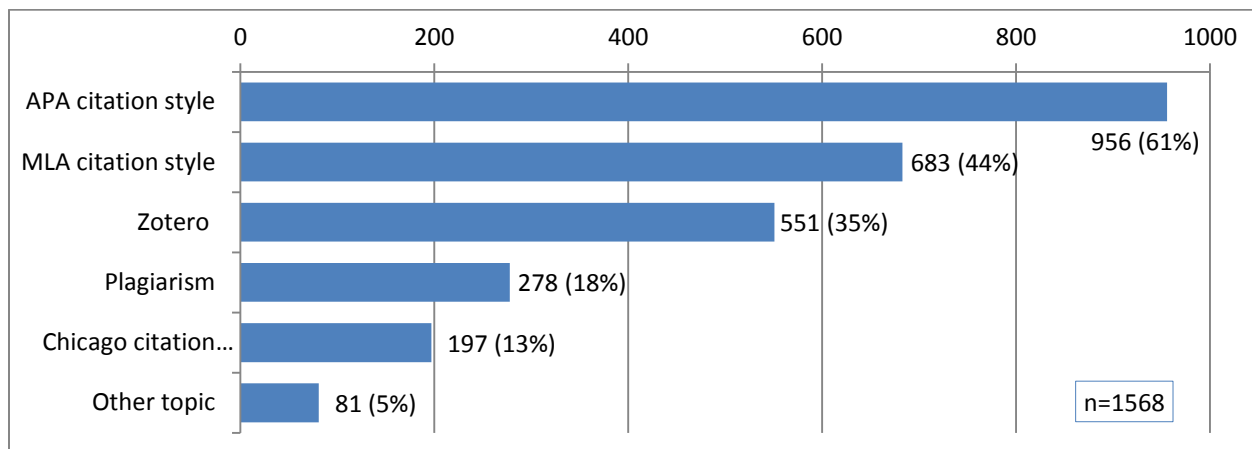
Suggestions under *Other* included research skills, study skills, essay writing, job search and resume writing, etc. The variety of subjects and the inclusion of several that are already provided elsewhere at Kwantlen suggests that students may be looking to the Library as a resource on a range of topics beyond their immediate academic needs – and that they may be unaware of some other resources or sources of support available to them.

Chart 9 shows levels of interest in various workshops by whether respondents indicate they are new or returning students. These are very similar for most topics, though a higher proportion of returning students are interested in workshops on APA and MLA style.

Chart 9: Interest in potential in-person Library workshops, by new or returning student status
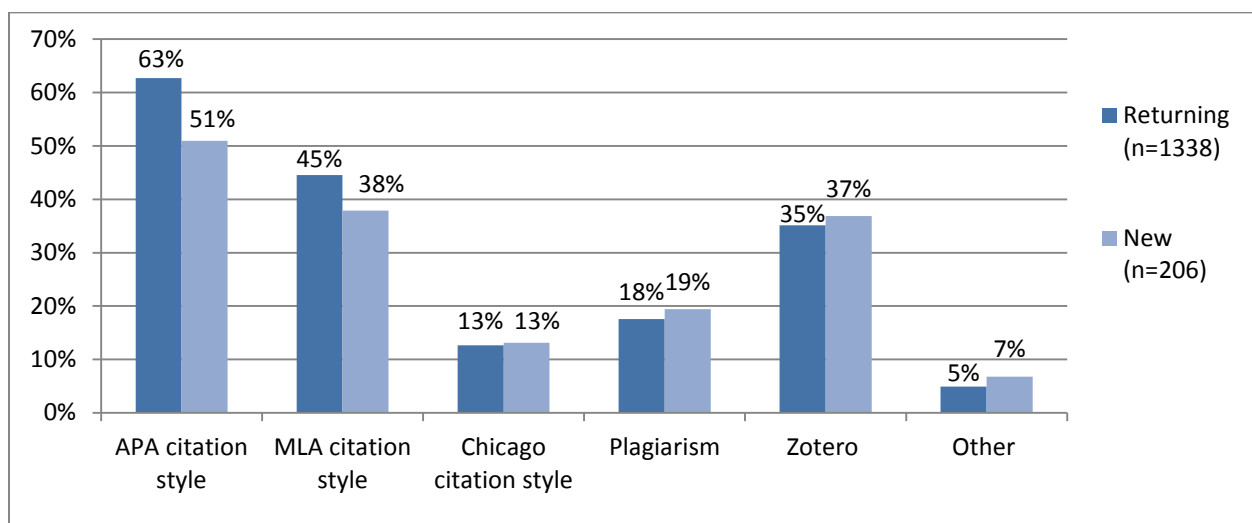
Students were also asked when they would prefer to attend such workshops (Q12), indicating all that apply on a list of day/time combinations. As shown in Chart 10, weekdays are strongly preferred to Saturdays, and mid-afternoon and late morning are preferred to evening.

Chart 10: Preference for time to attend in-person workshops

Library Survey of Students 2013 - Interest in Workshops
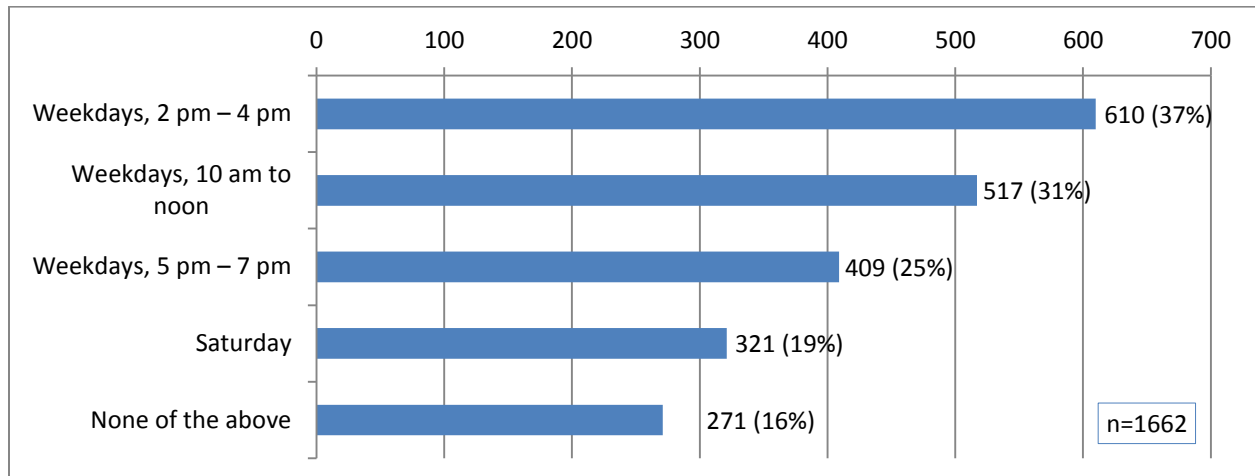
Library Access Methods and Usage

Participants were asked (Q18) to indicate how often they use the Library in person, online, and by phone; response options were *More than 3 times/week*, *About once a week*, *About once a month*, *About once in two months*, *About once a semester*, and *Never*. Overall results are presented in Chart 11 (note that the numbers of respondents vary by method of access), which shows that rates of Library use by all methods are virtually unchanged from the 2011 survey. Library use patterns are then further broken down by campus, by course level, and by program.

Chart 11: Frequency of Library use by method of access
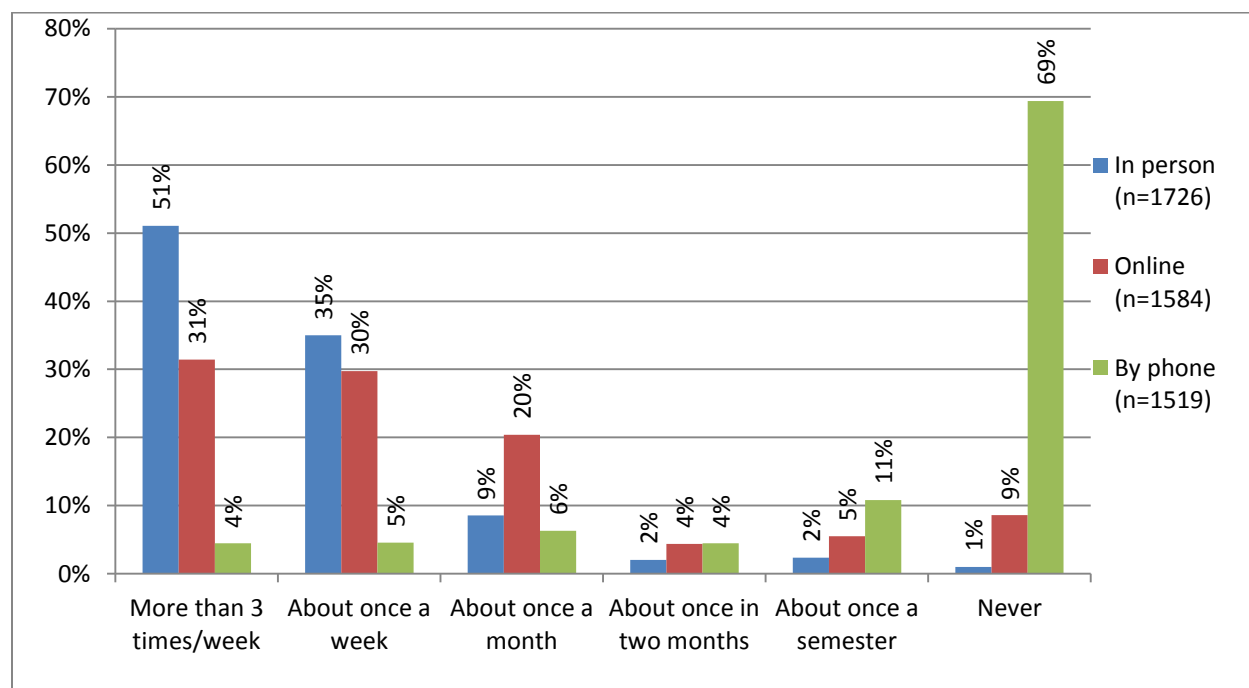
These data (and others based on them, following) should be used with caution, as they were collected in an online survey: students who rarely use computers or the internet, and/or do not use the Library online, are less likely to have participated, so results may suggest greater online library use (absolutely or relatively) than is actually occurring in the overall student population.

In Person

As shown in Chart 12 (following page), a high proportion of respondents at all campuses indicate they use the library in person at least once per week. The numbers at all campuses show an increase over 2011 survey results, with the greatest being at Cloverdale – up from 59% in 2011 to 85% in 2013 (to be used with caution, due to the very small number of respondents). Reported in-person use at Richmond is also up substantially, from 75% to 85%, while Langley and Surrey show much smaller increases (2%-3%).

A note of caution: as encouraging as these data are, it is possible that they are somewhat biased by characteristics of the respondents. Kwantlen students are heavily surveyed, and it may be that those who engage with and complete the Library survey are more likely to be frequent Library users.

Chart 12: In person use of the library at least once per week, by campus
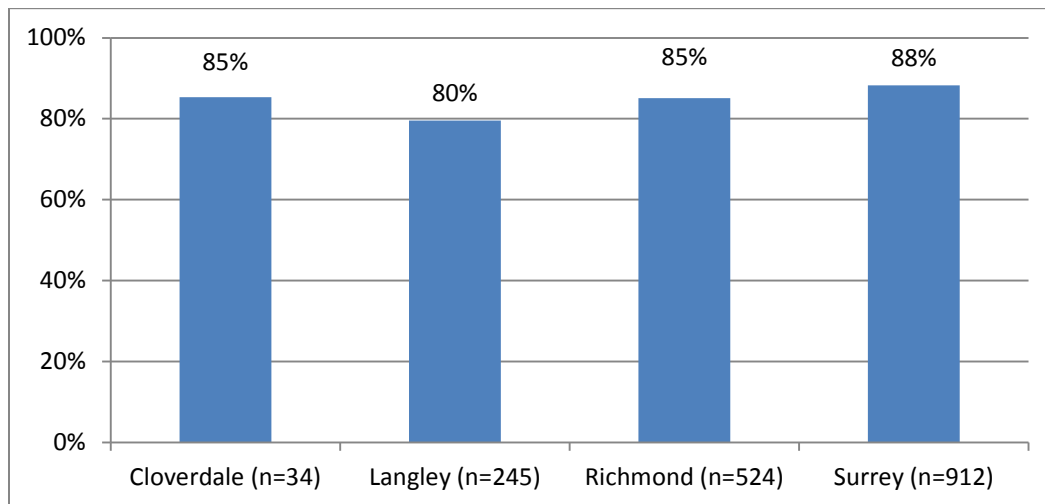
A more detailed breakdown of in-person use patterns (Chart 13) shows that the proportion of respondents who report using the library in person more than three times per week at Cloverdale, Langley, and Surrey is about the same as in 2011, while there has been a slight increase at Richmond. The most notable shift since the 2011 survey in an increase in reported in-person use of the Library *About once a week* by Cloverdale respondents – up from 20% to 44% - as well as a (corresponding?) decrease among those at the same campus who report using the Library *Once a month* or less often.

Chart 13: In person use of the library, by campus, detail
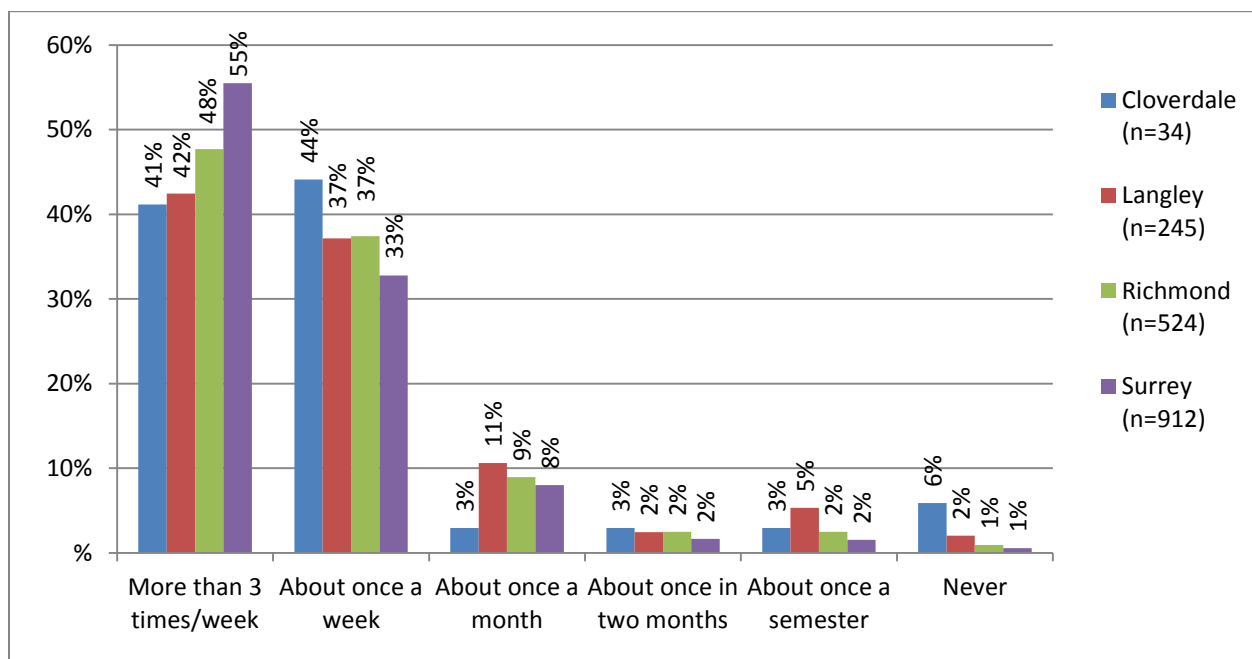
Online

As shown in Chart 14, online library use at a rate of at least once per week ranges from about 48 to 63 percent, with Cloverdale at the low end and Richmond and Surrey together at the top. The only real difference from 2011 is in the reported online use of the Library by respondents at Langley, up from 38% to 56%. This change may be due at least in part to the recent move of several programs to Langley from other campuses.

Chart 14: Online use of the library at least once per week, by campus
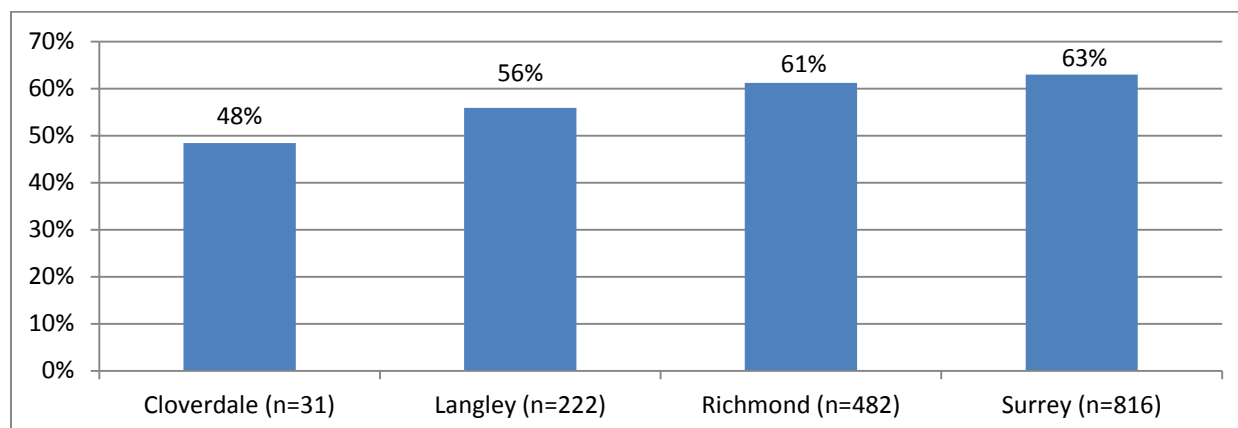
Chart 15 provides a more detailed picture of respondents' patterns of online library use: these show a more even split between the two highest use categories at each campus, but little overall change in the totals. There are still respondents, mostly at Langley and Cloverdale (both around 15%), who report that they never use the Library online; this is a decrease at Langley, but an increase at Cloverdale, from 2011.

Chart 15: Online use of the library, by campus, detail
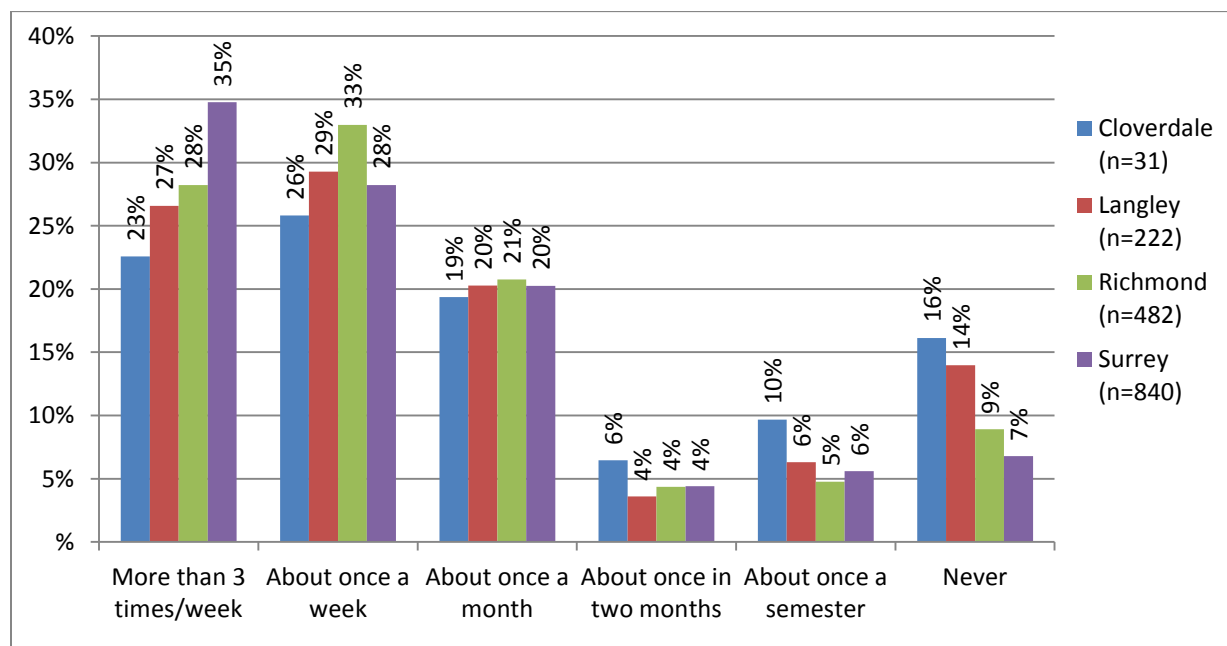
By Phone

By contrast with in-person and online use, respondents indicate that their use of the library by phone is very limited: as Chart 16 shows, between 45% and 71% say they never access the Library this way (though this is a decrease from 2011 on all campuses except Surrey). The most notable change since 2011 is a reported increase in phone use of Library at Cloverdale. Although all Cloverdale numbers should be used with caution, this increase is seen across the three highest use frequencies along with the most substantial decrease in *Never* responses (from 70% to 45%), so is likely fairly reliable.

Chart 16: Phone use of the Library, by campus
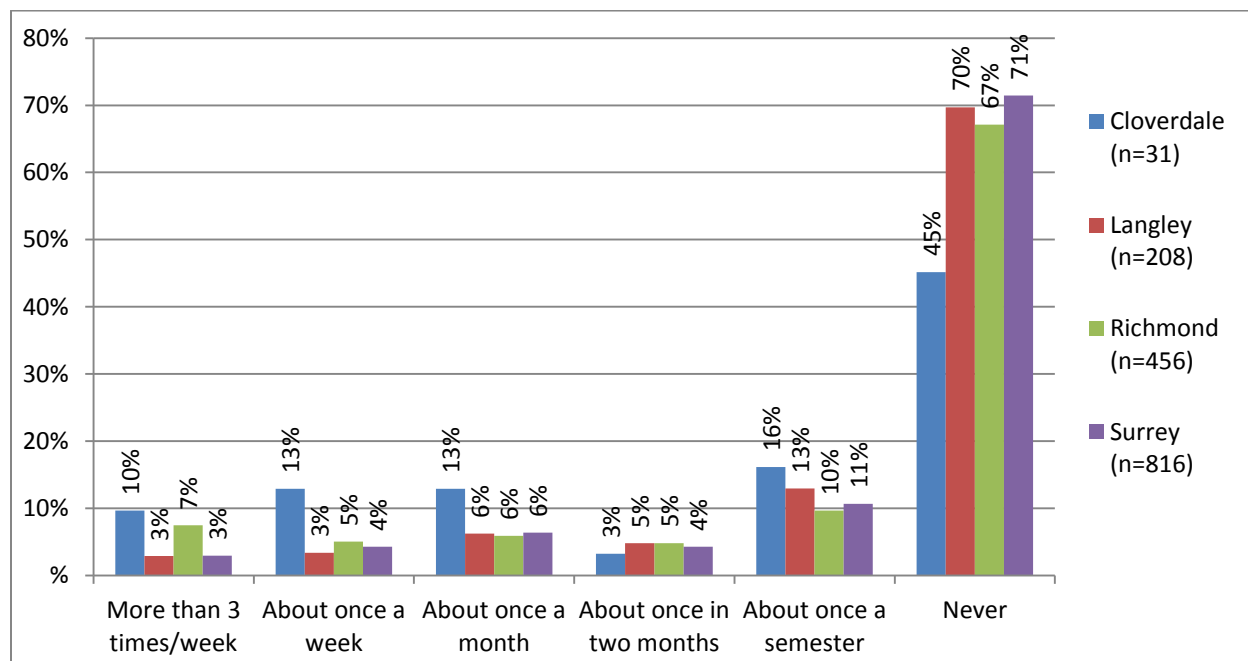
These data may also be affected by their method of collection, as students who phone the library may be less likely to respond to an online survey.

Use Patterns

Chart 17 (following page) shows a cross-tabulation of respondents' in-person and online Library use, comparing numbers in each group who report using the Library by each means at least once per week. Those who use the Library often by one method of access, tend also to do so by the other.

(A similar cross-tabulation of either of these methods with responses for Library use *By phone* shows that the small number of respondents who say they access the library by phone at least once per week are almost all doing so in person (128 of 135) and online (123 of 131) as well; these are not shown in detail due to the relatively small numbers involved.)

Chart 17: In person users' online use of the Library
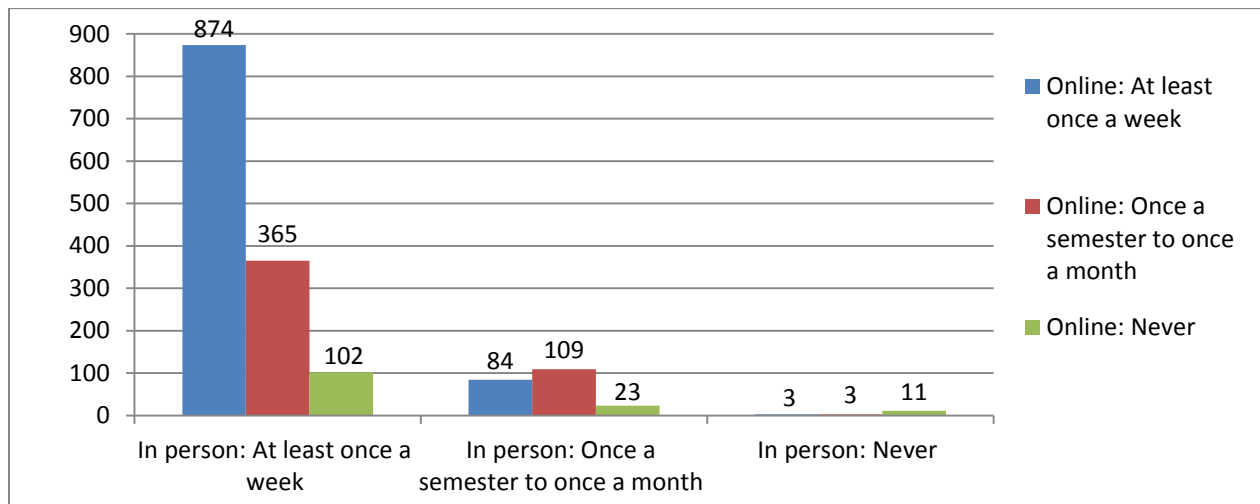
Method of Library access by course level is shown in Chart 18, based on respondents reporting use of each method once per week or more. In general the patterns and rates are very similar to 2011, though slightly increased across all methods of access. Use of the Library in person is consistently high (85%-87%), and use by phone is very consistent at about 9% regardless of course level. By contrast, online use climbs steadily from respondents in mostly lower level courses (53%), to those in both levels (65%), to those in mostly upper level courses (75%).

Chart 18: Use of the Library at least once per week, all access methods, by course level
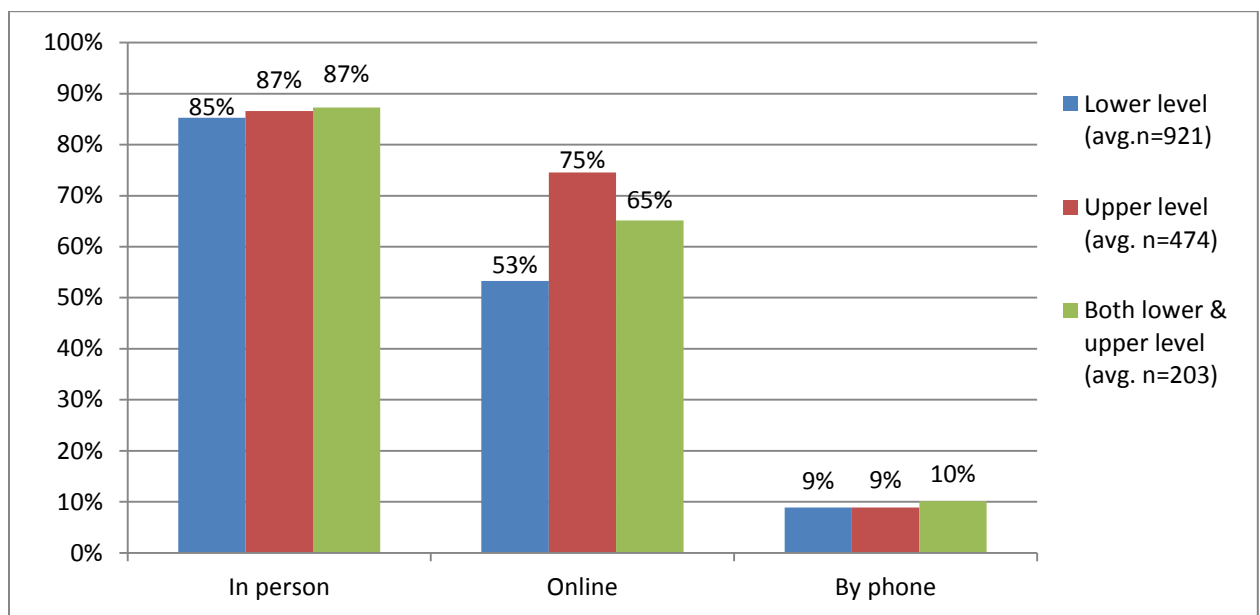
The pattern is similar for use of the Library at least once per week by each method, for new or returning students (Q22; Chart 19, following page). The most notable difference is that respondents who are new students report a higher rate of use of the Library by phone than any other demographic group (except users of the Cloverdale location).

Chart 19: Use of the Library at least once per week, all access methods, new or returning student
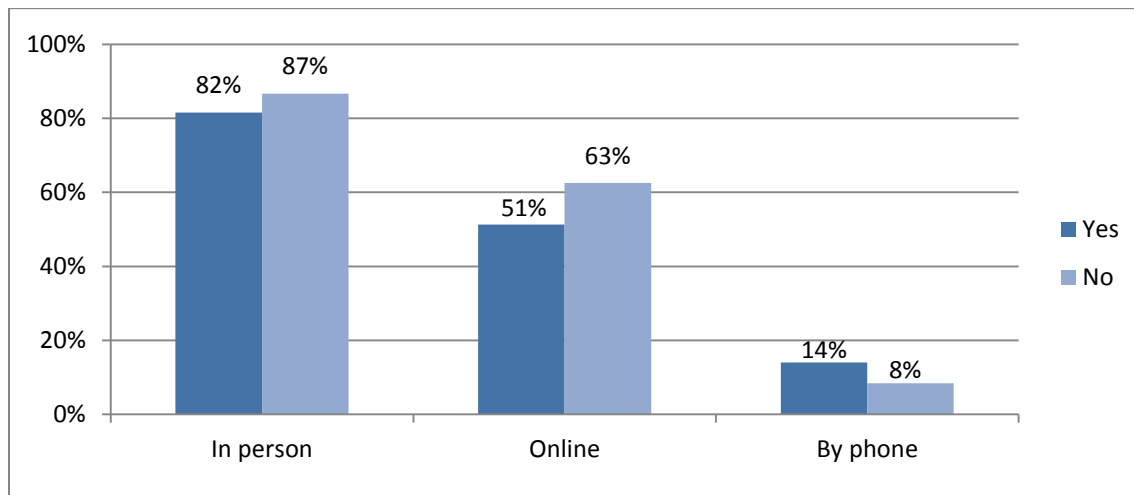
Similarly, it can be useful to look at method of Library access by area of study; Chart 20 (following page) compares the percentages of respondents for each division who reported using the Library *at least once per week* by each method. (The *n* for each program is the average number of respondents for the three access methods; this is a rather casual approach but serviceable since there is little variation in response numbers within programs.)

In addition to some insight into how various programs' students access the Library, this provides a sense of their relative overall Library use patterns.

Chart 20: Use of the Library by all methods, at least once per week, by division

Horizontal bar chart showing Library use by method (In person, Online, By phone) across divisions:

Division	In person	Online	By phone
Academic & Career Advancement (avg. n=30)	91%	67%	19%
Arts (avg. n=601)	84%	64%	5%
Business (avg. n=573)	89%	61%	13%
Community & Health Studies (avg. n=107)	81%	69%	8%
Design (avg. n=56)	78%	60%	6%
Science & Horticulture (avg. n=155)	90%	46%	7%
Trades & Technology (avg. n=29)	87%	46%	14%
Other (avg. n=32)	74%	58%	14%
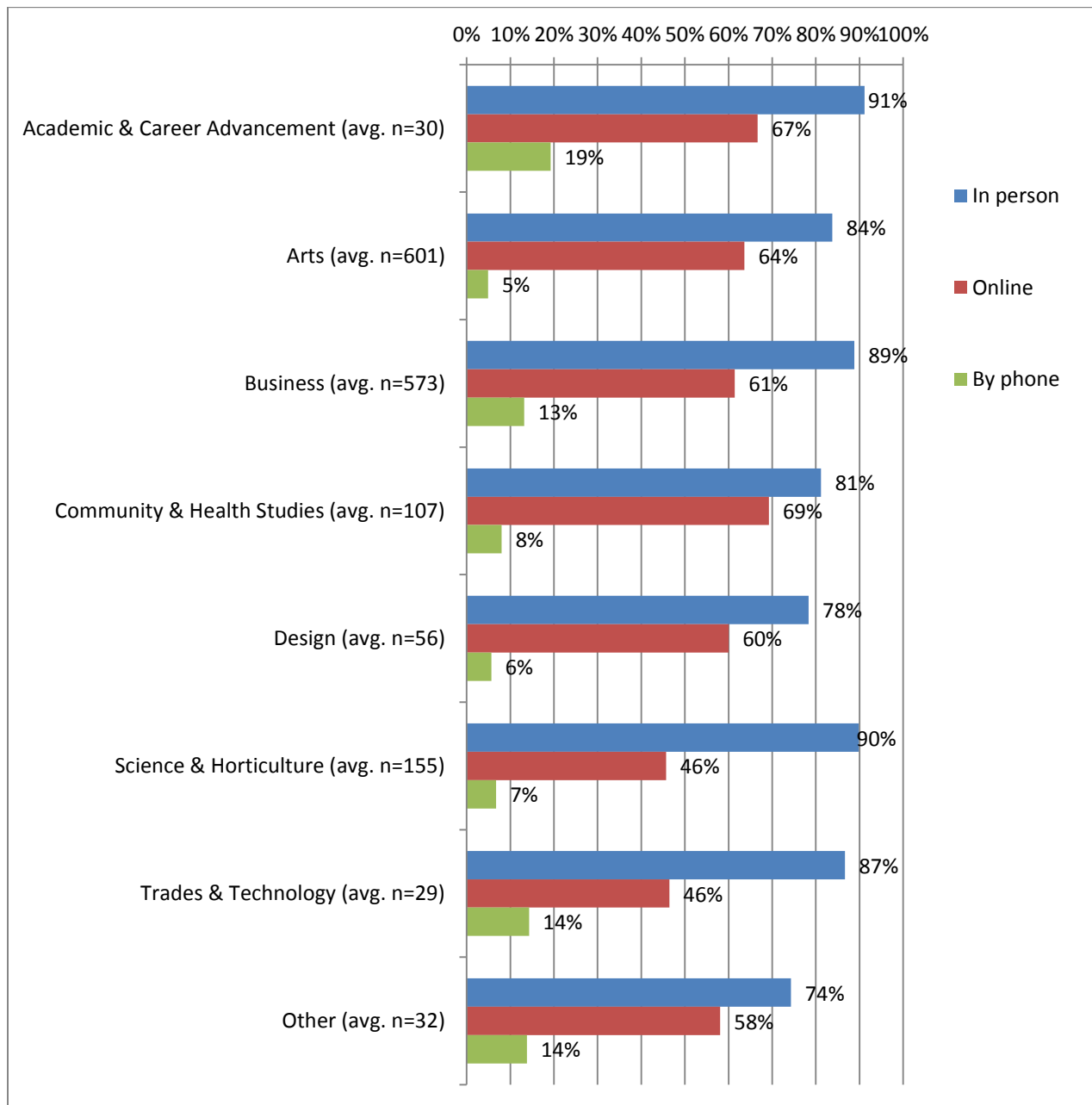
Mornings

Students were asked if they use the library in person or by phone before 8 am (Q13; Chart 21). Of the 1717 who responded, 59% said *no*. Only 8% said they do so *often*, and the remaining 33% said they do so *sometimes* or *infrequently*.

Chart 21: Use of the Library in person or by phone before 8 a.m.
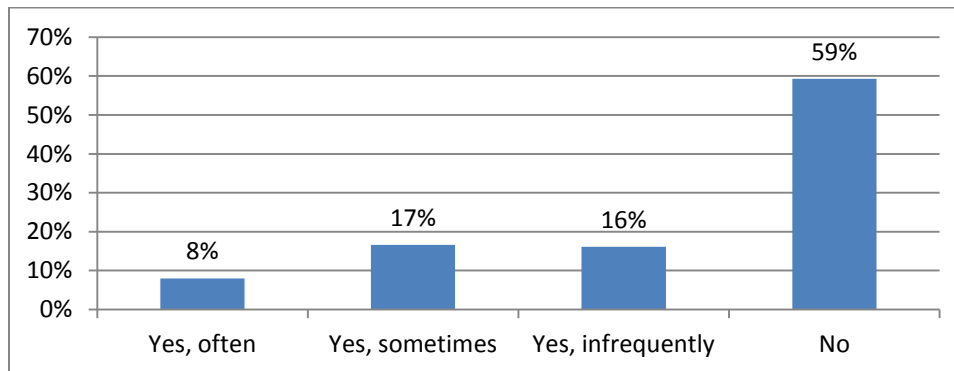
Weekends

Two questions were asked about the likelihood of respondents using the Library during various time blocks on Saturdays (Q14), and on Sundays (Q15), at each of the Langley, Richmond, and Surrey campuses. As Chart 22 shows, respondents express themselves least likely to use the Langley campus library on Saturdays (both in terms of each time block, and as *Do not/will not use*), and most likely to use the Surrey campus library. Among those who say they are likely to use the libraries on Saturdays, preference is greatest for the existing hours (10 am – 4 pm), and for possible "other opening hours" (same total hours of service) it increases as the hours get later.

Chart 22: Other hours most likely to use the Library on SATURDAYS, at Langley, Surrey and Richmond
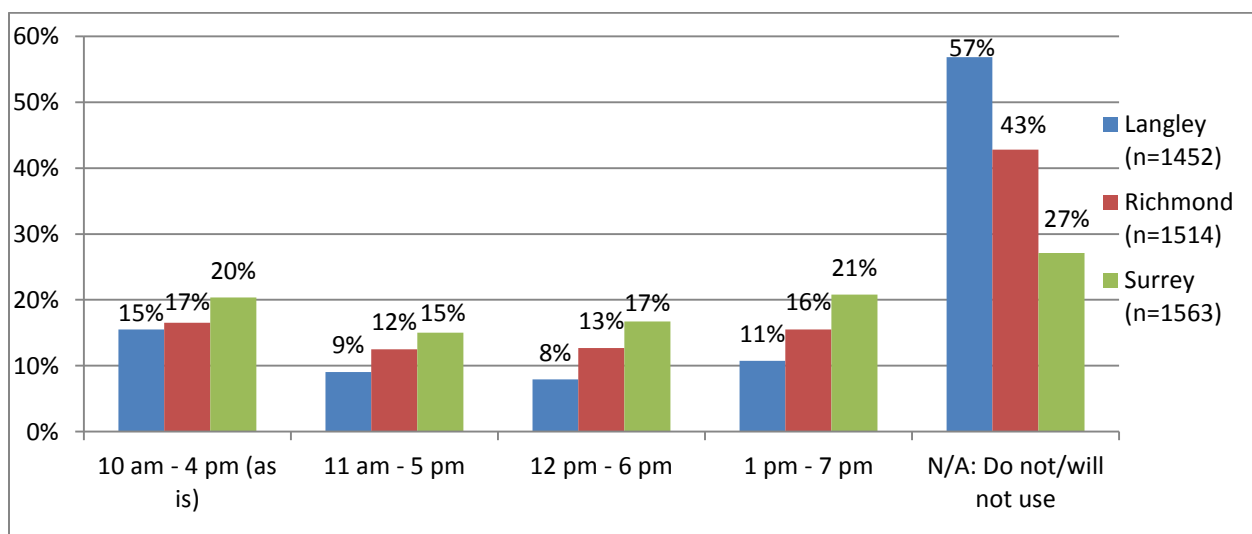
The question regarding Sunday hours is slightly different, in that the response options provided represent an increase in overall hours of service, from the current four (1 pm – 5 pm), to six. The results (see Chart 23) are very similar to Saturday, except that there is a clear preference for the latest option (1 pm - 7 pm) over all the other options, among those who say they are likely to use the Library on Sundays.

Chart 23: Other hours most likely to use the Library on SUNDAYS, at Langley, Surrey and Richmond
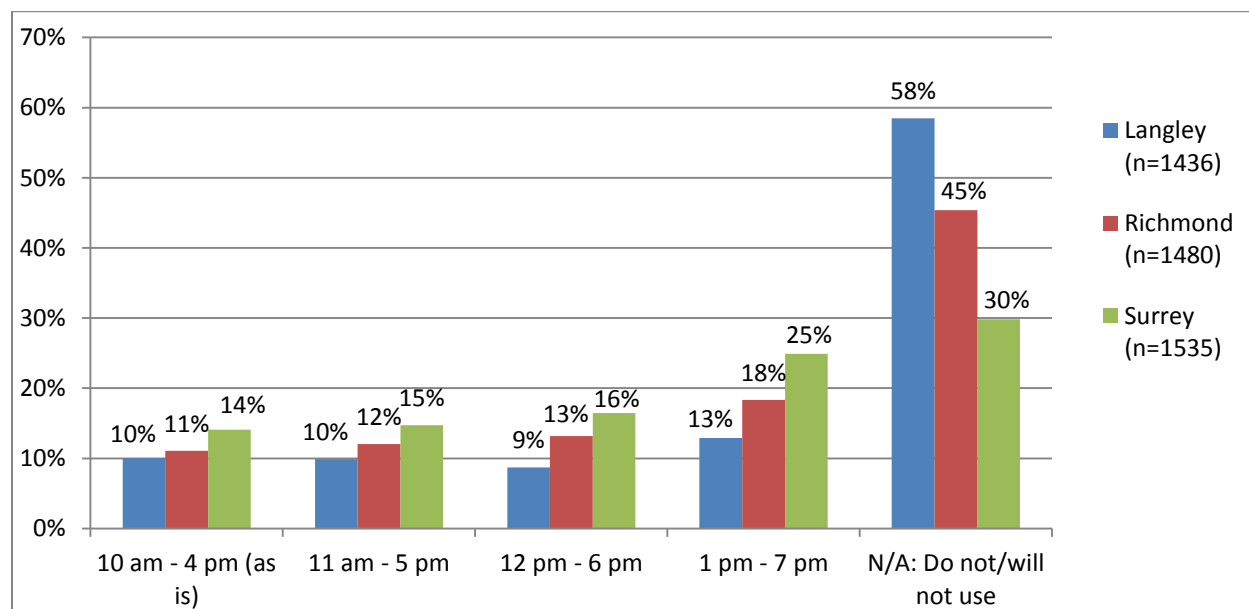
Survey participants were also asked whether they would be more likely to need longer hours on Saturday, or on Sunday, assuming the Library could be open longer on only one of those days (Chart 24). A slight majority (38% vs 31%) chose Saturday, while 28% said it does not matter; if these results are representative, around 60% of students would find longer hours on either day useful.

Chart 24: Preference for longer hours on (only one of) Saturday or Sunday (n=1741)
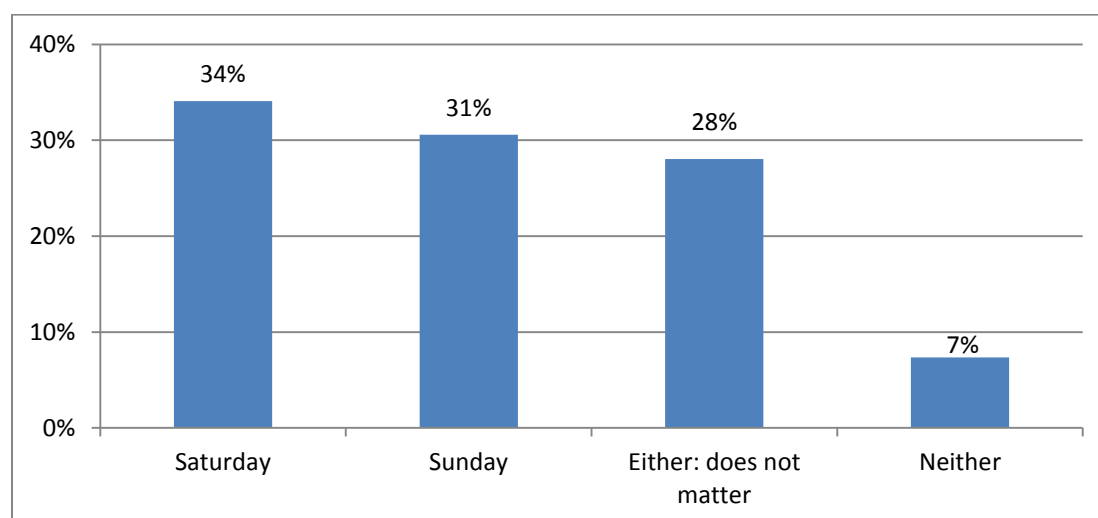
Chart 25 shows these data broken down by the campus at which respondents say they mostly use the Library. Respondents who use the Library at Surrey indicate a slight preference for longer hours on Sunday, while those who use the other three locations have a stronger preference for Saturday. Cloverdale has substantially the highest proportion of respondents who say they'd be likely to need longer hours on *neither* of these days.

