



# LIBRARY

## **Library Student Survey**

**April 2007**

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## Executive Summary

During the 2007 spring semester, Kwantlen University College's Library, in conjunction with the Office of Institutional Analysis and Planning, conducted a study to gather opinions on how well the Library is meeting students' needs. Four aspects were examined: 1) the Library's collection availability and access, 2) facilities and services, 3) what students would like the Library to do, and 4) information on student status, patterns of use, and modes of access to the Library's resources.

Overall, Kwantlen students are satisfied with Library services; 97% of study participants (796/818) indicated the Library provided services helpful to students' needs<sup>1</sup>. The Libraries, in general, appear to be well utilized as 81% of the respondents (625/773) indicated that they visited the Library in person at least once every week. Fifty-five percent of the survey respondents (425/774) also accessed the Library from their home computers at least once a week. Further, Libraries were deemed to be well maintained, as 77% of students were satisfied or very satisfied with the cleanliness of the Library.

Feedback on the collection availability and access to the Library's resources was, however, somewhat mixed. For example, 80% of respondents (759/949) deemed the Library's book collection as important or very important, while only 65% (571/882) were satisfied or very satisfied with the current collection. Furthermore, although 82% (772/946) of respondents indicated off-campus access as important or very important, only 68% (600/881) were satisfied or very satisfied; Nonetheless, this represents an increase of 17% over the 51% (107/207) of individuals who were satisfied or very satisfied with off-campus access to the Library's online resources in 2005. There was very little difference between the levels of importance attributed to, and satisfaction with, some aspects of the Library's collections; for example, 63% (595/942) of respondents rated print magazines and journal collections as important or very important, and 60% (526/881) were satisfied or very satisfied with these materials.

Inter-campus opinions on availability and access varied widely between Langley and the two larger campuses, Richmond and Surrey. For example, 73% (77/105) of students who indicated Langley as their home campus reported being satisfied or very satisfied with the Library's book collection, compared to 63% (160/256) of Richmond students who reported they were satisfied or very satisfied with it, and 62% (249/403) of Surrey students. However, all of these campuses this year are up from the 2005 survey reporting the percentage of students who were satisfied or very satisfied with the book collection at 62% for Langley, 48% of Surrey campus respondents and 47% of Richmond respondents.

When asked what students would like the Library to do in terms of extending hours, more students selected having the Library stay open until 10 pm Monday through Thursday as their first choice, rather than having the Library open after 5 pm on Fridays, or open earlier in the mornings or be open on Sundays. Overall, however, less than half the students (40% or 308/768) who responded to the question "Would you use the Library more if it was open different hours?" said "yes". This is approximately the same proportion of respondents as those in the 2005 survey —39% (70/178)—who stated they would use the Library more if it were open different hours. Of the 17% of respondents (137/795) who expressed an interest in attending special topics sessions in the Library, citing sources for bibliographies seemed to be the topic of greatest interest to students, with a total of 106/147 responses on a multiple response item.

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<sup>1</sup>However, it should be noted that one percent of respondents' in this year's sample were from Newton Campus, and less than one percent of respondents were from the new Cloverdale Campus. Therefore, the results may be slightly skewed.

## Introduction

The Library student survey consists of four components of data. The first section looks at collection availability and accessibility; the second, facilities and services; the third asked what students would like the Library to do; and the last segment captures demographic information about the students as well as their patterns of Library use.

The Library student survey was first designed and administered in 1999 as a means of gathering data on students' satisfaction with the Library resources and facilities and patterns of usage, as well as determining additional services that would support students in their studies at Kwantlen University College. This survey has subsequently been administered every other year starting from 1999 through to this present spring semester.

## Methodology

In previous years, the survey was administered as a pen-and-paper survey, and was administered to students while they were visiting the Library. In 2005, the method of survey distribution and data collection shifted from pen-and-paper to web-based, and a notice was posted to students' myKwantlen Announcements board informing them of the survey and providing them with the link to the web site. This year, a link was posted on both the myKwantlen and Kwantlen Library web sites, with an announcement that explained the purpose of the survey as well as informing students that upon completing the survey they had the opportunity to enter a draw for one of three prizes. Students were given a two week time frame in which to access and complete the survey. In order to make the survey more convenient for students, they had the option of returning to the survey site and completing the survey at their leisure, rather than feeling rushed. While students could return to the site to complete the survey that might have been started in an earlier session, they were not able to revise their answers from the previous session; the survey link took them directly to the point at which they had left off in the previous session.

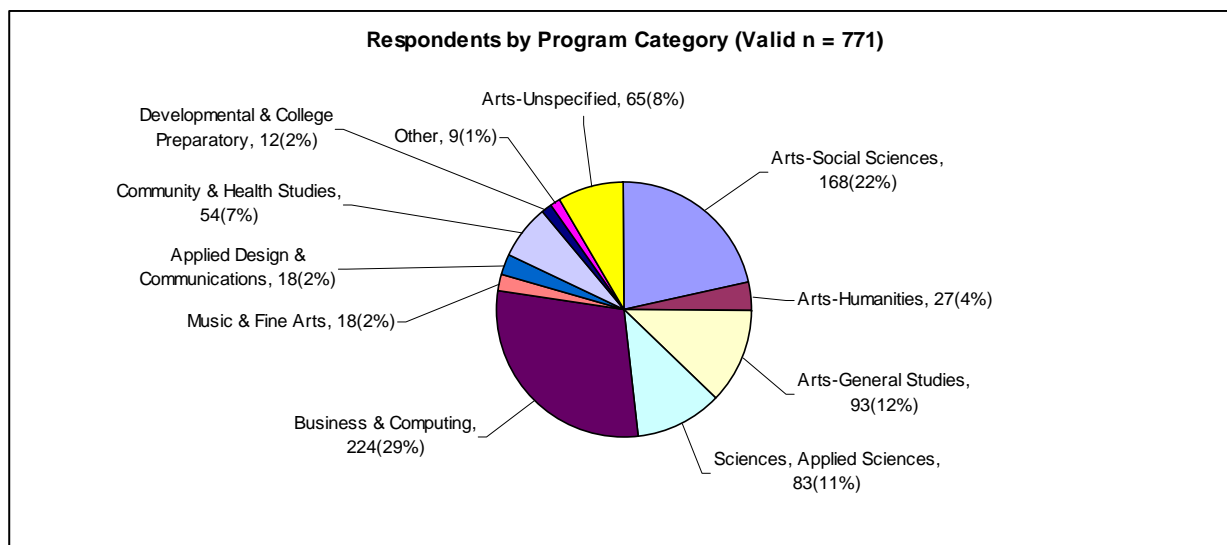
The notification through the myKwantlen site should have reached all students, thus all students would have an equal opportunity to complete the survey and enter in the draw. Approximately 10,000 students were registered this spring 2007 and 972 students responded to the survey, yielding a response rate of just under 10% for this iteration of the students' Library survey. The Library advertised the survey through a poster campaign in each of the campus Libraries. Specifically it entailed 4ft. banner signs in the Libraries, as well as little mini-signs posted on all the computer stations therein. To access the survey students had to get to it through the Kwantlen Library website, but users did not need to sign in to get the website - it was linked in the "In The Spotlight" section on the right of the homepage at [www.Kwantlen.ca/library](http://www.Kwantlen.ca/library)

The response rate to the administration of the survey in a web-based format increased dramatically from 2005 to 2007. In 2005 only 213 students, or approximately 2% of the students enrolled in the spring 2005 term, completed the survey, whereas 972 students participated in the survey this year. However, the results suggest that not all of the participants completed the entire questionnaire: only 787 students maximum, responded to each of the survey items after completing the eighth question of the survey. While it is not entirely clear why this pattern emerged, one possibility is that the 185 students who appear not to have completed the survey may have saved part of their survey, intending to complete it at a later time, but chose not to complete the survey.

## Profile of Respondents

Nine hundred and seventy-two students took part in the Library survey this year. Of the 787 respondents who provided information about their full-time or part-time status, 85% of the students indicated they were full-time (i.e., enrolled in three or more courses) while 15% mentioned they were attending Kwantlen on a part-time basis. Only 11%, of the respondents (86/775) indicated they were enrolled in an online course during the spring 2007 semester. Nearly all of these students taking an online course were enrolled on a full-time basis (76/86), while the remaining 10 students taking an on-line course were of part-time status.

Similar to the 2003 and 2005 survey samples, the highest proportion of respondents (46%) this year were enrolled in Arts (Social Sciences, Humanities, General, and Unspecified), followed by Business (29%), and then Science (11%). The remaining specified programs were Health and Community Studies (7%), Fine Arts and Music (2%), Applied design and Communications (2%), Developmental (ESL, ABE) and College Prep (2%), and Other, non-specified (1%). Please see the corresponding Chart 1 below.



Seven hundred and eighty-six (786) respondents provided information about their home campus for this term. It would appear that only four students from the Newton campus participated in the survey, but that's a 400% increase from the 2005 survey when only one student participated. However, only one student on the Cloverdale campus completed this on-line survey. Therefore, Cloverdale, the newest Kwantlen campus was also expectedly under-represented at less than one percent of the total participants. Given the on-line method of survey distribution, all students on all campuses had the opportunity to participate in the survey. Chart 2, shown below, illustrates the distribution of respondents by campus.

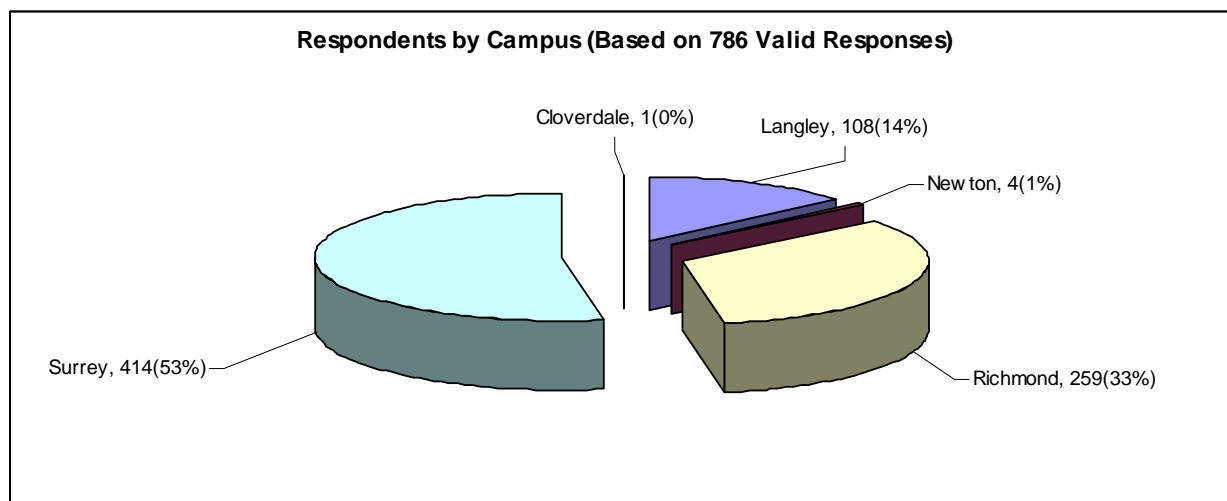


Chart 2 shows that Surrey Campus had the largest number of participants at 53%, compared to Richmond at 33%, and Langley with 14%. At the time the survey was being administered, the trades programs had just moved to the new Cloverdale campus and the Library had not yet opened; hence, there is an under-representation of Cloverdale students and trade students. The profile of the 2007 survey respondents appears to be similar to that of the 2005 participants, including an under-representation of students from the Newton campus. This is most likely because there is no Library physically located on Newton campus for students.