Chart 25: Preference for longer hours on (only one of) Saturday or Sunday, by campus (percentages)
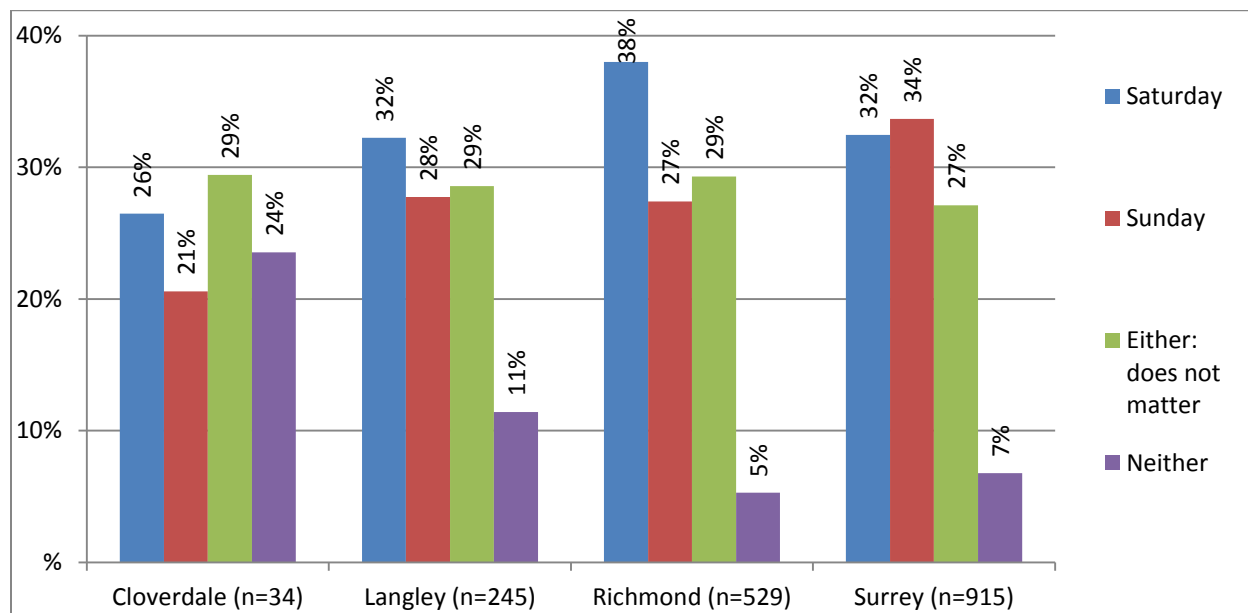
Chart 26 shows the actual numbers represented by the percentages in Chart 23, with Cloverdale and Langley combined, based on the assumption that respondents who currently mostly use either of these Libraries would be most likely to use the Langley library during extended weekend hours. Assuming the survey results are reasonably representative of Library users, this chart may be helpful in considering which day, location(s), or combination of the two would be the best choice for extended weekend hours.

Chart 26: Preference for longer hours on (only one of) Saturday or Sunday, by campus (numbers)
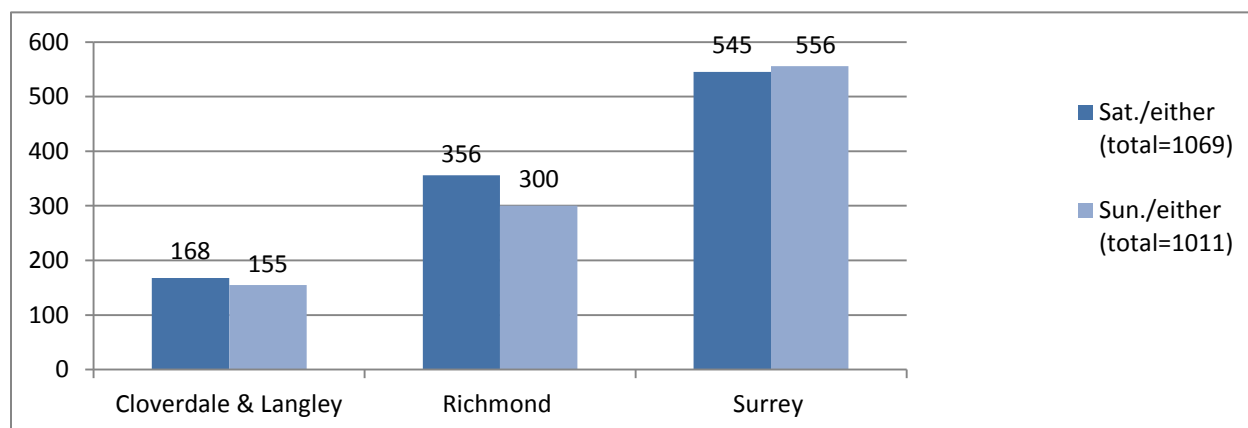
Table of Contents
Library Survey of Students 2013, Open-ended Responses and Appendices

Every other year, Kwantlen Polytechnic University Library collects feedback from students on their experiences with Library services and resources. Please take a few minutes to share your thoughts about how well the Library resources and services are meeting your needs. The survey takes about 10 minutes to complete and your input helps us meet the needs of Kwantlen students. We will use this information to improve our collections and services and to plan for the future. The survey is confidential, and your participation is entirely voluntary.

The web survey link will be open **January 28th – February 12th, 2013**. Please note that while you may start the survey and then finish it later, you cannot submit more than one completed survey.

On completion of this survey, you can choose to be entered into a **prize draw** to win one of the following: a $100 gift card for the Kwantlen Bookstores, a $50 gift card for Cineplex, or a $25 gift card for Tim Hortons.

Thank you for your time and feedback!

Todd Mundle,
University Librarian

1) I. Library Resources and Services

Please rate the IMPORTANCE of the following Library RESOURCES:

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant	N/A Have not used
Print/hard copy book collection	⬜	⬜	⬜	⬜	⬜	⬜
Electronic book collection (over 100,000 items)	⬜	⬜	⬜	⬜	⬜	⬜
Print/hard copy periodicals (magazines, newspapers, journals)	⬜	⬜	⬜	⬜	⬜	⬜
Online periodicals & online research databases	⬜	⬜	⬜	⬜	⬜	⬜
Data and statistical resources	⬜	⬜	⬜	⬜	⬜	⬜
DVD and video collection	⬜	⬜	⬜	⬜	⬜	⬜
Online streaming videos	⬜	⬜	⬜	⬜	⬜	⬜
Audiovisual equipment	⬜	⬜	⬜	⬜	⬜	⬜
Subject guides on the Library website	⬜	⬜	⬜	⬜	⬜	⬜
Library citation style guides	⬜	⬜	⬜	⬜	⬜	⬜

2) Now, please rate your SATISFACTION with the following Library RESOURCES:

	Very satisfied	Satisfied	Neither satisfied nor unsatisfied	Unsatisfied	Very unsatisfied	N/A Have not used
Print/hard copy book collection	☐	☐	☐	☐	☐	☐
Electronic books (over 100,000 items)	☐	☐	☐	☐	☐	☐
Print/hard copy periodicals (magazines, newspapers, journals)	☐	☐	☐	☐	☐	☐
Online periodicals & online research databases	☐	☐	☐	☐	☐	☐
Data and statistical resources	☐	☐	☐	☐	☐	☐
DVD and video collection	☐	☐	☐	☐	☐	☐
Online streaming videos	☐	☐	☐	☐	☐	☐
Audiovisual equipment	☐	☐	☐	☐	☐	☐
Subject guides on the Library website	☐	☐	☐	☐	☐	☐
Library citation style guides	☐	☐	☐	☐	☐	☐
Overall satisfaction with the Library's resources	☐	☐	☐	☐	☐	☐

3) If you could have an item in only PRINT/HARD COPY or in ELECTRONIC/ONLINE format, what would you prefer? Please indicate your preference for each item.

	Print/Hard Copy	Electronic/Online	Don't know
Books	☐	☐	☐
Periodicals (magazines, newspapers, journals)	☐	☐	☐
Reference books (encyclopedias, dictionaries, handbooks)	☐	☐	☐
Videos/DVDs	☐	☐	☐

4) Please rate the IMPORTANCE of each of the following Library FACILITIES and SERVICES:

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant	N/A Have not used
Library hours of operation	⬜	⬜	⬜	⬜	⬜	⬜
Library cleanliness	⬜	⬜	⬜	⬜	⬜	⬜
General study space	⬜	⬜	⬜	⬜	⬜	⬜
Quiet area to study	⬜	⬜	⬜	⬜	⬜	⬜
Group study rooms	⬜	⬜	⬜	⬜	⬜	⬜
Availability of computers	⬜	⬜	⬜	⬜	⬜	⬜
Reference service desk hours	⬜	⬜	⬜	⬜	⬜	⬜
Assistance by reference librarians (in person, by email, by phone)	⬜	⬜	⬜	⬜	⬜	⬜
"Ask Away" chat reference service	⬜	⬜	⬜	⬜	⬜	⬜
Assistance by audiovisual services staff	⬜	⬜	⬜	⬜	⬜	⬜
Assistance by checkout counter staff	⬜	⬜	⬜	⬜	⬜	⬜
Intercampus loan service (getting items from another Kwantlen campus)	⬜	⬜	⬜	⬜	⬜	⬜
Interlibrary loan service (getting items from another institution)	⬜	⬜	⬜	⬜	⬜	⬜
Availability of audiovisual equipment	⬜	⬜	⬜	⬜	⬜	⬜
Library research sessions booked by your instructor and taught by a librarian	⬜	⬜	⬜	⬜	⬜	⬜
Printing	⬜	⬜	⬜	⬜	⬜	⬜
Photocopying	⬜	⬜	⬜	⬜	⬜	⬜

5) Now, please rate your SATISFACTION with each of the following Library FACILITIES and SERVICES:

	Very satisfied	Satisfied	Neither satisfied nor unsatisfied	Unsatisfied	Very unsatisfied	N/A Have not used
Library hours of operation	⬜	⬜	⬜	⬜	⬜	⬜
Library cleanliness	⬜	⬜	⬜	⬜	⬜	⬜
General study space	⬜	⬜	⬜	⬜	⬜	⬜
Quiet area to study	⬜	⬜	⬜	⬜	⬜	⬜
Group study rooms	⬜	⬜	⬜	⬜	⬜	⬜
Availability of computers	⬜	⬜	⬜	⬜	⬜	⬜
Reference service desk hours	⬜	⬜	⬜	⬜	⬜	⬜
Assistance by reference librarians (in person, by email, by phone)	⬜	⬜	⬜	⬜	⬜	⬜
"Ask Away" chat reference service	⬜	⬜	⬜	⬜	⬜	⬜
Assistance by audiovisual services staff	⬜	⬜	⬜	⬜	⬜	⬜
Assistance by checkout counter staff	⬜	⬜	⬜	⬜	⬜	⬜
Intercampus loan service (getting items from another Kwantlen campus)	⬜	⬜	⬜	⬜	⬜	⬜
Interlibrary loan service (getting items from another institution)	⬜	⬜	⬜	⬜	⬜	⬜
Availability of audiovisual equipment	⬜	⬜	⬜	⬜	⬜	⬜
Library research sessions booked by your instructor and taught by a librarian	⬜	⬜	⬜	⬜	⬜	⬜
Printing	⬜	⬜	⬜	⬜	⬜	⬜
Photocopying	⬜	⬜	⬜	⬜	⬜	⬜
Overall satisfaction with the Library's facilities and services	⬜	⬜	⬜	⬜	⬜	⬜

6) If you indicated VERY UNSATISFIED or UNSATISFIED with any of the Library resources or Library facilities and services, please explain: _____

7) Which one of the above Library resources or Library facilities and services are you MOST SATISFIED with and why: _____

8) How often are you able to find a computer to do your research at the library?

      ⬚ All the time   ⬚ Rarely

      ⬚ Most of the time   ⬚ Never

      ⬚ About half the time   ⬚ N/A: I do not use library computers to do research

9) What type of equipment do you primarily use for your research at the library?

      ⬚ My own laptop

      ⬚ Mobile device (such as iphone, smartphone, tablet)

      ⬚ Library computer

10) How would you like to receive library notices? (Please choose all that apply.)

      ⬚ MyKwantlen email   ⬚ Text message to my phone   ⬚ Other (please specify)

If you selected other, please specify _____

11) Which of the following in-person workshops would you be interested in attending if the Library were to offer them (the length of each workshop would be approximately 2 hours)? (Please choose all that apply.)

      ⬚ APA citation style

      ⬚ MLA citation style

      ⬚ Chicago citation style

      ⬚ Plagiarism

      ⬚ Zotero (Zotero is a tool that helps you collect, organize and cite your sources)

      ⬚ Other topic, please specify below

Other (please specify) _____

12) When would you prefer to attend an in-person workshop(s)? (Please choose all that apply.)

      ⬚ Weekdays, 10 am to noon   ⬚ Saturday

      ⬚ Weekdays, 2 pm – 4 pm   ⬚ None of the above

      ⬚ Weekdays, 5 pm – 7 pm

13) Do you use the library (in person or by phone) before 8 am?

      ⬚ Yes, often   ⬚ Yes, sometimes   ⬚ Yes, infrequently   ⬚ No

14) The Langley, Richmond, and Surrey Campus Libraries are currently open on Saturdays from 10 am – 4 pm. IF other opening hours were available on Saturdays, when would you be most likely to use each of the Campus Libraries?

	10 am – 4 pm (as is)	11 am – 5 pm	12 pm – 6 pm	1 pm – 7 pm	N/A: Do not/will not use
Langley	☐	☐	☐	☐	☐
Richmond	☐	☐	☐	☐	☐
Surrey	☐	☐	☐	☐	☐

15) The Langley, Richmond, and Surrey Campus Libraries are currently open on SUNDAYS from 1 pm – 5 pm. IF the Libraries could be open longer on SUNDAYS, when would you be most likely to use each of the Campus Libraries?

	10 am – 4 pm	11 am – 5 pm	12 pm – 6 pm	1 pm – 7 pm	N/A: Do not/will not use
Langley	☐	☐	☐	☐	☐
Richmond	☐	☐	☐	☐	☐
Surrey	☐	☐	☐	☐	☐

16) The Richmond, Surrey and Langley Campus Libraries are currently open on Sundays for 4 hours (1pm-5pm) and on Saturdays for 6 hours (10am-4pm). If the Library could be open longer only one of these days, which day would you be more likely to need longer hours?

☐ Saturday   ☐ Sunday   ☐ Either: does not matter   ☐ Neither

17) Do you have any other comments about the Library or comments that you think may improve the Library?
_____

18) II. Libary Usage

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

	More than 3 times/week	About once a week	About once a month	About once in two months	About once a semester	Never
In person	☐	☐	☐	☐	☐	☐
Online	☐	☐	☐	☐	☐	☐
By phone	☐	☐	☐	☐	☐	☐

19) III. Please Tell Us About Yourself

In which program are you enrolled:

- ABE/Qualifying Studies
- Accounting
- Anthropology
- Agriculture
- APPD
- Applied Business Technology
- Applied Science/Engineering
- Asian Studies
- Bachelor of Technology
- Biology
- Business Admin
- Business General
- Business Human Resources
- Business Management
- Canadian Studies
- Career Choices & Life Success
- CELTA
- Chemistry
- Computer Information Systems
- Computer Science
- Creative Writing
- CRIM/Comm. Crim. Justice
- Economics
- English
- English Language Studies (ESL)
- Environmental Protection Tech
- Family Childcare
- Fashion
- Fine Arts
- General Arts
- General Studies
- Geography
- Graphic Design for Marketing
- Health Unit Coordinator
- History
- Health Care Assistant
- Horticulture
- Integrated Pest Management
- Interdisciplinary Design Studies
- Interior Design
- Journalism
- Marketing
- Math
- Modern Languages
- Music
- Nursing
- Philosophy
- Physics
- Political Science
- Psychology/Applied Psyc
- Public Relations
- Sciences
- SETA
- Sociology

- Trades and technology
- Othe

20) On which campus do you mostly use the Library? (Please choose one option only.)

☐ Cloverdale   ☐ Langley   ☐ Richmond   ☐ Surrey

21) Please indicate which level of courses you are mostly taking this year. (Please choose one option only.)

☐ Lower level (1000 and 2000 level)   ☐ Upper level (3000 and 4000 level)
☐ Both lower and upper level

22) Is this your first semester at Kwantlen?

☐ Yes   ☐ No

23) IV. IET

The last three questions ask about your preferences for receiving Kwantlen information and accessing student services/information.

The IET Service Desk provides tech support to students (such as accessing email; connecting to mykwantlen.ca, online self-service, and Moodle). The IET Service Desk can be contacted by email, by phone, or in-person (Surrey Campus).

How would you like to receive information about Kwantlen (ie. updates, events, etc.)? (Please choose ALL that apply).

☐ Email   ☐ Kwantlen social media (ie. facebook, twitter)
☐ Mobile app   ☐ Posters/bulletin boards around campus
☐ Kwantlen website   ☐ Other (please specify)

If you selected other, please specify _____

24) How would you like to access IET supported student services (such as registration, checking grades, etc.)? (Please choose ALL that apply.)

☐ Email   ☐ Phone   ☐ Mobile app   ☐ myKwantlen.ca   ☐ Other (please specify)

If you selected other, please specify _____

25) How interested are you in having the following mobile app features?

	Very interested	Somewhat interested	Not very interested
Campus maps	☐	☐	☐
Class schedule/course availability	☐	☐	☐
Class cancellations	☐	☐	☐
KPU news/events	☐	☐	☐
Library services	☐	☐	☐
Athletics and recreation information	☐	☐	☐
Campus security/emergency response information	☐	☐	☐
Program/course information	☐	☐	☐
Register for courses	☐	☐	☐
Check grades	☐	☐	☐
Other	☐	☐	☐

26) V. Prize Draw

Thank you for taking the time to participate in this survey!

Would you like to enter the prize draw for a chance to win one of the following: a $100 gift card for the Kwantlen Bookstores, a $50 gift card for Cineplex, or a $25 gift card for Tim Hortons?

    ☐ Yes – I would like to enter the prize draw   ☐ No

27) VI. Prize Draw Entry Form

To enter the draw to win one of the following: a $100 gift card for the Kwantlen Bookstores, a $50 gift card for Cineplex, or a $25 gift card for Tim Hortons, please provide your name, your email address and your phone number.

This information will not be associated with your survey responses; it will be kept separate and only used in conducting the draw and contacting the winner.

    Name   _____

    Email address   _____

    Phone number   _____

Thank you for taking the time to participate in this survey.

Todd Mundle, University Librarian

Every other year, Kwantlen Polytechnic University Library collects feedback from students on their experiences with Library services and resources. Please take a few minutes to share your thoughts about how well the Library resources and services are meeting your needs. The survey takes about 10 minutes to complete and your input helps us meet the needs of Kwantlen students. We will use this information to improve our collections and services and to plan for the future. The survey is confidential, and your participation is entirely voluntary.

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Thank you for your time and feedback!

Todd Mundle,
University Librarian

1) I. Library Resources and Services

Please rate the IMPORTANCE of the following Library RESOURCES:

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant	N/A Have not used
Print/hard copy book collection	▢	▢	▢	▢	▢	▢
Electronic book collection (over 100,000 items)	▢	▢	▢	▢	▢	▢
Print/hard copy periodicals (magazines, newspapers, journals)	▢	▢	▢	▢	▢	▢
Online periodicals & online research databases	▢	▢	▢	▢	▢	▢
Data and statistical resources	▢	▢	▢	▢	▢	▢
DVD and video collection	▢	▢	▢	▢	▢	▢
Online streaming videos	▢	▢	▢	▢	▢	▢
Audiovisual equipment	▢	▢	▢	▢	▢	▢
Subject guides on the Library website	▢	▢	▢	▢	▢	▢
Library citation style guides	▢	▢	▢	▢	▢	▢

2) Now, please rate your SATISFACTION with the following Library RESOURCES:

	Very satisfied	Satisfied	Neither satisfied nor unsatisfied	Unsatisfied	Very unsatisfied	N/A Have not used
Print/hard copy book collection	⬜	⬜	⬜	⬜	⬜	⬜
Electronic books (over 100,000 items)	⬜	⬜	⬜	⬜	⬜	⬜
Print/hard copy periodicals (magazines, newspapers, journals)	⬜	⬜	⬜	⬜	⬜	⬜
Online periodicals & online research databases	⬜	⬜	⬜	⬜	⬜	⬜
Data and statistical resources	⬜	⬜	⬜	⬜	⬜	⬜
DVD and video collection	⬜	⬜	⬜	⬜	⬜	⬜
Online streaming videos	⬜	⬜	⬜	⬜	⬜	⬜
Audiovisual equipment	⬜	⬜	⬜	⬜	⬜	⬜
Subject guides on the Library website	⬜	⬜	⬜	⬜	⬜	⬜
Library citation style guides	⬜	⬜	⬜	⬜	⬜	⬜
Overall satisfaction with the Library's resources	⬜	⬜	⬜	⬜	⬜	⬜

3) If you could have an item in only PRINT/HARD COPY or in ELECTRONIC/ONLINE format, what would you prefer? Please indicate your preference for each item.

	Print/Hard Copy	Electronic/Online	Don't know
Books	⬜	⬜	⬜
Periodicals (magazines, newspapers, journals)	⬜	⬜	⬜
Reference books (encyclopedias, dictionaries, handbooks)	⬜	⬜	⬜
Videos/DVDs	⬜	⬜	⬜

4) Please rate the IMPORTANCE of each of the following Library FACILITIES and SERVICES:

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant	N/A Have not used
Library hours of operation	☐	☐	☐	☐	☐	☐
Library cleanliness	☐	☐	☐	☐	☐	☐
General study space	☐	☐	☐	☐	☐	☐
Quiet area to study	☐	☐	☐	☐	☐	☐
Group study rooms	☐	☐	☐	☐	☐	☐
Availability of computers	☐	☐	☐	☐	☐	☐
Reference service desk hours	☐	☐	☐	☐	☐	☐
Assistance by reference librarians (in person, by email, by phone)	☐	☐	☐	☐	☐	☐
"Ask Away" chat reference service	☐	☐	☐	☐	☐	☐
Assistance by audiovisual services staff	☐	☐	☐	☐	☐	☐
Assistance by checkout counter staff	☐	☐	☐	☐	☐	☐
Intercampus loan service (getting items from another Kwantlen campus)	☐	☐	☐	☐	☐	☐
Interlibrary loan service (getting items from another institution)	☐	☐	☐	☐	☐	☐
Availability of audiovisual equipment	☐	☐	☐	☐	☐	☐
Library research sessions booked by your instructor and taught by a librarian	☐	☐	☐	☐	☐	☐
Printing	☐	☐	☐	☐	☐	☐
Photocopying	☐	☐	☐	☐	☐	☐

5) Now, please rate your SATISFACTION with each of the following Library FACILITIES and SERVICES:

	Very satisfied	Satisfied	Neither satisfied nor unsatisfied	Unsatisfied	Very unsatisfied	N/A Have not used
Library hours of operation	☐	☐	☐	☐	☐	☐
Library cleanliness	☐	☐	☐	☐	☐	☐
General study space	☐	☐	☐	☐	☐	☐
Quiet area to study	☐	☐	☐	☐	☐	☐
Group study rooms	☐	☐	☐	☐	☐	☐
Availability of computers	☐	☐	☐	☐	☐	☐
Reference service desk hours	☐	☐	☐	☐	☐	☐
Assistance by reference librarians (in person, by email, by phone)	☐	☐	☐	☐	☐	☐
"Ask Away" chat reference service	☐	☐	☐	☐	☐	☐
Assistance by audiovisual services staff	☐	☐	☐	☐	☐	☐
Assistance by checkout counter staff	☐	☐	☐	☐	☐	☐
Intercampus loan service (getting items from another Kwantlen campus)	☐	☐	☐	☐	☐	☐
Interlibrary loan service (getting items from another institution)	☐	☐	☐	☐	☐	☐
Availability of audiovisual equipment	☐	☐	☐	☐	☐	☐
Library research sessions booked by your instructor and taught by a librarian	☐	☐	☐	☐	☐	☐
Printing	☐	☐	☐	☐	☐	☐
Photocopying	☐	☐	☐	☐	☐	☐
Overall satisfaction with the Library's facilities and services	☐	☐	☐	☐	☐	☐

6) If you indicated VERY UNSATISFIED or UNSATISFIED with any of the Library resources or Library facilities and services, please explain: _____

7) Which one of the above Library resources or Library facilities and services are you MOST SATISFIED with and why: _____

8) How often are you able to find a computer to do your research at the library?

- ☐ All the time
- ☐ Most of the time
- ☐ About half the time
- ☐ Rarely
- ☐ Never
- ☐ N/A: I do not use library computers to do research

9) What type of equipment do you primarily use for your research at the library?

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

10) How would you like to receive library notices? (Please choose all that apply.)

☐ MyKwantlen email   ☐ Text message to my phone   ☐ Other (please specify)

If you selected other, please specify _____

11) Which of the following in-person workshops would you be interested in attending if the Library were to offer them (the length of each workshop would be approximately 2 hours)? (Please choose all that apply.)

- ☐ APA citation style
- ☐ MLA citation style
- ☐ Chicago citation style
- ☐ Plagiarism
- ☐ Zotero (Zotero is a tool that helps you collect, organize and cite your sources)
- ☐ Other topic, please specify below

Other (please specify) _____

12) When would you prefer to attend an in-person workshop(s)? (Please choose all that apply.)

    ☐ Weekdays, 10 am to noon   ☐ Saturday

    ☐ Weekdays, 2 pm – 4 pm   ☐ None of the above

    ☐ Weekdays, 5 pm – 7 pm

13) Do you use the library (in person or by phone) before 8 am?

    ☐ Yes, often   ☐ Yes, sometimes   ☐ Yes, infrequently   ☐ No

14) The Langley, Richmond, and Surrey Campus Libraries are currently open on Saturdays from 10 am – 4 pm. IF other opening hours were available on Saturdays, when would you be most likely to use each of the Campus Libraries?

	10 am – 4 pm (as is)	11 am – 5 pm	12 pm – 6 pm	1 pm – 7 pm	N/A: Do not/will not use
Langley	☐	☐	☐	☐	☐
Richmond	☐	☐	☐	☐	☐
Surrey	☐	☐	☐	☐	☐

15) The Langley, Richmond, and Surrey Campus Libraries are currently open on SUNDAYS from 1 pm – 5 pm. IF the Libraries could be open longer on SUNDAYS, when would you be most likely to use each of the Campus Libraries?

	10 am – 4 pm	11 am – 5 pm	12 pm – 6 pm	1 pm – 7 pm	N/A: Do not/will not use
Langley	☐	☐	☐	☐	☐
Richmond	☐	☐	☐	☐	☐
Surrey	☐	☐	☐	☐	☐

16) The Richmond, Surrey and Langley Campus Libraries are currently open on Sundays for 4 hours (1pm-5pm) and on Saturdays for 6 hours (10am-4pm). If the Library could be open longer only one of these days, which day would you be more likely to need longer hours?

    ☐ Saturday   ☐ Sunday   ☐ Either: does not matter   ☐ Neither

17) Do you have any other comments about the Library or comments that you think may improve the Library?

_____

18) II. Libary Usage

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

	More than 3 times/week	About once a week	About once a month	About once in two months	About once a semester	Never
In person	☐	☐	☐	☐	☐	☐
Online	☐	☐	☐	☐	☐	☐
By phone	☐	☐	☐	☐	☐	☐

19) III. Please Tell Us About Yourself

In which program are you enrolled:

☐ ABE/Qualifying Studies
☐ Accounting
☐ Anthropology
☐ Agriculture
☐ APPD
☐ Applied Business Technology
☐ Applied Science/Engineering
☐ Asian Studies
☐ Bachelor of Technology
☐ Biology
☐ Business Admin
☐ Business General
☐ Business Human Resources
☐ Business Management
☐ Canadian Studies
☐ Career Choices & Life Success
☐ CELTA
☐ Chemistry
☐ Computer Information Systems
☐ Computer Science
☐ Creative Writing
☐ CRIM/Comm. Crim. Justice
☐ Economics
☐ English
☐ English Language Studies (ESL)
☐ Environmental Protection Tech
☐ Family Childcare
☐ Fashion
☐ Fine Arts
☐ General Arts
☐ General Studies

☐ Geography
☐ Graphic Design for Marketing
☐ Health Unit Coordinator
☐ History
☐ Health Care Assistant
☐ Horticulture
☐ Integrated Pest Management
☐ Interdisciplinary Design Studies
☐ Interior Design
☐ Journalism
☐ Marketing
☐ Math
☐ Modern Languages
☐ Music
☐ Nursing
☐ Philosophy
☐ Physics
☐ Political Science
☐ Psychology/Applied Psyc
☐ Public Relations
☐ Sciences
☐ SETA
☐ Sociology
☐ Trades and technology
☐ Other

20) On which campus do you mostly use the Library? (Please choose one option only.)

☐ Cloverdale   ☐ Langley   ☐ Richmond   ☐ Surrey

21) Please indicate which level of courses you are mostly taking this year. (Please choose one option only.)

☐ Lower level (1000 and 2000 level)   ☐ Upper level (3000 and 4000 level)
☐ Both lower and upper level

22) Is this your first semester at Kwantlen?

☐ Yes   ☐ No

23) IV. IET

The last few questions ask about your preferences and experiences with the Information & Educational Technology (IET) Service Desk.

The IET Service Desk provides tech support to students (such as accessing email; connecting to mykwantlen.ca, online self-service, and Moodle). The IET Service Desk can be contacted by email, by phone, or in-person (Surrey Campus).

What is your preferred method for contacting the IET Service Desk. Please rank the options (1=most preferred, 3=least preferred).

email   _____
phone   _____
in-person-if available at all library locations   _____

24) Have you wanted to access the IET Service Desk (by email, by phone, or in-person – Surrey campus) this academic year, but could not because it was CLOSED?

☐ Yes, three or more times this academic year (from September 2012)
☐ Yes, once or twice this academic year (from September 2012)
☐ No
☐ Don't know/Can't remember/Did not need to contact the IET Service Desk

25) Please think of the MOST RECENT time you were unable to access the IET Service Desk because it was CLOSED. When did you try to access the service desk?

☐ Before 7:30 am, Monday to Friday
☐ Between 5 pm and 8 pm, Monday to Friday
☐ After 8 pm, Monday to Friday
☐ Saturday, any time
☐ Sunday, any time

26) V. Prize Draw

Thank you for taking the time to participate in this survey!

Would you like to enter the prize draw for a chance to win one of the following: a $100 gift card for the Kwantlen Bookstores, a $50 gift card for Cineplex, or a $25 gift card for Tim Hortons?

      ☐ Yes - I would like to enter the prize draw
      ☐ No

27) VI. Prize Draw Entry Form

To enter the draw to win one of the following: a $100 gift card for the Kwantlen Bookstores, a $50 gift card for Cineplex, or a $25 gift card for Tim Hortons, please provide your name, your email address and your phone number.

This information will not be associated with your survey responses; it will be kept separate and only used in conducting the draw and contacting the winner.

      Name   _____

      Email address   _____

      Phone Number   _____

Thank you for taking the time to participate in this survey.

Todd Mundle, University Librarian

Question 7: "Which one of the above Library resources or Library facilities and services are you MOST SATISFIED with and why:"

Employees
Total=216

Surrey

- [Availability of computers and] assistance by checkout counter staff because they are always there to [use and] help.
- [Cleanliness and] the assistance with staff. [I like how the library is always clean, it gives a safe/ home kind of feeling might be because of the cement walls...] Everyone is always super friendly and helpful!
- [Computers, study areas, printing facilities,] research assistance, [interlibrary loans, interinstitution loans.]
- [I am m[io]st satisfied with the reference desk help I have received at the Surrey campus library. When I was unable to find a book the very nice woman walked up to the second story with me to insure that I found what I was looking for. She was very helpful in ensuring that it was the proper book for my needs as well.]
- [I am really satisfied with the number and the location of all the computers available in the library. Never had I needed to wait to use one.] Also, the library employees are always willing to help if I have any questions. The atmosphere is great.
- [I love the quiet study rooms. I mostly love that there are no keys anymore. Charging for keys per minute was really the stupidest thing I have ever seen. I love the variety in the study rooms even though the smell and cleanliness could be improved. No hot foods in the library helps. I love the third floor. It's nice and quiet. I also like the big tables by windows. Nice option. Cleanliness again would be nice as well as an option to plug in laptop on EVERY desk. Ask away is SOOO helpful for any last minute help or when the library is closed. I love it so much. It's the best service ever.] The librarians are very nice and friendly and helpful. My favourite librarians are [name] and [name]. I do think however that librarians should keep in mind how much time a student has and focus on students' questions instead of wandering off and diverting them to other topics and resources and help that they didn't ask for (this only applies when a student is really restricted to time). [Research sessions booked by professors are very helpful. All professors should be required to do it for first year courses. Personal research sessions with librarians are SOOO helpful. But unfortunately I was told that they got rid of that service. Please don't. That's the best thing about the library.]
- [I think I appreciate the amount of space available to study at the library on the different levels because there are many options.] I also appreciate the Reference Librarians. They have been able to help me several times quite effectively to reach my research goals.
- [I'm most satisfied with the library quiet study area on the 3rd floor. It's nice to have an entire floor dedicated to that. I use it all the time and don't ever have trouble finding a seat.] I'm also very satisfied with the audiovisual guy who gave our class a tutorial on using the library camcorders. He gave us a very handy handout with it too.
- [Library operation hours, reference desk hours,] assistance by reference librarians. [printing, photocopying.]
- [Lots of quiet space to study on the 3rd floor] and helpful staff.
- [The assistance I've experienced with the front desk at the Langley library. They are always available to help and take interest in what I need to find. The Surrey campus on the other hand seems to lack any concern for students, they seem as they do not want to help.]

- [The Librarian at the Richmond campus was very very helpful. She spent time with me and helped me pull out information on my essay topic. If it was not for her, I would not have gotten enough information to complete my essay.]
- [The librarian in surrey campus! She helped me a lot with finding my books for me.]
- [The most satisfied would be the availability of space because even when the library is full, there is always space somewhere to study and do homework at.] The librarians at the check out counter and reference desk is also very helpful and knowledgeable.
- [Very friendly and helpful staffs at Richmond campus]
- Ability get help from librarians especially online!
- Always someone available to help.
- Assistance by checkout counter staff. [x 3]
- Assistance by checkout counter staff; have been very helpful in my experience especially relating to questions finding something or difficulties with the printers. [Study rooms (especially at Surrey campus) are most important; this is what I have most used from the libraries for group projects etc.]
- Assistance by librarians, because they are all very helpful and polite.
- Assistance by librarians.
- Assistance by reference librarian because they are always there when I really need their help!
- Assistance by reference librarians (in person, by email, by phone). [x 2].
- Assistance by reference librarians. I have usually found them to be extremely helpful and informative. Only on one occasion did I have one librarian who really didn't seem to know what she was doing.
- Assistance by reference library because they have yet to be unable to help me with my research.
- Assistance by staff.
- Assistance by staffs is really helpful when having questions.
- Assistance from librarians, always willing to help find something when you're having troubles.
- Assistance from staff is exceptional; they are always helpful and if they don't have an answer they will find someone who does or will work with students to find what they are looking for.
- Assistance from the librarian because they are able to guide me in the right direction of my research.
- Assistance with librarian because they always answer my question.
- Assistant at the counter to answer my questions because physical responses are more meaningful and insightful.
- Assistants are very helpful and friendly.
- Availability of Librarians [and reference materials.]
- Being able to ask a librarian for help at any time.
- Checkout counter staff are very helpful and friendly.
- Checkout has always been quick and efficient.
- Checkout staff...very helpful and pleasant!
- Face to face interaction with the librarians, either for citation assistance, research assistance, front desk help, or just a friendly conversation. The staff are a true asset to our libraries!
- Great staff!
- Help desk staff have been very friendly and were able to help me locate my book quickly and easily.
- Helpful staff that spent time and walked me through searching issues when I needed help; [it's a good comfortable area to study.]
- Helpful staff.
- Helpfulness with finding something.
- How informed library technicians ... or librarians are when you ask for help.

- I am highly satisfied with the help i receive at the check-out table because they are very clear and helpful with their answers to my questions. Also they do everything they can to find a book if I can't find it.
- I am most satisfied with library staff [and the printing stuff.]
- I am most satisfied with the assistance from checkout counter staff as they are helpful and reliable.
- I am most satisfied with the assistance with reference librarians" because they are always there to help, even during times when they have several people waiting in line.
- I am most satisfied with the availability and willingness to help of the librarians at Kwantlen. They always go above and beyond [and more specifically [name] at the Langley campus has been extremely helpful during my time at Kwantlen.]
- I am most satisfied with the counter attendant staff.
- I am most satisfied with the help provided by the librarians. They are really nice and wonderful.
- I am most satisfied with the library staff.
- I am most satisfied with the overall pleasantness of the staff.
- I am most satisfied with the service at the front desk because they are always prompt to answer any questions, and offer great suggestions.
- I am very satisfied with assistance that helps students find any resources for their courses.
- I am very satisfied with librarians who always help me to find out where the books are and teach me how to return books.
- I have always received good assistance from the library staff, in terms of getting material and help with references etc.
- I like how there is so much assistance in finding resources and [how there's printing and photocopying services] ... it is very convenient!
- I like the personal interaction between student and Librarian. [I cannot imagine a library without study rooms and quiet areas.]
- I think the library staff are super helpful and very knowledgeable. I have had to use them twice in the last two weeks and they have been very accommodating.
- I think the staff at the libraries are very helpful and they do a very good job of assisting students to the best of their abilities. They go above and beyond to help students find materials.
- I think the staff is very helpful [and the library is very clean.]
- Lib help desk.
- Librarian and assistant help. Always can help me right away, and know exactly what I am looking for. HUGE HELP!
- Librarians helping students is very helpful for finding books and looking things up on the computer and how to use them.
- Library assistance has been very positive and helpful for me throughout my degree.
- Library staff are great!! Very helpful and professional.
- Most of the time the staff is friendly.
- Reference service desk hours as well as assistance by librarians. This is because these resources are important to me and the staff provide assistance whenever needed.
- Some of the librarians are very helpful ▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬ she's very nice. As for some other, not so much. But overall satisfied. [Online database is also very good.]
- Staff assistance is usually great.
- The assistance and Kwantlen is excellent. I am very satisfied with the help I receive when I need to locate something or check out an item.
- The assistance from the staff is wonderful. They are readily available to help students.

- The assistance of the Kwantlen Library staff is amazing. If there is anything you need they are right there to help you by phone/email or chat. [~~Also the library research session help you learn to navigate the library site and how to do you research.~~]
- The counter staff is always knowledgeable and helpful.
- The front desk is very helpful.
- The front desk staff is very helpful.
- The helpfulness of the staff at the service desk. Some staff are much more helpful than others.
- The knowledge of the reference librarians. Impressive.
- The librarians are an awesome natural resource, always going out of their way to assist.
- The librarians are extremely helpful.
- The library assistance has been a great resource.
- The library is conducive for learning, [~~very quiet place for studying and~~] you have a very helpful staff.
- The quality of service provided by staff in all areas is beyond my expectations
- The reference desk personnel have been very informative and helpful! Time-savers for sure!
- The reference desk. The people there are friendly and Always willing to help.
- The reference librarians [~~and the IET~~] are extremely helpful. [~~I love the system for booking study rooms. It is extremely easy and important especially for group work.~~]
- The reference librarians are very willing to help me out and usually know of some appropriate resources for whatever I'm studying.
- The service at the counter desk, the staff is friendly and knowledgeable. [~~The library is clean and welcoming.~~]
- The service desk has been very helpful.
- The service of reference librarians, they are very helpful.
- The service the help desk, [~~IT desk and~~] Librarians provide. [~~The availability of the books and computers, and the database.~~]
- The staff are always super helpful and kind.
- The staff are extremely helpful [~~and I like how quickly and easily I can access printing/photocopying services~~].
- The staff are helpful ([~~Ask Away and~~] in-library). Always friendly and willing to go out of their way to find the answer if they don't already know it.
- The staff are very helpful/friendly.
- The staff librarians. [~~The physical libraries (Richmond especially) is hard to navigate. Inter loans are impossible to arrange online. The hours are good... I am a later night and weekend patron, weekdays are too busy and kinda noisy.~~]
- The Surrey campus librarians are much more happy to assist people than the Langley library... [~~I was served by a really rude woman at Langley.~~] Surrey is always smiling and greeting people.
- When I needed help, the librarians did not hesitate to help me and explained to me how I can book the study room. They show me that they are very willing to help when I need it.

Richmond
- [~~I am most satisfied with library cleanliness.~~] I am also satisfied with the help I received at the front desk loading up student cards.
- [~~I highly enjoy the openness of the library, it makes me more relaxed. I also loved how clean the library is. There's a good amount of computers to use and~~] the customer service is pretty good.

- [The availability of online full-text articles is very good,] the librarians are super helpful and [there is usually lots of room in the quiet study areas.]
- [The Librarian at the Richmond campus was very very helpful. She spent time with me and helped me pull out information on my essay topic. If it was not for her, I would not have gotten enough information to complete my essay.]
- [The library is always quiet enough for me to focus,] and the staff is always willing to me help me if need it.
- [The printer is pretty good, and] the staff is friendly and helpful.
- [There is a lot of study space,] great service, [intercampus loan service].
- [Very friendly and helpful staffs at Richmond campus.]
- Assistance by checkout counter staff- because they're always there to help at the desk for help when I have a question.
- Assistance by checkout counter staff This is because they are willing and able to answer questions when needed.
- Assistance by checkout counter staff. [x 2]
- Assistance by checkout counter staff. Because they are quite helpful and nice, which makes me chill and go on classes.
- Assistance by checkout counter staff: They are always helpful whenever I needed them.
- Assistance by reference librarians (in person,) they are very helpful.
- Assistance by reference librarians.
- Assistance by reference librarians. I am always very well attended, and always take all my doubts.
- Assistance by staff is amazing, because they are so sweet and patient when help is needed.
- Assistance by the reference librarians. I have found them to be very helpful and pleasant.
- Assistance by the staff.
- Available staff members.
- Friendliness of staff and willingness to help.
- Getting help at the counter when something goes wrong with the printer or something they are right there to help you.
- Having someone who is willing to help when i am looking for something, even though they are hard to find.
- Helpfulness - staff are very friendly and helpful.
- Helpfulness of the librarians. They actually take their time to help you properly.
- I am most satisfied with the most helpful staff [and the study area].
- I find the checkout counter staff are really helpful and always available to assist with finding a book or just reloading money onto my student card. [I also rely on the printers and photocopying for school assignments and projects.]
- I think staff services are great!
- I think the library staff, the check out counter, the reference desk [and the cleanliness of the library are great!]All of the staff are wonderful and helpful.
- I was most satisfied by the helpfulness of the librarians. They were very knowledgeable and helpful.
- Librarian Assistance, [Computers, and definitely the group study rooms.]
- Librarian assistance.
- Librarian services. Strictly due to their help [and hours of operation].
- Librarians are very helpful.
- Library service I think is the most satisfied for me. CAUSE the facilities are very kind and always helps me.

- Library staff are great.
- Ppl are nice. [Study room is clean, lab computer is useful for the group project.]
- Service by all library staff, everyone is very helpful.
- Specialized reference librarians (specific to design, etc).
- Staff are always friendly and willing to help.
- Staff at the checkout counter are helpful and friendly.
- Staff have been so helpful. [And love the early morning hours.]
- Staff in the library are helpful.
- Staff is kind!
- Study area,] Assistance for reference, [printing and photocopying. It's important to have an area to study if one is unable to do so at home.] If you need assistance with using any of the equipment or research study help, the staff are always complying.[I'm very satisfied with the libraries printing and photocopying stations, they never fail me.]
- The assistance of staff from the library.
- The assistance of the librarians.
- The checkout staff are all very nice and very willing to help.
- The great help the librarians gives me.
- The knowledgeable librarians are very helpful and I'm able to find anything in the library with their help.
- [The librarian in surrey campus! She helped me a lot with finding my books for me.]
- The librarians.
- The librarians are a major help because any issue I had was resolved by just simply going to somebody who was at the library for assistance.
- The library staff are very helpful whenever I have questions or concerns.
- The library's counter staff are always friendly and helpful.
- The staff are very helpful [and it's a nice clean bright place.]
- The staff are very helpful and nice.
- The staff is extremely nice and helpful.
- The staff member who did our PR library session was fantastic. Friendly and very helpful. [Also good hours in general, although would like to see it extended on Sundays and also until 12 during finals.]
- The staff service.
- The staffs and librarian who works there are really helpful.

Langley
- [Chat or] phone availability with librarians, this has been very helpful.
- [Hours, cleanliness, and] helpfulness of the librarians and staff. Also, staff are extremely helpful!
- [I am mist satisfied with the reference desk help I have received at the Surrey campus library. When I was unable to find a book the very nice woman walked up to the second story with me to insure that I found what I was looking for. She was very helpful in ensuring that it was the proper book for my needs as well.]
- [I am most satisfied with the availability and willingness to help of the librarians at Kwantlen. They always go above and beyond and more specifically [name] at the Langley campus has been extremely helpful during my time at Kwantlen.]
- [I appreciate how clean and quiet the library always is. I haven't been there much but when I have I have always gotten my work done.] The staff in the library are amazing too and always happy to help.
- [Printing/photocopy, easy to access and] support from staff if you are unsure of how to use or operate the machines, key to all courses.

- [The assistance I've experienced with the front desk at the Langley library. They are always available to help and take interest in what I need to find. ~~The Surrey campus on the other hand seems to lack any concern for students, they seem as they do not want to help.~~]
- Any questions you have are answered, and if one librarian doesn't have the answer then they go out of their way to help you or find someone else who will know how to help.
- Assistance at Langley KPU Library. They are very helpful.
- Assistance by checkout counter staff. As a mature student, who has been out of the school system for more than 30 years, I find the staff essential to helping me through many aspects of the library system.
- Assistance by reference librarian the first time I used the Langley library - wasn't sure how to navigate the Horticulture resources and librarian showed me all that was available on shelfs and online.
- Assistance by reference librarians.
- Assistance by reference librarians. They were friendlier than expected and very knowledgeable.
- Assistance by reference librarians: it's very helpful to have someone who knows the whole library, if I can't find a book on my own the librarians are always helpful in helping me find the book I am looking for.
- Assistance by the counter staff - I have had some really good experiences with the staff working in the library in Langley Campus.
- Assistance from librarians: -very helpful and knowledgeable-usually at least one available at all times-give very direct and uncomplicated answers.
- Assistance from staff very helpful and knowledgeable.
- Availability of [~~resources and~~] help ([~~online or~~] in person).
- Checkout!
- Counter staff [~~and interlibrary loan services.~~]
- Everyone is helpful and are patient.
- Help of librarian.
- Help services.
- How helpful mo[s]t librarians are.
- I am very satisfied with the help of the library staff.
- I love the staff, they are very friendly and helpful and they go the extra mile to ensure I get the things I need.:) very happy
- Librarian services: the librarians are very resourceful, helpful, and patient with anything that I have ever needed help with.
- [~~Online resources available and~~] the staff are always helpful.
- Personal help by librarian.
- Service desk help was very useful and helpful.
- Service. There is usually someone there to help you when finding a book.
- Staff assistance.
- The assistance by staff. If they weren't there, I would be lost at times.
- The librarians are awesome. [~~Printing is good, It would be better though if there is printing through wifi to accommodate students with laptops or smartphones. Photocopying is a breeze.~~]
- The librarians are extremely helpful [~~both~~] in person [~~and on the Ask Away service~~]. These services save a large amount of time that would otherwise be used up trying to find the proper resources on my own and they are also very knowledgeable about what resources would be most useful.
- The librarians have overall been very nice.
- The library assistants are very helpful, especially because the Kwantlen website is very difficult to navigate.

- The library staffs [~~and the computer availability~~].
- The overall staff assistance. The staff are always there to help you in any way they can. They go beyond what they are required to do to make sure you are completely satisfied.
- The reference people are very helpful and friendly.
- The service desk and librarian counter very nice and accommodating staff.
- The service. very friendly and helpful.
- The staff are always extremely helpful.
- The staff are wonderful!
- The staff is very helpful and nice.
- The staff is very helpful.

Cloverdale
- Staff are very friendly and helpful.
- The librarian [name] at the Cloverdale campus is fantastic and has gone above and beyond her duties in helping me with school work and resume building.
- The staff is very friendly. They quickly answer any questions I've asked, and if there was a problem quickly remedied it.

No Campus Specified
- Asisstance by reference librarian. Use one once and got alot of info/help.

Service Partners
- Learning centre.
- The [~~reference librarians~~] and the IET are extremely helpful. [~~I love the system for booking study rooms. It is extremely easy and important especially for group work.~~]
- The learning centre is important to me.
- The service the help desk, IT desk [~~and Librarians~~] provide. [~~The availability of the books and computers, and the database.~~]

Study Space
Total=174

Surrey
- [~~Assistance by checkout counter staff; have been very helpful in my experience especially relating to questions finding something or difficulties with the printers~~]. Study rooms (especially at Surrey campus) are most important; this is what I have most used from the libraries for group projects etc.
- [~~Cleanliness lots of computers and~~] space to study.
- [~~Computers,~~] study areas, [~~printing facilities, research assistance, interlibrary loans, interinstitution loans.~~]
- [General study space (at the Surrey campus) - I can always find a relatively quiet place to study in the library.]
- [General study space- at ~~Richmond, Langley~~ and Surrey appear to be great spaces to study.]
- [~~Helpful staff that spent time and walked me through searching issues when I needed help;~~] it's a good comfortable area to study.
- [~~Hours of operation at Surrey Campus are very good. It is open at a good time and~~] always has space available to study quietly or in groups.
- [~~I am very pleased with the quiet area to study.~~] There are lots of spots in the library where I could do my schoolwork.

- [I like the personal interaction between student and Librarian.] I cannot imagine a library without study rooms [and quiet areas.]
- [I love the quiet study rooms. I mostly love that there are no keys anymore. Charging for keys per minute was really the stupidest thing I have ever seen. I love the variety in the study rooms even though the smell and cleanliness could be improved. No hot foods in the library helps. I love the third floor. It's nice and quiet.] I also like the big tables by windows. Nice option. [Cleanliness again] would be nice as well as an option to plug in laptop on EVERY desk. [Ask away is SOOO helpful for any last minute help or when the library is closed. I love it so much. It's the best service ever. The librarians are very nice and friendly and helpful. My favourite librarians are [name] and [name]. I do think however that librarians should keep in mind how much time a student has and focus on students' questions instead of wandering off and diverting them to other topics and recourses and help that they didn't ask for (this only applies when a student is really restricted to time). Research sessions booked by professors are very helpful. All professors should be required to do it for first year courses. Personal research sessions with librarians are SOOO helpful. Bu t unfortunately I was told that they got rid of that service. Please don't. That's the best thing about the library.]
- [Library cleanliness is very important and I'm satisfied with it.] It's a great environment to study and work in.
- [Library hours and] general study space.
- [Library is clean] and there is a lot of space for studying usually.
- [Online resources.] General space to study/work. [Hours.]
- [Printing and] general quiet study area because they are the most common used services for me.
- [Printing, photocopying, using computers, and] study areas.
- [Quiet area of study] - ample space with plenty of sockets for laptops.
- [Study space (Surrey campus only), because there are a variety of different areas and chair types to choose from.]
- [Surrey campus, bigger space.]
- [The cleanliness, there's enough and wants to make you study plus] the space is good to do a comfortable self study.
- [The library has a good amount of computers to serve the students and the 3rd floor quiet area is primarily quiet and [I can almost always find a place to study.] I think it is a good idea for instructors to book a research session for students because this way, you can navigate the page easier and know how to type in words in the search bar in databases.]
- [The reference librarians and the IET are extremely helpful.] I love the system for booking study rooms. It is extremely easy and important especially for group work.
- A lot of open study space.
- Enjoy having the group study rooms.
- Enjoy many different places to sit and study [and the silent floor.]
- General space study.
- General study space availability [and availability of computers.] These are the resources most used and needed for students.
- General study space because in general whenever I go there, there is a free space to study.
- General study space has large tables for group work and discussion.
- General study space seems to be adequate and I am very satisfied.
- General Study Space, Can always find a seat.

- General Study space, comfortable chairs that have the swivel desk on them are a great space to study or read.
- General study space, enough room for loud study.
- General study space. Having a spot to study is very important for me. There is no other place in the school to study so the library is ideal with all the resources and help.
- General study space. There is usually room to study somewhere.
- General study space; it has become a second home in which I can study in peace.
- General study spaces, and group study rooms because there is a variety of places to learn for all students. However, it can get quite busy where there are no group rooms left.
- Good enough space for general studying/working.
- Group study room, lots available and easy booking.
- Group study rooms - easy way to book rooms online.
- Group study rooms are the quietest place and good for group study sessions.
- Group study rooms as they are always available.
- Group study rooms because it really helps us to work on our assignments. Sometimes it's hard to meet outside with group so study room really help us to do our projects.
- Group Study Rooms because they are a quiet space to work on group projects.
- Group study rooms, because they are free, easy to use and I use them the most out of anything.
- I am most satisfied with the general study space because there is plenty of room for many students [and the quiet study floor is very useful for students (like me) who have a hard time focusing when there is a lot of noise.]
- I am most satisfied with the libraries' general study space because for the most part there is always room to study alone or with a small group of people.
- I am most satisfied with the library study rooms. They are always clean, and usually always available.
- I am satisfied that students can book group study rooms online and there are more study rooms than before.
- I am satisfied with the available chairs and tables that can be used for studying. I use them quite often. [I'm also satisfied with how easy it is to print items in the library.]
- I am satisfied with the general study space and the study areas in the library.
- I am very satisfied with [the library resources and] facilities in general at the Surrey campus. [It is always clean and] even when full, there are usually spots for studying. I really love the library there.
- I found the availability of study rooms to work on group projects to be invaluable. It's really nice to have a private place to work and discuss things. [It would be really great if the rooms were equipped with a projector to rehearse group presentations though.]
- I think I appreciate the amount of space available to study at the library on the different levels because there are many options. [I also appreciate the Reference Librarians. They have been able to help me several times quite effectively to reach my research goals.]
- Lots of space at the Surrey campus for group study rooms/[computer access/quiet] individual space.
- Love the fact that there is so much space for doing my studying or homework. All campuses have space all over the campus for students, and I am glad that Richmond campus now has even more space!
- Most satisfied with the group study spaces for reasons listed above.
- Satisfied with general study space, there are many areas to study.
- Self study space, [it is quiet.]
- Size [and cleanliness.] Always able to find an area to work [that is neat and tidy.]
- Study area [and availability of computers and printer facility.]

- Study areas. It is a good place to meet with classmates for group projects, or to work alone.
- Study group areas [and cleaniness.]
- Study rooms - it is perfect for group projects.
- Study rooms because they are numerous and easy to book and easy to find.
- Study rooms were really helpful.
- Study rooms. [x 2]
- Study space.
- Study space. As a student who sometimes gets distracted in the Cafe or other areas, going to a couch or corner in the Library really helps keep my head in the books and it's less likely that I'll choose to hang out with friends instead of completing my readings...
- Studying space, the levels of computer/ group work to small groups on 2nd and [very quiet on 3rd] is very helpful.
- The amount of study space,[there is enough room for large groups to meet but also smaller, more secluded tables for people studying alone who want to be a little removed from the noise.]
- The amount of tables, there isn't enough space for all students especially during finals and midterms.
- The general study area, always seem to be able to find a place to sit and can talk to people freely.
- The general study space is effective but there could be more spaces where tables can be set aside for student to do projects/ assignments.
- The general study space- there's always an available desk near the section of books I need to work with.
- The group rooms, they are [clean and] usually available. They are a good use of space.
- The group study rooms are fantastic. I think they are very beneficial.
- The group study rooms, provide a very quiet isolated space.
- The group studyrooms in [Richmond and] surrey campuses are great. With the room , students are able to freely discuss their work without disturbing other students in the library.
- The large amount of general study space. I like this because this area serves as a community area to meet new people, do homework, find books and resources and conduct research.
- The most satisfied would be the availability of space because even when the library is full, there is always space somewhere to study and do homework at. [The librarians at the check out counter and reference desk is also very helpful and knowledgeable.]
- The space available to study on your own, specifically small tables and the chairs with a rotating table.
- The space because I can choose where to sit.
- The study rooms as they are a great way to get together with students.
- The study rooms. Those are really helpful because you have a quiet room to work in with a few classmates.
- The Surrey library has a lot of space to study.
- The third floor is good for quiet study space. [Wish it was more cozy though.]
- There are enough group study rooms, but only in Surrey are there enough.
- There is a lot of study space.

Richmond

- [Available computers, helps students who have a last minute submission or need to check something online nice and quick without the need to go outside the school to do so.] Also group study rooms are helpful for the business and project courses to study and learn together.
- [Cleanliness,] study space.

- [General study space (at the Surrey campus) - I can always find a relatively quiet place to study in the library.]
- [I'm mostly satisfied with the library hours of operation.] It's very important to have a place to study.
- [Librarian Assistance, Computers, and] definitely the group study rooms.
- [Love the fact that there is so much space for doing my studying or homework. All campuses have space all over the campus for students, and I am glad that Richmond campus now has even more space!]
- [Printing and] study rooms because I use the rooms to study in an environment that helps me to study [and I print a lot of stuff in the library for my project and assignments].
- [Printing, it is very easily accessible.] The study rooms are also very useful.
- Availability of [computers and audio visual equipment as well as] group study rooms - enables students to get together for project work, research and other group work.
- Availability of study rooms.
- [General study space (at the Surrey campus) - I can always find a relatively quiet place to study in the library.]
- [General study space- at Richmond, Langley and Surrey appears to be great spaces to study.]
- General Study Space is nice; more individual chairs with the personal table.
- General study space. Always space to study.
- General study spaceï¼Œgood environment can improve study efficiency.
- Group study room.
- Group study rooms always full.
- Group study rooms because there is plenty of outlets and space inside to do work.
- Group Study Rooms helps a lot when I done project with my team-mates. Stop interruption.
- Group study rooms, because creates better learning environment for students.
- Group study rooms, i use them the most.
- Group study rooms. Excellent service and well-organized.
- I am most satisfied with [the most helpful staff and] the study area.
- I highly enjoy the openness of the library, it makes me more relaxed. [I also loved how clean the library is. There's a good amount of computers to use and the customer service is pretty good.]
- I like that private study rooms can be booked in advance for group projects. This way you know you are guaranteed a space to work in. The only problem is you usually have to book at few days beforehand (minimum).
- I like the idea of study rooms, very handy.
- I like the library remodeling and the inclusion of more sitting areas.
- I would say that I am most satisfied with the comfy [and quiet] atmosphere of the library.
- I'm satisfied with the fact that there are group study rooms that can be reserved. Very helpful resource.
- Study area, [Assistance for reference, printing and photocopying.] It's important to have an area to study if one is unable to do so at home. [If you need assistance with using any of the equipment or research study help, the staff are always complying. I'm very satisfied with the libraries printing and photocopying stations, they never fail me.]
- Study areas and cleanliness.
- Study room and general study space are pretty good.
- Study Rooms are great.
- Study rooms, great place to have group meetings, but I wish there were more.
- Study rooms. [x 2]

- Study rooms. Great space for studying good area for a quiet environment in order to have better focus in studying.
- Study rooms. They are the perfect area for quiet studying and very spacious.
- Study space as I can always find one when I need to study.
- Study space because it's an area where I can get my work done.
- The additional group study rooms and the additional study areas.
- The availability of study rooms.
- The availability of study space. There is almost always room for me to sit down and study.
- [The computer availability and] study space is really important for those long hours in-between class and I need a place to sit and read/study.
- The group study room.
- The group study rooms in Richmond [and surrey] campuses are great. With the room , students are able to freely discuss their work without disturbing other students in the library.
- The group study rooms. It's great to be able to book the space to work in a group. Although I do notice that there isn't a system for when someone who books a room doesn't show up, the room goes to someone else. But generally I have no trouble booking a room.
- The library is a very nice are to study, especially in the back, because it provides a place that is quiet, without distraction, and that has resources at hand.
- The Library resource I use the most and therefore am most satisfied with is the study area. It helps having somewhere to go with no distractions.
- [The staff librarians. The physical libraries (Richmond especially) is hard to navigate. Inter loans are impossible to arrange online. The hours are good... I am a later night and weekend patron, weekdays are too busy and kinda noisy.]
- The study rooms have been a great resource to our class.
- The study rooms, they really come in handy when it comes to group projects!
- The study rooms, they were great for group projects.
- The study space [and online data collection as well as hard copy books.]
- [The surrey campus has a large selection of books, and lots of quiet space to study.]
- There is a lot of study space, [great service, intercampus loan service].
- There is a very nice open space that creates a good environment.

Langley
- [Study space (Surrey campus only), because there are a variety of different areas and chair types to choose from.]
- [Surrey campus, bigger space].
- Availability of [computers and] study space - important for people who don't [have a laptop and] have time during their school day for study/research.
- General study space and quiet areas.
- General study space- at [Richmond], Langley and [Surrey] appear to be great spaces to study.
- General study space, [quiet area of study,] and group study rooms. It is nice to be able to get away and study without interruption.
- General study space.
- Group study Room is the most satisfied for me because it is easy to book an appointment online and yeah it is very handy when it is getting close to the exam weeks.

- Group study rooms, since you cannot speak freely with one another in the library as its distracting to others. This way we can speak amongst each other and not be worried.
- Group study rooms: I am most satisfied with this area because this gives students a place to come and work as a group to discuss projects and not interrupt other around you. It's a place that all students know because they all attend the same school and they aren't scrambling for a place to meet. [The rooms are always usually pretty clean as well.]
- Group Study Rooms-this is such a great area when working on assignments with groups/partners. This helps us from having to find another area to meet. Thanks.
- I am most satisfied with the general study space; because, the improvements made in the appearance makes the library more welcoming and comfortable while giving the students enough room to always have a space to study.
- I am very satisfied with the group study rooms because they are readily available and provide a quiet area for students to study.
- I'm very satisfied with the amount of space for studying in the library study rooms, [computers).]
- I'm most satisfied with the amount of study room there is in the library.
- Langley campus has a nice choice of study environments and good overall atmosphere.
- Space for study groups.
- The study space because there is lots of room to study and I like that I can have my own space instead of having to share it with others.
- There is a good amount of space to study.

Cloverdale
- General study space!
- Group study room.
- Very [cleaned] large area to study.

No Campus Specified
- Group Study because it's fair.
- I am mostly satisfied by the study rooms. Because it give me chance to study together with my friends.
- Study rooms are easy to book and use.
- The general study spaces which have close by sockets are very nice (particularly in the Surrey campus). It's simply more convenient that there are sockets everywhere.

Printing/Photocopying
Total=127

Surrey
- [Cleanliness] n printing n photocopying.
- [Computer availability and] printing and photocopying.
- [Computers, study areas,] printing facilities, [research assistance, interlibrary loans, interinstitution loans.]
- [I am most satisfied with library staff] and the printing stuff.
- [I am most satisfied with the availability of computers the library has because whenever I go to the library to print something, there is always a computer available.] I am also most satisfied with the printing in the library because it has high quality printing paper and it's fun to use the printing machine.
- [I am satisfied with the available chairs and tables that can be used for studying. I use them quite often.] I'm also satisfied with how easy it is to print items in the library.

- [Library operation hours, reference desk hours, assistance by reference librarians.] printing, photocopying.
- [Study area and availability of computers and]-printer facility.]
- [The computers,] photocopying and printing is good.
- [The staff are extremely helpful] and I like how quickly and easily I can access printing/photocopying services.
- Availability of [computers and] printing. [There is almost always a computer available and] printing quality is fairly good.
- Copy and print prices are decent. [Wish there was a small machine like the UFV campus in Abbotsford that you could load up your student card with fund so you don't have to wait in a long line-up.]
- I am most satisfied with the printing/photocopying stations [and the cleanliness of the Library.]
- I am very satisfied with [the availability of computers and] printing so I was able to get my homework done!
- I do not have a printer at home, so having the easy option to print on campus is essential for my schooling. I've never had problems printing documents, and I'm very satisfied with the service.
- I like [how there is so much assistance in finding resources and] how there's printing and photocopying services ... it is very convenient!
- I like the printing quality of the printers. I do most of my printing on campus computers.
- I'm very satisfied with the printing because it always does a great job and is affordable to students.
- Love the printer; it's very easy to use and inexpensive.
- Most satisfied with availability of printing and photocopying. [Also appreciate being able to take out dvds.]
- Most satisfied with the printing services.
- Number of printers/photocopiers. I love to photocopy graphs from textbooks so having plenty of photocopiers helps me get in and out quicker.
- Photocopying fast and easy to understand.
- Photocopying since it has never given me any issues.
- Photocopying.
- Photocopying..becz it is cheaper than anywhere out of college.
- Print queue is fast, more printers would be useful though.
- Printer availability is good.
- Printer locations, more than enough for every student.
- Printers [and the quietness of the silent study area.]
- Printing - Very easy to use and cheap.
- Printing & photocopyin.
- Printing [and availability of areas to study. Always tons of space +] printing is never an issue. Only wish there was the ability to do wireless printing.
- Printing [and general quiet study area] because they are the most common used services for me.
- Printing and photo copying: It is always easy and efficient.
- Printing and photocopying [and the online website.]
- Printing and photocopying always available [Many computers to use. For the most part, I'm able to find a quiet area to do work and study.]
- Printing and photocopying are quick and convenient.
- Printing and photocopying because I almost need it every day.
- Printing and photocopying because it's available readily.

- Printing and photocopying because sometimes I don't get a chance to print out something at home and also if I'm printing out multiple pages it's better to just do it at school to save ink.
- Printing and photocopying has always worked perfectly without any problems.
- Printing and photocopying, because they really work well, and is a need for most of the students that don't have any other place to print or take copies.
- Printing and photocopying.
- Printing availability.
- Printing because it is very helpful when I am rushed on time to hand in a paper, I am able to print quickly at a good price. I would prefer it be free printing, but the price is right regardless.
- Printing because it's cheap and easy.
- Printing because it's so easy.
- Printing because very easy and resourceful.
- Printing is easy to do, and it is quite cheap and fast. I love that you can photocopy things as it makes it easy!
- Printing is generally available and instructions on how to do so are clear and concise.
- Printing is good.
- Printing is quick, straightforward and easy; [and the Interlibrary loan service is quick and very useful for research papers.]
- Printing! We've all run out of printer paper at home once and being able to print at the library is the best.
- Printing, and because I've never had a problem with it.
- Printing, as it is easy to do; [computer availability.]
- Printing, availability of [computers.]
- Printing, because I use it the most.
- Printing, because it is simple, fast and easy to use.
- Printing, easy to use.
- Printing, it's quick and easy with the system we have.
- Printing, photocopying, [using computers, and study areas.]
- Printing. [x2]
- Printing. Always available, and is very efficient and useful.
- Printing. Good quality printing, paper, and not too expensive.
- Printing. The printers are always in running order [and the general cleanliness of the library is always pleasing.]
- Printing/copying [and quietness] are the most important.
- Printing: I don't have Microsoft Word so I always format and print my papers out in the library.
- The printing [and the number of computers].
- The printing and photocopying because they always function easily.
- The printing and photocopying is always fast and dependable. [I like the late hours that the library is available.]
- The printing and photocopying service [as well as the availability of computers. I am satisfied with these services] because I think they are crucial resources for a university to have and the Kwantlen library Surrey campus does a good job of making them available for the students.
- The printing and photocopying services are very satisfying as there is always someone available to help.
- The printing service because it's fast and easy.
- The printing services, which is very simple and fast.

Richmond

- [I enjoy reading the science magazines and they are always available.] Always help me with printing/photo coping problems.
- [I find the checkout counter staff are really helpful and always available to assist with finding a book or just reloading money onto my student card.] I also rely on the printers and photocopying for school assignments and projects.
- [Study area, Assistance for reference,] printing and photocopying. [It's important to have an area to study if one is unable to do so at home. If you need assistance with using any of the equipment or research study help, the staff are always complying.] I'm very satisfied with the libraries printing and photocopying stations, they never fail me.
- [The access to computers and] the printing access.
- Although I think the color print is pricy, I'm satisfied with the quality of the printer, and at least kwantlen is fortunate to have a printer for those who don't have printers or have printer malfunctions at home. [Also, I am happy with the library search engine, however, improvements can be made. Some articles on the library search engine have expired sites and some articles are un-accessible. Other than that, good job!]
- Availability of [Computers,] Copy-[and online database.]
- I am most satisfied with a lot of things but mainly the printing and photocopying resources because it is something which always comes in use.
- I like having the printers and photocopiers available to use. [I also have found the online Journal articles to be extremely useful!]
- I satisfied with the printing and photocopying area because it's easy to use.
- I'm most satisfied by the printing service, because it is very simple and quick to print out a page.
- I'm most satisfied with the printing and photocopying because it is a good price, easy to use and great quality.
- Photocopying and printing because I don't have printer at home.
- Printing - high quality.
- Printing [and study rooms because I use the rooms to study in an environment that helps me to study and] I print a lot of stuff in the library for my project and assignments.
- Printing and photocopy. Although color copier could be better.
- Printing and photocopy. However, the price of the service is little high.
- Printing and photocopying I find it very useful and convenient.
- Printing and photocopying is very fast, easy and cheap.
- Printing and Photocopying. Whenever I have used them they are always quick to print and available.
- Printing because it is very simple and isn't very time consuming.
- Printing is always available.
- Printing, it is very easly accessible. [The study rooms are also very useful.]
- Printing, there are enough printers to go around.
- Printing. [x 5]
- Printing. Very efficient and easy.
- Printing-it's quick, fairly cheap.
- The printer is pretty good, [and the staff is friendly and helpful].
- The printing and photocopying, because the only place I need to print things are for school, and this is cheaper than the library.
- The printing area is good for students.

Langley

- [The librarians are awesome.] Printing is good, [It would be better though if there is printing through wifi to accommodate students with laptops or smartphones.] Photocopying is a breeze.
- Access to photocopiers has been very useful to me.
- I like the ability to use the printers because I do not have one.
- Photocopying and Printing is never an issue.
- Photocopying is convenient.
- Photocopying, convenient.
- Printing [and availability of computers] because I have never had to wait too long [to access a computer or] to print something.
- Printing and Photocopying services.
- Printing because it is always available and working correctly.
- Printing-- I don't have anywhere else to print from.
- Printing is easy and accessible at all Kwantlen Campus Libraries.
- Printing, because I don't have a printer at home.
- Printing, but free would be nice.
- Printing.
- Printing/photocopy, easy to access [and support from staff if you are unsure of how to use or operate the machines, key to all courses].
- The availability of [the computers as well as] the printing and photocopying. I have never experienced an issue with the printing [or use of computers] especially when I'm in a rush and need to print something really quick for a class.
- The availability of the printer and photocopier and their relatively low cost to operate.

No Campus Specified

- Printing and computers.
- Printing, because there are plenty of printing machines and there is rarely a lineup. Also it's nice that there is one color printer.

Quiet Study
Total=131

Surrey

- [I am most satisfied with the general study space because there is plenty of room for many students] and the quiet study floor is very useful for students (like me) who have a hard time focusing when there is a lot of noise.
- [I like the personal interaction between student and Librarian.] I cannot imagine a library without [study rooms and] quiet areas.
- [Library cleanliness and] quiet areas are helpful and create an easier study space.
- [Printers] and the quietness of the silent study area.
- [Printing and photocopying always available Many computers to use.] For the most part, I'm able to find a quiet area to do work and study.
- [Printing/copying] and quietness are the most important.
- [Printing] and availability of areas to study. Always tons of space + [printing is never an issue. Only wish there was the ability to do wireless printing.]
- [Self study space,] it is quiet.
- [Silent floor in Surrey.]

- [Studying space, the levels of computer/ group work to small groups on 2nd and] very quiet on 3rd is very helpful.
- [The fact that we have a separate floor to study quietly.]
- [The library has a good amount of computers to serve the students and] the 3rd floor quiet area is primarily quiet-[and I can almost always find a place to study. I think it is a good idea for instructors to book a research session for students because this way, you can navigate the page easier and know how to type in words in the search bar in databases.]
- [The surrey campus has a large selection of books, and lots of quiet space to study.]
- "Quiet area to study"
- Always being able to find a qui[e]t[e] study area.
- But my favourite place in the library is the silent study floor.
- Enjoy [many different places to sit and study and] the silent floor.
- How [clean] and quiet it is because it creates a good working environment.
- I am most satisfied with having a quiet place to study. Having a place I can study at school helps me concentrate and get more work done in less time.
- I am most satisfied with the quiet area to study because I am always able to find a spot and can study there without getting disturbed.
- I am most satisfied with the quiet area to study, [however, there are sometimes students who are inconsiderate and do not behave such and appreciate the students who are trying to study in the quiet study area.]
- I am most satisfied with the quiet study area because there is always space available, and it is nice to have a place to get away from the general study space that gets quite loud at times.
- I am most satisfied with the quiet study area to study. The Surrey campus has an entire floor dedicated to quiet studying, which I really appreciate while preparing for a midterm, or final exam.
- I am most satisfied with the quiet studying space on the third floor of the Surrey library because it is a very quiet and serious area for serious students to work.
- I am really satisfied with my Silent room because it is a great place to study and i can concentrate better on my studies.
- I am very pleased with the quiet area to study. [There are lots of spots in the library where I could do my schoolwork.]
- I enjoy the peace of the third floor.
- I feel satisfied most about the quiet area to study because the library's 3rd floor helped me a lot when I need a quiet place to study.
- I LIKE THE 3RD FLOOR STUDY AREA, [BUT WISH THERE WAS MORE ROOM ON THE 2ND FLOOR FOR GROUP MEETINGS.]
- I love that there is a quiet study area.
- I love the quiet study floor. Plenty of space,-[always computers available.]
- I love the quiet study rooms. [I mostly love that there are no keys anymore. Charging for keys per minute was really the stupidest thing I have ever seen. I love the variety in the study rooms even though the smell and cleanliness could be improved. No hot foods in the library helps.] I love the third floor. It's nice and quiet. [I also like the big tables by windows. Nice option. Cleanliness again would be nice as well as an option to plug in laptop on EVERY desk. Ask away is SOOO helpful for any last minute help or when the library is closed. I love it so much. It's the best service ever. The librarians are very nice and friendly and helpful. My favourite librarians are [name] and [name]. I do think however that librarians should keep in mind how much time a student has and focus on students' questions instead of wandering off and

- diverting them to other topics and resourses and help that they didn't ask for (this only applies when a student is really restricted to time). Research sessions booked by professors are very helpful. All professors should be required to do it for first year courses. Personal research sessions with librarians are SOOO helpful. But unfortunately I was told that they got rid of that service. Please don't. That's the best thing about the library.]
- I love the silent floor at the Surrey Campus. [I[t] would be great if Langley could implement a similar area, especially now that there are more computers. The interlibrary/campus loan service works great. I always get the materials I need in a timely manner. It is great that we can renew the materials online.]
- I love the silent floor at the Surrey Campus. [I[t] would be great if Langley could implement a similar area, especially now that there are more computers. The interlibrary/campus loan service works great. I always get the materials I need in a timely manner. It is great that we can renew the materials online.]
- I love the third floor quiet study area, it's very peaceful and a wonderful place to study at Surrey Campus.
- I'm amazed at how large and populated the library is, but there's still plenty of room to study in a quiet environment. Thank you!
- I'm most satisfied with the library quiet study area on the 3rd floor. It's nice to have an entire floor dedicated to that. I use it all the time and don't ever have trouble finding a seat. [I'm also very satisfied with the audiovisual guy who gave our class a tutorial on using the library camcorders. He gave us a very handy handout with it too.]
- It is always easy to find a quiet area to study or do homework in silence. I like this a lot.
- Kwantlen has amazing quiet area on the third floor of the library, [and the library is very clean.] Both big things that effect studying.
- Lots of quiet space to study on the 3rd floor [and helpful staff.]
- Lots of space at the Surrey campus for[group study rooms/computer access/]quiet individual space.
- Qui[e]t Area to study.
- Quie[t] study are[a] [and hours of operation, because the library is open late, and that works for me.]
- Quiet area because it is quiet.
- Quiet area of study [ample space with plenty of sockets for laptops.]
- Quiet area of study is really helpful to concentrate the topic.
- Quiet area of study, it is always quiet when I study there.
- Quiet area of study: I am always able to find a place to study.
- Quiet area study - fantastic because it allows for me to concentrate more with less distractions.
- Quiet area to study at 3rd floor, [hours of operation.]
- Quiet area to study because everyone is generally quiet and it allows me to focus when studying or doing homework in the library.
- Quiet area to study because it helps me to study with complete concentration.
- Quiet area to study because it is comfortable to study in a quiet area!
- Quiet area to study because the third floor library room that has to be silent is an excellent place to get my homework and studying done.
- Quiet area to study because top floor provides an adequate learning environment.
- Quiet area to study, the third floor is a fantastic quiet study area.
- Quiet area to study.
- Quiet area to study. FLoor 3 is great for when I need peace and quiet to study with no distractions.
- Quiet area to study. I can fully focus my mind on work and finish it on time.
- Quiet area to study. This is where I can concentrate most on getting my work done.
- Quiet area to study...Kwantlen libraries has lot of space in quiet area study [and it is well maintained also.]

- Quiet area>>> need a place to study for exams man hard to find these days.
- Quiet place to study because there are plenty of tables available.
- Quiet rooms so I can study quietly.
- Quiet study area.
- Quiet study area. IT IS nice and quiet.
- Quiet Study Area's - felt like home, very quiet and comforting, [plus access to computers and books were very helpful when studying and looking up information.]
- Study area. Lots of space on third floor to study quietly.
- The library is conducive for learning, very quiet place for studying [and you have a very helpful staff.]
- The library is quiet, a good place to study!
- The quiet area because it's the only place I can really concentrate on studying or doing my homework.
- The quiet area for studying really helps with very little distractions.
- The quiet area of study is good.
- The quiet area to study at the Surrey Campus.
- The quiet area to study. Sometimes you need an area with no noise distractions to get real work done
- The quiet floor, because I'm someone who needs a quiet place to study.
- The quiet levels are awesome in the library. Each floor has its own "quiet capacity" leaving it up to the student to decide where studying is best for them.
- The quiet room is very quiet! Very nice place to study when you're alone.
- The quiet study area because everyone respects that it's for quiet studying only, and that it's on a whole floor.
- The quiet study area because there is a lot of available space to work.
- The quiet study area is ample, at least in Surrey, and generally respected by the students using the space. [The only issue is PIPS. Students involved in PIPS, both the Runner and Pulp, are often very loud and can be heard across the study floor. This is disruptive and they are generally none the wiser as they do not see the effect it has on those outside their office. They should be removed from the area and relocated to either another space on the Surrey campus or another campus altogether.]
- The quiet study area on third floor. Best place to study because you can focus with no distractions.
- The quiet study areas [and the computer availability]. I always go to the 3rd floor to study or read, [and I don't think I've ever had to wait for a computer, it seems like there's the perfect amount.]
- The quiet study areas.
- The quiet study, very helpful.
- The quietness.
- The third floor is good for quiet study space. [Wish it was more cozy though.]
- The third floor quiet area is great.
- The third floor quiet study, because it is extremely important for students to have an environment to study where it is quiet with no distractions.
- The third level quiet study area. Always lots of desks to use.
- Very satisfied with the quiet study area [and the good selection of hard copy reference materials.]

Richmond
- [The accessibility of the computers] and the quiet area in which to study.
- [The availability of online full-text articles is very good, the librarians are super helpful and] there is usually lots of room in the quiet study areas.
- I am most satisfied with the quiet study area because it creates a great work environment

- I would say that I am most satisfied with the [comfy and] quiet atmosphere of the library.
- Most satisfied with [the cleanliness of the library, as well as] the quietness.[Cleanliness is important as you don't want to work in an area that is dirty as it will just distract you.] It is also important to study in a quiet space as it is easy to focus.
- Quiet area because it is easy to study.
- Quiet area to study - That's the way libraries are supposed to be. It also helps me focus on my schoolwork.
- Quiet area to study is my most visited place in the school. It's a nice, quiet place to study and focus.
- Quiet area to study, the library is always quiet making it easier to focus on studying.
- Quiet area to study.
- Quiet area to study. Helps you relax and quietly do homework or study.
- Quiet area, because I can focus on reading and studying.
- Quiet place to study because aside from books themselves that is all I have used up to this point.
- Quiet study area because it's usually quiet enough to study.
- Quiet study area is quiet.
- Quiet study rooms or study area because they quiet and able to bring students together to work on a project/study together.
- Quiet study space, it's very important when you're taking a full course load and need the quite in order to concentrate.
- The cubicles in the back of the library are always quiet, which is good.
- The environment of the library. it is generally quieter and a good place to study.
- The library is always quiet enough for me to focus, [and the staff is always willing to me help me if need it.]
- The quiet spaces are quiet.

Langley
- [Silent floor in Surrey.]
- [The fact that we have a separate floor to study quietly.]
- [General study space,] quiet area of study, [and group study rooms. It is nice to be able to get away and study without interruption.]
- I am most satisfied with quiet studying areas. There are lots of places on the side of the library to study in. The general area in the library is normally loud.
- I appreciate how [clean and] quiet the library always is. [I haven't been there much but when I have I have always gotten my work done. The staff in the library are amazing too and always happy to help.]
- Langley campus library is real quiet, appreciate it and is awesome to study in
- Quiet area so we can focus on study more because that's the place where we can study hard.
- Quiet area to study is very important to me [and also being able to log onto a computer].
- Quiet area to study. [x 2]
- Quietness so you can study.
- The quiet study places are pretty good. [I wish there were more group study rooms though.]

Cloverdale
- [The library is always clean.] The level of silence is also very pleasing. [Of the times I have been in the library there has always been a free computer for me to use.]
- Quiet area to study- it's important to have a clean quiet place to sit down and do work, and that is what I like most about the library there are little to no distractions making getting work done easy.
- Study areas are quiet [and very clean] so I can study without any disturbing.

- The quiet area to study, everyone is respectful and I have no problem focusing on my work.

No Campus Specified
- Quiet [clean] place to study and do homework.
- Quiet area 3rd floor.

Library Hours of Operation
Total=109

Surrey
- [Online resources. General space to study/work.] Hours.
- [Quie[t] study are[a] and hours of operation, because the library is open late, and that works for me.
- [Quiet area to study at 3rd floor,] hours of operation.
- [The printing and photocopying is always fast and dependable.] I like the late hours that the library is available.
- [The staff librarians. The physical libraries (Richmond especially) is hard to navigate. Inter loans are impossible to arrange online.] The hours are good... I am a later night and weekend patron, weekdays are too busy and kinda noisy.
- Everything else is satisfying about the library but I just have one request that is if the hours on the weekend be longer, because in the weekdays most students go to work and school and even work on the weekends so it would be good if weekend has the same hours as weekday.
- Hours [and cleanliness.]
- Hours of operation [and online services.]
- Hours of operation at Surrey Campus are very good. [It is open at a good time and always has space available to study quietly or in groups.]
- Hours of operation because I can go at any time.
- Hours of operation because its open long hours and it works with my schedule.
- Hours of operation because they are fairly accommodating to different schedules.
- Hours of operation make it very convenient for studying/researching.
- Hours of operation so I can study any time throughout the day.
- Hours of operation, they are open every day at very convenient hours. I can always go to the library if I need to.
- Hours, they are open late which really helps!
- Hours. [x 3]
- Hours: It is important for the library to be open every day and for longer hours.
- How clean [and quiet] it is because it creates a good working environment.
- I am most satisfied with the fact that the library is open on Sundays.
- I am most satisfied with the library hours as it opens early and stays open late.
- I am most satisfied with the library hours because we cannot study at home, so we have enough library hours that we can use them and complete our work.
- I like its longer hours of operation.
- I like the student computer hours. [I just wish the hours were better on Sundays.]
- I really like the extended library hours.
- I would have to say the hours of operations, I have never wanted to go to the library and it was closed.
- I'm most satisfied with the hours of operation because it is very helpful if I have to do last minute studying and the library is open.

- I'm very satisfied with the library hours of operation because whenever you need a resource you know the library will be open to help.
- Library hours [and general study space.]
- Library Hours are great with the hours of operation at the school. You can go to the library after class or before class, it is always available.
- Library hours are great.
- Library Hours of Operation are good timings for students with various schedules. [It would be better if we could push library timings later or even 24 hours.]
- Library hours of operation because I can study on campus when I need to and just stay in the library.
- Library hours of operation because it is open for a long time, so studying can happen in the library anytime.
- Library hours of operation because it's always open whenever I need a good and quiet place to study
- Library hours of operation. [x 3]
- Library hours of operation. Convenient to come and study in the evenings.
- Library hours.
- Library hours. [The library is open too short on weekends. I understand it is expensive to keep staff there, but perhaps if the library had extended hours during midterms and exams, or some sort of compromise, it would make the most people happy.]
- Library operation hours, reference desk hours, [assistance by reference librarians. printing, photocopying.]
- Office hours. It opens at night so I could still work on my project.
- Satisfied with the hours [and cleanliness of the library.]
- The hours - it's always open when I want it to be and that's a very good thing.
- The hours are great! It's always open when i need to study in there!
- The hours of operation as they are quite late and useful when needed.
- The hours of operation at Surrey campus are very flexible and open to people's availabilities.
- The hours of operation because I can study from 8 am til 11 pm [although it would be nice if it was open til 11 on fridays and open longer on Sundays.]
- The hours of operation because it is open early enough to be before morning classes and late enough to get some studying in before going home.
- The hours of operation because the library is also open in Sundays.
- The hours of operation for SURREY CAMPUS is very important to me because of late night classes. [Langley Campus should consider lengthening their hours of operation.]
- The library hours are great because if they were short my study time would be filled with worries about getting kicked out. The longer hours are better because my house doesn't have an appropriate study space and the library provides that.
- The library hours are pretty good, [they could be longer on the weekends.]
- The library hours, they are very flexible and can fit to my schedule.
- The library hours. It's nice that a librarian would stay on campus till 11 or later.
- The long hour of operations
- The office hours are great because, personally, I'm usually not on campus past 10pm. [The 'askaway' is super helpful.]
- Time, [cleaning.]

Richmond

- [Librarian services. Strictly due to their help] and hours of operation.
- [Not much litter around and] good hours of operation.
- [Staff have been so helpful.] And love the early morning hours.
- [The staff member who did our PR library session was fantastic. Friendly and very helpful.] Also good hours in general, [although would like to see it extended on Sundays and also until 12 during finals.]
- Hours of operation because it is a good chance to study before a test in class.
- Hours of operation is quite decent except for it being a little short during the end of the week.
- Hours of operation is very satisfactory.
- Hours of operation, sometimes I was not able to go to library in the day time. Really glad to find out our Library still open at late hours.
- Hours of Operation. Always open when I need it.
- Hours of operation. The library's long hours give me plenty of time do get work done.
- Hours of operation: it's open long periods of time. Good for studying in if you can get a space to do so.
- Hours of service. Versatile hours.
- Hours. [x2]
- I am most satisfied with the library hours of operation because they close late at night during the week, thus it gives students a place to study. [I wished it closed later at night during the weekend as well.]
- I am most satisfied with the library's long hours of operation.
- I am satisfied with the hours of operation because they are always open whenever I pass by.
- I think the library hours are great.
- I'm mostly satisfied with the library hours of operation. [It's very important to have a place to study.]
- Library hours allow us to come in early to print or stay late to finish an assignment.
- Library hours because of the convenience of an area when you can study quietly.
- Library hours of operation. Convenient to come and study in the evenings.
- Library hours. [x 7]
- Library hours: long and convenient.
- Library operation hours because it's open early enough for students and late enough for students to get things done.
- Long hours :)
- Opening hours of library are longer now so that we can stay in the campus a bit longer.
- Office hours. It opens at night so I could still work on my project. The hours are great!
- The hours of operation because the library is frequently open even on days that the school may not be open. Also I enjoy the fact that it is open very early.
- The hours, since I am taking night courses and can use the library after.
- The library hours are quite adequate.
- The long hours is what I'm really pleased with because I tend to need the library in very inconvenient times.
- The operation time is quite long which allows me to utilize the facility with a flexible schedule.
- The service that I am most satisfied with is library hours of operation because it opens so early I can print the notes before the class starts at 8am.