## Collection Availability and Accessibility

Respondents were asked to rate both the importance of, and their satisfaction with, a number of items pertaining to the materials (print, media, electronic) in the Library's collection. The survey results indicate that some resources are much more widely used than others. For example, as many as 97% (923/947) of the survey respondents claimed that they have used the Library web site. In contrast, 61 (539/880) to 78% (744/953) respondents reported using Kwantlen Library's video collections; that number was up from 52 to 61% of respondents who claimed to use the video collection in the 2005 survey. The average rating<sup>2</sup> of importance for each of the 12 items listed ranged from 3.34 (Somewhat Important) for the video collection to a score of 4.52 (Very Important) for the Library's off-campus access to online resources (i.e., article indexes).

**Table 1a**

Library Service's Collection Availability/Access <sup>a</sup>	Important or Very Important	Satisfied or Very Satisfied	Important or Very Important <sup>b</sup>	Satisfied or Very Satisfied <sup>b</sup>
Library web site	86% (818/947)	79% (697/882 )	89% (818/923)	82% (697/852)
Online article indexes and research databases	83% (787/945)	68% (593/871)	88% (787/898)	75% (593/788)
Off-campus access to online resources (i.e., article indexes)	82% (772/946)	68% (600/881)	88% (772/877)	77% (600/781)
Book Collection	80% (759/949 )	65% ( 571/882)	85% (759/898)	71% (571/804)
Resources by subject on the library website	79% (753/951)	71% (628/881)	83% (753/903)	78% (628/806)
Online magazines and journals	76% (724/950 )	64% (564/878 )	82% (724/885)	73% (564/775)
Library guideposts for citation sites	68% (642/950 )	66% (582/886 )	77% (642/835)	80% (582/729)
Library quick guides for online indexes and databases	67% (639/952)	61% (540/883 )	77% (639/833)	75% (540/717)
Course reserves	64% (608/947 )	55% (487/882 )	75% (608/814)	70% (487/699)
Print magazines and journals	63% (595/942)	60% (526/881 )	69% (595/858)	70% (526/755)
Library guideposts for our print collection	51% (482/952 )	54% (478/880)	63%(482/768)	75% (478/640)
Video collection	32% (300/953 )	34% (296/880 )	40% (300/744)	55% (296/539)

<sup>a</sup> Order of "Importance" shown from highest to lowest.

<sup>b</sup> Excluding respondents who reported "N/A (Have not used resource)".

The data show that the top four items students rated as being either important or very important were:

- Library web site—86% (818/947)
- Online article indexes and research databases—83% (787/945)
- Off-campus access to online resources (i.e., article indexes)-- 82% (772/946)
- Book Collection—80% (759/949)

<sup>2</sup> An average for each item was calculated by recoding the scale such that a "1" was equivalent to "not at all important", and a "5" was equal to "Very important".



Overall, students' satisfaction with the Library's collection of resources (whether print, media, or electronic) is somewhat lower than the importance placed on the items listed in question one. For example, while 83% of respondents, overall, indicated that the Library's online article indexes/research databases were important or very important, only 68% (593/878) indicated that they were satisfied or very satisfied with the online article indexes/research databases; however, if we take into account only the students who rated their satisfaction level of it, 75% (593/788) were satisfied or very satisfied with this resource. See the third and fourth columns in Table 1a, above, to see calculations of high importance rating and high satisfaction taking into account only those students who had reported having used the resource.

As with the importance scale, an average score was also calculated for satisfaction with each item in question one. The average rating ranged from 3.56 (somewhat satisfied) to 4.11 (satisfied). To gain insight into the gap between students' expectations (the importance rating) and how well they are being met, note the difference between the average importance rating and the average satisfaction rating for any item. See Appendix A: Table 1b for the complete break-out of data (as a percent of responses by categories) and the average scores on each item.

## Library Services and Facilities

Overall, 97% (796/818) of respondents indicated that the Library provides services helpful to their needs. Survey participants were asked to rate a total of 14 items (related to Library services and facilities) both in terms of the importance of the services and students' satisfaction with these services (See Table 2a).