Langley

- Hours always work around my schedule.
- Hours are great.
- Hours of operation allow time before and after classes to visit the library.
- Hours of Operation.
- Hours of operation. My classes are late in the evening.
- Hours of operation. Provide ease of mind to schedule activities around it.
- Hours, [cleanliness, and helpfulness of the librarians and staff. Also, staff are extremely helpful!]
- The Library Hours of Operation.
- The only limitation I see is I would be happy to see the library remain open until 6 PM om Fridays (although I am aware that few other students would take advantage of this additional hour.)

No Campus Specified

- [Availability of computers and] Reference service desk hours.
- I'm most satisfied with the hours of operation because it is later than the rest of the school.
- Library operation hours because there are times when I need to stay on the campus really late and some of the building close at 10pm so having the library still be open is very useful and it's easier to study here than at home.
- The hours of operation are quite late for a library! Good stuff.

Library Cleanliness
Total=112

Surrey

- [Printing. The printers are always in running order and] the general cleanliness of the library is always pleasing.
- [Ask away] and the fact the library is very clean.
- [Hours and] cleanliness.
- [I am very satisfied with the library resources and facilities in general at the Surrey campus.] It is always clean [and even when full, there are usually spots for studying. I really love the library there.]
- I'm most satisfied by the [availability of computers] and cleanliness of the library.
- I am most satisfied with [the printing/photocopying stations] and the cleanliness of the Library.
- [I think the staff is very helpful and] the library is very clean.
- [Kwantlen has amazing quiet area on the third floor of the library,] and the library is very clean. Both big things that effect studying.
- [Quiet area to study...Kwantlen libraries has lot of space in quiet area study] and it is well maintained also.
- [The group rooms, they are] clean [and usually available. They are a good use of space.]
- [The service at the counter desk, the staff is friendly and knowledgeable.] The library is clean and welcoming.
- [Time,] cleaning.
- Always clean.
- Cleanliness & Upkeep.
- Cleanliness and organization.
- Cleanliness and services available.
- Cleanliness and the assistance with staff. I like how the library is always clean, it gives a safe/ home kind of feeling-might be because of the cement walls... [Everyone is always super friendly and helpful!]

- Cleanliness because I like clean things.
- Cleanliness is very important.
- Cleanliness [lots of computers and space to study.]
- Cleanliness [n printing n photocopying.]
- Cleanliness of the libraries are always great.
- Cleanliness. [x 5]
- Cleanliness. The library is clean...?
- Cleanliness...the overall health of our students is pivotal to our success.
- How clean the library is.
- I am satisfied with the appearance and cleanliness of the library it is a very nice place to be studying.
- I am satisfied with the library's state of cleanliness, and I can't remember any time where I couldn't find a clean place to study.
- It is always nice and clean.
- It's clean for the most part.
- Library cleanliness [and quiet areas are helpful and create an easier study space.]
- Library cleanliness b/c it is always easier to study in a space which doesn't make you throw up.
- Library cleanliness because it is clean all the time.
- Library cleanliness because it represents us well.
- Library cleanliness is very important and I'm satisfied with it. [It's a great environment to study and work in.]
- Library cleanliness it's really clean. I can't study in a messy environment.
- Library cleanliness, the library is always looking clean and inviting. Mess/clutter do not create proper study environments. [I am also quite happy with the online data bases, these are very important to me for writing papers and doing research within my program.]
- Library cleanliness. [x 5]
- Library is always clean and I appreciate the effort that goes into that. No one wants to walk into a dirty environment and sit and study in it
- Library is clean [and there is a lot of space for studying usually.]
- Library is mostly clean when I'm there.
- Most satisfied is the cleanliness.
- Most satisfied with the library cleanliness because it creates a better environment for me to study in.
- Satisfied with the [hours and] cleanliness of the library.
- [Size and] cleanliness. Always able to find an area to work that is neat and tidy.
- [Study group areas] and clean[l]iness.
- The cleanliness is outstanding. I don't see much trash laying around the library at all.
- The cleanliness, because I believe a cluttered room leads to a cluttered mind. :)
- The cleanliness, especially of the washrooms, is impressive.
- The cleanliness, there's enough and wants to make you study [plus the space is good to do a comfortable self study.]
- The cleanliness. The library is very clean.
- The cleanness of the library.
- The general cleanliness. I find that a cleaner, more streamlined, workplace creates a calmer atmosphere for learning.
- The library is always clean.

- The library is always very clean.
- The library is always very clean. [~~There are usually enough computers available.~~]
- The library is clean.
- The library is incredibly clean and it's always well kept.
- The library is kept very clean.
- The overall cleanliness of the library makes for a good study atmosphere.
- [~~Time,~~] cleaning.
- Very clean library.

Richmond

- [~~I highly enjoy the openness of the library, it makes me more relaxed.~~] I also loved how clean the library is. [~~There's a good amount of computers to use and the customer service is pretty good.~~]
- [~~I think the library staff, the check out counter, the reference desk and~~] the cleanliness of the library are great! [~~All of the staff are wonderful and helpful.~~]
- [~~Ppl are nice.~~] Study room is clean, [~~lab computer is useful for the group project~~.]
- [~~The staff are very helpful and~~] it's a nice clean bright place.
- Always seems to be clean.
- Clean library.
- Cleanliness because it a crucial for me to get into the mood of studying and doing my homework.
- Cleanliness, [~~study space.~~]
- Cleanliness. [x2]
- Cleanliness. Being in a clean environment leads to better studying.
- Cleanliness. The library is always clean.
- I am most satisfied with library cleanliness. [~~I am also satisfied with the help I received at the front desk loading up student cards.~~]
- I am most satisfied with the library cleanliness.
- I like library cleanness because st[au]ffs will clean the trash very quickly.
- I would say it's [~~a tie between the availability~~ of computer or] the Cleanliness. [~~There are usually always a computer available for use.~~] The library always seems to be clean when I'm there.
- I'm very satisfied with the cleanliness of the library because it shows how much care the staff puts into the school. Studying in a clean library is always better than a dirty library!
- Library cleanliness.
- Most satisfied with the cleanliness of the library, [~~as well as the quietness~~]. Cleanliness is important as you don't want to work in an area that is dirty as it will just distract you. [~~It is also important to study in a quiet space as it is easy to focus.~~]
- Not much litter around [~~and good hours of operation.~~]
- The clean space and tidiness is really well done and very important to everyone, a big thank you to everyone putting the effort. :)
- The Cleanliness of the Library is most impressive. Whenever I am in the library it is always an enjoyable experience.
- The librarians do an outstanding job at ensuring students don't bring in messy food that have the potential of spilling everywhere. Even though I sometimes don't like it when they tell me to eat outside before coming in, but I have come to realize why they have done so.
- The library cleanliness is always very high.
- The library is always clean every time I'm there.

- The library is clean, inviting, a good place to work.
- The library is relatively clean.
- The library is usually very clean.

Langley
- [Available computers,] cleanliness other than keyboards.
- [Group study rooms: I am most satisfied with this area because this gives students a place to come and work as a group to discuss projects and not interrupt other around you. It's a place that all students know because they all attend the same school and they aren't scrambling for a place to meet.] The rooms are always usually pretty clean as well.
- [Hours,] cleanliness, [and helpfulness of the librarians and staff. Also, staff are extremely helpful!]
- Cleanliness and computers.
- Cleanliness, never had an issue with it.
- Cleanliness. [x 2]
- I appreciate how clean [and quiet] the library always is. I haven't been there much but when I have I have always gotten my work done. [The staff in the library are amazing too and always happy to help.]
- Most satisfied with cleanliness [and intercampus loans because the library is always clean and the loans are quick and efficient.]

Cloverdale
- The library is always clean. [The level of silence is also very pleasing. Of the times I have been in the library there has always been a free computer for me to use.]
- Very cleaned [large] area to study.

No Campus Specified
- [Quiet] clean place to study and do homework.
- Library Cleanliness, library is always kept very clean and the cleaning staff are very nice!
- Library cleanliness; I never see the library dirty.

Computers
Total=98

Surrey
- [Cleanliness] lots of computers [and space to study.]
- [Data base and resources.] Computer availability only for surrey campus.
- [General study space availability and] availability of computers. These are the resources most used and needed for students.
- [I love the quiet study floor. Plenty of space,] always computers available.
- [Intercampus loan,] computer access.
- [Printing and photocopying always available.] Many computers to use. [For the most part, I'm able to find a quiet area to do work and study.]
- [Printing, as it is easy to do;] computer availability.
- [Printing, photocopying,] using computers, [and study areas.]
- [Printing,] availability of computers.
- [Quiet Study Area's - felt like home, very quiet and comforting], plus access to computers [and books] were very helpful when studying and looking up information.
- [Study areas and] availability of computers [and printer facility.]
- [The library is always very clean.] There are usually enough computers available.

- [The printing and photocopying service] as well as the availability of computers. I am satisfied with these services because I think they are crucial resources for a university to have and the Kwantlen library Surrey campus does a good job of making them available for the students.
- [The service the help desk, IT desk and Librarians provide.] The availability of [the books and] computers, [and the database].
- Availability of computers [and assistance by checkout counter staff] because they are always there to use [and help.]
- Availability of computers [and printing.] There is almost always a computer available [and printing quality is fairly good.]
- Availability of computers at the surrey campus.
- Availability of computers because some students don't have laptops and it is a very useful resource to have.
- Availability of computers because when I need quick and short access to the internet to print class materials or otherwise, I have it.
- Availability of computers I always need computer to use You have extensive resources for students.
- Availability of computers, always seem to be a free one.
- Availability of computers, always so many computers available during in between classes.
- Availability of computers, because it's hard to find empty lab on the other building.
- Availability of computers, because they are sometimes needed to print out documents for class.
- Availability of computers. [x 6]
- Computer availability [and printing and photocopying.]
- Computers [and online databases.]
- Computers are the most satisfying library facility because they are helpful in completing the assignments (required in hard copy or otherwise) and also the research that is required for many of such assignments.
- Computers, [study areas, printing facilities, research assistance, interlibrary loans, interinstitution loans.]
- Computers, helpful when I forget my laptop.
- Computers, lots of them, always available, quick, fast and easy to use.
- Computers. [x 2]
- I am happy with the availability of computers as even if there are class sessions, there are always other computers available for use. [I am also pleased by the Intercampus loans as I attend classes in Langley and Surrey and have always been able to get the book I need at either campus.]
- I am most satisfied with the availability of computers in the library as I have never had to wait for a computer before and there is always more than one available.
- I am most satisfied with the availability of computers the library has because whenever I go to the library to print something, there is always a computer available. [I am also most satisfied with the printing in the library because it has high quality printing paper and it's fun to use the printing machine.]
- I am really satisfied with the number and the location of all the computers available in the library. Never had I needed to wait to use one. [Also, the library employees are always willing to help if I have any questions.] The atmosphere is great.
- I am very satisfied with the availability of computers [and printing] so I was able to get my homework done!
- I'm most satisfied by the availability of computers [and cleanliness of the library.]
- Lots of space at the Surrey campus for [group study rooms]/computer access/[quiet individual space.]
- Mostly satisfied with the availability of computers for me to use.
- The [printing and the] number of computers.

- The availability of computers because I am always able to find a computer to use. Also I like how the computer lab is open to all students to use when it is not booked by instructors for classes.
- The computer area with print ready access and internet etc. available is great. [~~Would like it to be a quieter space as much work gets resolved and completed in this area.~~]
- The computers available.
- The computers, [~~photocopying and printing~~] is good.
- The library has a good amount of computers to serve the students [and ~~the 3rd floor quiet area is primarily quiet and I can almost always find a place to study. I think it is a good idea for instructors to book a research session for students because this way, you can navigate the page easier and know how to type in words in the search bar in databases.~~]
- There's always a computer available.

Richmond
- [~~I highly enjoy the openness of the library, it makes me more relaxed. I also loved how clean the library is.~~] There's a good amount of computers to use [~~and the customer service is pretty good.~~]
- [~~Librarian Assistance,~~] Computers, [~~and definitely the group study rooms.~~]
- Ample computer terminals inside the library.
- Availability of computers [~~and audio visual equipment as well as group study rooms~~] - enables students to get together for project work, research and other group work.
- Availability of computers because it is important.
- Availability of computers for assignments, internet access, online research. [~~Wish they could be faster to stream videos, bit slow right now and doesn't show the speed it should be.~~]
- Availability of Computers, [~~Copy and online database.~~]
- Availability of computers. There are a large number of them, so the chances of being able to use one are fairly high.
- Available computers, helps students who have a last minute submission or need to check something online nice and quick without the need to go outside the school to do so. [~~Also group study rooms are helpful for the business and project courses to study and learn together.~~]
- Computer- they're always available.
- Computers sometimes not work quickly.
- I would say [~~it's a tie between~~] the availability of computer [~~or the Cleanliness.~~] There are usually always a computer available for use. [~~The library always seems to be clean when I'm there.~~]
- [~~Ppl are nice. Study room is clean,~~] lab computer is useful for the group project.
- The access to computers [~~and the printing access~~].
- The accessibility of the computers [~~and the quiet area in which to study~~].
- The availability for computer usage.
- The availability of computers. Technology is a big piece of the pie when at school. It enables students to search, work, and other different things.
- The computer availability. The reason for this is because most students at some part of their day usually need it to quickly look up something or need it for research and what not.. I've never went into the library and not had a computer to use!
- The computer availability [~~and study space is really important for those long hours in-between class and I need a place to sit and read/study.~~]
- The computers [~~however some of them have defective key boards wherein some of the keys don't work. They are always dirty and looks like they are never cleaned. I have asked on two occasions for cleansing or~~

sanitizing wipes from desk, first time they had supplies and Second time I was just given a paper towel sprayed with a cleaning agent as mentioned by the front desk attendant at that time.]

Langley

- [Quiet area to study is very important to me and] also being able to log onto a computer.
- Availability of computers [and study space] - important for people who don't have a laptop and have time during their school day for study/research.
- Availability of computers because it is what I mainly come to the library for.
- Availability of computers because there are many of them throughout the libraries throughout the campuses and it helps to get quick reference to items on the internet.
- Availability of computers because whenever i have needed to use a computer in the library there has been multiple computer open to be used.
- Availability of computers is excellent, there are many to choose from!
- Availability of computers. No matter what time of day, there is always a computer available.
- Available computers, [cleanliness other than keyboards.]
- Computer availability.
- Computer use. I find it very convenient!
- Computers. [x 2]
- High availability of computers.
- I love how the computers are available most of the time.
- I'm very satisfied with the [amount of space for studying in the library study rooms,] computers)
- [Printing and] availability of computers because I have never had to wait too long to access a computer [or to print something.]
- Some of the new upgrades for the computers.
- The availability of the computers [as well as the printing and photocopying.] I have never experienced an issue with [the printing or] use of computers especially when I'm in a rush and need to print something really quick for a class.
- The computers are often available.
- The computers at Langley campus tend to be available almost always which is super helpful.
- There is always computer available to use.

Cloverdale

- [The library is always clean. The level of silence is also very pleasing.] Of the times I have been in the library there has always been a free computer for me to use.

No Campus Specified

- Amount of computers, reliability of printers. Makes the Kwantlen library great to study in.
- Availability of computers.
- Availability of computers [and Reference service desk hours].

Resources
Total=83

Surrey

- [Hours of operation and] online s[e]rvices.
- [Library cleanliness, the library is always looking clean and inviting. Mess/clutter do not create proper study environments.] I am also quite happy with the online data bases, these are very important to me for writing papers and doing research within my program.

- [~~Most satisfied with availability of printing and photocopying.~~] Also appreciate being able to take out dvds.
- [~~Quiet Study Area's - felt like home, very quiet and comforting~~], plus access to [~~computers and~~] books were very helpful when studying and looking up information.
- [~~The service the help desk, IT desk and Librarians provide.~~] The availability of the books [~~and computers,~~] and the database.
- Access to online research databases via campus computers because I use it quite often every semester (writing sociology papers and such) and if it was difficult finding research material would become a chore.
- Audio-visual availability.
- Availability of [~~Librarians and~~] reference materials.
- Books and resources (online) that are avail. to students.
- Books because there continues to be new additions to the collection on a regular basis.
- By having hard copy and online resources.
- [~~Computers~~] and online databases.
- Data base and resources. [~~Computer availability only for surrey campus.~~]
- Electronic resources.
- Hardcopies of books because I find way more than I'd ever want.
- I am most satisfied with the access to online journal databases, which made the pursuit of a history degree through Kwantlen practical.
- I am most satisfied with the selection of online sources on the kwantlen website because I find that I use them the most. [~~I am also very satisfied with the service of interlibrary loans.~~]
- I am very satisfied with the availability of online databases and periodicals as they are very helpful for 3rd and 4th year business courses.
- I am very satisfied with the library resources [~~and facilities in general at the Surrey campus. It is always clean and even when full, there are usually spots for studying. I really love the library there.~~]
- I loved having access to the online databases so that I am able to complete my studies from home.
- I'm content with the quality and quantity of material available for research and leisure purposes.
- I'm very happy with being able to access online databases remotely for the many times I use the service.
- Literary journals.
- Most satisfied with the available resources in the online databases.
- Online access.
- Online citation styles, very easy to understand.
- Online collection of articles on which I can rely for research papers.
- Online collections.
- Online journals/book because I can access them from home. There is no shortage of sources on any subject. I have been very happy with the research I have found through the online databases.
- Online research databases and subject style guides.
- Online resources. [~~General space to study/work. Hours.~~]
- Overall, Kwantlen has a great library (Surrey campus). Would recommend   a more large selection of books.
- [~~Printing and photocopying and~~] the online website.
- [~~Some of the librarians are very helpful ███████████████████████████████ she's very nice. As for some other, not so much. But overall satisfied.~~] Online database is also very good.
- Resources and course guides.

- Resources because I really enjoy working from home so the facility effects me far less than what I am able to take home from it.
- The audio-visual equipment and the amount that we have available is awesome. Last year I needed 2 or 3 cameras in a day, and various other pieces of equipment. There was never any wait or availability problem.
- The availability of materials.
- The availability of online research is very good so I am able to complete most of my research from home.
- The online database of journals is very helpful because it allows you to do research from the comfort of your computer at home.
- The online journal database has served me well in many instances. I am able to quickly and easily find what I need to use in my writing.
- The online journal resources.
- The online resource is great.
- The online search guides for all databases, as it has an ease with use & results.
- The online service.
- The tutorial through the study guides, the changes made to them made it frustrating to navigate but was very helpful to have a librarian show us how.
- [The surrey campus has a large selection of books, and lots of quiet space to study.]
- The variety of resources available for research [and the AskAway chat service].
- [Very satisfied with the quiet study area] and the good selection of hard copy reference materials.

Richmond

- [Although I think the color print is pricy, I'm satisfied with the quality of the printer, and atleast kwantlen is fortunate to have a printer for those who dont have printers or have printer malfunctions at home.] Also, I am happy with the library search engine, [however, improvements can be made. Some articles on the library search engine have expired sites and some articles are un-accessible. Other than that, good job!]
- [I like having the printers and photocopiers available to use.] I also have found the online Journal articles to be extremely useful!
- [The study space and] online data collection as well as hard copy books.
- Audiovisual equipment generally seems to be available every day, even during the end of a semester. This is a positive!
- Availability of [computers and] audio visual equipment [as well as group study rooms] - enables students to get together for project work, research and other group work.
- Availability of [Computers, Copy and] online database.
- Availability of relevant design books and periodicals.
- I am satisfied with the materials available in the library and how there are always hard copies of newspapers available in a neat an organized manner.
- I enjoy reading the science magazines and they are always available. Always help me with printing/photo coping problems.
- Lots of resources.
- Online databases. [x 2]
- Online periodicals & online research databases. Because I can get most of the information that I want.
- Online resources, it's because i can access from home or anywhere at long as I have computer and Internet with me.

- The availability of audiovisual equipment. I have never ahd a problem renting out equipment.
- The availability of online full-text articles is very good, [~~the librarians are super helpful and there is usually lots of room in the quiet study areas.~~]
- The electronic database for online resources. It is pretty good and works well for me.
- The library has good resources on citations.
- The magazines because there is such a variety, and they're always updated.
- Typically I find that the online resources are put together well, [~~but they can be a bit frustrating at times. The tapes could be switched over to DVD format, this is the 21st century.~~]
- Very satisfied with the quality and quantity of research material available online.
- Video.

Langley
- Availability of resources [~~and help (online or in person)~~].
- Great variety of horticulture books magazines. Could have more copies of essential books but overall great resource.
- I am most satisfied with all the resources available.
- Online article search. Summons is very useful as I can access it from home.
- Online availability of periodicals/journals.
- Online journal access.
- Online resources available [~~and the staff are always very helpful.~~]
- Print books
- The range of hard copy books as I find these most useful for research for assignments.
- The resourcefulness that the library provides and that there is a lot of useful information available (citations, and examples).

Cloverdale
- Book categorization.
- Electronic collection.

Interlibrary/Intercampus Loans
Total=63

Surrey
- [~~Computers, study areas, printing facilities, research assistance,~~] interlibrary loans, interinstitution loans.
- [~~I am happy with the availability of computers as even if there are class sessions, there are always other computers available for use.~~] I am also pleased by the Intercampus loans as I attend classes in Langley and Surrey and have always been able to get the book I need at either campus.
- [~~I love the silent floor at the Surrey Campus. I would be great if Langley could implement a similar area, especially now that there are more computers.~~] The interlibrary/campus loan service works great. I always get the materials I need in a timely manner. [~~It is great that we can renew the materials online.~~]
- [~~Printing is quick, straightforward and easy; and~~] the Interlibrary loan service is quick and very useful for research papers.
- An interlibrary loan service is useful.
- Book reservations.
- Getting items from other campuses because sometimes it is not available at Surrey but available elsewhere and comes fairly quickly.

- [~~I am most satisfied with the selection of online sources on the kwantlen website because I find that I use them the most.~~] I am also very satisfied with the service of interlibrary loans.
- I am most satisfied with inter campus loan services because they are fast and very useful.
- I am most satisfied with Interlibrary loan. Even though the library already has a great collection of books, the Interlibrary loan service gives me a broader range.
- I am most satisfied with the availability of books from other institutions.
- I am most satisfied with the Interlibrary loan services and the campus to campus library loan services. I ordered many books using these services last semester at the Richmond campus.
- I have had a very good experience with the library's interlibrary loan program between campuses and other institutions.
- I have had very little problems finding books I need. I have used the inter-library loan service and it was great.
- I love how quickly I can get electronic inter-library loans. Research papers hinge on getting articles quickly, and I can usually find the article at another institute, and it is emailed to me within a few days.
- I love the inter-campus book loans! They always get there so quickly!
- I really like the interlibrary loan service. I like the fact that you can get books from other institutions. I think it makes it a lot easier to get material when needed.
- I'm most satisfied with the intercampus and interlibrary loan services as it's very useful when obtaining research materials that are not in the Kwantlen database.
- Inter loan: Always efficient.
- Intercampus and interlibrary loan is fast. I'm really glad we have this service. I like.
- Intercampus loan service because when there is a book at another location it is too difficult for me to retrieve it. This feature make it so much easier by bringing it closer to me.
- Intercampus loan service is the most satisfying service. It makes borrowing and returning book very easy.
- Intercampus loan service. [x 2]
- Intercampus loan service. Books are always received quickly.
- Intercampus loan, [~~computer access.~~]
- Intercampus loans are so important! I save time and gas money!
- Inter-Library loan between campuses, I've never had a problem with.
- Interlibrary loan service is very helpful for writing research papers.
- Interlibrary loan service, I'm always on the road for work so this makes things very pleasant for me.
- Interlibrary loan.
- Interloans from other campuses or institutions.
- I've used the Interlibrary loan service and I found it to be very quick and very useful. I would most definitely use it again.
- Not having to drive to Richmond to get a book.
- The ability to loan books from another campus, because it allows for more possible sources.
- The intercampus loan service is great and I'm very appreciative that it is offered at Kwantlen.
- The Intercampus loan service is really effective. I used it twice and was very pleased with how fast the books were transferred on both occasions.
- The speed of the intercampus loan service.

Richmond
- [~~There is a lot of study space, great service,~~ intercampus loan service.]
- Inter campus loan system easy to book.

- Inter campus loan-good to have access to so many materials.
- Intercampus and Interlibrary loans because when requested, the request is usually promptly dealt with.
- Intercampus Loan Service because it doesn't matter which campus the materials I want are in I can still get them.
- Intercampus loan service.
- Intercampus loan.
- Intercampus loans-books have arrived quickly.
- The ability to loan books from another campus, because it allows for more possible sources.
- The inter campus loan service is very efficient.
- The Intercampus/Interlibrary service is the service I am most satisfied with, because it saves me time and effort going back and forth getting the materials I need.
- The speed of the intercampus loan service.
- Very fast Intercampus loan service.

Langley
- [Book borrowing and] inter campus exchange.
- [Counter staff and] interlibrary loan services.
- Being able to ask for an online article from another school.
- Being able to get an article for my project that the schools database didn't have, so I was able to get them to find it and be able to borrow the text in an email format.
- Inter campus loans. They are really well organized and it doesn't take very long to receive.
- Inter library loan from another institution; it does not take too lengthy of a time for me to receive my requested material.
- Intercampus loan service- it usually is available the next day and it's a great way to circulate material.
- Most satisfied with [cleanliness and] intercampus loans because [the library is always clean and] the loans are quick and efficient.
- The fact that you can get intercampus loans. I find it very handy and I'm happy that I don't have to drive to another campus to get a book.

No Campus Specified
- Intercampus loan service [and staff assistance, and reference librarians.]
- Service to find books, because there were very helpful people available!

Ask Away
Total=44

Surrey
- "Ask away" - Because it is the best way to ask a librarian, and the most convenient way.
- "Ask Away" - helpful for finding out where to look for information online.
- "Ask away" is a great service and is extremely helpful for a student to receive help in a quick and easy manner.
- "Ask away" service: Usually the librarians are available within the specified hours and they are able to answer questions.
- [I love the quiet study rooms. I mostly love that there are no keys anymore. Charging for keys per minute was really the stupidest thing I have ever seen. I love the variety in the study rooms even though the smell and cleanliness could be improved. No hot foods in the library helps. I love the third floor. It's nice and quiet. I also like the big tables by windows. Nice option. Cleanliness again would be nice as well as an

option to plug in laptop on EVERY desk.] Ask away is SOOO helpful for any last minute help or when the library is closed. I love it so much. It's the best service ever. [The librarians are very nice and friendly and helpful. My favourite librarians are [name] and [name]. I do think however that librarians should keep in mind how much time a student has and focus on students' questions instead of wandering off and diverting them to other topics and resources and help that they didn't ask for (this only applies when a student is really restricted to time). Research sessions booked by professors are very helpful. All professors should be required to do it for first year courses. Personal research sessions with librarians are SOOO helpful. But unfortunately I was told that they got rid of that service. Please don't. That's the best thing about the library.]

- [The office hours are great because, personally, I'm usually not on campus past 10pm.] The 'askaway' is super helpful.
- [The variety of resources available for research and] the AskAway chat service.
- Ask Away - many other institutions do not offer this unique and helpful experience.
- Ask away [and the fact the library is very clean.]
- Ask away chat because they are usually very quick to respond when I'm having any troubles with the website at home!
- Ask away chat reference because everyone I have spoken to on there has gone above and beyond my expectations to help me.
- Chat reference service, I was able to get my questions answered.
- Everything else is fine. I like the ask away librarian staff as it's very convenient if you have a question at home.
- I am most satisfied with the AskAway chat facility. I use it a lot and it is fast and convenient. It is nice to know there is a librarian there trying to help you and every time I have used it, the librarian has genuinely cared about helping me.
- I used online chatting service before I really satisfied with it!
- Online chat room "ask away" are useful.
- Online chat services - hours are clear and most people respond right away.
- The "Ask Away" chat with a librarian, they are very helpful and are available to help even when I am at home.
- The ability to get help online from a librarian. I have used this tool a few times and it has saved me a lot of researching stress.
- The Ask Away chat service is very helpful when doing research from home.
- The Ask away chat well the librarians there guide you step by step and they are very helpful. [I hope the hours would be extended a little bit.]
- The ask Away online option. I've always had such fast service.
- The ask away service.
- The staff are helpful (Ask Away [and in-library]). Always friendly and willing to go out of their way to find the answer if they don't already know it.

Richmond
- "Ask Away" chat because they help you thoroughly and can refer back.
- "Ask Away" chat reference service.
- Ask Away chat service - very handy when I'm not at school, get printed copy of the conversation details for later reference.
- Ask away chat.
- Ask Away is a great tool to help students with assignments when they need it.

- I am most satisfied with the chat reference service because it is easy to get a hold of a librarian at any time of the day whether the library is open or not.
- I like the ask away service. I thought it was nifty.
- I used the "Ask Away" feature once and it was very helpful. I was glad to have that option!
- I'm quite pleased with the online Ask Away chat service because it's very useful when you need library help online.
- Online ask away chat has been great. Prompt service, able to get resources quickly.

Langley
- Ask away is a great resource if you need help at home.
- Ask Away is great. Available to assist until late and give great feedback and suggestions, saved my life a few times!
- Ask away, it makes my life easier as a mostly online student when I have questions or problems that I do not have to drive in to campus or sit on the phone for an hour.
- Availability of [resources and] help (online [or in person]).
- Chat [or phone] availability with librarians, this has been very helpful.
- I found the "Ask Away" chat service most satisfying because it was instantaneous and informative.
- The librarians are extremely helpful [both in person and] on the Ask Away service. These services save a large amount of time that would otherwise be used up trying to find the proper resources on my own and they are also very knowledgeable about what resources would be most useful.
- The online chat service with the librarian.

Cloverdale
- Ask away is best as I can sit home and ask any question I want.

Research Sessions
Total=15

Surrey
- [I love the quiet study rooms. I mostly love that there are no keys anymore. Charging for keys per minute was really the stupidest thing I have ever seen. I love the variety in the study rooms even though the smell and cleanliness could be improved. No hot foods in the library helps. I love the third floor. It's nice and quiet. I also like the big tables by windows. Nice option. Cleanliness again would be nice as well as an option to plug in laptop on EVERY desk. Ask away is SOOO helpful for any last minute help or when the library is closed. I love it so much. It's the best service ever. The librarians are very nice and friendly and helpful. My favourite librarians are [name] and [name]. I do think however that librarians should keep in mind how much time a student has and focus on students' questions instead of wandering off and diverting them to other topics and resources and help that they didn't ask for (this only applies when a student is really restricted to time).] Research sessions booked by professors are very helpful. All professors should be required to do it for first year courses. Personal research sessions with librarians are SOOO helpful. [But unfortunately I was told that they got rid of that service. Please don't. That's the best thing about the library.]
- [The assistance of the Kwantlen Library staff is amazing. If there is anyhting yuou need they are right there to help you by phone/email or chat.] Also the library research session help you learn to navigate the library site and how to do you research.
- [The library has a good amount of computers to serve the students and the 3rd floor quiet area is primarily quiet and I can almost always find a place to study.] I think it is a good idea for instructors to

book a research session for students because this way, you can navigate the page easier and know how to type in words in the search bar in databases.

- Database tutorials with the librarians.
- I am most satisfied with the library research sessions because it was very informative and very useful to my homework assignments.
- I appreciate the info sessions in the computer rooms.
- Library research session - Librarian very helpful.
- Library research sessions booked by your instructor and taught by a librarian - I found this very effective in learning how to use the library's resources to the fullest. I feel that this will come in handy in the future.
- Research sessions always helped with papers.

Richmond

- I am most satisfied with the library research sessions booked by an instructor and taught by a librarian because it helped me understand how to search for material to use in my research.
- I am most satisfied with the library sessions that are held as the librarian provides very useful information that helps me properly cite the works in my papers/essays. The citation style guides are of great help too.
- Library research sessions I wouldn't of known how to get around and find what I'm looking for.

Langley

- Library research sessions booked by your instructor and taught by a librarian.

Cloverdale

- Library research sessions. Very informative - taught me things I would not have known otherwise.
- Research session with librarian, helped a lot to understand Kwantlen's search database.

Unsatisfied or Improvements Needed
Total=40

Surrey

- [Copy and print prices are decent.] Wish there was a small machine like the UFV campus in Abbotsford that you could load up your student card with fund so you don't have to wait in a long line-up.
- [I am most satisfied with the quiet area to study,] however, there are sometimes students who are inconsiderate and do not behave such and appreciate the students who are trying to study in the quiet study area.
- [I found the availability of study rooms to work on group projects to be invaluable. It's really nice to have a private place to work and discuss things.] It would be really great if the rooms were equipped with a projector to rehearse group presentations though.
- [I LIKE THE 3RD FLOOR STUDY AREA, BUT] WISH THERE WAS MORE ROOM ON THE 2ND FLOOR FOR GROUP MEETINGS.
- [I love the quiet study rooms. I mostly love that there are no keys anymore.] Charging for keys per minute was really the stupidest thing I have ever seen. [I love the variety in the study rooms even though the smell and cleanliness could be improved. No hot foods in the library helps. I love the third floor. It's nice and quiet. I also like the big tables by windows. Nice option.] Cleanliness again would be nice as well as an option to plug in laptop on EVERY desk. [Ask away is SOOO helpful for any last minute help or when the library is closed. I love it so much. It's the best service ever. The librarians are very nice and friendly and helpful. My favourite librarians are [name] and [name].] I do think however that librarians should keep in mind how much time a student has and focus on students' questions instead of wandering off and diverting them to other topics and resources and help that they didn't ask for (this only applies when a

student is really restricted to time). [~~Research sessions booked by professors are very helpful. All professors should be required to do it for first year courses.~~] Personal research sessions with librarians [~~are SOOO helpful. But~~] unfortunately I was told that they got rid of that service. Please don't. That's the best thing about the library.

- [~~Library hours.~~] The library is open too short on weekends. I understand it is expensive to keep staff there, but perhaps if the library had extended hours during midterms and exams, or some sort of compromise, it would make the most people happy.
- [~~Printing and availability of areas to study. Always tons of space + printing is never an issue.~~] Only wish there was the ability to do wireless printing.
- [~~The amount of study space,~~] there is enough room for large groups to meet but also smaller, more secluded tables for people studying alone who want to be a little removed from the noise.
- [~~The Ask away chat well the librarians there guide you step by step and they are very helpful.~~] I hope the hours would be extended a little bit.
- [~~The assistance I've experienced with the front desk at the Langley library. They are always available to help and take interest in what I need to find.~~] The Surrey campus on the other hand seems to lack any concern for students, they seem as they do not want to help.
- [~~The computer area with print ready access and internet etc. available is great.~~] Would like it to be a quieter space as much work gets resolved and completed in this area.
- [~~The hours of operation because I can study from 8 am til 11 pm~~] although it would be nice if it was open til 11 on fridays and open longer on Sundays.
- [~~The library hours are pretty good,~~] they could be longer on the weekends.
- [~~The quiet study area is ample, at least in Surrey, and generally respected by the students using the space.~~] The only issue is PIPS. Students involved in PIPS, both the Runner and Pulp, are often very loud and can be heard across the study floor. This is disruptive and they are generally none the wiser as they do not see the effect it has on those outside their office. They should be removed from the area and relocated to either another space on the Surrey campus or another campus all together.
- [~~The staff librarians.~~] The physical libraries (Richmond especially) is hard to navigate. Inter loans are impossible to arrange online. [~~The hours are good... I am a later night and weekend patron, weekdays are too busy and kinda noisy.~~]
- [~~The third floor is good for quiet study space.~~] Wish it was more cozy though.
- A scanner should be available.
- Group study rooms are only available for a limited amount of time and it is usually not enough.
- I am usually disappointed with the Kwantlen library. There are three books I would like for my paper this semester and so far I am not finding any assistance in obtaining.
- I like the student computer hours. [~~I just wish the hours were better on Sundays.~~]
- I'm really not too satisfied about any of this.
- Library Hours of Operation are good timings for students with various schedules. [~~It would be better if we could push library timings later or even 24 hours.~~]
- No effort is made to check the exceptionally loud groups. It seems quiet is not expected in this library.
- Nothing. The library at Kwantlen, Surrey campus, is an absolute disaster.
- Printing is hard to use.
- The hours the library is open except Sundays are inconvenient.
- U should have subject guides and subject or course books and not just 1 or 5 but more.

Richmond

- [Although I think the color print is pricy, I'm satisfied with the quality of the printer, and at least kwantlen is fortunate to have a printer for those who don't have printers or have printer malfunctions at home. Also, I am happy with the library search engine, however,] improvements can be made. Some articles on the library search engine have expired sites and some articles are un-accessible. Other than that, good job!

- [Availability of computers for assignments, internet access, online research.] Wish they could be faster to stream videos, bit slow right now and doesn't show the speed it should be.

- [I am most satisfied with the library hours of operation because they close late at night during the week, thus it gives students a place to study.] I wished it closed later at night during the weekend as well.

- [The computers] however some of them have defective key boards wherein some of the keys don't work. They are always dirty and looks like they are never cleaned. I have asked on two occasions for cleansing or sanitizing wipes from desk, first time they had supplies and Second time I was just given a paper towel sprayed with a cleaning agent as mentioned by the front desk attendant at that time.

- [The staff member who did our PR library session was fantastic. Friendly and very helpful. Also good hours in general,] although would like to see it extended on Sundays and also until 12 during finals.

- [Typically I find that the] online resources [are put together well, but they] can be a bit frustrating at times. The tapes could be switched over to DVD format, this is the 21st century.

- School's library has short open period during the weekend. 4 Hours are not enough to finish a project. For the printing part, I suggest that school should decrease the printing fee. Comparing with BCIT or other university, Kwantlen students have to pay almost double fees for it! And beside, school should encourage student to be eco-friendly that double side printing can be less payment than print two single papers. And sometimes the front desk stuffs are being rude to students. They were unfriendly for student don't know how to find out the book from library or student who don't know how to use printer in the library. That happened sometimes!!!

Langley

- [The librarians are awesome. Printing is good,] It would be better though if there is printing through wifi to accommodate students with laptops or smartphones. [Photocopying is a breeze.]

- [The hours of operation for SURREY CAMPUS is very important to me because of late night classes. Langley Campus should consider lengthening their hours of operation.]

- [I love the silent floor at the Surrey Campus. I[t] would be great if Langley could implement a similar area, especially now that there are more computers. The interlibrary/campus loan service works great. I always get the materials I need in a timely manner. It is great that we can renew the materials online.]

- [The quiet study places are pretty good.] I wish there were more group study rooms though.

- [The Surrey campus librarians are much more happy to assist people than the Langley library...] I was served by a really rude woman at Langley. [Surrey is always smiling and greeting people.]

Other
Total=23

Surrey

- [I love the silent floor at the Surrey Campus. I would be great if Langley could implement a similar area, especially now that there are more computers. The interlibrary/campus loan service works great. I always get the materials I need in a timely manner.] It is great that we can renew the materials online.

- Accommodation - I feel if there is anything I would have ever needed I could somehow get it or find help to get it.

- All of them.
- All the facilities.
- Everything satisfactory.
- I am satisfied with everything. The library is good and it gives us whatever we need.
- I'm overall very satisfied with everything.
- Learning Centre.
- Not all classes do them.
- Overall function of the library.
- Overall the maint[en]ance is okay.
- Overall the service provided by the library is quite good.
- Overall, I enjoy the library and find its resources easy to understand and simple to use.
- Overall, I think the library resources and facilities that I have used have been excellent.
- Surrey library.
- Surrey.

Richmond
- Every other thing in the library is good.

Langley
- Book borrowing [and inter campus exchange.]
- I didn't been too much at the Library, however the couple of times that I have been there I was satisfied Langley Campus.
- I needed a textbook borrowed from the library and I was able to take it out for more than 1 week.
- Library facilities and service.
- The book room.

No Campus Specified
- Available resources.

Question 6: "If you indicated VERY UNSATISFIED or UNSATISFIED with any of the Library resources or Library facilities and services, please explain:"

Library hours of operation
Total=195

Surrey

- [1) the key boards are dirty.]2) the library open way too late in the morning.3)hours of operation during the week-end are inadequate. 4h on Sunday.. really??[the printing/photocopying cost is a massive ripoff.]

- [As a full time student, I use the library not only for its amazing resources, but a lot for the study rooms it provides.] However, the library hours are lacking. If you are working on some project, the library is only open for 4 hours on Sundays. I also wish that close to exam time, the library hours be extended with even a 24 hour potential.

- [Chat service is never open when I need it.] The new hours are okay, still need longer hours on weekends.

- [Checkout counter staff are not eager to help and often seem unorganized. They are not very quick especially when adding $ to student cards. Not enough tables in study areas and not enough computers at peak hours.] Also library hours should start earlier.

- [Computers always seem taken] and the hours are too short.

- [Hardly any study rooms and its always reserved. Not enough tables in general study area.] Hours should be longer.

- [I think the printing and photocopying is awesome and easy to use. I sometimes find it hard to find someone to help me, not enough staff. It is always very loud] and the library closes very early.

- [In terms of resources, I hate that all the books that we have are so completely out of date that they are useless when trying to do a research essay.] I also believe that school libraries should have much longer hours. Universities normally have theirs open 24/7 because it's an essential service for students.

- [It's usually not that clean, the tables and chairs especially, yes students need to pick up after themselves but it is still messy. There aren't that many quiet areas to study in the library.] The largest disappointment is the hours, need longer hours!

- [Library orientation classes are unnecessary and should only be available to be booked by students that actually need them.] Library hours should be longer on weekends especially Sunday. [Online books and videos are not important to me in the slightest. I do not use them.]

- [Library orientation classes are unnecessary and should only be available to be booked by students that actually need them.] Library hours should be longer on weekends especially Sunday. [Online books and videos are not important to me in the slightest. I do not use them.]

- [Not enough space to sit down at times and] the library could be 24/7.

- [Printers are always broken, and the card readers never work. Always a line up to print.] The hours of operations are not comparable to other universities. Because of the limited availability in hours I often go elsewhere.

- [Printing and Photocopying is too expensive.] Hours need to be longer on weekends.

- [Printing should be cheaper] library hours should be longer on weekends.

- [The "quiet" study areas in the library are usually the loudest areas on the whole campus! Need someone there enforcing no loud talking like a real library.] As well, in order to be considered a university, there needs to be acceptable library hours. It is not open nearly long enough now.

- [The library is often really dirty] and the hours are too few.

- ~~[The staffs working speed is too slow. *[T] here aren't enough space and rooms for individual/ group study. * NOT ENOUGH PLUGS!!!* Takes too long for an item to get to the Richmond Campus.* Printing and photocopying too expense*~~] Operating hours not long enough, especially for the weekends.
- ~~[There should be more study rooms. They are often booked up close to exam time.~~] On Sunday's the library needs to extend their hours.
- ~~[There's no research result for other libraries in other institutes.2. Checkout counter always short of staff.3.~~] Library opens for such a short time during weekends that we couldn't have group meeting when we need chairs, power resources, and the internet the most.
- Changing hours of operation on weekends would be beneficial.
- During the weekends library hours are too short.
- Extend operational hours in Langley and on weekends and evenings. ~~[I wish the Learning centre was in its own building or room with the reception desk located further away or in a separate room than the tutoring areas - sometimes it is hard to concentrate when staff are chatting amongst each other or on the phone, and when the main level of the Surrey library gets noisy from students talking.~~]
- Hours are not early nor late enough when open. ~~[Computers are not available unless very early or late in the day. Computer lab is supposingly a no talk zone but no one comes in to check that it remains so. Books and textbooks are not always available in one campus. Textbooks are not as available as are in different universities. cleanliness of library is not revisited by janitors.~~]
- Hours are too limited. ~~[Printing is expensive.~~]
- Hours could be longer on someday. ~~[Need more tables to do work on. There is always a shortage with tables and study rooms. Some times staff is not available during hours of operation.~~]
- Hours of operation are non-satisfactory on weekends and on holidays.
- Hours of operation need to be extended on the weekends.
- Hours of operation need to be longer on the weekends. ~~[and printing and photocopying is expensive.~~]
- Hours of operation on Weekends are horrible. I have to travel a lot and only get the library for few hours. Most of my friends end up going to SFU or BCIT library and I don't even have that option ~~[——————— General study space does not have a very comfortable feel to it. I would like the setting to be rearranged to make the environment a bit more welcoming.——————— Assistance by checkout counter staff is okay but I'm not satisfied because there are never any disposable bags for me to carry books in. I always have to pay for that fabric bag. I understand environment is important but so is carrying the books home, safely. I shouldn't have to pay because I'm worried about dropping the books or protecting them from the rain. Bag pack doesn't fit the amount of books we need for research papers and projects. I also don't like the fact that there aren't enough staff at the checkout desk. I always have to wait for a very long time.——————— Interlibrary loan tends to take too long. I wish there was a faster service——————— Printing is just too expensive. Why do professors get cheaper printing? Printing in library should match the cost in other departments where professors print. One of the printers also requires us to have a minimum of 25 cents in our card when we only need 10 cents. That needs to be fixed.——————— The survey so far has not mentioned fines. They are ridiculously high and can exceed the actual cost of the book. It's often cheaper to buy books online and then sell them after use rather than borrow them from books. After the first renew, it can be called back any time even though the return date is extended. That is really annoying. Once I have extended my book loan date, I should be able to have peace of mind. But I can't because it could be called back anytime even though it's renewed. Come up with a better system please.~~]
- Hours on Saturday and Sunday need to be extended. It really limits our ability to study/do homework on the weekend if it's only open for a very limited period of time on those days.
- Hours on the weekend are not great need to be extended to at least regular weekday hours.

- Hours should be longer than 11pm on weekdays and longer hours on weekends hard to study. Most students prefer overnight study sessions.
- I am not satisfied with the hours of operations. If I have a group meeting on Sunday, we cannot meet in the library because it is only open 1-5. Instead, we go to SFU Surrey campus, and when I go there, I see many Kwantlen students.
- I am only unsatisfied with the library's hours on Sundays. Since this is often the most convenient day for groups to meet up, it would be nice if the hours that the library was open were longer.
- I am VERY unsatisfied for the lack of library hours of operation on the weekends. [~~Also, the library is always packed and it takes me far too long to find an empty table to sit at. Furthermore, there is always a few students on the 2nd floor that fail to realize that the Library is a place to stay, the very least, RELATIVELY quiet....Instead, you will see people laughing and talking as loud as they possibly can.~~]
- I am very unsatisfied with library hours, especially on weekends.
- I am very unsatisfied with the limited hours the library is open on weekends for. ESPECIALLY during exam periods, it should be open and accessible to students for way more time than it is currently. A university should have these resources available to students like others do.
- I believe that library hours need to be extended in the weeks coming up to the end of the semester. I know from experience that there is a high demand for this and when you are there and they start shutting off the lights even 15 minutes before the library is even closed this can be very annoying and frustrating.
- I do a fair deal of studying on Saturdays and Sundays and Kwantlen Library closes at 4pm and 5pm. I usually work during the day and don't get off till after 5pm. This forces me to go to SFU campus to study, I attend Kwantlen, not SFU but SFU understand students needs better.
- I feel as though the library should be open longer on weekends. On Saturday it should be open at least until 7. And on Sunday it should be open earlier than 1. Students like myself use the weekend to study, do homework and work on projects. A lot of us are forced to go to SFU but it is really hard to find seating there because there are students from Kwantlen and SFU.
- I feel that the library should be open longer for those that work during the day and cannot make it to the library before 9pm.
- I honestly wish that there more hours given in the library. Places such as SFU have many more hours than our library. At some points, SFU is even open during holiday days.
- I think more hours would be nice [~~and more computers available.~~]
- I think that library should increase opening hours during midterm or final exam weeks.
- I think that the hours of operation need to be longer because Kwantlen students have to go to SFU to study since their campus stays open late and students can study as long as they wish. We are restricted to study time in the library because we have to pack up and leave if were done or not.
- I think that the library should be open at all times, somewhat like SFU surrey just because some people who are night time study people can study in a proper area and others who just cannot study at home, can have a place to get some studying done.
- I think the library weekend hours should be extended - on Saturdays the library should be open till at least 7pm. On Sundays the library should be open from 12 to 6 pm at the very least.
- I think there should be later library hours, and longer hours on the weekends.
- I wasn't aware the library closes earlier on Fridays and was kicked out of the library last semester by security who were closing the library. It was crucial exam time and I was hard at work. Having to leave made me lose my train of thought and the ideas I had for my assignments that I didn't have a chance to write down yet. It's inconvenient that Kwantlen's library closes so early, so I began studying at SFU library

instead which has extended hours during exam weeks. This is very convenient especially for students who prefer to study at school than go home.

- I wish that your hours on Sunday were longer. There is NO WHERE else to meet for group meetings on the weekend expect at the library and Starbucks and nothing gets accomplished at Starbucks!
- I wish the campus was open longer hours during exam periods. I am forced to go to SFU to study.
- I wish the library opens 24/7 because I go to SFU to study during the midterms and finals which I think is inconvenient although it's closer to my house but I would prefer to study in my own university campus.
- I wish the library was open longer on Saturday and Sunday (example: Having the same hours Monday to Sunday would be awesome).
- I would like it if the library was open longer on the weekends considering that's when most student[s] tend to do their homework - like sfu maybe?
- I would like longer library hours.
- I would like the library to be open later on Saturdays and open earlier on Sundays. [Also, the printer paper is really thick; I'd like thinner paper and a lower cost for printing.]
- I would like to have the library hours of operation on Saturdays and Sundays increased as these are the days that I don't have to work and would like to spend more hours studying at the library.
- I would like to see longer library hours, [research sessions booked for each faculty; more spaces for quiet study and maybe Kwantlen lectures live on broadcast on visual.]
- I would suggest increase library working hours, especially in the weekends.
- It would be helpful if the library hours were longer on the weekends. I've had to go to other universities to use their libraries for group meetings on occasion.
- It would be nice if the library was open to students 24 hours a day.
- It would be nice if the weekend hours started earlier, not all of Kwantlen's students have been partying the night before and are unable to wake up early on a Sunday morning. Some of us are mature and/or parents and would like to get a jump on the day.
- It would be nice if there was longer hours on weekend days.
- It would be nice to have the library opened for longer hours even on the weekends. [Moreover, it's not easy to get study space or a quiet study area in the library.]
- It would be nice to see a plan put in place to get the library to be open much later for students to use so we don't have to go to other university libraries.
- It would be very useful for students to have the library hours extended especially during Fridays to Sundays near finals week as a lot of students would stay late to study.
- It would help to have library hours extended during the final month of the semester when exams are close and final projects are due.
- Later weekend hours are required [along with stricter guidelines on quietness.]
- Library hours are horrible. Sundays it is only open from 1-5. There needs to be longer hours. Other universities offer 24/7 access.
- Library hours are too short; most students have to go to SFU to study. [During the day, there are not enough computers available for use. Students pay enough for their education, they should not be made to pay for printing]. Due to these reasons I am not satisfied with the Kwantlen's library.
- Library hours are very short finding myself and many others commuting to the SFU campus just to study. If you can't extend library hours during regular semester at least extend them during final exam time.
- Library hours need to be longer [and also, more variety of quiet study places needed.]
- Library hours of operation should be longer on the weekend than the current scheduled hours.

- Library hours on Sundays should be extended (open earlier). As a student who works full time during the week and takes evening classes there have been several times when i have had to go to SFU surrey campus to study and meet with groups since Kwantlen's is not open in the mornings on Sundays, and meeting at 1 or later in the afternoon ruins the whole day.
- Library hours on weekends extend until 9.
- Library hours should be at least till 10 P.M on Sundays and Saturdays.
- Library Hours.
- Library Hours: Definitely need to be open later on Fridays and full days on Saturdays and Sundays. [Cleanliness: Mostly due to disrespectful students who leave their food wrappers and garbage lying around. Quiet areas to study: depends on the day but I have found at times groups of people studying together should really be in a study room rather than in the main sitting area.]
- Library isn't opened on a weekend, that's when most students study. [Ther[e] are enough study rooms and computers on campus.]
- Library needs to be open for longer periods on weekends, because that's when people need some quiet place to study when family is at home.
- Library should be open longer on Sundays [and the study room booking site should indicate which rooms accommodate larger groups, they all say 6 but some only fit 4.]
- Library should be open to later hours of the day and weekend as well.
- Library should be opened earlier. [Checkout staff aren't always pleasant to students.]
- Library should have more flexible hours.
- Library should have more hours such as on Sundays, [more printers and photocopiers should be implemented as there are lineups on busy days for the printing queue.]
- Library should open longer during the weekend. We often have group meeting during the weekend (that when everyone is available), but we have to meet at somewhere else due to the library hours. Also, I really need library open longer in the weekend during the midterm/final time......close at 4 or 5pm is way too early...
- Limited hours on weekends, would prefer expanded hours.
- Longer hours, SFUs 24 hour library is extremely helpful.
- Longer library hours would be nice on Saturdays and Sundays.
- More hours on weekend, should open later.
- Need 24 hrs study area.
- Need extended library hours on the weekends.
- Need later hours on Sunday, especially if you have something due Mondays.
- Need library open all day on Sundays late afternoon or not at all open is not helpful for students who only have weekends available to do assignments & [need help from help desk (who never seems to be around or available when you need them). Also external book loans take time to arrange & students never have that time to spare.]
- Need library to open later- ideally until 10:30; [wasn't able to print double sided; the library didn't have the latest edition of the textbook I was looking for.]
- Need longer library hours on the weekends, I am constantly using SFU to study. IF I WANTED TO GO THERE I WOULD HAVE APPLIED AT SFU.
- Need more library hours, late night.
- Need to open longer, [computer availability is low and the amount of study space isn't enough.]
- Needs to be open longer over the weekends and weekdays to prevent Kwantlen students from going to study at SFU campus.

- Needs to be open longer! I have to go to SFU to study on Saturday and Sunday. Why should I have to go to another school to be able to study! Frustrating.
- Needs to open 24/7 to facilitate student studying. [~~Library research sessions are too basic. Printing and photocopying are too expensive; cheaper options on campus.~~]
- Please provide longer hours for library for students who want to study. As a Kwantlen student, I don't like having to go to SFU to study. We have jobs and other schedules and sometimes need to study late hours. Please figure this out. If not library, maybe certain smaller rooms in a different building that only Kwantlen students are allowed to enter with their ID's or something.
- Quality below the level provided by competing universities such as SFU and[~~s~~] UBC. eg. 24hr library hours during exam week.
- Re: Hours of Operation - This one doesn't need much explaining. [~~Re: Cleanliness - The couches are in desperate need of a washing. They smell terrible, and just feel dirty.~~]
- Reason I put unsatisfied is because the library hours needs to be expanded. Some institutions like SFU are 24 hours and it would be nice if Kwantlen could have the same hours since it is expanding.
- Reference desk hours are insufficient.- [~~Checkout counter staff often seem to have more important things to do than to Check out books....- Several times I have not heard back on requests for interlibrary loans.~~]
- Some libraries at SFU and UBC are open 24hrs! I'd compromise with extended hours, especially on Sunday.
- Summer hours for the library are too short.
- The hours are awful! Why aren't they open 24 hours during exam periods?!
- The hours are very annoying when it comes down to studying. Forces a lot of students to have to go elsewhere to study.
- The hours need to be longer [~~and the doors to the library are just too heavy and awkwardly built~~].
- The hours of operation at the library are limited. Extended hours would be appreciated. [~~Also, I avoid printing at the library as much as possible because it's expensive to print a report there. And the library is often quite noisy. There is no regulation of the noise policy and there are often students yelling and laughing boisterously.~~]
- The hours of operation on the weekend are not enough.
- The hours of operation should be longer, at least to use the space to study even if there are no librarians and the counter is closed. The hours of operation for checking out books/material is fine but at the very least have longer hours of operation for the weekend...Saturdays 10am-4pm very pathetic! And Sundays 1-5pm...Even worse. I don't even bother coming on Saturday and Sunday because it's too much of a hassle for just 4 hours.
- The hours of operations could be better on the weekend.
- The hours that the library is open on the weekend are too short. [~~Not all online publications are available through Kwantlen. Hard to do assignments and research. Group study rooms are only available for 2 hours. Often longer is needed to work on a project. Shortage of group study rooms.~~]
- The Kwantlen Libraries need to be open for longer hours on the weekends!!!!
- The library closes too early and I'm forced to go study at SFU where they are open much later.
- The library does not have very good hours on the weekend and has resulted in many of our group meetings to take place at other places. Such as other campuses (SFU) or individual teammates houses.
- The library hours are very very short. Especially on weekends. I find that close to the exam period I use the library a lot more. Perhaps the library could be open longer around midterm and final exam times. Especially on Sundays!

- The library hours should be increased in not all year round at least during the exam period it should be open 24 hours.
- The library is not open late enough.
- The Library is open during the weekdays which is very important and satisfying but if it was open during weekends for longer hours, it would be immensely beneficial.
- The library needs to be open later in the evening and longer on the weekends. Most students study and meet up with groups on the weekends and because of the inconvenient hours we are forced to travel to SFU Surrey or some Starbucks location.
- The Library needs to be open longer and if possible 24 hours like many other universities (SFU)!
- The library needs to extend its hours of operation on weekends.
- The library needs to open later for students to study and later on weekends. I usually have to go to SFU to study late or on weekends.
- The library should be open better hours on weekends.
- The library should be open later, preferably all night. [There should be more group study rooms (maybe some reserved for day of use on a first come, first serve basis) and more computers, as they can both get very busy. The printing and photocopy price really adds up, can something be done? We're students after all.]
- The library should have longer hours during the weekends.
- Unsatisfied with respect to the hours of operation. Would prefer the library to be open later until 1am.
- We need longer hours on both weekdays and weekends, [as well as more comfortable areas to study.] As the hours of availability [and areas for comfortable studying] are not satisfied by other areas on any campus, the library is the prime location to fulfill both of these needs for Kwantlen students. [Other resources (computers, group study rooms), are also in high demand and are inadequate for the growing number of Kwantlen students, as well as the push for degrees. The ability to loan items from other institution is not widely publicized and, therefore, this opportunity is lost on most students. We need an increased effort to make this resource known to students, at all levels. Although we are not a research led institution, Kwantlen is growing in that direction and needs to provide the resources for students to want to seek long term studies at Kwantlen. The library plays a vital role in such growth.]
- We need longer library hours.
- We need to have our library open 24/7 during exam week and keep it open longer hours, [especially with limited study room space.]
- Week end library hours.
- Weekend hours are insufficient. Would be nice if library opened earlier. [I've used the inter-library loan service and never ended up getting the articles I requested. People do not respect the silence rule of the third floor - this needs to be reinforced!]
- Weekend library hours are too limited.
- What type of university library only stays open till 11:55? What is this a highschool? [Also sometimes the printer lines are too long also the refilling money on the card takes longer than it should.]
- Would be nice to have late night/holiday hours; [don't like that the second floor doesn't have large tables anymore.]

Richmond

- [I think since Kwantlen has declared itself or "upgraded" itself as a Post-Secondary polytechnic university, the resources available to students should be reflected as such.] The hours of our library is not only insufficient, but they're unrealistic. To close a university library at 11:00 is embarrassing. Even if the university library were to close early, at least have the study space available for students to study after-hours. This is especially important when schools like SFU or UBC have study space for their students 24 hours and Kwantlen students are stuck having to find a packed coffee shop somewhere to study after hours. [In addition, when the library is open, there is limited study space available and most of the people sitting in the library are usually being loud or not doing what the space is designated for, to study.]
- [General Study Space: sometimes I would be unable to find any table to study, like every table is occupied in the Richmond Campus. Very often the group study rooms are all booked or occupied; I think they need a few more of them for the Richmond Campus.] The reference service hours should be longer, there were a couple of times that I wanted to get some references, but they were closed. [The printing station during peak hours like a lot of times right before a class, it's jam packed with people and it can take up to almost half an hour to get what you need, the library needs a few more printers!]
- [It is very frustrating that the quiet study room computers in the library at the Richmond campus is not enforced. People are much louder in the quiet study room versus the open computers including cell phone conversations, and group discussions.] Longer weekend hours would also be good.
- It would be nice if the library had longer hours during the weekend, and closed later than 10:30 pm on weekdays. [Also there is not enough computers at the moment for the entire student body, and sometimes there are broken computers where it goes days without help.]
- [Library cleanliness: The computer keyboards never get cleaned and every time the cleaning employees use a cloth to wipe the tables, it has very bad smell, making the tables smell bad. General study Space: Not much study space due to a small library] Library hours: Hours can be longer during the weekends and hours can be extended a little longer after the closing time of 11:00pm [Library Cleanliness: Employees should clean when the library actually closes, so they do not disturb the students from studying.]
- [Richmond campus has limited study spaces available. When you do find a study space the overall noise level in the library can be noisy with people working in groups and talking. Also high pitched noise is omitted (possibly from the wireless routers in the ceiling) that can be very loud and distracting. The noise is especially loud in The Learning Centre at Richmond. There is a limited amount of printers available at Richmond Campus [and the Surrey Campus is even worse. At Surrey you can re-route to the photocopiers to a separate room but it is inconvenient.] The process to print is also confusing and doesn't always seem to work. The first few times a student uses the computer to print they would likely need assistance. The printing process at Kwantlen is very confusing.] The library is open late which is great but it would be beneficial if they opened earlier. The library should extend their hours during exams. [The Surrey library is large and airy. Richmond is small with limited study space. I often study in the cafeteria since it opens earlier and has empty tables when the library is full. Richmond needs more private rooms that can be booked / reserved.]
- [Study rooms are always full/occupied. Study areas always have lots of people, not too comfortable with so many ppl around you so close while studying.] Should consider possibly having some days of operation go as long as 24 hrs a day, so people can stay overnight and study. Or having a separate area where the study area is opened to be studied 24/7, while the library section is closed.
- [There aren't enough computers during the busy hours on the Richmond campus.] Also the hours of operation for the library are not long enough for Fridays and the weekend, for projects, it's hard for students to even meet up to work together when the library closes so early.

- [~~Very unsatisfied that there are never any computers, study tables/desks, study rooms available at the Richmond campus. It's really frustrating when you come to campus to study, pay parking and all just to find out there's not a single spot available in the library. This is usually the case every time I go to the library, whether it be to use the computer or just to find a place to sit and study. Something needs to be changed at the Richmond campus library.~~] Another thing would be the hours on Saturday and Sunday. Perhaps Sunday the library could open at 11am than 1 pm since 1 to 5 I not enough hours especially when their is group work and usually Sunday works out best for groups to meet because of work and classes during the week. Hope you will consider my opinions as a third year student. Please and thank you.
- All campus libraries should be open longer to accommodate different student schedules.. Until 11pm or 2am. Some students have a lot of work for different classes. Such as for 3rd and 4th year studies.
- I am unsatisfied with the hours of operation of the library on weekends, specifically on SUNDAYS. We are usually forced to meet at coffee shops, during group meetings on Sundays which can prove to be very inefficient.
- I am very unsatisfied with the hours of the library. Since almost all of my classes are at night time and require group meeting time for projects we usually are 'stuck' on where to meet. I don't know if the surrey campus hours are different than Richmond but after class ends at 9:50 there never is enough time to work together with the current hours of 11PM during the week at the Richmond campus. As well, since most students in 3rd year are like myself we have part time or full time jobs and family commitments we usually find the that Sundays are one of the best days to get together for group projects and individual work. However, the Sunday hours are very limiting in Richmond and would make a big difference if they were longer such as 9am to 6pm or 11am to 8pm.
- I hope they continue to keep the library open till 11pm on weekdays. It would be even more better if the library was open longer on weekends.
- I indicated hours of operation since as a part time student we depend on off hours times... Sunday hours are too short. The late hours during the week are great.
- I think the library hours should be extended on the weekend (10-6pm) [~~Richmond library is so cramped. It's so hard to find a computer or a study space between 11am-3pm.~~]
- In my opinion, the library should be open later, especially on the weekends, because the public libraries also close at 5PM, so it would be convenient to have a place to study at!
- It would be nice to have an extra hour during the exam season. Instead of closing around 10:30pm change it to midnight.
- It would be very helpful for the library to be open later, as some classes finish late/start early and students at Kwantlen are not living in residence, so many do not have any other quiet places to study outside of school.
- Library hours are too short, which forces MANY Kwantlen students to go to the SFU Surrey campus to study and have group meetings.
- Library hours of operation: Saturdays and Sundays would be great if they both opened from 9am-6pm.
- Library open hours. I wish it opens 8am to 11pm on the weekend so I have a place to study and meet classmates.
- Longer hours during exam periods please!
- Longer hours would be good. [~~not much study space, i.e. tables near the windows.~~]
- Longer hours, especially on Fridays and weekends would be very helpful.
- Need 24 hour study area.
- Operation hours for Friday and weekend should be longer.

- School's library has short open period during the weekend. 4 Hours are not enough to finish a project. [~~For the printing part, I suggest that school should decrease the printing fee. Comparing with BCIT or other university, Kwantlen students have to pay almost double fees for it! And beside, school should encourage student to be eco-friendly that double side printing can be less payment than print two single papers. And sometimes the front desk stuffs are being rude to students. They were unfriendly for student don't know how to find out the book from library or student who don't know how to use printer in the library. That happened sometimes!!!~~]
- The hour of operation are often not accommodating to students' study habits. The library should be open later. [~~The study rooms for groups are cold, dark, and have no access to daylight or views.~~]
- The hours of the library should be opened longer on the weekends too. [~~Also, the area to study in the library is quite limited as everything seems to be cramped together with minimum space.~~]
- The library hours are too short during the weekends for people who work during the weekdays and want to use the library resources.
- The library hours should be extended during finals. [~~The men's bathroom smells very pungent at times, there needs to be an exhaust system and the urinals need water flowing in them it is very disgusting.~~]
- The library is overall great place for students to study and collect data. However, the hours of operation should be extended during exam period even on the weekends (especially Sunday) so student have more than enough time to study and prepare for their exams.
- The library should be open longer hours, especially on the weekends it should be open later hours.
- The Library should be open over the weekend and for longer hours.
- The weekend hours of operation are very limited. It's inconvenient for me because I am in school/working m-f and generally spend my times on the weekend studying.
- Wish the library hours were 24 hours and longer on weekends or at least extended hours during exams, end of sem.
- With the Library hours on the weekends. The library could be open for longer hours. I don't see the reason why no changes are taking place as per my request a million times:(
- Would be nice if it was open an hour or even half an hour earlier.
- Would like to have longer hours especially during Exam period.

Langley
- [~~Computer are is most often full. Group study rooms would be great, rooms that groups of students could discuss in without thinking of disturbing other students in the library.~~] It could be open at earlier times.
- [~~Loud in Langley. People are almost shouting. Staff don't enforce "inside voice"~~] Need place to study after 5 on Sundays and Saturdays. Can't one person be here on those days?
- Better hours during exam time. [~~The interlibrary loans have not been good for me. They never arrived which means it took too long and was passed the end of the semester and I had requested the books the first week of the semester. The staff at the checkout counter at the Surrey campus are cold and need to improve their interpersonal skills.~~]
- [Extend operational hours in Langley and on weekends and evenings. ~~I wish the Learning centre was in its own building or room with the reception desk located further away or in a separate room than the tutoring areas - sometimes it is hard to concentrate when staff are chatting amongst each other or on the phone, and when the main level of the Surrey library gets noisy from students talking.~~]
- I feel as though a lot of students would benefit from longer library hours. [~~I've also noticed that the libraries tend to get very loud so it may help to have more group study rooms, or someone facilitating a quieter environment. It would also help speed up library times if there were more printers available to students.~~]

- I feel like the hours of operation should be longer - especially on weekends when that is when most students do the majority of their studying.
- I think that the Library hours should be extended, especially during finals.
- Langley campus library hours.
- Library hours of operation. The library should be open longer because many students would like to study longer at the library rather than at home because it is quieter and there are fewer distractions. PLEASE make the hours longer- at least around exam time.
- Library hours on Sunday are terribly [?]
- Longer hours, open earlier.
- Need to have longer hours of operation.
- Open earlier.
- The amount of hours of operation are very helpful to my schedule. I can usually come in on any given day and the library will be open when I need it.
- The hours that the library is open is not enough. More on weekends, and weekdays is desperately needed.
- Would like extended hours during exam periods.

Study Space
Total=141

Surrey

- Not enough space to sit down at times [~~and the library could be 24/7.~~]
- [~~Checkout counter staff are not eager to help and often seem unorganized. They are not very quick especially when adding $ to student cards.~~] Not enough tables in study areas [~~and not enough computers at peak hours. Also library hours should start earlier.~~]
- [~~Computers are full with people who are on facebook and not doing homework.~~] Study room hours are not enforced and groups stay longer than they should.
- [~~Hours could be longer on some day.~~] Need more tables to do work on. There is always a shortage with tables and study rooms.[~~Some times staff is not available during hours of operation.~~]
- [~~Hours of operation on Weekends are horrible. I have to travel a lot and only get the library for few hours. Most of my friends end up going to SFU or BCIT library and I don't even have that option~~]--------------- General study space does not have a very comfortable feel to it. I would like the setting to be rearranged to make the environment a bit more welcoming.-------------------[~~Assistance by checkout counter staff is okay but I'm not satisfied because there are never any disposable bags for me to carry books in. I always have to pay for that fabric bag. I understand environment is important but so is carrying the books home, safely. I shouldn't have to pay because I'm worried about dropping the books or protecting them from the rain. Bag pack doesn't fit the amount of books we need for research papers and projects. I also don't like the fact that there aren't enough staff at the checkout desk. I always have to wait for a very long time.------------- Interlibrary loan tends to take too long. I wish there was a faster service----------Printing is just too expensive. Why do professors get cheaper printing? Printing in library should match the cost in other departments where professors print. One of the printers also requires us to have a minimum of 25 cents in our card when we only need 10 cents. That needs to be fixed.--------------The survey so far has not mentioned fines. They are ridiculously high and can exceed the actual cost of the book. It's often cheaper to buy books online and then sell them after use rather than borrow them from books. After the first renew, it can be called back any time even though the return date is extended. That is really annoying.~~]

- ~~Once I have extended my book loan date, I should be able to have peace of mind. But I can't because it could be called back anytime even though it's renewed. Come up with a better system please.~~]
- [~~I am VERY unsatisfied for the lack of library hours of operation on the weekends.~~] Also, the library is always packed and it takes me far too long to find an empty table to sit at. [~~Furthermore, there is always a few students on the 2nd floor that fail to realize that the Library is a place to stay, the very least, RELATIVELY quiet....Instead, you will see people laughing and talking as loud as they possibly can.~~]
- [~~I understand that the 3rd floor is meant for quiet study, but it does not need to have the feeling of a jail block to be the quiet study area. I feel that the 3rd floor could be more welcoming and cozy without it turning into the first or second floor on a noise level. I sometimes go study on the first or second floor just for this reason, but again, those levels are very noisy and are the more of a social area of the library. It is hard to get stuff done there.~~] It would be nice to see more individual places for study on the first and second floor instead of having to take up a whole table to myself if I am alone that day.
- [~~It would be nice to have the library opened for longer hours even on the weekends.~~] Moreover, it's not easy to get study space [~~or a quiet study area~~] in the library.
- [~~Library hours need to be longer and also,~~] more variety of quiet study places needed.
- [~~Library should be open longer on Sundays and the~~] study room booking site should indicate which rooms accommodate larger groups, they all say 6 but some only fit 4.
- [~~Need to open longer, computer availability is low and~~] the amount of study space isn't enough.
- [~~Study rooms are sometimes unkempt.~~] Booking and reserving a key was problematic, glad to see this gone.
- [~~The availability of computers is always an issue. There never seem to be free computers past 11am.~~] To get a table to study at in the study area is almost impossible; more tables would be very helpful.
- [~~The first two levels of the library can tend to be very loud. I think that since the third floor is dedicated as the silent area students think that anywhere else it is alright to be loud.~~] It's very annoying and distracting seeing as how there is often limited tables and places to study.
- [~~The hours that the library is open on the weekend are too short. Not all online publications are available through Kwantlen. Hard to do assignments and research.~~] Group study rooms are only available for 2 hours. Often longer is needed to work on a project. Shortage of group study rooms.
- [~~The library should be open later, preferably all night.~~] There should be more group study rooms (maybe some reserved for day of use on a first come, first serve basis) and [~~more computers, as they can both get very busy. The printing and photocopy price really adds up, can something be done? We're students after all.~~]
- [~~There are barely any computers available whenever I go into the library~~]. There is also barely any area for me to study and focus on my work quietly. There is a shortage in availability for group study rooms.
- [~~We need longer hours on both weekdays and weekends, as well as~~] more comfortable areas to study. As the [~~hours of availability and~~] areas for comfortable studying are not satisfied by other areas on any campus, the library is the prime location to fulfill both of these needs for Kwantlen students. Other resources ([~~computers,~~] group study rooms), are also in high demand and are inadequate for the growing number of Kwantlen students, as well as the push for degrees. [~~The ability to loan items from other institution is not widely publicized and, therefore, this opportunity is lost on most students. We need an increased effort to make this resource known to students, at all levels. Although we are not a research led institution, Kwantlen is growing in that direction and needs to provide the resources for students to want to seek long term studies at Kwantlen. The library plays a vital role in such growth.~~]
- [~~We need to have our library open 24/7 during exam week and keep it open longer hours, especially with~~] limited study room space.

- [Would be nice to have late night/holiday hours;] don't like that the second floor doesn't have large tables anymore.
- [Difficult to find open computers/ general study space at Richmond campus.]
- During peak hours, the library is so busy that you can hardly find a space to study in. Sometimes, you would rather study on second floor rather than third but it's always so busy. [For the printing, I just want it to be free... but I guess that is unrealistic. The keyboard to the computers should all be replaced! They are seriously disgusting. Also, when you insert a USB into the computer, it takes forever to show up and a lot of times it doesn't even show up. That system needs to be reviewed because it's annoying to have to send everything to email.]
- Generally it's due to the size of the library, it's rather small so at peak hours (generally 11:30-4) there is a huge influx of students. Therefore there is little space to study, and the only space that is quiet is the third floor which fills up quickly.
- Group study rooms are [always a mess, and] always full.
- Hard to find an area to study sometimes due to sheer volume of students and all tables are taken. However also lots of empty space in new surrey library so there is more room for study desks.
- Hardly any study rooms and its always reserved. Not enough tables in general study area. [Hours should be longer.]
- I appreciate having so many group study rooms available, as those are very helpful.
- I feel that it is very hard to book a room, they are usually full. [I also feel that it takes a long time to get things from other libraries and even though we do interloans or can access some things online, the other institutions have way more that we still can't access.]
- I find that it's hard to find a free table in the afternoon. Less cubicles, more tables.
- I think that it would be beneficial for the school have more quiet areas to study, I often feel like I cannot get a spot when needed.
- I wish there were more private (and off the the side) study areas instead of a large table in an open area. [The computers always seem to be taken, perhaps we need more.]
- I would like to see [longer library hours, research sessions booked for each faculty,] more spaces for quiet study [and maybe Kwantlen lectures live on broadcast on visual.]
- I'm most unsatisfied with study rooms. The facilities are fine, there just aren't enough. Booking them is also a hassle. It's ridiculous that you can only book 2 hour slots and that you can only book once a day. Need more time & options.
- In regards to the Surrey campus it is always frustrating finding a study spot [and/ or computers. However, at the other campuses it is not as big as a problem.]
- It's almost impossible to find time to book a study room without giving lots of notice. [There just isn't quiet study space.]
- Library should have separate study rooms for larger groups of students, so they can talk without disturbing others around them.
- More group study rooms. [Cheaper printing/copying.]
- More space for studying in the Surrey library that isn't in the complete quiet study area (third floor) would be ideal. The spaces are almost always filled, the bigger tables with a lot of space to spread out are very hard to get.
- Need more library study time space not enough seats [and it is way too loud.]
- Need way more study rooms, with more features such as projectors. [AV equipment can be a pain to get a hold of as a student, needs to be upgraded tech as well.]

- Never any free tables or space to study. [~~It's so noisy, people are loud and I can't concentrate or read properly.~~] The tables are so close to each other that people always stare, it's annoying and distracting.
- No space; get more tables.
- Not enough areas to study.
- Not enough room for all the students!
- Not enough space to sit down at times [~~and the library could be 24/7.~~]
- Not enough space to study especially in groups at Surrey [~~or Langley campus library. Langley is very small and barely any space to sit in groups.~~]
- Not enough tables and areas to study during busy hours.
- Personally I would prefer more open study space especially since Kwantlen offers a variety of programs that require group work and quiet study areas are not adequate for that. More outlets would be useful since most students carry laptops. [~~Other than that Kwantlen library is well structured with lots of supports, resources and help.~~]
- Some days it feels as though there isn't enough room to study.
- Study areas are always full with individuals who actually not studying [~~and just chatting in groups - which contributes to the area not being quiet.~~]
- Study places..not enough space, I guess...I don't usually study in the library.
- Study room booking are usually always booked. [~~Citation guide is hard to follow.~~]
- Study rooms are limited or never available.
- [~~The Langley library is not as clean and doesn't have as much study space and almost no quiet areas.~~]
- The library is sterile and plain on the inside; not comfortable or cozy in the least. [~~Other than the study rooms that need to be booked, during peak hours the library is WAY too loud, and it is impossible to study if you are the kind of person that needs quiet. But a library should be kept quiet. The only way to actually study in peace in the library is by booking a private study room, in which you only have two hours, and you can still hear noise from outside - completely unacceptable. The printing process is way too complicated and too much of a hassle to use. But the biggest problem overall is the high level of volume, and the fact that there is NO ONE patrolling or maintaining any quiet in the library. During peak hours, the library is even louder than the cafeteria. Unacceptable, and for that reason there is almost no comfortable, quiet place in the Surrey campus to study.~~]
- The services that I indicated unsatisfied were services that I do not normally use. I am satisfied with the number of study rooms at the Surrey campus; [~~however, since moving to the Langley campus, there is not enough study rooms in the library.~~]
- [~~The staffs working speed is too slow. *~~][T]here aren't enough space and rooms for individual/ group study.* NOT ENOUGH PLUGS!!!* [~~Takes too long for an item to get to the Richmond Campus.* Printing and photocopying too expense* Operating hours not long enough, especially for the weekends.~~]
- The study areas can be very packed especially during mid-term week and finals week. No place to study.
- The tables are always taken, takes lots of time to find a place to sit and study, there needs to be more tables and sitting space.
- There are not enough tables to study for those who need more room.
- There is a SEVERE lack of study space in the libraries at all campuses. When I need to do work at school I want to use the library but there is no space.
- There is not a lot of study area [~~or students tend to get too noisy.~~]
- There needs to be more general study space.
- There never seems to be enough space to grab a table in the library, especially if one has a laptop they need to plug in. [~~The tables are always filled with people chatting with their friends, it's frustrating. The~~

computers are often filled as well, or if you do find a computer there are keys on the keyboard that do not work, meaning that it might as well not exist. The computer lab on the second floor of the Surrey library is often available, but so hot that it can be unbearable to spend any time in there. Many of the books (hardcopies) are also outdated; I would take out a lot more books if there were more up to date texts. Generally I have to buy my own copies of books I need.]

- There seems to be not enough space to work. Not enough tables and computers and not enough space in general.
- There should be more study rooms. They are often booked up close to exam time. [On Sunday's the library needs to extend their hours.]
- There's never enough space for studying with just one or two people who don't need at room to study. Not only that but the room booking process isn't clear about how and when you can use it. If you walk by an open room you have to go downstairs to a computer to book it and by then it's gone. Not everybody has a phone for a qr code and there are no rules for how far in advance you can book. Do you need to pay? Questions like these are what new students want to know.
- To have [more photocopiers available and] more general study space.

Richmond

- [At certain times of day every computer is busy and I wonder if they are all being used for school/course work. I'm not sure if the other computer labs in the building are for general student use or only classes.] I also wish there were more general study areas or tables.
- [Difficult to find open computers/ general study space at Richmond campus.]
- [Hard to get a computer during weekdays] All Study rooms are booked.
- [I think since Kwantlen has declared itself or "upgraded" itself as a Post-Secondary polytechnic university, the resources available to students should be reflected as such. The hours of our library is not only insufficient, but they're unrealistic. To close a university library at 11:00 is embarrassing. Even if the university library were to close early, at least have the study space available for students to study after-hours. This is especially important when schools like SFU or UBC have study space for their students 24 hours and Kwantlen students are stuck having to find a packed coffee shop somewhere to study after hours.] In addition, when the library is open, there is limited study space available [and most of the people sitting in the library are usually being loud or not doing what the space is designated for, to study.]
- [I think the library hours should be extended on the weekend (10-6pm)] Richmond library is so cramped. It's so hard to find [a computer or] a study space between 11am-3pm.
- [If more students were aware of the empty computer labs (classrooms) at the Richmond campus then the library would have more free computers.] Overall, the Richmond library is too small. [The computers could also be cleaned with Lysol every now and then.]
- [Library cleanliness: The computer keyboards never get cleaned and every time the cleaning employees use a cloth to wipe the tables, it has very bad smell, making the tables smell bad.] General study Space: Not much study space due to a small library [Library hours: Hours can be longer during the weekends and hours can be extended a little longer after the closing time of 11:00pm Library Cleanliness: Employees should clean when the library actually closes, so they do not disturb the students from studying.]
- [Longer hours would be good.] -not much study space, i.e. tables near the windows.
- [Not clean, computers have never been wiped, dirt everywhere.] Not enough place to study, [not enough computers.]
- [Not enough computers to use especially when class is booked in the computer room at the Richmond campus.] Space is very limited for quiet studying.
- [Photocopying and printing are accessible.] Definitely space is small for individual studying.

- [Research sessions have been largely unhelpful and not very stimulating. The photocopiers in Surrey and numerous keyboards were in disrepair.] More quiet study areas would be appreciated.
- [The cleanliness of washroom is not good enough;] the light in some place is not good enough for study.
- [The computers are too less in library.] And the group study rooms are very short of amount.
- [The hour of operation are often not accommodating to students' study habits. The library should be open later.] The study rooms for groups are cold, dark, and have no access to daylight or views.
- [The hours of the library should be opened longer on the weekends too.] Also, the area to study in the library is quite limited as everything seems to be cramped together with minimum space.
- [The library doesn't have much room to accommodate the growing student population.] The study group rooms are always full, there's very little space to study [and it's a hassle to find an empty computer station.]
- [The library is often very loud, as] there is not enough study rooms. [People are forced to talk and work aloud among those of us who are trying to study. Printing should also be free.]
- [The method of printing from a computer is somewhat confusing, especially if it is one of your first few times.] Additionally there should be more tables and open areas to study.
- [While I am happy with the overall library one thing I would like to see is the keyboards of the computers wiped down more frequently,] and more study desks at the Richmond Campus (during busy hours it can be complicated to find a qui[e]t[e] place to study.
- Availability of [the computers and] general study space, especially during exam period. [Would be nice to know the schedule of the computer labs so we could study there when library does not have the availability.]
- During exam period, there is not enough space to study. I have to resort to coffee shops during the exam period and I'm unable to meet with my classmates to discuss questions.
- General study space, especially quiet study area, is always very cramped. [I personally do not find reference librarians helpful at all. Checkout counter staffs' ability to assist seem to vary greatly, ranging from very knowledgeable to ignorant and oblivious. The printing and photocopying center is useful, but the price is expensive, and sometimes photocopy results are bad.]
- General Study Space: sometimes I would be unable to find any table to study, like every table is occupied in the Richmond Campus. Very often the group study rooms are all booked or occupied; I think they need a few more of them for the Richmond Campus. [The reference service hours should be longer, there were a couple of times that I wanted to get some references, but they were closed. The printing station during peak hours like a lot of times right before a class, it's jam packed with people and it can take up to almost half an hour to get what you need, the library needs a few more printers!]
- Group study rooms [and available of computers] are always occupied.
- Group study rooms are always filled.
- Group study spaces are very hard to get at Richmond Campus.
- I am unsatisfied with the Richmond campus library because of its lack of space and seating options. It is difficult to walk around bookshelves because the study tables (of which there are too few) by the window are in the way, and the inner hallway is too narrow (having to squeeze by other students all the time can be annoying for everyone). It would be nice to have enough space to walk around furniture, and it would help to have four-seat AND two-seat study tables so if one person wants to sit down they don't take up a whole four-person table! [Also, there are not enough computers in the main study area, and the keyboards are always dirty.]
- I feel that there isn't enough general space to study, and that all stations are rather hidden. [As well, I find the use of computers to always be occupied, but the use of express computers are handy.]

- I find the library to be a very [clean], suitable space for studying. [~~The printing there is of good quality (although I would suggest double sided printing as a function). Usually, there's a large amount of people u sing the computers and it's hard to snatch one up.~~]
- I think that many people do group projects/studying at school as it's the easiest to meet there; there should be more availability of places where groups can meet and work on projects.
- I wish there were more group study rooms because the availability of them is very limited.
- Myself and many of my classmates don't even bother going to the library anymore to study due to lack of space. [~~Also, the staffs lack of knowledge of printing and photo copying machines is astounding. That is what I mostly use the library for these days, and they often cannot answer simple questions, like how to properly print double sided or change the paper size option in the computer.~~]
- Need more group study rooms.
- Need more tables to study at. I find it hard to find a spot to sit and study at due to availability.
- Never any space to study, [~~and the computers are always taken.~~]
- Not enough chairs and desk to study and [~~computers as well. Quiet area are not quiet at all, people talk all the time.~~]
- Not enough space and rooms.
- Not enough space in the Richmond library and not enough tables [~~or computers.~~]
- Not enough study room in the Richmond campus and ppl book the room for one person's use only [~~because the quiet area is not large enough. And the other areas are too noisy to study.~~]
- Not enough study room.
- Not enough study space/study rooms, [~~and even the silent area is filled with students who speak too loudly.~~]
- Richmond campus does not have sufficient study space.
- Richmond campus has limited study spaces available. [~~When you do find a study space the overall noise level in the library can be noisy with people working in groups and talking. Also high pitched noise is omitted (possibly from the wireless routers in the ceiling) that can be very loud and distracting. The noise is especially loud in The Learning Centre at Richmond. There is a limited amount of printers available at Richmond Campus and the Surrey Campus is even worse. At Surrey you can re-route to the photcopiers to a separate room but it is inconvienient. The process to print is also confusing and doesn't always seem to work. The first few times a student uses the computer to print they would likely need assistance. The printing process at Kwantlen is very confusing. The library is open late which is great but it would be beneficial if they opened earlier. The library should extend their hours during exams. The Surrey library is large and airy.~~] Richmond is small with limited study space. I often study in the cafeteria since it opens earlier and has empty tables when the library is full. Richmond needs more private rooms that can be booked / reserved.
- Study rooms are almost always fully booked not enough study space.
- Study rooms are always full/occupied. Study areas always have lots of people, not too comfortable with so many ppl around you so close while studying. [~~Should consider possibly having some days of operation go as long as 24 hrs a day, so people can stay overnight and study. Or having a separate area where the study area is opened to be studied 24/7, while the libary section is closed.~~]
- The amount of room to study in the library. All the tables and spaces are more than often full.
- The library doesn't have much room to accommodate the growing student population. The study group rooms are always full, there's very little space to study [~~and it's a hassle to find an empty computer station.~~]
- There are not enough study rooms.

- There are not that many spaces to study in the library, and on this campus, the library is really the only place one can study if you exclude the cafeteria (too noisy and busy) and empty classrooms (unreliable).
- There aren't enough group study rooms, and the existing ones aren't sound-proof. The rooms are also not locked, and the 2-3 times I've booked a room I've always found it already occupied and have had to find elsewhere to study.
- There aren't enough locations to study at the Richmond campus. The qui[e]t[e] area is too small. [There's always a long wait for the computers.] There needs to be more study rooms.
- There is hardly any space when my group books a room.
- There is not enough space in the library to accommodate the number of students that need it! This has been an issue even before the renovations had begun! [Also, someone needs to be enforcing the 'quiet' rule in the quiet zone.]
- There isn't enough study space, most of the spaces are occupied! Sometimes you have to find somewhere else to study because there isn't space!!
- There needs to be more study space at Richmond library. Very hard to get a study room.
- There's not a whole lot of room for studying with others in the library, [I always seem to be waiting for an available computer,] as well as there aren't enough study rooms because when I need to book one they're busy.
- Very unsatisfied that there are never any [computers,] study tables/desks, study rooms available at the Richmond campus. It's really frustrating when you come to campus to study, pay parking and all just to find out there's not a single spot available in the library. This is usually the case every time I go to the library, [whether it be to use the computer or] just to find a place to sit and study. Something needs to be changed at the Richmond campus library. [Another thing would be the hours on Saturday and Sunday. Perhaps Sunday the library could open at 11am than 1 pm since 1 to 5 I not enough hours especially when there is group work and usually Sunday works out best for groups to meet because of work and classes during the week. Hope you will consider my opinions as a third year student. Please and thank you.]
- When I've had impromptu group meetings, I have found the library very busy with little space available to sit as a group. [The computer always seem to be busy.]

Langley
- [Computer are is most often full.] Group study rooms would be great, rooms that groups of students could discuss in without thinking of disturbing other students in the library. [It could be open at earlier times.]
- [In regards to the Surrey campus it is always frustrating finding a study spot and/ or computers. However, at the other campuses it is not as big as a problem.]
- bnThe fact that we got several new computers in is great! But, they are very slow so I never use them.] I like the amount of study space [but I wish the library was bigger so you can't hear everyone talking around you, I usually go somewhere else to study but mornings are OK.]
- [The services that I indicated unsatisfied were services that I do not normally use. I am satisfied with the number of study rooms at the Surrey campus;] however, since moving to the Langley campus, there is not enough study rooms in the library.
- I have used all different campuses library's but seems like every time I go to one I never get space to study [or it's mostly very noisy.]
- I wish more space and different types of study space was available.
- More space needed for group work, as well as individual work.
- Need more available desks in "quiet area", [computer keyboards should be cleaned periodically +++ germs.]