**Table 2a**

Aspects of Library's services or facilities <sup>a</sup>	Important or Very Important	Satisfied or Very Satisfied	Important or Very Important <sup>b</sup>	Satisfied or Very Satisfied <sup>b</sup>
Material being in proper place on shelves	93%(780/841)	74% (603/815)	95% (780/822)	79% (603/759)
Availability of a quiet area to study	91%(759/839)	53% (434/814)	92% (759/824)	54% (434/797)
Library cleanliness	90%(752/840)	77% (623/812)	90% (752/834)	78% (623/801)
Study space	89%(744/837)	62% ( 501/812)	91% (744/818)	63% (501/790)
Material being reshelfed promptly	86%(721/841)	74% (606/816)	89% (721/811)	80% (606/755)
Printing from Library computers	86%(718/839)	70% (570/816)	91% (718/788)	77% (570/739)
Photocopying	86%(721/838)	69% (564/815)	90% (721/797)	75% (564/753)
Group study rooms	74%(617/838)	53% (433/813)	82% (617/752)	64% (433/679)
Reference services at our Information Desks	74%(621/837)	63% (512/811)	83% (621/754)	78% (512/657)
Reserving study rooms online	67%(553/830)	53% (431/809)	78% (553/706)	74% (431/583)
Interlibrary loan service (obtaining materials from Non-Kwantlen libraries)	62%(523/840)	41% (337/816)	84% (523/623)	66% (337/507)
Library learning lab	58%(488/837)	55% (450/814)	72% (488/679)	74% (450/612)
Email reference service	54%(454/835)	43% (352/813)	73% (454/622)	72% (352/487)
Availability of audio-visual equipment	52%(434/836)	48% (393/812)	69% (434/625)	74% (393/533)
AskAway real-time chat reference service	33%(273/838)	24% (198/811)	60% (273/463)	62% (198/317)

<sup>a</sup> Order of "Importance" shown from highest to lowest.

<sup>b</sup> Excluding respondents who reported "N/A (Have not used service)".

Respondents' satisfaction with various facets of the Library's facilities and services varied widely across all 14 items. Only 24% of students rated their satisfaction level of AskAway real-time chat reference service as being "satisfied" or very satisfied"; however, 62% of students reported they had not used the service before and therefore, did not rate their satisfaction level with it. Of the 317 students who had used the AskAway live-chat, 62% (198/317) reported that they were satisfied or very satisfied with this service. The last column in Table 2a, above, shows the actual level of high satisfaction after taking out of the equation those students who reported "Have not used service". However, one could argue that the original reporting of those satisfied or very satisfied is still of greatest value because students who never used the service may not have needed it. Therefore, including the 'never used the service' responses could be equated under "Not satisfied".

Students were most satisfied with the cleanliness of the Library: 77% (623/812) of respondents indicated they were satisfied or very satisfied with the cleanliness of the facilities. As well, 91% (759/839) of respondents rated availability of a quiet area to study as being important or very important, yet only 53% (434/814) of respondents claimed they were satisfied or very satisfied; much like the results of the 2005 survey wherein 88% of respondents thought it was important or very important, and only 54% of the students (106/197) reported being satisfied or very satisfied with the availability of a quiet area to study. There has been an increase to 69% of students satisfied with the photocopying equipment in 2007; this is up from 54% (106/199) satisfied in 2005. This is an important finding since 86% (721/838) of respondents in 2007 deemed it important or very important. Overall, the average satisfaction scores ranged from 3.47 for the 'availability of a quiet place to study', to 4.04 for 'printing from Library computers'. Please refer to Appendix A: Table 2b for a more comprehensive break-out of the percent of responses in each category and the average ratings for each item.

As with the Library's collection of resources, students' usage of services being offered varied considerably. For example, as previously mentioned, 61% (494/811) of respondents indicated they had not used the "AskAway real-time chat reference service"; up to 40% (326/813) had not used the e-mail reference service; and, 38% (309/816) of the respondents had not used the interLibrary loan service. (Refer to Appendix A for the break-out of responses by service.)

The services that appear to be most important to students include:

- Material being in its proper place on the shelves (93% or 780/841)
- Availability of a quiet area to study (91% or 759/839);
- Library cleanliness (90% or 752/840); and
- Study space (89% or 744/837).

Average ratings for the importance of each item were calculated, and these ranged from 3.64 (Important) for the 'AskAway real-time chat reference service', to 4.62 (Very Important) for 'material being in proper places on shelves'.

## **Patterns of Use and Access**

Respondents were asked to rank three modes of accessing the Library's resources--in person, via home computer, or by phone—according to whether each mode was their first, second or third choice. "I never access the Library's resources" was included as an additional option<sup>3</sup>. Overall, accessing the Library in person appeared to be the first choice of most respondents (58% or 452/778). Forty-two percent (323/778) of respondents chose home computer access as their first choice to access the Library. In contrast, back in 2005, survey results revealed that 32% (56/185) of respondents preferred accessing the Library's resources from their home computer as their second choice. Approximately 40% of respondents (300/754) selected "in person" as their second choice for accessing the Library, whereas 56% of respondents (423/ 754) indicated that access via their home computer was their second choice for accessing the Library. Only 3% (20/754) selected "by phone" as their secondary mode of accessing the Library; down 2% from 5% (9/175) in 2005. Lastly, 91% (506/555) of respondents indicated that accessing the Library by phone was their third choice. (See Table 3, next page).

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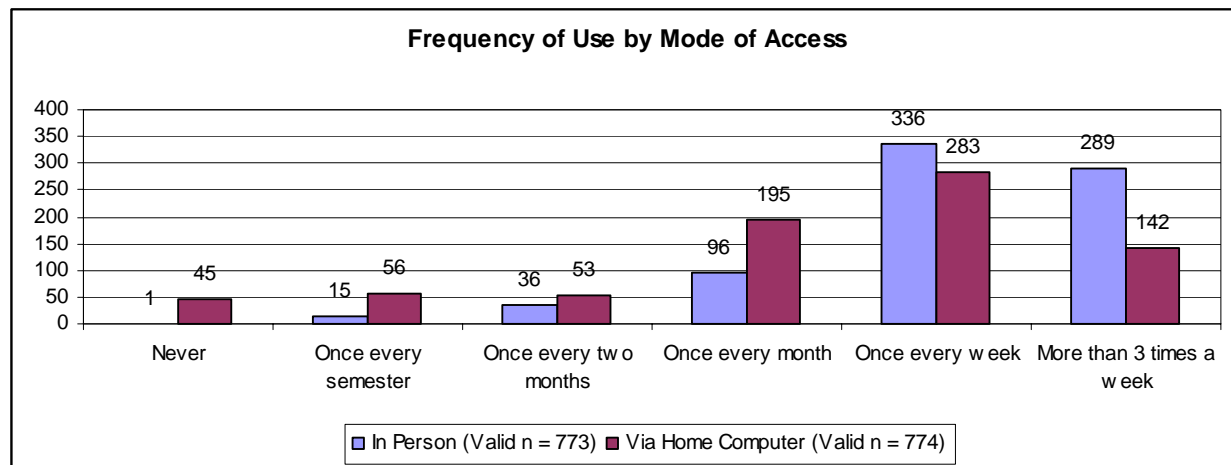
<sup>3</sup> The frequency distributions for questions 24 and 25 suggest that one respondent has never accessed the Library in person, and 45 have never accessed the Library by computer.