- Not enough space to study especially in groups at [Surrey or] Langley campus library. Langley is very small and barely any space to sit in groups.
- [The Langley library is not as clean and doesn't have as much study space and almost no quiet areas.]
- There is not much room to study in the Langley campuses library.
- There is not really a lot of space in the Langley campus for group studying.
- Very unsatisfied with the way the Langley campus library has been rearranged. All the study desks were removed for large tables so there is nowhere for people to study on their own in a quiet environment. [In addition I have found the library staff to be quite rude and inefficient. I have been told many times to look up stuff online, renew online, etc. They don't seem to want to do anything at the checkout counter.]
- We could use more study rooms in the Langley campus library.

Noise
Total=105

Surrey
- [At times it is important to have access to a librarian who is familiar with citation styles, or research assistance first thing in the morning 7:30 a.m. Currently there is no one available during the morning hours.] Although the Surrey campus provides an excellent floor that is SILENT, the Langley campus does not, a silent area is important for those students who require uninterrupted study/research/writing time.
- [Extend operational hours in Langley and on weekends and evenings.] I wish the Learning centre was in its own building or room with the reception desk located further away or in a separate room than the tutoring areas - sometimes it is hard to concentrate when staffs are chatting amongst each other or on the phone, and when the main level of the Surrey library gets noisy from students talking.
- [Hours are not early nor late enough when open. Computers are not available unless very early or late in the day.] Computer lab is surpassingly a no talk zone but no one comes in to check that it remains so. [Books and textbooks are not always available in one campus. Textbooks are not as available as are in different universities. Cleanliness of library is not revisited by janitors.]
- [I am VERY unsatisfied for the lack of library hours of operation on the weekends. Also, the library is always packed and it takes me far too long to find an empty table to sit at.] Furthermore, there is always a few students on the 2nd floor that fail to realize that the Library is a place to stay, the very least, RELATIVELY quiet....Instead, you will see people laughing and talking as loud as they possibly can.
- [I think the printing and photocopying is awesome and easy to use. I sometimes find it hard to find someone to help me, not enough staff.] It is always very loud [and the library closes very early.]
- [It would be nice to have the library opened for longer hours even on the weekends.] Moreover, it's not easy to get [study space or] a quiet study area in the library.
- [It's almost impossible to find time to book a study room without giving lots of notice.] There just isn't quiet study space.
- [It's usually not that clean, the tables and chairs especially, yes students need to pick up after themselves but it is still messy.] There aren't that many quiet areas to study in the library. [The largest disappointment is the hours, need longer hours!]
- [Later weekend hours are required] along with stricter guidelines on quietness.
- [Library Hours: Definitely need to be open later on Fridays and full days on Saturdays and Sundays. Cleanliness: Mostly due to disrespectful students who leave their food wrappers and garbage lying around.] Quiet areas to study: depends on the day but I have found at times groups of people studying together should really be in a study room rather than in the main sitting area.
- [Need more library study time space not enough seats and] it is way too loud.

- [Never any free tables or space to study.] It's so noisy, people are loud and I can't concentrate or read properly. [The tables are so close to each other that people always stare, it's annoying and distracting.]
- [Printing is too expensive.] General study area is too noisy.
- [The hours of operation at the library are limited. Extended hours would be appreciated. Also, I avoid printing at the library as much as possible because it's expensive to print a report there.] And the library is often quite noisy. There is no regulation of the noise policy and there are often students yelling and laughing boisterously.
- [The keyboards in the Surrey library are filthy. They are not only covered with coffee drops, but dirt and grime as well. I am aware that students here should be able to wipe up their own coffee spills, but they're still having problems how to flush a toilet filled with their urine, so in the meantime the occasional scrub of a keyboard or two would be much appreciated. One of the evening cleaning ladies always tries to take my coffee cup away. I try to tell her that I will throw it away when I am done but I don't think she understands me, so we end up having the same conversation at least twice a week. Please ask her to stop.] The "quiet areas of study" are NEVER quiet. There is always some jackass talking on their phone or having a full on conversation with someone, or even a group meeting. When I complain at the front desk I am always asked if they are bothering other people which irks me for two reasons: 1) I didn't take a straw poll before I went to complain so I DON'T know if they are bothering other people. 2) It is a SILENT place to study so what should it matter if they are bothering other people; they are bothering me! [Interlibrary loans take forever to get here. My request has more often than not expired before it has been processed. There is no communication as to the status of my request and if there is, I haven't a clue where to find it, so it's not helpful in the slightest. On one occasion last semester, I requested both the Canadian and the American edition of a specific textbook. I was sent an e-mail saying that I had submitted a duplicate request so the second one was cancelled. Even though I filled out all of the paperwork correctly stating the Canadian textbook as Xth edition and the American textbook as the Yth edition AS WELL AS noting the different YEARS that the textbooks were published. The extent of the effort that a staff member made was to look at the same title and incorrectly conclude that I asked for the same book twice. As a result, I waited twice as long as normal (which was already too long to being with) in order to get the book I needed. The printing and photocopying prices are too expensive at the library! 10 cents a page! Does that include an in-home laundry service as well? I understand that there is a cost involved to run and maintain these machines and their respective pages, but I also understand that the cost involved is not 10 cents a page. If the Kwantlen Student's Association can supply a photocopier that charges 5 cents a page, and the Aboriginal Gathering Place can offer printing at no charge, then surely an appropriate middle ground can be reached between the Kwantlen libraries and Kwantlen students because the prices right now are a cost-astrophe. Pun intended.]
- [The Langley library is not as clean and doesn't have as much study space and almost no quiet areas.]
- [The library is sterile and plain on the inside; not comfortable or cozy in the least.] Other than the study rooms that need to be booked, during peak hours the library is WAY too loud, and it is impossible to study if you are the kind of person that needs quiet. But a library should be kept quiet. The only way to actually study in peace in the library is by booking a private study room, in which you only have two hours, and you can still hear noise from outside - completely unacceptable. [The printing process is way too complicated and too much of a hassle to use.] But the biggest problem overall is the high level of volume, and the fact that there is NO ONE patrolling or maintaining any quiet in the library. During peak hours, the library is even louder than the cafeteria. Unacceptable, and for that reason there is almost no comfortable, quiet place in the Surrey campus to study.
- [The wash room in the library is stinky. Sometimes, the flush doesn't work and as a result, I usually see unwanted items in the toilet from other people.] Furthermore, I'm not satisfied when in the computer

area. So many students don't respect others by talking loudly. I understand that area is not "quiet study area" so people can talk and ask questions to others. However, talking loudly while other students are doing researches or assignments is very impolite and disrespectful.

- [There is not a lot of study area or] students tend to get too noisy.
- [There never seems to be enough space to grab a table in the library, especially if one has a laptop they need to plug in.] The tables are always filled with people chatting with their friends, it's frustrating. [The computers are often filled as well, or if you do find a computer there are keys on the keyboard that do not work, meaning that it might as well not exist. The computer lab on the second floor of the Surrey library is often available, but so hot that it can be unbearable to spend any time in there. Many of the books (hardcopies) are also outdated; I would take out a lot more books if there were more up to date texts. Generally I have to buy my own copies of books I need.]
- [Weekend hours are insufficient. would be nice if library opened earlier. I've used the inter-library loan service and never ended up getting the articles I requested.] People do not respect the silence rule of the third floor - this needs to be reinforced!
- At the Surrey campus, there isn't much quiet study space.
- Can be noisy.
- During busy hours the second floor of the library is very loud, and it makes it very hard to concentrate.
- Hard to concentrate sometimes because others are loud. I remember one student blasted out music on the computer without knowing her earphones were not plugged in... [Also, I asked one of the checkout counter staff for help using the photo copy machine but she said it's easy and that I didn't need help. I ended up wasting 70 cents trying to figure out how to use the machine....]
- I am opposed to the lax attitude towards tolerating excessive noise in the general study area. At no time should 'goofing around' Cafeteria style be tolerated in a Library. Yes, I am aware of the 'quiet' study area. This area is also not off limits to the same idiots that don't concern themselves with others need to concentrate. It is, after all a Library intended for study and serious concentration. If this doesn't sound like a fun place to you, then that is good, you don't belong there.
- I understand that the 3rd floor is meant for quiet study, but it does not need to have the feeling of a jail block to be the quiet study area. I feel that the 3rd floor could be more welcoming and cozy without it turning into the first or second floor on a noise level. I sometimes go study on the first or second floor just for this reason, but again, those levels are very noisy and are the more of a social area of the library. It is hard to get stuff done there. [It would be nice to see more individual places for study on the first and second floor instead of having to take up a whole table to myself if I am alone that day.]
- It is a library so therefore it should be a quiet place to come and study. The last three weeks, each time I have come into the library to study, which has been 5 times I have found it very loud. Younger ladies sitting in groups laughing at the top of their lungs and talking about their weekend and their lives -- there are many other places to sit in this school and discuss non pertinent information, in my opinion.
- It is extremely noisy in the study spaces - so much so that I have moved to the cafeteria, where it is quieter.
- It is very hard to have a quiet place to work when using a library computer. This is not the fault of the library. People are just generally selfish. But if you don't have a laptop, there is nowhere to work in silence.
- It's always so noisy surrey.
- Its wayyyyy too loud for a library, need more quiet study space.
- Most students in the library are not there for studying usually socializing and very loud. Not anywhere to study that is actually quiet except group study rooms that are all booked up in advance.

- Need more quite around computer area. [~~Printing need cheaper.~~]
- On the occasions when I have tried to use the quiet study are in the Surrey campus library, there are always students talking on cellphones or carrying on loud conversations not related to school, the library, or anything remotely relevant.
- People are not very quiet in the study areas, even the quiet study.
- People are too loud, distracting on 2nd floor of library.
- Quiet area to study.
- Quiet library space without it being third floor.
- Quiet study area is always very quiet.
- Sometimes the library isn't as quite as I would like it to be.
- Study areas [~~are always full with individuals who actually not studying and~~] just chatting in groups - which contributes to the area not being quiet.
- The "quiet" study areas in the library are usually the loudest areas on the whole campus! Need someone there enforcing no loud talking like a real library. [~~As well, in order to be considered a university, there needs to be acceptable library hours. It is not open nearly long enough now.~~]
- The entire library is simply too loud. People do not use study rooms for group work and it's very distracting. I think it should be mandatory to book a room if you're in a group of 3 or more.
- The first two levels of the library can tend to be very loud. I think that since the third floor is dedicated as the silent area students think that anywhere else it is alright to be loud. It's very annoying and distracting seeing as how there is often limited tables and places to study.
- The library common areas frequently have very noisy groups of people sitting together that are clearly not studying.
- The library is expected from students to be a quiet place to relax and study. But the amount of students socializing and loudly talking is making it impossible for students to do work.
- The library is incredibly noisy.
- The library is often too loud to get studying done especially if one needs to study on a computer and the computers in the third floor are occupied.
- The library's silent study area is hardly ever silent. If it not other student who go up there to whisper at one another. The people coming in and out of their offices on the 3rd floors are chatting away. It can be very frustrating.
- The quiet study is actually not very quiet at all. It can be quite noisy at times especially near the computer area.
- The second floor being too noisy.
- The second floor should be a quieter area than the 1st floor yet it seems that students cant observe and do that well I've complained about it more than three times yet I guess no one seems to pay attention to it.
- The silent study floor has instructor's office with door open and conversations/food smells noticeable, and there's noise coming from behind the plywood always.
- There are often large groups of LOUD people. This is unacceptable, and I usually end up leaving because of it. Sitting in a hall somewhere else on campus is quieter. There seems to be no regulation in any way of noise levels and it is shocking at this level of education. I am here to work. The library should be reserved for quiet study. If groups are being loud, they should go back to Tim Hortons with their food to gossip, or book a study room if they want to work on an assignment.

- There are times where it is very difficult to find a quiet place to study without going up to the third floor. It is unfair that a few people ruin the entire library experience for everyone else trying to study and nothing is done.
- There is not enough room for single individuals to study quietly. Even on the second and sometimes third floors individuals are talking and working in groups when they should be on the first floor if they want to talk and make a ruckus.
- There needs to be more library space dedicated to complete silence study area, especially since rooms are now locked unless booked so students cannot simply go into a room and close the door to have more silence.
- Too loud.
- Unavailability of quite study are specially during peak study days.
- Unsatisfied: Quiet study area in Richmond campus library is Not quiet. [There is Not sufficient "Plug-in" for personal computers to use to study.]
- Very [clean and] quiet.
- When in the library, automatically everyone has to be silent and quiet. But no, almost all the time at the first floor of the library in surrey campus it's a struggle for students, like me who would like to have some quiet and peaceful place to study at, to focus on their material. Like come on, there's Grass Roots where they could chat and laugh as loudly as they would like, just not in the library.
- Wish there was a bigger silent study area.

Richmond
- [Computers always in use by students who go on facebook instead of actually doing work, and] people speak or laugh loudly in the library (as well as the staff). [The staff or librarians are not that helpful when you ask them questions because they state the obvious, and it feels like they want to push you aside.]
- [Half of my time went to library to do my course works but found that it was hard to find computer. Because some students placed there stuff there for half hour without showing up!] Try to study in library but some of ██████████ just talking loud without thinking others was actually trying to study!
- [I think since Kwantlen has declared itself or "upgraded" itself as a Post-Secondary polytechnic university, the resources available to students should be reflected as such. The hours of our library is not only insufficient, but they're unrealistic. To close a university library at 11:00 is embarrassing. Even if the university library were to close early, at least have the study space available for students to study after-hours. This is especially important when schools like SFU or UBC have study space for their students 24 hours and Kwantlen students are stuck having to find a packed coffee shop somewhere to study after hours.] In addition, when the library is open, [there is limited study space available and] most of the people sitting in the library are usually being loud or not doing what the space is designated for, to study.
- [Not enough chairs and desk to study and computers as well.] Quiet area are not quiet at all, people talk all the time.
- [Not enough study room in the Richmond campus and ppl book the room for one person's use only because] the quiet area is not large enough. And the other areas are too noisy to study.
- [Not enough study space/study rooms, and] even the silent area is filled with students who speak too loudly.
- [Richmond campus has limited study spaces available.] When you do find a study space the overall noise level in the library can be noisy with people working in groups and talking. Also high pitched noise is omitted (possibly from the wireless routers in the ceiling) that can be very loud and distracting. The noise is especially loud in The Learning Centre at Richmond. [There is a limited amount of printers available at Richmond Campus and the Surrey Campus is even worse. At Surrey you can re-route to the photocopiers

to a separate room but it is inconvenient. The process to print is also confusing and doesn't always seem to work. The first few times a student uses the computer to print they would likely need assistance. The printing process at Kwantlen is very confusing. The library is open late which is great but it would be beneficial if they opened earlier. The library should extend their hours during exams. The Surrey library is large and airy. Richmond is small with limited study space. I often study in the cafeteria since it opens earlier and has empty tables when the library is full. Richmond needs more private rooms that can be booked / reserved.]

- [There is not enough space in the library to accommodate the number of students that need it! This has been an issue even before the renovations had begun!] Also, someone needs to be enforcing the 'quiet' rule in the quiet zone.
- I often book study room 1219 in Richmond library. There's often a tremendously loud dropping sound of either a piece of equipment or a table from the level above. This is very annoying and often gives me a heart attack, especially in a quiet library. It often happens a few times during my two hours booking. Please look into this.
- It is close to impossible to find quiet space to study. The library is supposed to be quiet, however few students respect it.
- It is very frustrating that the quiet study room computers in the library at the Richmond campus is not enforced. People are much louder in the quiet study room versus the open computers including cell phone conversations, and group discussions. [Longer weekend hours would also be good.]
- It's always so noisy even in the quite sections this isn't a library it's a social playground I hate having to be in the library for any reason.
- Loud groups sitting in study areas. [Distracting food odours, still.] Distracting, unnecessary noise (phone calls, etc)
- Quiet areas are never really quiet.
- Quiet study areas are always taken and very noisy rude obnoxious students think they can hog a table to themselves that has 4 seats.
- Some people do not understand that the library is supposed to be quiet!
- The computer area, the computer lab in the library, and even the quiet study are are too noisy. Some students even ignored the complain[t] by other students who were bothered. Very serious problem.
- The library is extremely [clean,] quiet and resourceful. [The librarians at the checkout counter are helpful. The library is the ideal work space but there is a lack in available computers due to students utilizing them for social networking. Printing can be a hassle too because of the incompatible USB ports, everything must be sent through email. The toners in the colour printers need to be changed. It is too expensive to pay for colour printing when all of the papers have green streaks on them.]
- The library is often very loud, [as there is not enough study rooms.] People are forced to talk and work aloud among those of us who are trying to study. [Printing should also be free.]
- [There aren't enough locations to study at the Richmond campus.] The quite area is too small. [There's always a long wait for the computers. There needs to be more study rooms.]
- Too many Students often used library as chatting area without regards to others. They laughed and talked loud but no staffs correct them.
- [Unsatisfied: Quiet study area in Richmond campus library is Not quiet. There is Not sufficient "Plug-in" for personal computers to use to study.]

Langley

- [At times it is important to have access to a librarian who is familiar with citation styles, or research assistance first thing in the morning 7:30 a.m. Currently there is no one available during the morning hours. Although the Surrey campus provides an excellent floor that is SILENT, the Langley campus does not, a silent area is important for those students who require uninterrupted study/research/writing time.]
- [I feel as though a lot of students would benefit from longer library hours.] I've also noticed that the libraries tend to get very loud so it may help to have more group study rooms, or someone facilitating a quieter environment. [It would also help speed up library times if there were more printers available to students.]
- [Printing cost components...school is expensive enough other colleges i have attended this is always complimentary. Not enough computers,] is always very loud in the environment, and no discipline with this at all.
- [The fact that we got several new computers in is great! But, they are very slow so I never use them.] I like the amount of study space but I wish the library was bigger so you can't hear everyone talking around you, I usually go somewhere else to study but mornings are OK.
- Being mainly at the Langley Campus Library, I was disappointed because they did not have computers in a silent study area.
- I find it nearly impossible 80% of the time to find a quiet place to study in the library. People come to the library in groups and are talking loud and are disruptive or someone has their headphones on so loud I can hear their music as clear as day.
- I have fond the library to be very loud with normal library rules of quiet communication not enforced, and in fact often broken by staff members.
- I have used all different campuses library's but seems like every time I go to one [I never get space to study or] its mostly very noisy.
- Just as a note, that cell phones should be banned from the library, utterly obnoxious, and disruptive when people talk on their phones in the library.
- Langley campus library is very noisy.
- Library can be quite noisy at times due to conversations from other students.
- Loud in Langley. People are almost shouting. Staff don't enforce "inside voice" [Need place to study after 5 on Sundays and Saturdays. Can't one person be here on those days?]
- Monitoring the noise in the Library, sometimes it can be loud when you are in the back of the library and you can hear others conversations.
- [Never enough computers] not quiet enough.
- Sometimes when people raise with their voice, it makes the whole studying very noisy...
- [The Langley library is not as clean and doesn't have as much study space and almost no quiet areas.]
- The library is now a study hall with too much noise to be used appropriately. Phone calls are made inside the library by patrons and the space is not useful as possible.
- The quiet study area is easily disturbed by those who are searching the books on shelves. It'll be a good idea to have a separation between the two.

Cloverdale

- The Cloverdale campus library is [clean and] quiet. It's excellent for studying. [Could use more books including fiction and non fiction on broader topics, though.]

Computers
Total=96

Surrey

- [Computers are quite often unavailable at surrey campus library.]
- [Difficult to find open computers/general study space at Richmond campus.]
- [During peak hours, the library is so busy that you can hardly find a space to study in. Sometimes, you would rather study on second floor rather than third but it's always so busy. For the printing, I just want it to be free... but I guess that is unrealistic.] The keyboard to the computers should all be replaced! They are seriously disgusting. Also, when you insert a USB into the computer, it takes forever to show up and a lot of times it doesn't even show up. That system needs to be reviewed because it's annoying to have to send everything to email.
- [During rush times, printers are either out of paper, ink or have a 15min queue.] Computers are usually always full as well.
- [Hours are not early nor late enough when open.] Computers are not available unless very early or late in the day. [Computer lab is supposingly a no talk zone but no one comes in to check that it remains so. Books and textbooks are not always available in one campus. Textbooks are not as available as are in different universities. Cleanliness of library is not revisited by janitors.]
- [I have found in the past when attempting to retrieve research through other institutions, it's a lengthy process which is very inconvenient when trying to gather information for research]. During peak hours, the campus computers are usually 95% full. Sometimes it is very difficult to find a computer when all one needs to do is print an item.
- [I think more hours would be nice] and more computers available.
- [I wish there were more private (and off the side) study areas instead of a large table in an open area.] The computers always seem to be taken, perhaps we need more.
- [Library hours are too short; most students have to go to SFU to study.] During the day, there are not enough computers available for use. [Students pay enough for their education, they should not be made to pay for printing. Due to these reasons I am not satisfied with the Kwantlen's library.]
- [Need to open longer,] computer availability is low [and the amount of study space isn't enough.]
- [Printing is too expensive] and sometimes computers do not work and it hind[hard?] to find them.
- [The library should be open later, preferably all night.] There should be [more group study rooms (maybe some reserved for day of use on a first come, first serve basis) and] more computers, as they can [both] get very busy. [The printing and photocopy price really adds up, can something be done? We're students after all.]
- [There never seems to be enough space to grab a table in the library, especially if one has a laptop they need to plug in. The tables are always filled with people chatting with their friends, it's frustrating.] The computers are often filled as well, or if you do find a computer there are keys on the keyboard that do not work, meaning that it might as well not exist. The computer lab on the second floor of the Surrey library is often available, but so hot that it can be unbearable to spend any time in there. [Many of the books (hardcopies) are also outdated; I would take out a lot more books if there were more up to date texts. Generally I have to buy my own copies of books I need.]
- [There seems to be not enough space to work.] Not enough [tables and] computers [and not enough space in general.]
- [Unsatisfied: Quiet study area in Richmond campus library is Not quiet.] There is Not sufficient "Plug-in" for personal computers to use to study.

- [We need longer hours on both weekdays and weekends, as well as more comfortable areas to study. As the hours of availability and areas for comfortable studying are not satisfied by other areas on any campus, the library is the prime location to fulfill both of these needs for Kwantlen students.] Other resources (computers, [group study rooms)], are also in high demand and are inadequate for the growing number of Kwantlen students, as well as the push for degrees. [The ability to loan items from other institution is not widely publicized and, therefore, this opportunity is lost on most students. We need an increased effort to make this resource known to students, at all levels. Although we are not a research led institution, Kwantlen is growing in that direction and needs to provide the resources for students to want to seek long term studies at Kwantlen. The library plays a vital role in such growth.]
- A lot of times it is difficult to get onto a computer. Sometimes when I need to simply print something I cannot get onto a school computer. [Maybe it would be a good idea to have a printing station.]
- Computers always seem taken [and the hours are too short.]
- Computers are always busy get more
- Computers are full with people who are on facebook and not doing homework. [Study room hours are not enforced and groups stay longer than they should.]
- I am unsatisfied by the availability of computers. Whenever I go to the library all of the computers are taken.
- I think there needs to be more computers for a larger university because during peak periods there are rarely any computers not being used.
- I usually have to circle the computers twice to find an available computer. A lot of the time though, it is because students are sitting at a computer, not using it, and just talking to their friends. That's super frustrating. [And the checkout staff aren't always friendly. I had to hand something in to a librarian (and no one was at the desk) so I had to give it to her instead. She said she couldn't put a stamp with the date on it (to show when it was handed in), only the librarian could, which I thought was ridiculous. And as for the research sessions...they are always incredibly boring and a waste of time. If I have questions, I'll ask them myself.]
- In regards to computers, I just never seem able to get access to one in the library. That being said, there are often classrooms available should I need a computer. Also, even if there were just more outlets so one could plug in their laptop would be helpful.
- In regards to the Surrey campus it is always frustrating finding [a study spot and/ or] computers. However, at the other campuses it is not as big as a problem.
- In the Richmond campus there have been times when I really needed to use the computer but none were available.
- Library needs more computers available. Every time I go and try and see if I can find a spot it gets overwhelming how packed and how they are unavailable.
- Need more computers.
- Not enough computers. [x2]
- School wipi[wifi?] is sometimes slow.
- Sometimes computers are very slow and sometimes they not working or all occupied.
- Sometimes, there are not enough computers to use.
- The availability of computers is always an issue. There never seem to be free computers past 11am. [To get a table to study at in the study area is almost impossible; more tables would be very helpful.]
- The Surrey campus library needs more computers - during the day it's often a challenge to find a working computer to use.

- There are barely any computers available whenever I go into the library. [~~There is also barely any area for me to study and focus on my work quietly. There is a shortage in availability for group study rooms.~~]
- There are often computers available at the Surrey Campus, which is nice.

Richmond
- [~~Colour printing inconvenient with only one printer available and is frequently out of service.~~] Computers not always available.
- [Difficult to find open computers/~~general study space~~ at Richmond campus.]
- [~~Group study rooms and~~] available of computers are always occupied.
- [~~I am unsatisfied with the Richmond campus library because of its lack of space and seating options. It is difficult to walk around bookshelves because the study tables (of which there are too few) by the window are in the way, and the inner hallway is too narrow (having to squeeze by other students all the time can be annoying for everyone). It would be nice to have enough space to walk around furniture, and it would help to have four-seat AND two-seat study tables so if one person wants to sit down they don't take up a whole four-person table!~~] Also, there are not enough computers in the main study area, and the keyboards are always dirty.
- [~~I am very satisfied with the~~] Availability of computers [~~at the Surrey Campus however,~~] Unsatisfied at the Richmond campus.
- [~~I feel that there isn't enough general space to study, and that all stations are rather hidden.~~] As well, I find the use of computers to always be occupied, but the use of express computers are handy.
- [~~I find the library to be a very clean, suitable space for studying. The printing there is of good quality (although I would suggest double sided printing as a function).~~] Usually, there's a large amount of people u sing the computers and it's hard to snatch one up.
- [~~I had a research session booked by an English Teacher for a 2nd year English course. I did not find the session helpful as she showed us online databases and searching that I already know and use. Also, everyone was just playing on the computers and not paying attention to the librarian.~~ Also the availability of computers at the Richmond campus is terrible. Surrey has many more so it has not been problem. At Richmond I could often never get a computer.]

- [~~I think the library hours should be extended on the weekend (10-6pm) Richmond library is so cramped.~~] It's so hard to find a computer [~~or a study space~~] between 11am-3pm.
- [~~It would be nice if the library had longer hours during the weekend, and closed later than 10:30 pm on weekdays.~~] Also there is not enough computers at the moment for the entire student body, and sometimes there are broken computers where it goes days without help.
- [~~Never any space to study, and~~] the computers are always taken.
- [~~Not clean, computers have never been wiped, dirt everywhere. not enough place to study,~~] not enough computers.
- [~~Not enough space in the Richmond library and~~] not enough [~~tables or~~] computers.
- [~~The colour printing is slow, and often breaks down. The fact that there is only one colour printer in the library is ridiculous. There is often long lines ups, and it is very often crashing. Not to mention, when you get the print out in colour, the printer did not successfully print the images or pages.~~] The computer systems in the library are extremely outdated and the software is in dire need of a system update.
- [~~The library doesn't have much room to accommodate the growing student population. The study group rooms are always full, there's very little space to study and~~] it's a hassle to find an empty computer station.

- [The library is extremely clean, quiet and resourceful. The librarians at the checkout counter are helpful.] The library is the ideal work space but there is a lack in available computers due to students utilizing them for social networking. [Printing can be a hassle too because of the incompatible USB ports, everything must be sent through email. The toners in the colour printers need to be changed. It is too expensive to pay for colour printing when all of the papers have green streaks on them.]
- [There aren't enough locations to study at the Richmond campus. The quite area is too small.] There's always a long wait for the computers. [There needs to be more study rooms.]
- [There's not a whole lot of room for studying with others in the library,]I always seem to be waiting for an available computer, [as well as there aren't enough study rooms because when I need to book one they're busy.]
- [When I've had impromptu group meetings, I have found the library very busy with little space available to sit as a group.] The computer always seem to be busy.
- At certain times of day every computer is busy and I wonder if they are all being used for school/course work. I'm not sure if the other computer labs in the building are for general student use or only classes. [I also wish there were more general study areas or tables.]
- At Richmond campus there are never ever enough computers and we all find ourselves waiting all the time, [the printers have a lot of problems, no one seems to be able to help out who works at the library.]
- Availability of the computers [and general study space,] especially during exam period. Would be nice to know the schedule of the computer labs so we could study there when library does not have the availability.
- Computers always in use by students who go on facebook instead of actually doing work, [and people speak or laugh loudly in the library (as well as the staff). The staff or librarians are not that helpful when you ask them questions because they state the obvious, and it feels like they want to push you aside.]
- Definitely need more computers as sometimes there are none to use at the Richmond campus.
- During afternoons computers are usually packed.
- Frequently, a lot of keyboards in the library don't work.
- Half of my time went to library to do my course works but found that it was hard to find computer. Because some students placed there stuff there for half hour without showing up! [Try to study in library but some of the ▮▮▮▮▮▮ just talking loud without thinking others was actually trying to study!]
- Hard to get a computer during weekdays [All Study rooms are booked.]
- I needed to print out my lab handout for my chemistry 1105 class, and had to wait for almost 5 minutes for a computer to become available. I think we would all benefit from having more computers placed in the library, making it so we won't have to sit and waste time waiting for one to become available.
- I picked unsatisfied with the availability of the library computers because I can never seem to get one. They are always almost taken up. It also doesn't give me an option to eject my memory stick (if it does it's very hard to find) which always makes me very uneasy when I have to just pull it out as oppose to asking it to eject.
- I think computers are few in the computer areas.
- If more students were aware of the empty computer labs (classrooms) at the Richmond campus then the library would have more free computers. [Overall, the Richmond library is too small. The computers could also be cleaned with Lysol every now and then.]
- Lack of computers available during peak times. Often students will be hogging a computer but not really using it... They should be told to sit somewhere else if computers are in demand.
- Not enough [chairs and desk to study and] computers as well. [Quiet area are not quiet at all, people talk all the time.]

- Not enough computer.
- Not enough computers on Richmond campus especially.
- Not enough computers to use especially when class is booked in the computer room at the Richmond campus. [Space is very limited for quiet studying.]
- Sometimes all the comps are in use and it's full with people checking facebook and video streaming, this is not what I pay my fees for.
- Sometimes there are no computers available to use at all, so I just being my laptop now.
- The computers are too less in library. [And the group study rooms are very short of amount.]
- The Richmond campus is my main campus and I always find that whenever I go to the library to use a computer, they're always taken. It's always sort of a game of chance when trying to find a computer even with the extra computer lab.
- There are not enough computers available. I think there should be more computer rooms available when the computers in the library are full.
- There are not enough computers.
- There are often times when there is not enough computers for all the students to use.
- There aren't enough computers during the busy hours on the Richmond campus. [Also the hours of operation for the library are not long enough for Fridays and the weekend, for projects, it's hard for students to even meet up to work together when the library closes so early.]
- There is never enough computers. when there are computers, they run so slow or the software is not updated that I can't properly make power point slides, or use InDesign or Photoshop.
- There needs to be more computers, or a time limit for some because whenever I go in to get a computer they are always busy with people just sitting there.
- Very unsatisfied that there are never any computers, [study tables/desks, study rooms] available at the Richmond campus. It's really frustrating when you come to campus to study, pay parking and all just to find out there's not a single spot available in the library. This is usually the case every time I go to the library, whether it be to use the computer [or just to find a place to sit and study.] Something needs to be changed at the Richmond campus library. [Another thing would be the hours on Saturday and Sunday. Perhaps Sunday the library could open at 11am than 1 pm since 1 to 5 I not enough hours especially when there is group work and usually Sunday works out best for groups to meet because of work and classes during the week. Hope you will consider my opinions as a third year student. Please and thank you.]
- Whenever I insert a USB flash drive, it takes a long time to connect with the computer. Also, when I print documents that are over 25MB, it takes forever for the document to send to the printers. Overall, I am not satisfied with the speed of our computers.
- Would like to see an OS upgrade for computers and also have mid-high end computer components (better specs)/peripherals at the library. It's quite shocking to see the majority of high schools and other post secondary's having more advance library computers than ours.

Langley
- [Computers are quite often unavailable at surrey campus library.]
- [I think that printing is way too expensive. I think that it could be brought down even a little bit and it would make a huge difference.] I also think that there needs to be more computers.
- [In regards to the Surrey campus it is always frustrating finding a study spot and/ or computers. However, at the other campuses it is not as big as a problem.]
- [Printing cost components...school is expensive enough other colleges i have attended this is always complimentary.] Not enough computers, [is always very loud in the environment, and no discipline with this at all.]

- Computer[s] are [is] most often full. [~~Group study rooms would be great, rooms that groups of students could discuss in without thinking of disturbing other students in the library. It could be open at earlier times.~~]
- Computers in library normally taken.
- Never enough computers [~~not quiet enough.~~]
- The fact that we got several new computers in is great! But, they are very slow so I never use them. [~~I like the amount of study space but I wish the library was bigger so you can't hear everyone talking around you, I usually go somewhere else to study but mornings are OK.~~]
- There aren't enough computers in the library to service all the students sometimes.

Printing/Photocopying
Total=86

Surrey
- [~~1) the key boards are dirty. 2) the library open way too late in the morning.3)hours of operation during the week-end are inadequate. 4h on Sunday.. really??~~] the printing/photocopying cost is a massive ripoff.
- [~~Counter staff have sometimes made me feel stupid - asking for course reserves. Research sessions are a waste of valuable class time especially for upper level classes that have done the same sessions every year.~~] Photocopy machines never cooperate.
- [~~During peak hours, the library is so busy that you can hardly find a space to study in. Sometimes, you would rather study on second floor rather than third but it's always so busy.~~] For the printing, I just want it to be free... but I guess that is unrealistic. [~~The keyboard to the computers should all be replaced! They are seriously disgusting. Also, when you insert a USB into the computer, it takes forever to show up and a lot of times it doesn't even show up. That system needs to be reviewed because it's annoying to have to send everything to email.~~]
- [~~Hard to concentrate sometimes because others are loud. I remember one student blasted out music on the computer without knowing her earphones were not plugged in...~~]Also, I asked one of the checkout counter staff for help using the photo copy machine but she said it's easy and that I didn't need help. I ended up wasting 70 cents trying to figure out how to use the machine....
- [~~Hours are too limited.~~] Printing is expensive.
- [~~Hours of operation need to be longer on the weekends.~~] and printing and photocopying is expensive.
- [~~Hours of operation on Weekends are horrible. I have to travel a lot and only get the library for few hours. Most of my friends end up going to SFU or BCIT library and I don't even have that option[----------- General study space does not have a very comfortable feel to it. I would like the setting to be rearranged to make the environment a bit more welcoming.---------------Assistance by checkout counter staff is okay but I'm not satisfied because there are never any disposable bags for me to carry books in. I always have to pay for that fabric bag. I understand environment is important but so is carrying the books home, safely. I shouldn't have to pay because I'm worried about dropping the books or protecting them from the rain. Bag pack doesn't fit the amount of books we need for research papers and projects. I also don't like the fact that there aren't enough staff at the checkout desk. I always have to wait for a very long time.----------Interlibrary loan tends to take too long. I wish there was a faster service~~]--------------Printing is just too expensive. Why do professors get cheaper printing? Printing in library should match the cost in other departments where professors print. One of the printers also requires us to have a minimum of 25 cents in our card when we only need 10 cents. That needs to be fixed.-----------------[~~The survey so far has not mentioned fines. They are ridiculously high and can exceed the actual cost of the book. It's often cheaper to buy books online and then sell them after use rather than borrow them from books. After the first~~

renew, it can be called back any time even though the return date is extended. That is really annoying. Once I have extended my book loan date, I should be able to have peace of mind. But I can't because it could be called back anytime even though it's renewed. Come up with a better system please.]

- [I would like the library to be open later on Saturdays and open earlier on Sundays.] Also, the printer paper is really thick; I'd like thinner paper and a lower cost for printing.
- [Library hours are too short; most students have to go to SFU to study. During the day, there are not enough computers available for use.] Students pay enough for their education, they should not be made to pay for printing. [Due to these reasons I am not satisfied with the Kwantlen's library.]
- [Library should have more hours such as on Sundays,] more printers and photocopiers should be implemented as there are lineups on busy days for the printing queue.
- [More group study rooms.] Cheaper printing/copying.
- [Need library to open later- ideally until 10:30;] wasn't able to print double sided; [the library didn't have the latest edition of the textbook I was looking for.]
- [Need more quite around computer area.] Printing need cheaper.
- [Needs to open 24/7 to facilitate student studying. Library research sessions are too basic.] Printing and photocopying are too expensive; cheaper options on campus.
- [Research sessions have been largely unhelpful and not very stimulating. The photocopiers in Surrey and numerous keyboards were in disrepair. More quiet study areas would be appreciated.]
- [Richmond campus has limited study spaces available. When you do find a study space the overall noise level in the library can be noisy with people working in groups and talking. Also high pitched noise is omitted (possibly from the wireless routers in the ceiling) that can be very loud and distracting. The noise is especially loud in The Learning Centre at Richmond. There is a limited amount of printers available [at Richmond Campus and the Surrey Campus is even worse. At Surrey you can re-route to the photocopiers to a separate room but it is inconvenient. The process to print is also confusing and doesn't always seem to work. The first few times a student uses the computer to print they would likely need assistance. The printing process at Kwantlen is very confusing. The library is open late which is great but it would be beneficial if they opened earlier. The library should extend their hours during exams. The Surrey library is large and airy. Richmond is small with limited study space. I often study in the cafeteria since it opens earlier and has empty tables when the library is full. Richmond needs more private rooms that can be booked / reserved.]
- [The hours of operation at the library are limited. Extended hours would be appreciated.] Also, I avoid printing at the library as much as possible because it's expensive to print a report there. [And the library is often quite noisy. There is no regulation of the noise policy and there are often students yelling and laughing boisterously.]
- [The keyboards in the Surrey library are filthy. They are not only covered with coffee drops, but dirt and grime as well. I am aware that students here should be able to wipe up their own coffee spills, but they're still having problems how to flush a toilet filled with their urine, so in the meantime the occasional scrub of a keyboard or two would be much appreciated. One of the evening cleaning ladies always tries to take my coffee cup away. I try to tell her that I will throw it away when I am done but I don't think she understands me, so we end up having the same conversation at least twice a week. Please ask her to stop. The "quiet areas of study" are NEVER quiet. There is always some jackass talking on their phone or having a full on conversation with someone, or even a group meeting. When I complain at the front desk I am always asked if they are bothering other people which irks me for two reasons: 1) I didn't take a straw poll before I went to complain so I DON'T know if they are bothering other people. 2) It is a SILENT place to study so what should it matter if they are bothering other people; they are bothering me! Interlibrary

loans take forever to get here. My request has more often than not expired before it has been processed. There is no communication as to the status of my request and if there is, I haven't a clue where to find it, so it's not helpful in the slightest. On one occasion last semester, I requested both the Canadian and the American edition of a specific textbook. I was sent an e-mail saying that I had submitted a duplicate request so the second one was cancelled. Even though I filled out all of the paperwork correctly stating the Canadian textbook as Xth edition and the American textbook as the Yth edition AS WELL AS noting the different YEARS that the textbooks were published. The extent of the effort that a staff member made was to look at the same title and incorrectly conclude that I asked for the same book twice. As a result, I waited twice as long as normal (which was already too long to being with) in order to get the book I needed.] The printing and photocopying prices are too expensive at the library! 10 cents a page! Does that include an in-home laundry service as well? I understand that there is a cost involved to run and maintain these machines and their respective pages, but I also understand that the cost involved is not 10 cents a page. If the Kwantlen Student's Association can supply a photocopier that charges 5 cents a page, and the Aboriginal Gathering Place can offer printing at no charge, then surely an appropriate middle ground can be reached between the Kwantlen libraries and Kwantlen students because the prices right now are a cost-astrophe. Pun intended.]

- [The library is sterile and plain on the inside; not comfortable or cozy in the least. Other than the study rooms that need to be booked, during peak hours the library is WAY too loud, and it is impossible to study if you are the kind of person that needs quiet. But a library should be kept quiet. The only way to actually study in peace in the library is by booking a private study room, in which you only have two hours, and you can still hear noise from outside - completely unacceptable.] The printing process is way too complicated and too much of a hassle to use. [But the biggest problem overall is the high level of volume, and the fact that there is NO ONE patrolling or maintaining any quiet in the library. During peak hours, the library is even louder than the cafeteria. Unacceptable, and for that reason there is almost no comfortable, quiet place in the Surrey campus to study.]

- [The library should be open later, preferably all night. There should be more group study rooms (maybe some reserved for day of use on a first come, first serve basis) and more computers, as they can both get very busy.] The printing and photocopy price really adds up, can something be done? We're students after all.

- [The staffs working speed is too slow.*[T] here aren't enough space and rooms for individual/ group study. * NOT ENOUGH PLUGS!!!* Takes too long for an item to get to the Richmond Campus.]* Printing and photocopying too expense* [Operating hours not long enough, especially for the weekends.]

- [There is always food mess around, on the computer desks etc. The computers are dirty, filthy. And the washrooms are disgusting! I've walked into a washroom only to turn right back around and walk out because it was so revolting that I could not be in there.] I also think the prices of paper and ink are expensive.

- [What type of university library only stays open till 11:55? What is this a highschool?] Also sometimes the printer lines are too long also the refilling money on the card takes longer than it should.

- [A lot of times it is difficult to get onto a computer. Sometimes when I need to simply print something I cannot get onto a school computer.] Maybe it would be a good idea to have a printing station.

- Douglas College allows printing for free for 300 pages.

- During rush times, printers are either out of paper, ink or have a 15min queue. [Computers are usually always full as well.]

- I think it's ridiculous that items cannot be scanned to a USB stick or printed from one.

- I understand technical difficulties with allowing other paper in your printers however; I am not able to print on colour paper, nor on specific "cover" paper.
- It would be useful if students had access to a scanner in the library.
- It's too much money for printing.
- Many other institutions give students a certain amount of free pages to print or photocopy and here we have to pay which I find ridiculous since we pay so many other fees. WHAT DO ALL THOSE FEES GO TOWARDS LIKE THE LIBRARY FEES AND MANY OTHER FEES? I FEEL WE SHOULD GET A CERTAIN AMOUNT OF PAGES TO PRINT OR PHOTOCOPY EACH SEMESTER. Since it gets costly for students already.
- Often times the library printer is backed up because there are more than several students trying to print at once.
- Photocopying and printing should be cheap.
- Please improve the cost of the printings. [The water pressure in the library washrooms are very low.]
- Printers are always broken, and the card readers never work. Always a line up to print. [The hours of operations are not comparable to other universities. Because of the limited availability in hours I often go elsewhere.]
- Printers often make dark lines or marks on sheets of paper, some profs don't accept those sheets....
- Printing and photocopying are hard to follow - must have experience with it, otherwise it's impossible.
- Printing and Photocopying is too expensive. [Hours need to be longer on weekends.]
- Printing fee is kind of expensive. I know some university are 7 cent per page.
- Printing is expensive [and it's not very clean and in the winter it's always cold!! Especially by the vents.]
- Printing is too expensive [and sometimes computers do not work and it hind[hard?]to find them.]
- Printing is too expensive. [General study area is too noisy.]
- Printing should be cheaper, [library hours should be longer on weekends.]
- Should be more printers than just one.
- Should make the printing and photocopying cheaper to the students.5 cents/page.
- The printers can be unreliable and to have to par[y] for it is unfortunate and inconvenient. [In addition, the librarians seem pleasant although at times they seem disinterested and/or unavailable.]
- To have more photocopiers available [and more general study space.]