**Table 3: Preferred Modes of Accessing the Library**

Mode	1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	3 <sup>rd</sup> Choice	Never Access
In person	452 (58%)	300 (40%)	8 (1%)	4 (1%)
Via home computer	323 (42%)	423 (56%)	15 (3%)	0 (0%)
By phone	1 (0%)	20 (3%)	506 (91%)	54 (15%)
Never access	2 (0%)	11 (1%)	26 (5%)	309 (84%)
Total	778	754	555	367

Similar patterns for preferred modes of accessing the Library held when the data were broken out by full-time/part-time status and by campus.

In terms of how often students utilized the Library facilities in person (valid n = 773), compared to how often they accessed the Library via their home computer, refer to Chart 5, below.

**Chart 5**

The data suggest that the greatest number of respondents access the Library, whether in person or through their home computer, at least once per week. Overall, more respondents reported they had never accessed the Library via their home computers than the number of respondents who had never visited the Library in person. Please refer to Charts 4 through 8 for a break-out of the data by student type (e.g., full-time status) and then by campus.

The survey also elicited data pertaining to the days and time of day that students most often access the Library. Overall, students are most likely to access the Library between 9 a.m. and 5 p.m. during the week. Students access the Library in person less frequently on Saturdays.

Respondents who claimed they never used the Library, either in person or by computer, provided the following reasons: Those who never used the Library at all indicated that they either use the public Library or other on-line services. Eight respondents indicated that they “never have to” or “haven’t had the need to”. One commented that they don’t access the Library because of “limited book resources” and another wrote “because there are not sufficient resources for research”. One student said, “because I live far away from the Library and any online resources are my choice”.

## Changes to the Library

Survey participants were asked a number of questions about the kinds of changes they'd like to see in the Library, vis-à-vis hours of operation, additional services/features, and the availability of seminars on special topics related to Library research. Although there appear to be a number of open ended comments to the effect that the Library should extend its hours of operation, when students were asked if they would use the Library more if it were open different hours, only 40% (308/768), similar to 39% (70/178) in 2005, responded "yes". Among the respondents who claimed they would use the Library more if it were open different hours, the preference was to have the Library stay open later, specifically 9 pm to 10 pm, Monday to Thursdays. Overall, the second choice for extended hours was to have the Library open Sunday afternoons, with the third choice being to have the Library open on Sunday mornings.

Respondents were asked if they would like the reference librarians at the information desks to extend their hours of availability. Only 18% (147/803) of participants, down 2% from 20% (37/185) of participants in 2005, replied "yes" to this question. Among this small group of students, their preference was to have reference librarians available in the late evening--between 8 p.m. and 9 p.m.

Seventeen percent of respondents (137/795) indicated that they would be interested in attending special out of class sessions in the Library: This was a 12% decrease from the 29% of respondents (53/183) in the 2005 survey who reported they wanted to attend special sessions. Note this was a multiple response item in which respondents were asked to select all choices that applied to them. Of this group of students who expressed an interest in special topics sessions, 72% (106/147) were interested in learning more about citing sources for bibliographies. An additional 63% of respondents (93/147) were also interested in learning more about web searching. The best time to offer these sessions appears to be in the afternoon.

When asked to indicate their top three priorities for improvements to the Library, the online article indexes/ research databases was the majority of student's first choice, study areas the second choice, and computer stations the third choice. When asked about the one change that respondents would make to the Library, the answers varied widely, but several themes were identifiable: enforce quiet rule in the study areas, more study space, more computers for use, expanded book and journal collections (both online and in print), increased hours to stay open later, end the construction noise, and reduce the print price. A few interesting tips were also given, specifically: "Mints at the front desk", "Post big signs stating what kind of books are located in specific sections", and "Have a cubicle for every computer unit so there would be more privacy".

## Conclusions

Overall, it would appear that students are generally satisfied with services provided by the Library but do have concerns about availability and accessibility of the resources. Specifically, nearly half of those surveyed reported low satisfaction with "availability of a quiet area to study"; for instance, 20% of respondents were not satisfied or not at all satisfied with this and 25% somewhat satisfied. There appear to be a number of services and resources that the students are still not familiar with; it may be beneficial to continue to publicize these services and resources. As well students would prefer to have the Library open for longer hours, later in the day and morning and afternoon on Sunday.