Richmond
- [At Richmond campus there are never ever enough computers and we all find ourselves waiting all the time,] the printers have a lot of problems, [no one seems to be able to help out who works at the library.]
- [General study space, especially quiet study area, is always very cramped. I personally do not find reference librarians helpful at all. Checkout counter staffs' ability to assist seem to vary greatly, ranging from very knowledgeable to ignorant and oblivious.] The printing and photocopying center is useful, but the price is expensive, and sometimes photocopy results are bad.
- [General Study Space: sometimes I would be unable to find any table to study, like every table is occupied in the Richmond Campus. Very often the group study rooms are all booked or occupied; I think they need a few more of them for the Richmond Campus. The reference service hours should be longer, there were a couple of times that I wanted to get some references, but they were closed.] The printing station during peak hours like a lot of times right before a class, its jam packed with people and it can take up to almost half an hour to get what you need, the library needs a few more printers!
- [Help at checkout [b]is often very slow and staff are not very knowledgeable.] Often have trouble printing.
- [I find the library to be a very clean, suitable space for studying.] The printing there is of good quality (although I would suggest double sided printing as a function). [Usually, there's a large amount of people u sing the computers and it's hard to snatch one up.]

- [Research sessions have been largely unhelpful and not very stimulating. The photocopiers in Surrey and numerous keyboards were in disrepair. More quiet study areas would be appreciated.]
- [Richmond campus has limited study spaces available. When you do find a study space the overall noise level in the library can be noisy with people working in groups and talking. Also high pitched noise is omitted (possibly from the wireless routers in the ceiling) that can be very loud and distracting. The noise is especially loud in The Learning Centre at Richmond.] There is a limited amount of printers available at Richmond Campus [and the Surrey Campus is even worse. At Surrey you can re-route to the photocopiers to a separate room but it is inconvenient.] The process to print is also confusing and doesn't always seem to work. The first few times a student uses the computer to print they would likely need assistance. The printing process at Kwantlen is very confusing. [The library is open late which is great but it would be beneficial if they opened earlier. The library should extend their hours during exams. The Surrey library is large and airy. Richmond is small with limited study space. I often study in the cafeteria since it opens earlier and has empty tables when the library is full. Richmond needs more private rooms that can be booked / reserved.]
- [School's library has short open period during the weekend. 4 Hours are not enough to finish a project.] For the printing part, I suggest that school should decrease the printing fee. Comparing with BCIT or other university, Kwantlen students have to pay almost double fees for it! And beside, school should encourage student to be eco-friendly that double side printing can be less payment than print two single papers. [And sometimes the front desk stuffs are being rude to students. They were unfriendly for student don't know how to find out the book from library or student who don't know how to use printer in the library. That happened sometimes!!!]
- [The library is extremely clean, quiet and resourceful. The librarians at the checkout counter are helpful. The library is the ideal work space but there is a lack in available computers due to students utilizing them for social networking.] Printing can be a hassle too because of the incompatible USB ports, everything must be sent through email. The toners in the colour printers need to be changed. It is too expensive to pay for colour printing when all of the papers have green streaks on them.
- [The library is often very loud, as there is not enough study rooms. People are forced to talk and work aloud among those of us who are trying to study.] Printing should also be free.
- [Whenever I insert a USB flash drive, it takes a long time to connect with the computer.] Also, when I print documents that are over 25MB, it takes forever for the document to send to the printers. [Overall, I am not satisfied with the speed of our computers.]
- Colour printing inconvenient with only one printer available and is frequently out of service. [Computers not always available.]
- Costly and colour printer doesn't always print clean.
- I have had a lot of problems with Kwantlen's printers and photocopiers. I cannot rely upon them, so now I go to Staples instead.
- Need higher resolution printers and more of them to avoid line ups.
- Need more printers/photocopiers. [Also better study areas.]
- Photocopying and printing are accessible. [Definitely space is small for individual studying.]
- Printing & Photocopying needs to be cheaper.
- Some of the card readers in the printing area are unable to read student ID cards and sometimes you have to wait till someone finishes printing to print.
- Sometime print quality is really bad.
- The colour printing is slow, and often breaks down. The fact that there is only one colour printer in the library is ridiculous. There is often long lines ups, and it is very often crashing. Not to mention, when you

get the print out in colour, the printer did not successfully print the images or pages. [The computer systems in the library are extremely outdated and the software is in dire need of a system update.]

- The fees of printing and photocopying are a little bit expensive.
- The ink of colour print sometimes is a mess and it ruin everything.
- The method of printing from a computer is somewhat confusing, especially if it is one of your first few times. [Additionally there should be more tables and open areas to study.]
- The quality of color prints are not satisfactory, I am in a business program and we often have to print out reports.
- There is no way to scan a document in the library and send to a computer!
- There was an occasion where I tried to print something and the printer was out of ink.
- When I use a colour printer to print my materials, it may comes out in black & white; I hope the UI and/or the process can be simplified so we can operate with minimal effort during rush hours and/or exam periods. Thank you. :)

Langley

- [I feel as though a lot of students would benefit from longer library hours. I've also noticed that the libraries tend to get very loud so it may help to have more group study rooms, or someone facilitating a quieter environment.] It would also help speed up library times if there were more printers available to students.
- Copy paper should not be charged. It should be cover by tuition and fee already.
- Having to pay for pages to print I would prefer a printer limit, for example if a student needs to print they should have max 100 pages free and following that there should be a fee. In times of panic and computer mess ups at home it would save a lot of time and money for the students if this were possible.
- I believe printing and photocopying is a little bit expensive, especially when needing more than one page.
- I think that printing is way too expensive. I think that it could be brought down even a little bit and it would make a huge difference. [I also think that there needs to be more computers.]
- I wish the printing was a little bit cheaper.
- Printing and photocopying should not be so expensive for students. Places like staples off printing and photocopying services for much better prices.
- Printing: the so called smart cards are very finicky and often require a few tries before the printer recognizes the card. Also, printing is expensive and should be included in the tuition fees (we pay enough already). Douglas College for example, gives each student $30 worth of free printing per semester. Why can't Kwantlen do that?
- Printing-cost components...school is expensive enough other colleges I have attended this is always complimentary. [Not enough computers, is always very loud in the environment, and no discipline with this at all.]

Cloverdale

- Printing and photocopying shouldn't cost extra money; we already pay enough to go to school.

Employees
Total=42

Surrey

- [A checkout counter staff at the Surrey campus was very rude when I asked for her help to put money on my card for printing. She refused to count coins even though I had the exact amount, and I had to pay with bills/notes.]
- [~~Better hours during exam time. The interlibrary loans have not been good for me. They never arrived which means it took too long and was passed the end of the semester and I had requested the books the first week of the semester.~~ The staff at the checkout counter at the Surrey campus are cold and need to improve their interpersonal skills.]
- [~~Cleanliness: Bathroom's are most of the time extremely messy and dirty. They should be cleaned and washed down at least every 1-2 hours specially during busy hours. It is a turn off and many international students have noted this which does not reflect very well on the University.~~] Assistance by Librarians or checkout staff: there are a few members of the staff that are unhelpful and extremely rude. They insist on not listening to the student and maintain their own personal ideologies. Not a very nice experience. [~~Book collection for certain subjects could definitely improve, like mythology; political ideologies; social behaviours; and communication in the modern world.~~]
- [~~Hours could be longer on some day.Need more tables to do work on. There is always a shortage with tables and study rooms.~~] Some times staff is not available during hours of operation.
- [~~Hours of operation on Weekends are horrible. I have to travel a lot and only get the library for few hours. Most of my friends end up going to SFU or BCIT library and I don't even have that option---------- General study space does not have a very comfortable feel to it. I would like the setting to be rearranged to make the environment a bit more welcoming.---------------Assistance by checkout counter staff is okay but I'm not satisfied because there are never any disposable bags for me to carry books in. I always have to pay for that fabric bag. I understand environment is important but so is carrying the books home, safely. I shouldn't have to pay because I'm worried about dropping the books or protecting them from the rain. Bag pack doesn't fit the amount of books we need for research papers and projects.~~] I also don't like the fact that there aren't enough staff at the checkout desk. I always have to wait for a very long time.[~~--- -----------Interlibrary loan tends to take too long. I wish there was a faster service-------------Printing is just too expensive. Why do professors get cheaper printing? Printing in library should match the cost in other departments where professors print. One of the printers also requires us to have a minimum of 25 cents in our card when we only need 10 cents. That needs to be fixed.---------------The survey so far has not mentioned fines. They are ridiculously high and can exceed the actual cost of the book. It's often cheaper to buy books online and then sell them after use rather than borrow them from books. After the first renew, it can be called back any time even though the return date is extended. That is really annoying. Once I have extended my book loan date, I should be able to have peace of mind. But I can't because it could be called back anytime even though it's renewed. Come up with a better system please.~~]
- [~~I think the printing and photocopying is awesome and easy to use.~~] I sometimes find it hard to find someone to help me, not enough staff. [~~It is always very loud and the library closes very early.~~]
- [~~I usually have to circle the computers twice to find an available computer. A lot of the time though, it is because students are sitting at a computer, not using it, and just talking to their friends. That's super frustrating.~~] And the checkout staff aren't always friendly. I had to hand something in to a librarian (and no one was at the desk) so I had to give it to her instead. She said she couldn't put a stamp with the date on it (to show when it was handed in), only the librarian could, which I thought was ridiculous. [~~And as for~~

the research sessions...they are always incredibly boring and a waste of time. If I have questions, I'll ask them myself.]

- [Library should be opened earlier.] Checkout staff aren't always pleasant to students.
- [Need library open all day on Sundays late afternoon or not at all open is not helpful for students who only have weekends available to do assignments &] need help from help desk (who never seems to be around or available when you need them). [Also external book loans take time to arrange & students never have that time to spare.]
- [Reference desk hours are insufficient.]Checkout counter staff often seem to have more important things to do than to Check out books....- [Several times I have not heard back on requests for interlibrary loans.]
- [The printers can be unreliable and to have to par[y] for it is unfortunate and inconvenient.] In addition, the librarians seem pleasant although at times they seem disinterested and/or unavailable.
- [There's no research result for other libraries in other institutes.]2. Checkout counter always short of staff. [3. Library opens for such a short time during weekends that we couldn't have group meeting when we need chairs, power resources, and the internet the most.]
- At times it is important to have access to a librarian who is familiar with citation styles, or research assistance first thing in the morning 7:30 a.m. Currently there is no one available during the morning hours. [Although the Surrey campus provides an excellent floor that is SILENT, the Langley campus does not, a silent area is important for those students who require uninterrupted study/research/writing time.]
- Checkout counter - Could be a little friendlier and sensitive to the students' needs because we mostly come in with a purpose in mind, not to be lectured.
- Checkout counter staff are not eager to help and often seem unorganized. They are not very quick especially when adding $ to student cards. [Not enough tables in study areas and not enough computers at peak hours. Also library hours should start earlier.]
- Counter staff have sometimes made me feel stupid - asking for course reserves. [Research sessions are a waste of valuable class time especially for upper level classes that have done the same sessions every year. Photocopy machines never cooperate.]
- I am new to Kwantlen this is my 2nd session here. Last time, I want to register in the course, but I was not familiar with the online registration. So I went to get service in the library counter beside the computers both ██████████████████████████ did not even bother to help I asked them so many time. I got so frustrated and felt so helpless. Staff members at Kwantlen should understand that if someone coming back and forth and asking for help that mean someone really need help. I am also student at Langara their staff is 24/7 available for help. I always feel like home there. [Second, I made tutoring appointment here and I received email pls be here on time. I came on time but the tutor never show up.If I can find other college for my program in the future I would like to leave because I like to go there where at least college/University can understand their students need.]
- I feel like the library staff are generally unwilling to help and even angered when students ask for help. I feel like library positions should be opened up to students to better meet the needs of students.
- If I'm lucky enough to catch someone at the service desk to ask a question, they never seem to know what I'm talking about and therefore are useless.
- Librarians are unhelpful and talk down to people. Very often, and very unappealing.
- Most of the front service staff are very friendly and very capable. Only one time did I have a problem where I asked for a specific renewal and she renewed everything on my borrowing list. I haven't seen this person since, but I absolutely think everyone else is very pleasant and patient!

- Numerous times I have found the staff at the checkout counter to be very very rude, and more interested in their own life that the students. I understand that are human and have bad days, but as a student needing help. I have left with no help and had to turn to a prof instead. Recently though there has been some new faces that have been much better.
- Some counter staff are not friendly. [Often students leave their garbage in the library and no one is there to clean up until the janitor comes in the evening (even though it's the students' fault, it would be nice if someone would tidy up once or twice throughout the day).] Some reference staff are very unhelpful.
- The checkout counter staff is very rude. Just because there are many young adults attending the institution does not give the staff the excuse to be rude and unhelpful.
- The checkout service because the first time I went to checkout books half of them were on hold already and hadn't been taken off the shelves. So when I went to check the books I needed, I couldn't.
- The people at the checkout desk are rude and act like our questions are a burden on them. just asking simple questions a responded with judging answers most of the people don't know much about our school to answer our questions.
- The staff is not super helpful, when finding a book. They told me just to go get it on my own, when this was my first time using a library.
- The staffs working speed is too slow. *[T]here aren't enough space and rooms for individual/ group study. * NOT ENOUGH PLUGS!!!* Takes too long for an item to get to the Richmond Campus.* Printing and photocopying too expense* Operating hours not long enough, especially for the weekends.]

Richmond
- [At Richmond campus there are never ever enough computers and we all find ourselves waiting all the time, the printers have a lot of problems,] no one seems to be able to help out who works at the library.
- [Computers always in use by students who go on facebook instead of actually doing work, and people speak or laugh loudly in the library (as well as the staff)]. The staff or librarians are not that helpful when you ask them questions because they state the obvious, and it feels like they want to push you aside.
- [General study space, especially quiet study area, is always very cramped.] I personally do not find reference librarians helpful at all. Checkout counter staffs' ability to assist seem to vary greatly, ranging from very knowledgeable to ignorant and oblivious. [The printing and photocopying center is useful, but the price is expensive, and sometimes photocopy results are bad.]
- [Myself and many of my classmates don't even bother going to the library anymore to study due to lack of space.] Also, the staffs lack of knowledge of printing and photo copying machines is astounding. That is what I mostly use the library for these days, and they often cannot answer simple questions, like how to properly print double sided or change the paper size option in the computer.
- [School's library has short open period during the weekend. 4 Hours are not enough to finish a project. For the printing part, I suggest that school should decrease the printing fee. Comparing with BCIT or other university, Kwantlen students have to pay almost double fees for it! And beside, school should encourage student to be eco-friendly that double side printing can be less payment than print two single papers.] And sometimes the front desk st[ua]ff[s] are being rude to students. They were unfriendly for student don't know how to find out the book from library or student who don't know how to use printer in the library. That happened sometimes!!!]
- [A checkout counter staff at the Surrey campus was very rude when I asked for her help to put money on my card for printing. She refused to count coins even though I had the exact amount, and I had to pay with bills/notes.]
- Help at checkout [b]is often very slow and staff are not very knowledgeable. [Often have trouble printing.]

- Recently, I needed some books and journals from our Library and I phoned them and asked them if they had the sources I needed. I firstly asked for the librarian on the phone but the first person who answered was not the one I needed and then the second person was switched to answer to me but she was not the person to answer my question. Meanwhile, she asked me to hold on and next 15 minutes I had to wait for and finally I got the librarian helped. Likewise, the staff seem not to know what they respond to the caller like me. Most the time, I directly go to the library and find the books I want but this time I needed help from the expert (I want to call the staff in Library), but they did not respond to my question properly and promptly.
- Rudeness from some counter staffs.
- Some checkout counter staff was not polite.

Langley
- [Better hours during exam time. The interlibrary loans have not been good for me. They never arrived which means it took too long and was passed the end of the semester and I had requested the books the first week of the semester. The staff at the checkout counter at the Surrey campus are cold and need to improve their interpersonal skills.]
- [Very unsatisfied with the way the Langley campus library has been rearranged. All the study desks were removed for large tables so there is nowhere for people to study on their own in a quiet environment.] In addition I have found the library staff to be quite rude and inefficient. I have been told many times to look up stuff online, renew online, etc. They don't seem to want to do anything at the checkout counter.
- Need more hands on help.
- Online service could be more helpful.

Library Cleanliness
Total=42

Surrey
- [Hours are not early nor late enough when open. Computers are not available unless very early or late in the day. Computer lab is supposingly a no talk zone but no one comes in to check that it remains so. Books and textbooks are not always available in one campus. Textbooks are not as available as are in different universities.] Cleanliness of library is not revisited by janitors.
- [Library Hours: Definitely need to be open later on Fridays and full days on Saturdays and Sundays.] Cleanliness: Mostly due to disrespectful students who leave their food wrappers and garbage lying around. [Quiet areas to study: depends on the day but I have found at times groups of people studying together should really be in a study room rather than in the main sitting area.]
- [Printing is expensive] and it's not very clean [and in the winter it's always cold!! Especially by the vents.]
- [Re: Hours of Operation - This one doesn't need much explaining.] Re: Cleanliness - The couches are in desperate need of a washing. They smell terrible, and just feel dirty.
- [Some counter staff are not friendly.] Often students leave their garbage in the library and no one is there to clean up until the janitor comes in the evening (even though it's the students' fault, it would be nice if someone would tidy up once or twice throughout the day). [Some reference staff are very unhelpful.]
- 1) the key boards are dirty. [2) the library open way too late in the morning.3)hours of operation during the week-end are inadequate. 4h on Sunday.. really?? the printing/photocopying cost is a massive ripoff.]
- Cleanliness, the computer keyboards and mouses always look very dirty, feels gross to do my work. :(
- Cleanliness: Bathroom's are most of the time extremely messy and dirty. They should be cleaned and washed down at least every 1-2 hours specially during busy hours. It is a turn off and many international students have noted this which does not reflect very well on the University. [Assistance by Librarians or

checkout staff: there are a few members of the staff that are unhelpful and extremely rude. They insist on not listening to the student and maintain their own personal ideologies. Not a very nice experience. Book collection for certain subjects could definitely improve, like mythology; political ideologies; social behaviours; and communication in the modern world.]

- Computer keyboards are not clean in library.
- Group study rooms are always a mess, [and always full.]
- Group study rooms are always left unkempt.
- Desks needs to be cleaner.
- I find the bathrooms are always dirty [there is not enough printers.]
- I think the study desks and computer keyboards are very dirty and it is not a very healthy work environment. Perhaps, if it was cleaned once in [a] awhile, there would be a more healthy environment, especially during flu season.
- It's usually not that clean, the tables and chairs especially, yes students need to pick up after themselves but it is still messy. [There aren't that many quiet areas to study in the library. The largest disappointment is the hours, need longer hours!]
- Sometimes the quiet study area is not that clean.
- Study rooms are sometimes unkempt. [Booking and reserving a key was problematic, glad to see this gone.]
- The computers in the library are NEVER wiped down... It's gross!
- The group study rooms are often smelly and have overflowing garbage cans.
- The keyboards in the Surrey library are filthy. They are not only covered with coffee drops, but dirt and grime as well. I am aware that students here should be able to wipe up their own coffee spills, but they're still having problems how to flush a toilet filled with their urine, so in the meantime the occasional scrub of a keyboard or two would be much appreciated. One of the evening cleaning ladies always tries to take my coffee cup away. I try to tell her that I will throw it away when I am done but I don't think she understands me, so we end up having the same conversation at least twice a week. Please ask her to stop. [The "quiet areas of study" are NEVER quiet. There is always some jackass talking on their phone or having a full on conversation with someone, or even a group meeting. When I complain at the front desk I am always asked if they are bothering other people which irks me for two reasons: 1) I didn't take a straw poll before I went to complain so I DON'T know if they are bothering other people. 2) It is a SILENT place to study so what should it matter if they are bothering other people; they are bothering me!Interlibrary loans take forever to get here. My request has more often than not expired before it has been processed. There is no communication as to the status of my request and if there is, I haven't a clue where to find it, so it's not helpful in the slightest. On one occasion last semester, I requested both the Canadian and the American edition of a specific textbook. I was sent an e-mail saying that I had submitted a duplicate request so the second one was cancelled. Even though I filled out all of the paperwork correctly stating the Canadian textbook as Xth edition and the American textbook as the Yth edition AS WELL AS noting the different YEARS that the textbooks were published. The extent of the effort that a staff member made was to look at the same title and incorrectly conclude that I asked for the same book twice. As a result, I waited twice as long as normal (which was already too long to being with) in order to get the book I needed.The printing and photocopying prices are too expensive at the library! 10 cents a page! Does that include an in-home laundry service as well? I understand that there is a cost involved to run and maintain these machines and their respective pages, but I also understand that the cost involved is not 10 cents a page. If the Kwantlen Student's Association can supply a photocopier that charges 5 cents a page, and the Aboriginal Gathering Place can offer printing at no charge, then surely an appropriate middle ground can

be reached between the Kwantlen libraries and Kwantlen students because the prices right now are a cost-astrophe. Pun intended.]
- [The Langley library is not as clean and doesn't have as much study space and almost no quiet areas.]
- The library is often really dirty [and the hours are too few.]
- The wash room in the library is stinky. Sometimes, the flush doesn't work and as a result, I usually see unwanted items in the toilet from other people. [Furthermore, I'm not satisfied when in the computer area. So many students don't respect others by talking loudly. I understand that area is not "quiet study area" so people can talk and ask questions to others. However, talking loudly while other students are doing researches or assignments is very impolite and disrespectful.]
- There is always food mess around, on the computer desks etc. The computers are dirty, filthy. And the washrooms are disgusting! I've walked into a washroom only to turn right back around and walk out because it was so revolting that I could not be in there. [I also think the prices of paper and ink are expensive.]
- Very clean [and quiet.]

Richmond
- I find the library to be a very clean, [suitable] space for studying. [The printing there is of good quality (although I would suggest double sided printing as a function). Usually, there's a large amount of people using the computers and it's hard to snatch one up.]
- [If more students were aware of the empty computer labs (classrooms) at the Richmond campus then the library would have more free computers. Overall, the Richmond library is too small.] The computers could also be cleaned with Lysol every now and then.]
- [The library hours should be extended during finals.] The men's bathroom smells very pungent at times, there needs to be an exhaust system and the urinals need water flowing in them it is very disgusting.
- Just sometimes there are fruit flies always bugging me/ flying around. Also key board just look plain nasty with all the gunk on it.
- Library cleanliness: The computer keyboards never get cleaned and every time the cleaning employees use a cloth to wipe the tables, it has very bad smell, making the tables smell bad. [General study Space: Not much study space due to a small library Library hours: Hours can be longer during the weekends and hours can be extended a little longer after the closing time of 11:00pmLibrary] Cleanliness: Employees should clean when the library actually closes, so they do not disturb the students from studying.
- Library must make better efforts to keep the library clean. I frequently use the study rooms. It is deplorable the dirtiness sometimes I run into. They should be clean more constantly and have garbage bins.
- Not clean, computers have never been wiped, dirt everywhere. [Not enough place to study, not enough computers.]
- Students eating while working in the computers and leaving the place dirty.
- The cleanliness of washroom is not good enough; [the light in some place is not good enough for study.]
- The library is extremely clean, [quiet and resourceful. The librarians at the checkout counter are helpful. The library is the ideal work space but there is a lack in available computers due to students utilizing them for social networking. Printing can be a hassle too because of the incompatible USB ports, everything must be sent through email. The toners in the colour printers need to be changed. It is too expensive to pay for colour printing when all of the papers have green streaks on them.]
- The washrooms in the library seem like they don't get enough attention, when it comes to getting cleaned.
- There has been more than one occasion when I have seen wrappers left around.

- While I am happy with the overall library one thing I would like to see is the keyboards of the computers wiped down more frequently, [~~and more study desks at the Richmond Campus (during busy hours it can be complicated to find a qui[e]t[e] place to study.~~]

Langley
- [~~Need more available desks in "quiet area",~~] computer keyboards should be cleaned periodically-+++ germs.
- The keyboards of the computers are often greasy and dirty. [~~Also first year students need more info on how to find journal articles etc.~~]
- [The Langley library is not as clean ~~and doesn't have as much study space and almost no quiet areas.~~]

Cloverdale
- The Cloverdale campus library is clean [~~and quiet. It's excellent for studying. Could use more books including fiction and non fiction on broader topics, though.~~]

Positive Response
Total=31

Surrey
- [~~Personally I would prefer more open study space especially since Kwantlen offers a variety of programs that require group work and quiet study areas are not adequate for that. More outlets would be useful since most students carry laptops.~~] Other than that Kwantlen library is well structured with lots of supports, resources and help.
- As a full time student, I use the library not only for its amazing resources, but a lot for the study rooms it provides. [~~However, the library hours are lacking. If you are working on some project, the library is only open for 4 hours on Sundays. I also wish that close to exam time, the library hours be extended with even a 24 hour potential.~~]
- Great access to printing and photocopying, and there's always someone at the counter to answer your questions and load up your cards.
- I am very satisfied with the Availability of computers at the Surrey Campus [~~however, Unsatisfied at the Richmond campus.~~]
- I get all the help I need and have all the resources I need.
- I love the quiet floor and the study rooms. They're extremely useful when it comes to studying.
- I think the printing and photocopying is awesome and easy to use. [~~I sometimes find it hard to find someone to help me, not enough staff. It is always very loud and the library closes very early.~~]
- I would like to see [~~longer library hours, research sessions booked for each faculty, more spaces for quiet~~ I love the quiet floor and the study rooms. They're extremely useful when it comes to studying.
- I think that the online library is very helpful! It has access to a variety of journal articles that are very interesting! I really like using the PsychInfo!
- I think the printing and photocopying is awesome and easy to use. [~~I sometimes find it hard to find someone to help me, not enough staff. It is always very loud and the library closes very early.~~]
- It's good.
- Overall, facility especially at Surrey Campus is adequate. The facility is large, bright, good atmosphere, and fairly good computers.
- Overall: like the separation for quiet study floor and how it is actually quiet as well as the ability to book study rooms for group projects and group studying is very beneficial.
- Service received by check out staff has always been helpful and staff are polite.

- The hours of the library work well with basically any schedule I have had going to Kwantlen. The library always seems clean and tidy. The study rooms are a great and easy to obtain resource, and I have never walked away unsure or still confused after asking a librarian a question.
- The library is very useful at Kwantlen!
- [Richmond campus has limited study spaces available. When you do find a study space the overall noise level in the library can be noisy with people working in groups and talking. Also high pitched noise is omitted (possibly from the wireless routers in the ceiling) that can be very loud and distracting. The noise is especially loud in The Learning Centre at Richmond. There is a limited amount of printers available at Richmond Campus and the Surrey Campus is even worse. At Surrey you can re-route to the photcopiers to a separate room but it is inconvienient. The process to print is also confusing and doesn't always seem to work. The first few times a student uses the computer to print they would likely need assistance. The printing process at Kwantlen is very confusing. The library is open late which is great but it would be beneficial if they opened earlier. The library should extend their hours during exams.] The Surrey library is large and airy.] [Richmond is small with limited study space. I often study in the cafeteria since it opens earlier and has empty tables when the library is full. Richmond needs more private rooms that can be booked / reserved.]

Richmond
- Everything I need was available.
- I have always had great assistance at the library counters, and everyone working there is very helpful and friendly. I have also had great service with the intercampus loan service, as my books from other campuses arrive quickly and I get them in time for when I need them! Love this service, especially because I don't always have access to a vehicle to drive to other libraries to get material.
- I never have any problems when using the library.
- Library always open when I need it the most. Long hours and nice atmosphere to study in.
- Satisfied.
- The library is extremely clean, quiet and resourceful. The librarians at the checkout counter are helpful. The library is the ideal work space [but there is a lack in available computers due to students utilizing them for social networking. Printing can be a hassle too because of the incompatible USB ports, everything must be sent through email. The toners in the colour printers need to be changed. It is too expensive to pay for colour printing when all of the papers have green streaks on them.]
- Very satisfied of the professionalism of the library, learning center an the overall help I have received.
- When I go into the library everything is perfect I've never had a problem with anything.

Langley
- Good services:).
- Like.
- Very satisfied.
- Very satisfied as the Kwantlen Langley campus library is one of the few resources open to students in the evenings and on weekends. Also, staff is always very friendly and helpful.
- The Library is always clean, staff are always helpful, and the hours work with my busy schedule.

Cloverdale
- Everything's great!
- The Cloverdale campus library is clean and quiet. It's excellent for studying. [Could use more books including fiction and non fiction on broader topics, though.]

Resources
Total=26

Surrey

- [Hours are not early nor late enough when open. Computers are not available unless very early or late in the day. Computer lab is supposingly a no talk zone but no one comes in to check that it remains so.] Books and textbooks are not always available in one campus. Textbooks are not as available as are in different universities. [Cleanliness of library is not revisited by janitors.]
- [Cleanliness: Bathroom's are most of the time extremely messy and dirty. They should be cleaned and washed down at least every 1-2 hours specially during busy hours. It is a turn off and many international students have noted this which does not reflect very well on the University. Assistance by Librarians or checkout staff: there are a few members of the staff that are unhelpful and extremely rude. They insist on not listening to the student and maintain their own personal ideologies. Not a very nice experience.] Book collection for certain subjects could definitely improve, like mythology; political ideologies; social behaviours; and communication in the modern world.
- [Library orientation classes are unnecessary and should only be available to be booked by students that actually need them. Library hours should be longer on weekends especially Sunday.] Online books and videos are not important to me in the slightest. I do not use them.
- [Need library to open later- ideally until 10:30; wasn't able to print double sided;] the library didn't have the latest edition of the textbook I was looking for.
- [Need way more study rooms, with more features such as projectors]. AV equipment can be a pain to get a hold of as a student, needs to be upgraded tech as well.
- [Study room booking are usually always booked.] Citation guide is hard to follow.
- [The hours that the library is open on the weekend are too short.] Not all online publications are available through Kwantlen. Hard to do assignments and research. [Group study rooms are only available for 2 hours. Often longer is needed to work on a project. Shortage of group study rooms.]
- [There never seems to be enough space to grab a table in the library, especially if one has a laptop they need to plug in. The tables are always filled with people chatting with their friends, it's frustrating. The computers are often filled as well, or if you do find a computer there are keys on the keyboard that do not work, meaning that it might as well not exist. The computer lab on the second floor of the Surrey library is often available, but so hot that it can be unbearable to spend any time in there.] Many of the books (hardcopies) are also outdated; I would take out a lot more books if there were more up to date texts. Generally I have to buy my own copies of books I need.
- Availability of textbooks that are not on reserve, and reading books. The[re] are authors whose books that Kwantlen does not carry, and some of these authors are big names, so I am a bit surprised. Others schools seem to have certain popular authors but Kwantlen does not.
- I am not satisfied with the library database is because most of the time we don't find the stuffs which we want.
- I would like to see better AV equipment available for student use. In particular, an HD video camera (not HDD this is different) and DLSRs would be useful as well as student access to portable projectors as needed (not the strapped down kind). I realize that this equipment is valuable but I would argue that as a student I place higher value in the credits I pay thousands for each semester at the university.
- In terms of resources, I hate that all the books that we have are so completely out of date that they are useless when trying to do a research essay. [I also believe that school libraries should have much longer hours. Universities normally have theirs open 24/7 because it's an essential service for students.]
- It would be nice if the library had more older art books.

- The machines are out of date compared to other universities. New equipment would be great.
- We should have more access to periodicals/books from other institutions in the lower mainland, maybe even Canada.

Richmond

- I think since Kwantlen has declared itself or "upgraded" itself as a Post-Secondary polytechnic university, the resources available to students should be reflected as such. [The hours of our library is not only insufficient, but they're unrealistic. To close a university library at 11:00 is embarrassing. Even if the university library were to close early, at least have the study space available for students to study after-hours. This is especially important when schools like SFU or UBC have study space for their students 24 hours and Kwantlen students are stuck having to find a packed coffee shop somewhere to study after hours.] In addition, when the library is open, there is limited study space available and most of the people sitting in the library are usually being loud or not doing what the space is designated for, to study.]
- Quality/ date-relevance of some of the A/V equipment.
- The psychology citation guide is wrong; please fix it for students that do not know.
- There aren't that many audiovisual equipment available.
- Unsatisfied with resources. Sometimes. It's difficult to find the resources.

Langley

- I wish there were more copies of reserved books for the courses I take.
- More NURSING books, journals, articles, magazines in Kwantlen Langley Library please.
- [The keyboards of the computers are often greasy and dirty.] Also first year students need more info on how to find journal articles etc.

Cloverdale

- [The Cloverdale campus library is clean and quiet. It's excellent for studying.] Could use more books including fiction and non fiction on broader topics, though.

Other
Total=27

Surrey

- [Hours of operation on Weekends are horrible. I have to travel a lot and only get the library for few hours. Most of my friends end up going to SFU or BCIT library and I don't even have that option[-------------General study space does not have a very comfortable feel to it. I would like the setting to be rearranged to make the environment a bit more welcoming.]-------------------Assistance by checkout counter staff is okay but I'm not satisfied because there are never any disposable bags for me to carry books in. I always have to pay for that fabric bag. I understand environment is important but so is carrying the books home, safely. I shouldn't have to pay because I'm worried about dropping the books or protecting them from the rain. Bag pack doesn't fit the amount of books we need for research papers and projects. [I also don't like the fact that there aren't enough staff at the checkout desk. I always have to wait for a very long time. ------------------Interlibrary loan tends to take too long. I wish there was a faster service-----------Printing is just too expensive. Why do professors get cheaper printing? Printing in library should match the cost in other departments where professors print. One of the printers also requires us to have a minimum of 25 cents in our card when we only need 10 cents. That needs to be fixed.]-----------------The survey so far has not mentioned fines. They are ridiculously high and can exceed the actual cost of the book. It's often cheaper to buy books online and then sell them after use rather than borrow them from books. After the first renew, it can be called back any time even though the return date is extended. That is really annoying.

Once I have extended my book loan date, I should be able to have peace of mind. But I can't because it could be called back anytime even though it's renewed. Come up with a better system please.

- [I am new to Kwantlen this is my 2nd session here. Last time, I want to register in the course, but I was not familiar with the online registration. So I went to get service in the library counter beside the computers both ███████████████████████ did not even bother to help I asked them so many time. I got so frustrated and felt so helpless. Staff members at Kwantlen should understand that if someone coming back and forth and asking for help that mean someone really need help. I am also student at Langara their staff is 24/7 available for help. I always feel like home there.] Second, I made tutoring appointment here and I received email pls be here on time. I came on time but the tutor never show up. If I can find other college for my program in the future I would like to leave because I like to go there where at least college/University can understand their students need.
- [Library isn't opened on a weekend, that's when most students study.] Ther[e] are enough study rooms and computers on campus.
- [Loud groups sitting in study areas.] Distracting food odours, still. [Distracting, unnecessary noise (phone calls, etc)]
- [Please improve the cost of the printings.] The water pressure in the library washrooms are very low.
- [Printing is expensive and it's not very clean and] in the winter it's always cold!! Especially by the vents.
- [The hours need to be longer and] the doors to the library are just too heavy and awkwardly built.
- Allows students get assistance in time, resources quite completed!
- Chat service is never open when I need it. [The new hours are okay, still need longer hours on weekends.]
- Everything is important and is very helpful. It helps us to do good in our classes.
- Give back the book is unsatisfied.
- I have had several over the years and they are the same every time - one is more than enough for me!
- I have no explanation I just didn't think it was good or is good.
- I would like to see [longer library hours, research sessions booked for each faculty, more spaces for quiet study and] maybe Kwantlen lectures live on broadcast on visual.
- The service is poor.
- There's no research result for other libraries in other institutes.[2. Checkout counter always short of staff.3. Library opens for such a short time during weekends that we couldn't have group meeting when we need chairs, power resources, and the internet the most.]
- Yes it is absolutely ridiculous how we cannot eat in the Library. Typically people are in there because it is the only free time they have and need to get a quick bite to eat in!

Richmond
- Book is not enough.
- Not available.
- Overall improvement needs to be made.

Langley
- Disappointed this semester that the online chat service "ask a librarian" is away till January 21st. Not very helpful as the semester is well under way then already.
- It is expensive.
- Too expensive for poor broke students.
- Unsatisfied with how to book times at the library.
- Very unsatisfied.

Research Classes
Total=24

Surrey

- [~~Counter staff have sometimes made me feel stupid - asking for course reserves.~~] Research sessions are a waste of valuable class time especially for upper level classes that have done the same sessions every year. [~~Photocopy machines never cooperate.~~]
- [~~I usually have to circle the computers twice to find an available computer. A lot of the time though, it is because students are sitting at a computer, not using it, and just talking to their friends. That's super frustrating. And the checkout staff aren't always friendly. I had to hand something in to a librarian (and no one was at the desk) so I had to give it to her instead. She said she couldn't put a stamp with the date on it (to show when it was handed in), only the librarian could, which I thought was ridiculous.~~] And as for the research sessions...they are always incredibly boring and a waste of time. If I have questions, I'll ask them myself.
- [~~Needs to open 24/7 to facilitate~~ student studying.] Library research sessions are too basic. [~~Printing and photocopying are too expensive; cheaper options on campus.~~]
- During the library research sessions, the databases weren't working and I didn't learn very much. My prof taught us more in less time.
- Having a library research session by a librarian wasn't really valuable. Other students beside me were not interested as well. If we ever needed help regarding the library research, we would ask. But using an entire class to teach us was a waste of a valuable class we pay for.
- I don't feel the teaching of how to access items in the library is taught overly. While in the research sessions I found it was hard to follow along and then once you leave the session it is hard to remember what was said in the session and how to apply it when I needed it later on.
- I had a research session booked by an English Teacher for a 2nd year English course. I did not find the session helpful as she showed us online databases and searching that I already know and use. Also, everyone was just playing on the computers and not paying attention to the librarian. [~~Also the availability of computers at the Richmond campus is terrible. Surrey has many more so it has not been problem. At Richmond I could often never get a computer.~~]
- I had an infio session set up by a professor and the lady who conducted the session was supposed to talk about APA and citation styles. She did not cover that.
- I would like to see [~~longer library hours~~], research sessions booked for each faculty, [~~more spaces for quiet study and maybe Kwantlen lectures live on broadcast on visual.~~]
- Librarian was very helpful in the library research session - definitely let us know all the available resources to us.
- Library orientation classes are unnecessary and should only be available to be booked by students that actually need them. [~~Library hours should be longer on weekends especially Sunday. Online books and videos are not important to me in the slightest. I do not use them.~~]
- Library research sessions are a waste of valuable class time and are not helpful.
- Library research sessions booked by my instructor and taught by a librarian are useless because I never will use any of these things taught to me.
- Sessions taught by librarians are too repetitive!
- The APA research and citation session I had with for my HRMT 3115 class did not go over APA citations as we had hoped.
- Was recently in for a workshop the whole point was how to properly cite we were told to use the online tools, never heard of getting a loan from another institution.

Richmond

- I felt library research sessions weren't really needed unless if it's for first year students.
- I felt the librarian rushed us through our orientation with the computers.
- Library research sessions were informative but unnecessarily long.
- Never had been booked for session with librarian.
- Research sessions have been largely unhelpful and not very stimulating. [~~The photocopiers in Surrey and numerous keyboards were in disrepair. More quiet study areas would be appreciated.~~]
- The library research sessions are a waste of time.

Langley

- Library sessions are tedious and unnecessary.
- Our class was in the library learning about APA style and the instructor who was teaching us was making it very difficult to understand what to do and how to use what according to the different websites.

Interlibrary/Intercampus loan
Total=18

Surrey

- [~~Hours of operation on Weekends are horrible. I have to travel a lot and only get the library for few hours. Most of my friends end up going to SFU or BCIT library and I don't even have that option~~]-------------- ~~General study space does not have a very comfortable feel to it. I would like the setting to be rearranged to make the environment a bit more welcoming.~~--------------------- ~~Assistance by checkout counter staff is okay but I'm not satisfied because there are never any disposable bags for me to carry books in. I always have to pay for that fabric bag. I understand environment is important but so is carrying the books home, safely. I shouldn't have to pay because I'm worried about dropping the books or protecting them from the rain. Bag pack doesn't fit the amount of books we need for research papers and projects. I also don't like the fact that there aren't enough staff at the checkout desk. I always have to wait for a very long time.~~----------------Interlibrary loan tends to take too long. [~~I wish there was a faster service----------Printing is just too expensive. Why do professors get cheaper printing? Printing in library should match the cost in other departments where professors print. One of the printers also requires us to have a minimum of 25 cents in our card when we only need 10 cents. That needs to be fixed.--------------The survey so far has not mentioned fines. They are ridiculously high and can exceed the actual cost of the book. It's often cheaper to buy books online and then sell them after use rather than borrow them from books. After the first renew, it can be called back any time even though the return date is extended. That is really annoying. Once I have extended my book loan date, I should be able to have peace of mind. But I can't because it could be called back anytime even though it's renewed. Come up with a better system please.~~]
- [~~I feel that it is very hard to book a room, they are usually full.~~] I also feel that it takes a long time to get things from other libraries and even though we do interloans or can access some things online, the other institutions have way more that we still can't access.
- [~~Need library open all day on Sundays late afternoon or not at all open is not helpful for students who only have weekends available to do assignments & need help from help desk (who never seems to be around or available when you need them).~~] Also external book loans take time to arrange & students never have that time to spare.
- [~~Reference desk hours are insufficient. Checkout counter staff often seem to have more important things to do than to Check out books....~~]Several times I have not heard back on requests for interlibrary loans.
- [~~The keyboards in the Surrey library are filthy. They are not only covered with coffee drops, but dirt and grime as well. I am aware that students here should be able to wipe up their own coffee spills, but they're~~

still having problems how to flush a toilet filled with their urine, so in the meantime the occasional scrub of a keyboard or two would be much appreciated. One of the evening cleaning ladies always tries to take my coffee cup away. I try to tell her that I will throw it away when I am done but I don't think she understands me, so we end up having the same conversation at least twice a week. Please ask her to stop. The "quiet areas of study" are NEVER quiet. There is always some jackass talking on their phone or having a full on conversation with someone, or even a group meeting. When I complain at the front desk I am always asked if they are bothering other people which irks me for two reasons: 1) I didn't take a straw poll before I went to complain so I DON'T know if they are bothering other people. 2) It is a SILENT place to study so what should it matter if they are bothering other people; they are bothering me!] Interlibrary loans take forever to get here. My request has more often than not expired before it has been processed. There is no communication as to the status of my request and if there is, I haven't a clue where to find it, so it's not helpful in the slightest. On one occasion last semester, I requested both the Canadian and the American edition of a specific textbook. I was sent an e-mail saying that I had submitted a duplicate request so the second one was cancelled. Even though I filled out all of the paperwork correctly stating the Canadian textbook as Xth edition and the American textbook as the Yth edition AS WELL AS noting the different YEARS that the textbooks were published. The extent of the effort that a staff member made was to look at the same title and incorrectly conclude that I asked for the same book twice. As a result, I waited twice as long as normal (which was already too long to being with) in order to get the book I needed. [The printing and photocopying prices are too expensive at the library! 10 cents a page! Does that include an in-home laundry service as well? I understand that there is a cost involved to run and maintain these machines and their respective pages, but I also understand that the cost involved is not 10 cents a page. If the Kwantlen Student's Association can supply a photocopier that charges 5 cents a page, and the Aboriginal Gathering Place can offer printing at no charge, then surely an appropriate middle ground can be reached between the Kwantlen libraries and Kwantlen students because the prices right now are a cost-astrophe. Pun intended.]

- [The staffs working speed is too slow. *[T] here aren't enough space and rooms for individual/ group study. * NOT ENOUGH PLUGS!!!*] Takes too long for an item to get to the Richmond Campus. [* Printing and photocopying too expense* Operating hours not long enough, especially for the weekends.]
- [We need longer hours on both weekdays and weekends, as well as more comfortable areas to study. As the hours of availability and areas for comfortable studying are not satisfied by other areas on any campus, the library is the prime location to fulfill both of these needs for Kwantlen students. Other resources (computers, group study rooms), are also in high demand and are inadequate for the growing number of Kwantlen students, as well as the push for degrees]. The ability to loan items from other institution is not widely publicized and, therefore, this opportunity is lost on most students. We need an increased effort to make this resource known to students, at all levels. Although we are not a research led institution, Kwantlen is growing in that direction and needs to provide the resources for students to want to seek long term studies at Kwantlen. The library plays a vital role in such growth.
- [Weekend hours are insufficient. Would be nice if library opened earlier.] I've used the inter-library loan service and never ended up getting the articles I requested. [People do not respect the silence rule of the third floor - this needs to be reinforced!]
- I always have difficulties using the Interlibrary loan service getting books from another institution. The books are shown available in the other institution library but I always get responded back that the items are not available. The staff should take a closer look at it, not just saying nothing is available.
- I have found in the past when attempting to retrieve research through other institutions, it's a lengthy process which is very inconvenient when trying to gather information for research. [During peak hours,

the campus computers are usually 95% full. Sometimes it is very difficult to find a computer when all one needs to do is print an item.]

- I ordered a book that was "in" in one Kwantlen campus to be transferred to another Kwantlen campus and it took almost 3 months ... I was very unhappy as I needed this book to complete an assignment.

Richmond

- I was unable on getting any of my on hold books.
- It takes long time sometime to get items between campuses or from another institutions.
- It takes so long for interlibrary loan.

Langley

- [Better hours during exam time.] The interlibrary loans have not been good for me. They never arrived which means it took too long and was passed the end of the semester and I had requested the books the first week of the semester. [The staff at the checkout counter at the Surrey campus are cold and need to improve their interpersonal al skills.]
- Any material I've wanted from Interlibrary loan hasn't ever come in a timely way.
- Takes a long time to get books from other campuses and institutions.
- Interlibrary loans.

Question 17: "Do you have any other comments about the Library or comments that you think may improve the Library?"

Library hours of operation
Total=125

Surrey

- A university library should be open all day every day. Hire volunteer student librarians if necessary, but please Have it open for a longer time 4-6 hours is not enough. I understand this will take time but I'm hoping this is where the library is headed.
- Although I have not often needed to use the library late at night, I know a lot of KPU students who use the SFU library due to it being open 24hrs. It would be really great it KPU could have at least 24hrs weekdays and maybe 6-8 hrs on weekends. This could perhaps be easier to manage if the library were open overnight on a use of space basis, with only a security guard present. Additionally, a self-serve book checkout kiosk might help students who want to check out a book late at night. Finally, the library could probably earn some revenues to mitigate the costs of being open overnight by having a coffee vending machine to help keep students awake during all nighters.
- Be open longer.
- Be open longer on the weekend!
- Both days should be longer, 10 am to 6 pm would be ideal for the surrey campus.
- Definitely later hours available. People go study at SFU Surrey because KPU isn't open. And that's just sad.
- During the week should be open 24/7 the SFU surrey library is why can't we be?
- Extend library hours on weekends until 7:00pm at the earliest.
- Extended library hours is desirable for many students.
- Honestly, it is all about increasing the hours. Since I have been a student at Kwantlen, I have talked to many other students who wish our library would increase the hours!
- Hours should be till 2 in the morning like SFU campuses.
- I prefer that the hours of service made longer.
- I think that Saturdays and Sundays should have longer hours so that people can use the library for a longer time period.
- I think that the hours of the library needs to be expanded. Even during the week 11pm is early for some students. The environment is good for studying and I feel that the library needs to make that available.
- I think the hours students will use the most will be weekday evenings.
- I wish I had more time in the library especially on weekdays. A lot of other schools have available libraries past 11PM.
- I wish the library was open 24/7.
- I work full time. Evenings and weekends are when I study. I need the library to be open longer, earlier, later, on the weekends. Please....
- I would say longer days on Sundays, because students are usually completing assignments on Sundays and need a quiet place to study.
- I'd suggest opening the library on both weekend days for 10am-5pm or 6pm.
- If the library can't be open for 24hours at the very least have if open till 2AM on weekdays.
- If you want to keep the Lib open more on only one weekend day, find out which day has more students at the school. I don't take weekend courses so I can't really say anything about it. Use statistics.
- It should be open late or even 24/7 on weekdays and if it's open on weekends then at least until 8pm.
- It will be more convenience if the libraries in Richmond or Surrey open on the weekend for longer hours, for example, from 10 am to 9pm.
- [Cloverdale campus should also be open on the weekends, it would be helpful for people who live closer to that campus.]
- Have the library be open longer on weekends!

- Libraries should be open 24 hours a day! Why is this still even a question?
- Library could be open 24/7.
- Library should open even earlier than 10.
- Longer hours all weekend long. Most students work and go to school and it's hard to find time during the week to study at the library.
- Longer hours of operation on both Saturday & Sundays, please.
- Longer hours on ALL days.
- Longer hours on Sat please!
- Longer hours on weekdays are more useful because students like to stay at school after class to do homework and study, especially during midterms and final exam time.
- Longer hours would be much better like other universities.
- Longer hours would be the best change for weekends.
- Longer hours! Actually, make it 24/7!
- Longer hours, not different time frames....
- Longer hours.
- Longer weekend hours would be a super big bonus.
- Longer working hours on the weekends would be great.
- Make both Saturday & Sunday equally longer hours.
- Make sure the library is open on time (in mornings). Also extend the weekend ours for the library; it's not fair that Kwantlen students have to go to sfu surrey to study when they aren't even attending sfu!
- More hours are needed to stop students from going to SFU instead to study.
- More hours Need extended hours, especially for Sunday!
- Need longer hours on Weekends.
- Need more study space and way more weekend hours.
- On weekends the Library should close at 5 the earliest, opening at 10 in the morning is convenient, but closing at 4pm is not.
- Open 24 hours for students with odd working hours.
- Open 24/7 or 5:30 am or earlier.
- Open library 10am-7pm at the weekend is the best.
- Open the library on Sundays.
- Open them on weeksdays longer!!
- Options for preferred hours are useless in this survey. Only moving the opening hour 1 spot up and closer an hour later doesn't make any sense if I want to choose the best EXTENDED HOURS.
- Please extend the hours!
- Please. make the library open from 10am-5pm on week-end.
- Saturday and Sunday hours should be greatly extended, this is a university, students often study straight through the night. I attended ubc and the extended library hours there were extremely helpful in providing a quiet place to study late at night.
- SATURDAY AT SURREY LIB SHOULD OPEN BY 9 OR BEFORE.
- Saturday should be open from 10am-6pmAnd Sunday should be open for a couple hours longer too.
- Should try to extend hours on weekends and on Fridays like SFU.
- Stay open later!
- Stay open longer on Sundays (Same as Sunday hours) If you need workers let me know, I will work for KPU!
- Stay open longer on weekends.
- Sunday, Sunday, SUNDAY!! PRAISE THE SUN!!
- The hours suggested above are not any better than what is currently being used. The point is to have it open longer not just different time slots.
- The Library needs Extended hours during Midterms and Final exams! Students from kwantlen are having to go to other universities! to study. This should never be the case! Take pride in the students of your school and extend library hours! We pay enough in Fees that we don't use and Tuition!

- The library needs to be open longer on Saturday and/or Sunday.
- The Library should be able longer everyone always has to go to SFU to study and that is always packed.
- The Library should be available as a studying area 24/7.
- The library should be open 24 hours like the SFU campus at Surrey Central. This will allow students to study at school at all times and not have to worry about delays with finding computers and study space.
- The library should be open 24 hours on weekdays.
- The library should be open 24/7, because sfu campus gets too busy to find a spot over the weekends.
- The library should be open longer on the weekends.
- The library should be opened till midnight.
- The library should open at 7am and be ope[n] longer.
- The library should open later on in the day because as students we sleep in on weekends causing us to wake up later on in the day.
- The Library's hours of operation are the most important thing to me. I'd love for the library to be open earlier and longer on the weekend!!
- The library hours are good for regular school days but it would be nice to have longer hours during exam periods.
- The staff should act friendlier and the library should be open 24/7.
- The weekday hours need to be longer!
- The weekend hours should be extended.
- Time slots for group rooms shouldn't just be for one hour, it is inconvenient for groups to have to go back down to the front desk to book another room. The hours should be more flexible.
- Why not stay open Friday later (not to 11 pm, but maybe 9 pm?
- With longer library hours, food like Tim Horton's and the cafe should be open longer.
- Would actually prefer the library to be open longer both Saturdays and Sundays. i always use the library every weekend and would prefer it to be open 8 hours each day, possible from 10-6 or 11-7.
- Would like both Saturday and Sunday to be open longer because some students have work one of the days and would not be able to make it.
- I really believe that it would be better for students if the library had longer hours in the weekend, even if it's just either a week or two before finals week.
- [If possible there should be a printer available where you could scan your documents.] The library hours should be longer on weekends maybe on time of exams!
- The only time I had a problem with hours is Sunday. It's hard to fit group work in to only 1-5pm, and if you can't use the library there is hardly anywhere good to study that was wifi. I wish it was open longer on Sundays!
- The only reason I wouldn't prefer to have the library open longer on Saturdays is because I work every Saturday...otherwise I would prefer Saturdays over Sundays.

Richmond

- Library is very important for student. Most course on Monday ,so students will do their homework on Sunday,(for some reasons, student have to work on Mon- Sat). So, Sunday is the best time for them to do their homework.
- I have only been to the library on the weekend once, and the hours seemed fine to me. I was surprised to see how many people were there studying though, so maybe other people would prefer different or more open hours.
- Both Saturday and Sunday can be considered open for at least 6-8 hours because some students prefer using library resources. They also prefer studying at the library because they cannot study at home.
- Weekend hours needs to be longer than the 5 or 6 hours because we will have more opportunity to do group work. Also, need more tutors available on weekend.
- The library should open earlier on Sundays and extend their hours during midterms and finals.
- There needs to be longer hours, it's really hard to work on projects, study and research with such a limited time available at the library.

- Please keep the library open for longer on the weekends6-8 hours would add value to my education.
- Please be open until midnight Mon to Thurs and longer hours on Sunday.
- Open earlier on the weekday mornings. 6:30-7 AM.
- Longer hours on weekends enable students to get together for project work with full access to computers.
- Longer hours on Saturday and Sunday is necessary. Also, in Richmond, The computer lab is the area of science study, but it seems like nobody knows that!!
- Longer hours are necessary for group/study rooms. Go walk around the SFU Surrey campus study rooms and see how many Kwantlen students are there because the Kwantlen library is closed.
- Longer Friday hours.
- Longer hours.
- It would be better if the Richmond Campus's Library was open for a longer period such as 10-7pm and open on Sundays 1-5pm.
- I would prefer later hours on weekends.
- I would suggest that the library remain open 24/7 just like the UBC and other institutions libraries.
- I wonder if it is possible for the library to be open for 24 hours on exam/finals week (like other universities... UBC, SFU etc.) for students that end classes late and have an exam early next morning, as well as those who live far away from the school campus.
- I want both Saturday and Sunday to open longer.
- I think that the library should be open when the school doors open at 7am. The hours of the library on Saturdays should also be longer than a 6 hour window as it doesn't cater to students who have part time jobs and need the resources at varying hours.
- I hope the libraries can open 6 hours for Saturday and Sunday. So student can study hard like UBC or SFU student. We pay a lot of money for school but we don't get equally resource!
- During the final exam week, 24 hour operation could be considered if possible.
- OPEN LONGER.
- Later hours on Saturday.
- Hours are so important and [computer availability, and the low cost of printing.]
- As I have stated previously, the hours of our libraries are insufficient to serve the needs of students. Some students are not able to study in spaces other than libraries and when our own school can't provide the space to us, we are forced to find public loud busy spaces like Tim Hortons or Waves to study. I understand that we may pay a fraction of the cost of other universities in terms of tuition and fees, but I rather be charged slightly more and be provided standard services as a student.
- Just that the library does need to be open until a later time on weekends as this is my only real time to study. I work full-time, Mon-Fri.
- It would be really great to have hours until 11pm on both days on the weekend. Most students have part-time jobs and fitting in studying at the library on the weekend with these shorts hours are almost impossible.
- I would prefer even longer hours on Saturday & Sunday, ex. 8 hours minimum to 12 hours max.

Langley
- I think the opening hours are the main issue.
- I think the library is well organized at Kwantlen in Langley. Great Job!!!
- I think that both Saturdays and Sundays should be open longer. -There should be more areas available at the Langley campus library for quiet study time (other than group study rooms and the computer lab) for individuals. The main area of the Langley library is often loud enough to make it difficult to focus.
- I want the library to be open until 12am.
- Library hours should be longer, just like SFU libraries are open 24/7.
- [If it is possible to make more computer available because it is often hard to find a computer. Some functions you can only get while on a library computer and often times it is extremely difficult to obtain computer space.] Also, if the library was open longer o Sundays and at a different time. The current hours on Sundays are at an awkward time and it is not beneficial.

Cloverdale

- [Cloverdale campus should also be open on the weekends, it would be helpful for people who live closer to that campus.]

Study Space
Total=31

Surrey

- [Additional study area and study tables in Richmond campus.]
- More study rooms.
- Maybe move in some more study areas.
- More enclosed study stations.
- Instead of group study rooms there should be nap rooms. Although I do like the couches, it can be uncomfortable that they are in the open for many people to see you, particularly if you start to drift off.
- [Langley Library needs larger group tables. The group tables are quite small. Langley currently only has individual cubicles which are not big enough for studying with textbooks and laptops nowadays.]
- [It would be great for the Langley campus to have a silent area for studying.]
- [I would say that the library in Richmond campus needs more computers and study area ie. more tables and chairs to study.]
- To increase space within the library, more tables for people.
- There are many really large tables for studying in the Surrey library on the second floor. Most of these are used by only one person. I think it would be better to have more single person cubbies for studying as many people seem to be studying alone. I also think the library should have cords for Iphones and Ipods to plug into computers for recharging in case people forget theirs. Douglas College offers this as a loan from AV. It is very helpful.
- The single desks that are enclosed like a cubicle are uncomfortable and underused on the second floor, I would prefer a table with two chairs.

Richmond

- [Additional study area and study tables in Richmond campus.]
- [I would say that the library in Richmond campus needs more computers and study area ie. more tables and chairs to study.]
- A better layout in the back quiet study area in the Richmond Campus. It is cramped back there.
- Create more study rooms and have more computers available.
- Yes, the study table if u add more study tables it will [?] us. Whenever my friend and I want to study in the library we never got any empty table.
- I think there should be more power outlets in the study areas [and the speed of the computers should be faster.] Increase the number of study rooms and study desks/tables.
- More big study tables.
- More cubicles to study within in the back area.
- More space. Need more study tables for group work.
- The Richmond library is too small and is lacking in power outlets.
- [Keyboards should be cleaned more often] and more study desks or chairs should be added.
- The Richmond library desperately needs to be expanded. There needs to be more tables to accommodate students.
- Richmond campus needs more study space.
- More areas for quite study. More areas with seats with laptop holders. More tables to work on with computers.
- More study space [and if People talk, kick them out because usually when I go, people at yaping and yapping.]

Langley

- [Langley Library needs larger group tables. The group tables are quite small. Langley currently only has individual cubicles which are not big enough for studying with textbooks and laptops nowadays.]
- [It would be great for the Langley campus to have a silent area for studying.]
- Most students I know just want a place to study. Coffee shops can be noisy. Most I know go to SFU Surrey because they're pretty much open till 10 everyday.
- More places to sit and work near plug ins so that people with their own laptops and such can plug in without worrying about losing information without batteries being charged.
- The Langley campus needs more study rooms since nursing has moved there:)
- Improve study rooms at Langley campus. Very outdated.

Other
Total=26

Surrey

- A fountain would be pretty sweet.
- Already stated earlier.
- Advertise more books.
- Essay writing workshop? Valuable skill.
- Fines are ridiculous. So much more than the public library. It's crazy.
- I noticed that this survey negated to ask me about my feelings in regards to the shoddy renewal system in place at this school. I will let you know anyways. It is an absolute joke that I can have the mental capacity and foresight to take a book out and later on renew it, only to have it recalled, as early as the next day, because some SLACK JAW student has decided that they need it for the paper they have to hand in at the end of the week. If I have the book in my possession, it should remain that way for the rest of my three week allotment, not sooner. No other library that I have EVER used has adopted this policy, as it is utter malarkey. If student A has taken out a book that student SJ would like to borrow they can place a hold on it and wait for student A to bring it back like normal people have to do.
- It's annoying that the U-pass station is located in the library. That means if the library is closed, I can't get my U-Pass. I've been stuck in that situation a few times.
- Putting signs to students that Kwantlen Library provides different supports.
- The library is filling the need that it is designed to fill. A million more books would not help Kwantlen as much as revising the lending policy, as it currently is; I am strongly discouraged from using the Kwantlen library resources because of ridiculously short lending times for materials that are seldom used. My local public library allows me to borrow material for 3 weeks with the option of renewing up to 3 times if the item is not on hold. When I borrowed a book from Kwantlen I had two days and could only renew once. The materials need to be made accessible to students.
- They need more public free phones available to students.

Richmond

- Great job so far.
- I borrowed the book from Vancouver library. But I cannot bring it in the school library. It's kind of a problem.
- The Upasses should be in the library instead of the bookstore that would be a great help!
- I think the library is fine
- I like how there are washrooms located in the library and having them well-maintained, thank you. :)
- I think that the Upass machine should be in the library instead of the book store since the library is open more often.
- Label what's in each section for books.
- I have often witnessed hot food items being consumed in the library. The library should impose strict enforcements to ensure students abide [nb]y these rules. I find the smell of odorous food extremely distracting, especially in quiet study are[a]s.

Langley

- Great.
- The old chairs in the Langley campus computer lab are terribly uncomfortable!!!
- Nothing that I can think of - it's been a great resource and place to do research, ask questions, study, etc.!

Cloverdale

- I feel that the Cloverdale campus is being neglected with this page of the survey.
- I prefer the Cloverdale library since I attend that school. The other ones don't apply to me.

No Campus Specified

- Easier way to find books in library.

Computers
Total=17

Surrey

- I haven't been in to check since they improved the Surrey campus internet speeds, but before the upgrade, the connection was particularly poor in the library. This may have been fixed, though.
- Computer is too slowly.
- The brand of computers in the library (Sun-something) isn't compatible with many USB sticks. I rarely use these computers because of this reason and this reason only. I wouldn't carry my laptop around if I could use my Kingston USB.
- Sometimes some of the computers are not well maintained. Some keyboards are unresponsive and sometime the PC do not read USB sticks.
- [~~I would say that the library in Richmond campus needs more computers and study area ie. more tables and chairs to study.~~]

Richmond

- I would say that the library in Richmond campus needs more computers [~~and study area ie. more tables and chairs to study.~~]
- Add more computers.
- [~~Hours are so important~~] and computer availability, [~~and the low cost of printing.~~]
- [~~Faster internet/video streaming on computers. Hard to watch videos online when and follow when there is delay.~~] More computers are needed. Also, there should be more guidelines about use. It is frustrating when there are no available computers but several students are using the computer to chat on facebook.
- More computers!
- The library should have more computer [~~and printers.~~]
- [~~I think there should be more power outlets in the study areas~~] and the speed of the computers should be faster. [~~Increase the number of study rooms and study desks/tables.~~]
- Some of the letters on the keyboards in the Richmond campus library is not working.

Langley

- If it is possible to make more computer available because it is often hard to find a computer. Some functions you can only get while on a library computer and often times it is extremely difficult to obtain computer space. [~~Also, if the library was open longer o Sundays and at a different time. The current hours on Sundays are at an awkward time and it is not beneficial.~~]
- A few more computers would be great. [~~As well as cheaper printing.~~]
- Get more computers.

Resources
Total=10

Surrey
- I think having laptop rentals might help only for the purpose of use in the group study rooms, because I have noticed needing the use of laptops during group projects, during the meetings.
- I think more subject related new edition books should be provided for reference.
- Carry electronic device charges. Sometimes I forget my charger it would be nice if the library had some I could borrow.
- Latest edition of course books-more of them-study guides.
- It needs a strong source of Japanese language material, such as books, magazines, etc.
- THE LIBRARY SHOULD SUBSCRIBE TO MORE NEWSPAPERS LIKE NEW YORK TIMES AND WALL STREET JOURNAL
- There should be a larger selection of reasearch books(print copy).
- The subject books like "the Canadian Fundamentals of Nursing" are only available as reserves for 7 days. I prefer if there is at least one copy to take for longer duration.

Richmond
- The CCH manual does not work on all computers, ie when I try to access at work ...and sometimes at home. It is frustrating because the information is so vital for development.
- The wifi reception is kind of a dull at the very back of the library.

Print/Photocopying
Total=8

Surrey
- If possible there should be a printer available where you could scan your documents. [The library hours should be longer on weekends maybe on time of exams!]
- Printer.
- Stop the beeping when using the printers to print off work.

Richmond
- [Hours are so important and computer availability, and the] low cost of printing.
- The library should have more [computer] and printers.
- Printing should be cheaper.

Langley
- I love the library system and think it is excellent, the only way I could think right now to improve the library system would be to have printing off papers to cost less. 5 cents a page as opposed to 10. I understand costs and such but when it comes to classes where I end up printing off a few hundred pages a semester per class, it can add up.
- [A few more computers would be great.] As well as cheaper printing.

Cloverdale
- Reduce the cost of printing to 5 cents (non-colour).

Noise
Total=7

Surrey

- Do not allow any talking or phoning in quiet area.
- I feel it noisy place. I think cellphones will not be allowed in library.
- I wish there were somebody that goes check around to help maintain quietness. What the point if I spend time and money (on transport and parking) to go study in the library but it is not productive because somebody keeps talking by my side?
- Need to enforce people to be quiet in study areas.
- Some parts of the silent study third floor are not sound-proofed very well. If things are being moved in the rooms upstairs, even if the doors are closed, it makes an echo.

Richmond

- Use of cell phones needs to be enforced in quiet study area, it's very distracting when other students are talking on their phones in the library.
- [More study space] and if People talk, kick them out because usually when I go, people at yaping and yapping.

Employees
Total=7

Surrey

- Find replacements for the current staff of librarians.
- More polite and helpful library staff needed.
- SERVICE - nice people not mean ones!
- [The library, and most especially the LIBRARIANS here at the Langley campus are the most hard-working, helpful and dedicated department of the entire campus. We are extremely privileged to have them here (extra-extra-special thanks to [name], [name], and [name], who ALWAYS go the extra mile, and still keep smiling).]

Richmond

- Some of the staff do not know information outside of their specific time slotted work time. ie The lady could not tell me what time the library opened the following day. Her answer was "well I don't work those hours so I don't know"
- Never available for assistances.

Langley

- [The library, and most especially the LIBRARIANS here at the Langley campus are the most hard-working, helpful and dedicated department of the entire campus. We are extremely privileged to have them here (extra-extra-special thanks to [name], [name], and [name], who ALWAYS go the extra mile, and still keep smiling).]

Library Cleanliness
Total=4

Surrey

- Just ensure that students are not bringing their smelly large lunches to the library. We have a cafeteria for eating large meals. Snacks and coffees are fine, but lunches leave messes behind. Especially certain people who don't think they have to clean up after themselves.
- Stricter rules on bringing food into the library. Often very distracting when other students bring pizza or hot foods into the library. Especially the at the Surrey Campus
- The keyboards and mouse remotes are usually dirty.

Richmond

- Keyboards should be cleaned more often [~~and more study desks or chairs should be added.~~]

Orientations

Total=1

Surrey

- If they can held a seminar on regular basis for how to search your data from the database of library and also if they can held a seminar for International students which would help them.

Appendix D: Workshops of Interest to Students

Question 11: "Which of the following in-person workshops would you be interested in attending if the Library were to offer them (the length of each workshop would be approximately 2 hours)? (Please choose all that apply.) : Comment Text"

Surrey

- AAA.
- Already been to ones that apply to me!
- ASA.
- Audio-visual workshop.
- Career information workshops,.
- Doing research using online databases.
- Essay Writing, Researching.
- How to cite and footnotes.
- How to search library database ?
- How to write an Essay (very useful!!!)
- How to write compare/contrast essays.
- How-to access library services.
- I'm open to anything that would be helpf.
- JOB SEARCH.
- LAW.
- Legal citation.
- Lifestyle of different countries.
- Moodle, and other online studying.
- Navigation of library website!!
- New technology (helpful in teaching).
- Non on citations.
- None. [x 8]
- None these are useless sessions.
- Not interested.
- Paraphrase.
- Preparation for test.
- Research techniques.
- Solid research skills/tools.
- Special Topics based on student requests.
- Studying, Using references.
- Successful business writing.
- Time/ money management.
- Tips on studying, scheduling, note taking.
- Using Reference material effectively.
- What each discipline requires for papers.
- Writing.
- Writing a thesis.
- Writing skills.

Richmond

- Computer programming.
- Free ebooks.
- Harvard Citation Style.
- Have not need this so far.

- How to access journal articles.
- How to use your online stats resources.
- I don't know if any one is good for me.
- I wouldn't go with my busy schedule.
- Nil.
- None. [x3]
- None because there are good guides.
- Not interested.
- Resume and cover letter.
- Son of a Citation Machine.
- Trades or Work Services Opportunities.

Langley
- Differences between citation styles.
- Horticulture related workshop.
- How to efficiently do research.
- I am already educated in these topics.
- I think that two hours is too long.
- Maybe a course on what these def's mean!
- None.
- None of the above. [x2]
- Not interested.
- Online research resources & other instit.
- Self plagiarism.
- Update using library service for CCLS.

Cloverdale
- CADD specific.
- Time management.

No Campus Specified
- None

Appendix E: Comments Regarding Library Notification

Question 10: "How would you like to receive library notices? (Please choose all that apply.) : Other Text"

Surrey
- [Email address.]
- Another medium is neccessary; either social media, Eagle Eye or an event/ communications page on the Kwantlen homepage.
- Email to different account.
- Gmail. [x 2]
- I do not usually like to receive library notices.
- I don't want to get notices- email & phone busy enough; but know where to look or search for notices.
- Message to landline.
- My hotmail email. [x 3]
- My own email. [x 3]
- Mykwantlen app for my smartphone.
- No notices.
- No notices please, too many emails already.
- Normal emain. (@hotmail)
- Not important.
- Notice on library doors, etc.
- Other emails. (eg. hotmail)
- Personal Email. [x 3]
- Regular email, but I have my Kwantlen email set up to forward, so this is ok.

Richmond
- Do not text me please.
- I don't want to receive library notices...
- I read the notices in front of the library's main door.
- I use email often.
- More efficient.
- Personal e-mail address linked with Kwantlen e-mail account.
- Personal email.
- Regular email.

Langley
- [Specific email address.] [x 3]
- Other email addresses.

Cloverdale
- My personal e-mail.

Print/hard copy book collection

		Frequency	Valid Percent
Valid	Very unimportant	8	.4
	Unimportant	57	2.7
	Neither important nor unimportant	170	8.2
	Important	730	35.0
	Very important	995	47.7
	N/A Have not used	125	6.0
	Total	2085	100.0
Missing	System	23	
Total		2108	

Electronic book collection (over 100,000 items)

		Frequency	Valid Percent
Valid	Very unimportant	9	.4
	Unimportant	36	1.7
	Neither important nor unimportant	201	9.8
	Important	704	34.2
	Very important	961	46.7
	N/A Have not used	149	7.2
	Total	2060	100.0
Missing	System	48	
Total		2108	

Print/hard copy periodicals (magazines, newspapers, journals)

		Frequency	Valid Percent
Valid	Very unimportant	15	.7
	Unimportant	124	6.0
	Neither important nor unimportant	411	19.8
	Important	774	37.2
	Very important	585	28.1
	N/A Have not used	171	8.2
	Total	2080	100.0
Missing	System	28	
Total		2108	

Online periodicals & online research databases

		Frequency	Valid Percent
Valid	Very unimportant	11	.5
	Unimportant	20	1.0
	Neither important nor unimportant	124	6.0
	Important	517	25.0
	Very important	1325	64.1
	N/A Have not used	71	3.4
	Total	2068	100.0
Missing	System	40	
Total		2108	

Data and statistical resources

		Frequency	Valid Percent
Valid	Very unimportant	9	.4
	Unimportant	35	1.7
	Neither important nor unimportant	228	10.9
	Important	753	36.1
	Very important	865	41.5
	N/A Have not used	196	9.4
	Total	2086	100.0
Missing	System	22	
Total		2108	

DVD and video collection

		Frequency	Valid Percent
Valid	Very unimportant	32	1.5
	Unimportant	161	7.7
	Neither important nor unimportant	612	29.4
	Important	614	29.5
	Very important	308	14.8
	N/A Have not used	354	17.0
	Total	2081	100.0
Missing	System	27	
Total		2108	

Online streaming videos

		Frequency	Valid Percent
Valid	Very unimportant	23	1.1
	Unimportant	89	4.3
	Neither important nor unimportant	524	25.1
	Important	634	30.3
	Very important	495	23.7
	N/A Have not used	326	15.6
	Total	2091	100.0
Missing	System	17	
Total		2108	

Audiovisual equipment

		Frequency	Valid Percent
Valid	Very unimportant	35	1.7
	Unimportant	113	5.5
	Neither important nor unimportant	487	23.7
	Important	660	32.1
	Very important	413	20.1
	N/A Have not used	351	17.0
	Total	2059	100.0
Missing	System	49	
Total		2108	

Subject guides on the Library website

		Frequency	Valid Percent
Valid	Very unimportant	12	.6
	Unimportant	33	1.6
	Neither important nor unimportant	193	9.3
	Important	779	37.3
	Very important	947	45.4
	N/A Have not used	122	5.8
	Total	2086	100.0
Missing	System	22	
Total		2108	

Library citation style guides

		Frequency	Valid Percent
Valid	Very unimportant	9	.4
	Unimportant	15	.7
	Neither important nor unimportant	135	6.5
	Important	558	26.7
	Very important	1296	62.1
	N/A Have not used	74	3.5
	Total	2087	100.0
Missing	System	21	
Total		2108	

Print/hard copy book collection

		Frequency	Valid Percent
Valid	Very unsatisfied	14	.7
	Unsatisfied	72	3.4
	Neither satisfied nor unsatisfied	246	11.8
	Satisfied	1031	49.3
	Very satisfied	534	25.6
	N/A Have not used	193	9.2
	Total	2090	100.0
Missing	System	18	
Total		2108	

Electronic books (over 100,000 items)

		Frequency	Valid Percent
Valid	Very unsatisfied	8	.4
	Unsatisfied	82	4.0
	Neither satisfied nor unsatisfied	332	16.0
	Satisfied	869	41.9
	Very satisfied	477	23.0
	N/A Have not used	305	14.7
	Total	2073	100.0
Missing	System	35	
Total		2108	

Print/hard copy periodicals (magazines, newspapers, journals)

		Frequency	Valid Percent
Valid	Very unsatisfied	10	.5
	Unsatisfied	71	3.4
	Neither satisfied nor unsatisfied	416	20.1
	Satisfied	823	39.7
	Very satisfied	395	19.1
	N/A Have not used	357	17.2
	Total	2072	100.0
Missing	System	36	
Total		2108	

Online periodicals & online research databases

		Frequency	Valid Percent
Valid	Very unsatisfied	13	.6
	Unsatisfied	82	3.9
	Neither satisfied nor unsatisfied	252	12.1
	Satisfied	909	43.5
	Very satisfied	662	31.7
	N/A Have not used	170	8.1
	Total	2088	100.0
Missing	System	20	
Total		2108	

Data and statistical resources

		Frequency	Valid Percent
Valid	Very unsatisfied	6	.3
	Unsatisfied	67	3.2
	Neither satisfied nor unsatisfied	395	18.9
	Satisfied	786	37.7
	Very satisfied	412	19.7
	N/A Have not used	421	20.2
	Total	2087	100.0
Missing	System	21	
Total		2108	

DVD and video collection

		Frequency	Valid Percent
Valid	Very unsatisfied	17	.8
	Unsatisfied	82	3.9
	Neither satisfied nor unsatisfied	540	25.9
	Satisfied	528	25.3
	Very satisfied	215	10.3
	N/A Have not used	701	33.7
	Total	2083	100.0
Missing	System	25	
Total		2108	

Online streaming videos

		Frequency	Valid Percent
Valid	Very unsatisfied	20	1.0
	Unsatisfied	71	3.4
	Neither satisfied nor unsatisfied	535	25.7
	Satisfied	543	26.1
	Very satisfied	243	11.7
	N/A Have not used	666	32.1
	Total	2078	100.0
Missing	System	30	
Total		2108	

Audiovisual equipment

		Frequency	Valid Percent
Valid	Very unsatisfied	19	.9
	Unsatisfied	64	3.1
	Neither satisfied nor unsatisfied	522	25.3
	Satisfied	549	26.6
	Very satisfied	249	12.1
	N/A Have not used	659	32.0
	Total	2062	100.0
Missing	System	46	
Total		2108	

Subject guides on the Library website

		Frequency	Valid Percent
Valid	Very unsatisfied	9	.4
	Unsatisfied	59	2.9
	Neither satisfied nor unsatisfied	308	14.9
	Satisfied	898	43.4
	Very satisfied	551	26.6
	N/A Have not used	244	11.8
	Total	2069	100.0
Missing	System	39	
Total		2108	

Library citation style guides

		Frequency	Valid Percent
Valid	Very unsatisfied	10	.5
	Unsatisfied	62	3.0
	Neither satisfied nor unsatisfied	230	11.1
	Satisfied	835	40.4
	Very satisfied	777	37.6
	N/A Have not used	153	7.4
	Total	2067	100.0
Missing	System	41	
Total		2108	

Overall satisfaction with the Library's resources

		Frequency	Valid Percent
Valid	Very unsatisfied	8	.4
	Unsatisfied	49	2.4
	Neither satisfied nor unsatisfied	212	10.3
	Satisfied	1183	57.5
	Very satisfied	546	26.5
	N/A Have not used	59	2.9
	Total	2057	100.0
Missing	System	51	
Total		2108	

Library hours of operation

		Frequency	Valid Percent
Valid	Very unimportant	2	.1
	Unimportant	1	.1
	Neither important nor unimportant	41	2.3
	Important	384	21.8
	Very important	1324	75.2
	N/A Have not used	8	.5
	Total	1760	100.0
Missing	System	348	
Total		2108	

Library cleanliness

		Frequency	Valid Percent
Valid	Unimportant	2	.1
	Neither important nor unimportant	87	5.0
	Important	632	36.1
	Very important	1022	58.4
	N/A Have not used	7	.4
	Total	1750	100.0
Missing	System	358	
Total		2108	

General study space

		Frequency	Valid Percent
Valid	Very unimportant	1	.1
	Unimportant	5	.3
	Neither important nor unimportant	55	3.1
	Important	437	24.9
	Very important	1246	71.0
	N/A Have not used	11	.6
	Total	1755	100.0
Missing	System	353	
Total		2108	

Quiet area to study

		Frequency	Valid Percent
Valid	Very unimportant	4	.2
	Unimportant	15	.9
	Neither important nor unimportant	73	4.2
	Important	355	20.3
	Very important	1290	73.8
	N/A Have not used	10	.6
	Total	1747	100.0
Missing	System	361	
Total		2108	

Group study rooms

		Frequency	Valid Percent
Valid	Very unimportant	2	.1
	Unimportant	22	1.3
	Neither important nor unimportant	131	7.5
	Important	495	28.3
	Very important	1058	60.5
	N/A Have not used	42	2.4
	Total	1750	100.0
Missing	System	358	
Total		2108	

Availability of computers

		Frequency	Valid Percent
Valid	Very unimportant	8	.5
	Unimportant	28	1.6
	Neither important nor unimportant	102	5.8
	Important	427	24.4
	Very important	1173	67.0
	N/A Have not used	12	.7
	Total	1750	100.0
Missing	System	358	
Total		2108	

Reference service desk hours

		Frequency	Valid Percent
Valid	Very unimportant	6	.3
	Unimportant	26	1.5
	Neither important nor unimportant	242	13.8
	Important	694	39.5
	Very important	724	41.3
	N/A Have not used	63	3.6
	Total	1755	100.0
Missing	System	353	
Total		2108	

Assistance by reference librarians (in person, by email, by phone)

		Frequency	Valid Percent
Valid	Very unimportant	6	.3
	Unimportant	26	1.5
	Neither important nor unimportant	194	11.1
	Important	652	37.2
	Very important	800	45.6
	N/A Have not used	75	4.3
	Total	1753	100.0
Missing	System	355	
Total		2108	

"Ask Away" chat reference service

		Frequency	Valid Percent
Valid	Very unimportant	12	.7
	Unimportant	62	3.5
	Neither important nor unimportant	354	20.2
	Important	497	28.3
	Very important	496	28.3
	N/A Have not used	334	19.0
	Total	1755	100.0
Missing	System	353	
Total		2108	

Assistance by audiovisual services staff

		Frequency	Valid Percent
Valid	Very unimportant	17	1.0
	Unimportant	68	3.9
	Neither important nor unimportant	382	22.0
	Important	500	28.8
	Very important	371	21.4
	N/A Have not used	398	22.9
	Total	1736	100.0
Missing	System	372	
Total		2108	

Assistance by checkout counter staff

		Frequency	Valid Percent
Valid	Very unimportant	7	.4
	Unimportant	19	1.1
	Neither important nor unimportant	202	11.6
	Important	753	43.3
	Very important	696	40.0
	N/A Have not used	63	3.6
	Total	1740	100.0
Missing	System	368	
Total		2108	

Intercampus loan service (getting items from another Kwantlen campus)

		Frequency	Valid Percent
Valid	Very unimportant	4	.2
	Unimportant	16	.9
	Neither important nor unimportant	169	9.7
	Important	495	28.4
	Very important	854	48.9
	N/A Have not used	207	11.9
	Total	1745	100.0
Missing	System	363	
Total		2108	

Interlibrary loan service (getting items from another institution)

		Frequency	Valid Percent
Valid	Very unimportant	6	.3
	Unimportant	13	.7
	Neither important nor unimportant	210	12.0
	Important	491	28.1
	Very important	760	43.5
	N/A Have not used	267	15.3
	Total	1747	100.0
Missing	System	361	
Total		2108	

Availability of audiovisual equipment

		Frequency	Valid Percent
Valid	Very unimportant	23	1.3
	Unimportant	57	3.3
	Neither important nor unimportant	372	21.5
	Important	466	26.9
	Very important	399	23.0
	N/A Have not used	417	24.0
	Total	1734	100.0
Missing	System	374	
Total		2108	

Library research sessions booked by your instructor and taught by a librarian

		Frequency	Valid Percent
Valid	Very unimportant	40	2.3
	Unimportant	86	4.9
	Neither important nor unimportant	353	20.2
	Important	569	32.6
	Very important	522	29.9
	N/A Have not used	176	10.1
	Total	1746	100.0
Missing	System	362	
Total		2108	

Printing

		Frequency	Valid Percent
Valid	Very unimportant	4	.2
	Unimportant	6	.3
	Neither important nor unimportant	65	3.7
	Important	399	22.8
	Very important	1237	70.6
	N/A Have not used	40	2.3
	Total	1751	100.0
Missing	System	357	
Total		2108	

Photocopying

		Frequency	Valid Percent
Valid	Very unimportant	4	.2
	Unimportant	9	.5
	Neither important nor unimportant	83	4.8
	Important	449	25.7
	Very important	1128	64.6
	N/A Have not used	72	4.1
	Total	1745	100.0
Missing	System	363	
Total		2108	

Appendix I: Detailed Frequencies - Satisfaction Library Facilities and Services

Library hours of operation

		Frequency	Valid Percent
Valid	Very unsatisfied	79	4.5
	Unsatisfied	192	10.8
	Neither satisfied nor unsatisfied	135	7.6
	Satisfied	769	43.3
	Very satisfied	580	32.7
	N/A Have not used	20	1.1
	Total	1775	100.0
Missing	System	333	
Total		2108	

Library cleanliness

		Frequency	Valid Percent
Valid	Very unsatisfied	15	.8
	Unsatisfied	57	3.2
	Neither satisfied nor unsatisfied	118	6.7
	Satisfied	891	50.4
	Very satisfied	668	37.8
	N/A Have not used	18	1.0
	Total	1767	100.0
Missing	System	341	
Total		2108	

General study space

		Frequency	Valid Percent
Valid	Very unsatisfied	48	2.7
	Unsatisfied	170	9.6
	Neither satisfied nor unsatisfied	217	12.3
	Satisfied	815	46.2
	Very satisfied	485	27.5
	N/A Have not used	29	1.6
	Total	1764	100.0
Missing	System	344	
Total		2108	

Quiet area to study

		Frequency	Valid Percent
Valid	Very unsatisfied	66	3.7
	Unsatisfied	186	10.5
	Neither satisfied nor unsatisfied	213	12.1
	Satisfied	755	42.8
	Very satisfied	500	28.3
	N/A Have not used	46	2.6
	Total	1766	100.0
Missing	System	342	
Total		2108	

Group study rooms

		Frequency	Valid Percent
Valid	Very unsatisfied	44	2.5
	Unsatisfied	134	7.6
	Neither satisfied nor unsatisfied	245	13.8
	Satisfied	717	40.5
	Very satisfied	485	27.4
	N/A Have not used	145	8.2
	Total	1770	100.0
Missing	System	338	
Total		2108	

Availability of computers

		Frequency	Valid Percent
Valid	Very unsatisfied	50	2.8
	Unsatisfied	195	11.0
	Neither satisfied nor unsatisfied	277	15.7
	Satisfied	779	44.1
	Very satisfied	420	23.8
	N/A Have not used	46	2.6
	Total	1767	100.0
Missing	System	341	
Total		2108	

Reference service desk hours

		Frequency	Valid Percent
Valid	Very unsatisfied	13	.7
	Unsatisfied	41	2.3
	Neither satisfied nor unsatisfied	296	16.8
	Satisfied	832	47.2
	Very satisfied	424	24.1
	N/A Have not used	155	8.8
	Total	1761	100.0
Missing	System	347	
Total		2108	

Assistance by reference librarians (in person, by email, by phone)

		Frequency	Valid Percent
Valid	Very unsatisfied	13	.7
	Unsatisfied	34	1.9
	Neither satisfied nor unsatisfied	273	15.5
	Satisfied	738	41.8
	Very satisfied	473	26.8
	N/A Have not used	235	13.3
	Total	1766	100.0
Missing	System	342	
Total		2108	

"Ask Away" chat reference service

		Frequency	Valid Percent
Valid	Very unsatisfied	11	.6
	Unsatisfied	20	1.1
	Neither satisfied nor unsatisfied	330	18.6
	Satisfied	509	28.7
	Very satisfied	324	18.3
	N/A Have not used	577	32.6
	Total	1771	100.0
Missing	System	337	
Total		2108	

Assistance by audiovisual services staff

		Frequency	Valid Percent
Valid	Very unsatisfied	9	.5
	Unsatisfied	22	1.3
	Neither satisfied nor unsatisfied	381	21.7
	Satisfied	442	25.2
	Very satisfied	259	14.8
	N/A Have not used	641	36.5
	Total	1754	100.0
Missing	System	354	
Total		2108	

Assistance by checkout counter staff

		Frequency	Valid Percent
Valid	Very unsatisfied	12	.7
	Unsatisfied	50	2.8
	Neither satisfied nor unsatisfied	251	14.2
	Satisfied	789	44.6
	Very satisfied	496	28.0
	N/A Have not used	172	9.7
	Total	1770	100.0
Missing	System	338	
Total		2108	

Intercampus loan service (getting items from another Kwantlen campus)

		Frequency	Valid Percent
Valid	Very unsatisfied	9	.5
	Unsatisfied	35	2.0
	Neither satisfied nor unsatisfied	305	17.2
	Satisfied	577	32.5
	Very satisfied	400	22.6
	N/A Have not used	447	25.2
	Total	1773	100.0
Missing	System	335	
Total		2108	

Interlibrary loan service (getting items from another institution)

		Frequency	Valid Percent
Valid	Very unsatisfied	19	1.1
	Unsatisfied	48	2.7
	Neither satisfied nor unsatisfied	322	18.2
	Satisfied	486	27.5
	Very satisfied	324	18.3
	N/A Have not used	570	32.2
	Total	1769	100.0
Missing	System	339	
Total		2108	

Availability of audiovisual equipment

		Frequency	Valid Percent
Valid	Very unsatisfied	12	.7
	Unsatisfied	30	1.7
	Neither satisfied nor unsatisfied	356	20.4
	Satisfied	442	25.3
	Very satisfied	269	15.4
	N/A Have not used	637	36.5
	Total	1746	100.0
Missing	System	362	
Total		2108	

Library research sessions booked by your instructor and taught by a librarian

		Frequency	Valid Percent
Valid	Very unsatisfied	27	1.5
	Unsatisfied	45	2.5
	Neither satisfied nor unsatisfied	372	21.1
	Satisfied	646	36.6
	Very satisfied	367	20.8
	N/A Have not used	309	17.5
	Total	1766	100.0
Missing	System	342	
Total		2108	

Printing

		Frequency	Valid Percent
Valid	Very unsatisfied	35	2.0
	Unsatisfied	107	6.1
	Neither satisfied nor unsatisfied	168	9.5
	Satisfied	751	42.5
	Very satisfied	589	33.3
	N/A Have not used	117	6.6
	Total	1767	100.0
Missing	System	341	
Total		2108	

Photocopying

		Frequency	Valid Percent
Valid	Very unsatisfied	32	1.8
	Unsatisfied	87	4.9
	Neither satisfied nor unsatisfied	201	11.4
	Satisfied	723	41.0
	Very satisfied	533	30.2
	N/A Have not used	186	10.6
	Total	1762	100.0
Missing	System	346	
Total		2108	

Overall satisfaction with the Library's facilities and services

		Frequency	Valid Percent
Valid	Very unsatisfied	12	.7
	Unsatisfied	55	3.2
	Neither satisfied nor unsatisfied	201	11.5
	Satisfied	1017	58.2
	Very satisfied	430	24.6
	N/A Have not used	31	1.8
	Total	1746	100.0
Missing	System	362	
Total		2108	