## Appendix A Charts: Percent in Response Category

### Collection Availability and Accessibility--Percent in Response Category

	N/A Have not used resource	Not at all important/ Not important	Somewhat important	Important/ Very important	Avg rating* Importance	N/A Have not used resource	Not at all satisfied / Not satisfied	Somewhat satisfied	Satisfied/ Very Satisfied	Avg Rating Satisfaction*
Book collection	5%	4%	11%	80%	4.31	9%	6%	21%	65%	3.84
Print magazines and journals	9%	7%	21%	63%	3.95	14%	4%	22%	60%	3.85
Online magazines and journals	7%	5%	12%	76%	4.33	12%	4%	20%	64%	3.94
Online article indexes/research databases	5%	3%	9%	83%	4.5	10%	4%	18%	68%	4.02
Off-campus access to online resources	7%	3%	8%	81%	4.52	11%	5%	15%	68%	4.05
Video collection	22%	14%	32%	32%	3.34	39%	7%	21%	34%	3.56
Library web site	3%	2%	9%	87%	4.4	3%	3%	14%	79%	4.08
Resources by subject on the library web site	5%	3%	13%	79%	4.29	9%	4%	17%	71%	4
Course reserves	14%	4%	18%	64%	4.09	21%	4%	20%	55%	3.89
Library Quick Guides for online indexes & databases	12%	5%	16%	64%	4.09	19%	2%	18%	61%	3.97
Library Guideposts for our print collection	19%	7%	23%	51%	3.82	27%	2%	16%	55%	3.96
Library Guideposts for citation styles	12%	5%	16%	67%	4.14	18%	3%	14%	65%	4.11

\*Calculations for average scores exclude those responses in the 'N/A (Have not used resource)' category.

### Library Services and Facilities--Percent in Response Categories

	N/A Have not used service	Not at all important/ Not important	Somewhat important	Important/ Very important	Avg rating* Importance	N/A Have not used service	Not at all satisfied/ Not satisfied	Somewhat satisfied	Satisfied/ Very Satisfied	Avg Rating Satisfaction*
Study Space	2%	3%	6%	89%	4.57	3%	12%	23%	62%	3.68
Availability of a quiet area to study	2%	3%	5%	91%	4.63	2%	20%	25%	53%	3.47
Group study rooms	10%	3%	13%	74%	4.33	16%	9%	21%	53%	3.73
Reserving study rooms online	15%	6%	13%	67%	4.2	28%	5%	14%	54%	3.95
Reference services at Info Desks	10%	2%	13%	74%	4.19	19%	3%	15%	63%	4
E-mail reference service	26%	4%	15%	54%	3.98	40%	2%	14%	43%	3.9
AskAway real-time chat reference service	45%	10%	13%	33%	3.64	61%	3%	12%	24%	3.73
Library learning lab	19%	5%	17%	58%	4.04	25%	3%	17%	55%	3.95
Availability of audio-visual equipment	25%	6%	17%	52%	3.95	34%	4%	14%	48%	3.93
Interlibrary loan service	26%	3%	9%	62%	4.32	38%	7%	14%	41%	3.79
Photocopying	5%	2%	7%	86%	4.5	8%	8%	16%	69%	3.96
Printing from Library computers	6%	2%	6%	86%	4.56	9%	6%	15%	70%	4.04
Material being reshelfed promptly	4%	1%	9%	86%	4.45	7%	4%	14%	74%	4.02
Material being in proper places on shelves	2%	1%	4%	93%	4.62	7%	4%	15%	74%	4.02
Library cleanliness	1%	2%	8%	90%	4%	1%	7%	15%	77%	4

\*Calculations for average scores exclude those responses in the 'N/A (Have not used service)' category.

## Appendix B Complete Survey with Percent Responses

### Results Summary

#### 2. Section 1: How Well are We Doing? (Library Resources)

1a. Please tell us how important each of the following items in the Library collection is to you, as a student.

	Not at all important	Not important	Somewhat important	Important	Very important	N/A (Have not used resource)	Response Average
Book collection	2% (20)	2% (18)	11% (101)	30% (287)	<b>50% (472)</b>	5% (51)	<b>4.31</b>
Print magazines and journals	1% (13)	6% (52)	21% (198)	31% (296)	<b>32% (299)</b>	9% (84)	<b>3.95</b>
Online magazines and journals	1% (8)	4% (39)	12% (114)	22% (213)	<b>54% (511)</b>	7% (65)	<b>4.33</b>
Online article indexes/research databases	1% (7)	2% (22)	9% (82)	20% (191)	<b>63% (596)</b>	5% (47)	<b>4.50</b>
Off-campus access to online resources (i.e., article indexes)	1% (10)	2% (19)	8% (76)	18% (174)	<b>63% (598)</b>	7% (69)	<b>4.52</b>
Video collection	3% (26)	11% (109)	<b>32% (309)</b>	20% (186)	12% (114)	22% (209)	<b>3.34</b>
Library web site	1% (5)	1% (12)	9% (88)	34% (318)	<b>53% (500)</b>	3% (24)	<b>4.40</b>
Resources by subject on the library web site	1% (8)	2% (17)	13% (125)	32% (308)	<b>47% (445)</b>	5% (48)	<b>4.29</b>
Course reserves	1% (7)	3% (29)	18% (170)	30% (288)	<b>34% (320)</b>	14% (133)	<b>4.09</b>
Library Quick Guides for online indexes & databases	1% (7)	4% (37)	16% (150)	34% (319)	<b>34% (320)</b>	12% (119)	<b>4.09</b>
Library Guideposts for our print collection	1% (14)	6% (57)	23% (215)	<b>27% (253)</b>	24% (229)	19% (184)	<b>3.82</b>
Library Guideposts for citation styles	2% (15)	3% (26)	16% (152)	29% (277)	<b>38% (365)</b>	12% (115)	<b>4.14</b>
Total Respondents							<b>961</b>
(skipped this question)							<b>11</b>

### 3. Satisfaction with Library Resources

1. 1b. Now rate your level of satisfaction with each of the Library resources listed in question 1a. If you selected the "have not used" response category in 1a, please select "n/a" in question 1b.

	Not at all satisfied	Not satisfied	Somewhat satisfied	Satisfied	Very satisfied	N/A (Have not used resource)	Response Average
Book collection	1% (6)	5% (42)	21% (185)	<b>47% (411)</b>	18% (160)	9% (78)	<b>3.84</b>
Print magazines and journals	0% (4)	4% (35)	22% (190)	<b>42% (371)</b>	18% (155)	14% (126)	<b>3.85</b>
Online magazines and journals	1% (7)	3% (29)	20% (175)	<b>40% (353)</b>	24% (211)	12% (103)	<b>3.94</b>
Online article indexes/research databases	1% (10)	3% (30)	18% (155)	<b>38% (332)</b>	30% (261)	10% (83)	<b>4.02</b>
Off-campus access to online resources (i.e., article indexes)	1% (7)	4% (39)	15% (135)	<b>37% (327)</b>	31% (273)	11% (100)	<b>4.05</b>
Video collection	1% (7)	6% (50)	21% (186)	26% (225)	8% (71)	<b>39% (341)</b>	<b>3.56</b>
Library web site	1% (9)	2% (21)	14% (125)	<b>49% (431)</b>	30% (266)	3% (30)	<b>4.08</b>
Resources by subject on the library web site	1% (7)	3% (23)	17% (148)	<b>46% (409)</b>	25% (219)	9% (75)	<b>4.00</b>
Course reserves	1% (9)	3% (28)	20% (175)	<b>35% (308)</b>	20% (179)	21% (183)	<b>3.89</b>
Library Quick Guides for online indexes & databases	1% (6)	1% (12)	18% (159)	<b>41% (359)</b>	20% (181)	19% (166)	<b>3.97</b>
Library Guideposts for our print collection	0% (2)	2% (16)	16% (144)	<b>37% (324)</b>	18% (154)	27% (240)	<b>3.96</b>
Library Guideposts for citation styles	1% (5)	2% (16)	14% (126)	<b>37% (331)</b>	28% (251)	18% (157)	<b>4.11</b>
Total Respondents							<b>891</b>
(skipped this question)							81

#### 4. Open ended questions on resources

1. 2. How useful is the collection in your area of study?

**Total Respondents 728**

(skipped this question) **244**

2. 3. General comments about the availability of and access to the Library collection:

**Total Respondents 645**

(skipped this question) **327**

#### 5. How Well are We Doing? (Library Services & Facilities)

4a. Please rate how important each of the following elements of the Library services and facilities is to you as a student.

	Not at all important	Not important	Somewhat important	Important	Very important	N/A (Have not used service)	Response Average
Study space	1% (6)	2% (17)	6% (51)	21% (173)	<b>68% (571)</b>	2% (19)	<b>4.57</b>
Availability of a quiet area to study	1% (5)	2% (16)	5% (44)	18% (147)	<b>73% (612)</b>	2% (15)	<b>4.63</b>
Group study rooms	1% (6)	2% (20)	13% (109)	24% (200)	<b>50% (417)</b>	10% (86)	<b>4.33</b>
Reserving study rooms online	1% (9)	5% (39)	13% (105)	24% (200)	<b>43% (353)</b>	15% (124)	<b>4.20</b>
Reference services at our Information Desks	0% (4)	2% (19)	13% (110)	<b>38% (319)</b>	36% (302)	10% (83)	<b>4.19</b>
Email reference service	0% (4)	4% (36)	15% (128)	<b>30% (253)</b>	24% (201)	26% (213)	<b>3.98</b>
AskAway real-time chat reference service	2% (15)	8% (69)	13% (106)	18% (151)	15% (122)	<b>45% (375)</b>	<b>3.64</b>
Library learning lab	1% (12)	4% (35)	17% (144)	25% (210)	<b>33% (278)</b>	19% (158)	<b>4.04</b>
Availability of audio-visual equipment	1% (10)	5% (42)	17% (139)	25% (212)	<b>27% (222)</b>	25% (211)	<b>3.95</b>
Interlibrary loan service (obtaining materials from non-Kwantlen libraries)	0% (4)	3% (22)	9% (74)	23% (191)	<b>40% (332)</b>	26% (217)	<b>4.32</b>
Photocopying	0% (4)	2% (14)	7% (58)	27% (228)	<b>59% (493)</b>	5% (41)	<b>4.50</b>
Printing from Library computers	0% (3)	2% (14)	6% (53)	22% (184)	<b>64% (534)</b>	6% (51)	<b>4.56</b>
Material being reshelfed promptly	0% (4)	1% (10)	9% (76)	30% (251)	<b>56% (470)</b>	4% (30)	<b>4.45</b>
Material being in proper places on shelves	0% (2)	1% (7)	4% (33)	26% (216)	<b>67% (564)</b>	2% (19)	<b>4.62</b>
Library cleanliness	0% (3)	2% (13)	8% (66)	33% (274)	<b>57% (478)</b>	1% (6)	<b>4.45</b>
<b>Total Respondents</b>							<b>844</b>
(skipped this question)							<b>128</b>



## 6. Untitled Page

4b. Now please tell us how satisfied you were with each aspect of the Library's services or facilities listed in question 4a. If you did selected "n/a (have not used service)" in part a of this question, please select the same answer choice in this question.

	Not at all satisfied	Not satisfied	Somewhat satisfied	Satisfied	Very Satisfied	N/A (Have not used service)	Response Average
Study space	3% (27)	9% (74)	23% (188)	<b>41% (336)</b>	20% (165)	3% (22)	<b>3.68</b>
Availability of a quiet area to study	6% (50)	14% (111)	25% (202)	<b>34% (279)</b>	19% (155)	2% (17)	<b>3.47</b>
Group study rooms	2% (19)	7% (55)	21% (172)	<b>34% (280)</b>	19% (153)	16% (134)	<b>3.73</b>
Reserving study rooms online	1% (12)	4% (30)	14% (110)	<b>32% (257)</b>	22% (174)	28% (226)	<b>3.95</b>
Reference services at our Information Desks	1% (6)	2% (15)	15% (124)	<b>42% (340)</b>	21% (172)	19% (154)	<b>4.00</b>
Email reference service	1% (8)	1% (11)	14% (116)	29% (237)	14% (115)	<b>40% (326)</b>	<b>3.90</b>
AskAway real-time chat reference service	1% (9)	2% (13)	12% (97)	16% (133)	8% (65)	<b>61% (494)</b>	<b>3.73</b>
Library learning lab	1% (9)	2% (17)	17% (136)	<b>35% (285)</b>	20% (165)	25% (202)	<b>3.95</b>
Availability of audio-visual equipment	1% (6)	3% (24)	14% (110)	31% (255)	17% (138)	<b>34% (279)</b>	<b>3.93</b>
Interlibrary loan service (obtaining materials from non-Kwantlen libraries)	2% (17)	5% (40)	14% (113)	24% (198)	17% (139)	<b>38% (309)</b>	<b>3.79</b>
Photocopying	2% (14)	6% (45)	16% (130)	<b>40% (330)</b>	29% (234)	8% (62)	<b>3.96</b>
Printing from Library computers	2% (15)	4% (35)	15% (119)	<b>38% (310)</b>	32% (260)	9% (77)	<b>4.04</b>
Material being reshelfed promptly	1% (10)	3% (21)	14% (118)	<b>49% (398)</b>	25% (208)	7% (61)	<b>4.02</b>
Material being in proper places on shelves	1% (8)	3% (24)	15% (124)	<b>48% (390)</b>	26% (213)	7% (56)	<b>4.02</b>
Library cleanliness	2% (16)	5% (38)	15% (124)	<b>46% (374)</b>	31% (249)	1% (11)	<b>4.00</b>
Total Respondents							<b>818</b>
(skipped this question)							<b>154</b>

## 7. Untitled Page

1. 5. Overall, does the Library provide services helpful to your needs?

	Response Percent	Response Total
Yes	<b>97.3%</b>	<b>796</b>
No	<b>2.7%</b>	<b>22</b>
Total Respondents		<b>818</b>
(skipped this question)		<b>154</b>

. 6. Please comment on the Library services and facilities.



Total Respondents	<b>598</b>
(skipped this question)	<b>374</b>

## 8. Section 2: What Would You Like Us to Do?

1. 7. Please indicate the time(s) you use the Library most during the academic year.

	Fall	Spring	Summer	Intersessions	Response Total
Week day mornings 7:45 to 9:00 a.m.	<b>36% (160)</b>	28% (124)	11% (47)	26% (116)	<b>447</b>
Week days 9:00 a.m. to 5:00 p.m.	37% (279)	<b>45% (334)</b>	6% (46)	12% (86)	<b>745</b>
Week day evenings 5:00 to 9:00 p.m.	31% (175)	<b>43% (244)</b>	8% (45)	18% (100)	<b>564</b>
Saturday mornings 10:00 a.m. to 12:00 p.m.	19% (67)	21% (73)	17% (57)	<b>43% (147)</b>	<b>344</b>
Saturday afternoons 12:00 p.m. to 4:00 p.m.	22% (74)	25% (87)	14% (47)	<b>40% (136)</b>	<b>344</b>
<b>Total Respondents</b>					<b>816</b>
(skipped this question)					<b>156</b>

2. 8. Would you use the Library more if it was open different hours?

	Response Percent	Response Total
<b>Yes (Go to question 9)</b>   	40.1%	308
<b>No (Go to question 10)</b>   	59.9%	460
<b>Total Respondents</b>		<b>768</b>
(skipped this question)		<b>204</b>

## 9. Untitled Page

1. 9. If you answered "yes" to the previous question, when would you like the additional hours of operation to be? If you would like to see more than one of these options, please rank your preferences in order; e.g., 1st choice, 2nd choice, etc.

	1st Choice	2nd Choice	3rd Choice	4th Choice	5th Choice	6th Choice	7th Choice	Response Total
Before 7:45 a.m. on weekdays	25% (64)	10% (25)	7% (18)	6% (14)	5% (12)	8% (20)	<b>40% (101)</b>	<b>254</b>
9 pm to 10 pm. Monday to Thursday	<b>45% (127)</b>	19% (55)	11% (30)	7% (20)	6% (18)	8% (24)	4% (11)	<b>285</b>
After 5 pm on Friday	20% (54)	<b>28% (77)</b>	16% (45)	10% (28)	12% (34)	9% (25)	4% (11)	<b>274</b>
Before 10 am on Saturday	11% (27)	5% (13)	15% (37)	<b>23% (56)</b>	19% (45)	17% (41)	10% (23)	<b>242</b>
After 4 pm on Saturday	18% (53)	17% (50)	<b>22% (63)</b>	19% (54)	16% (46)	5% (14)	3% (10)	<b>290</b>
Sunday mornings	<b>18% (49)</b>	16% (43)	12% (32)	10% (28)	16% (43)	18% (48)	9% (24)	<b>267</b>
Sunday afternoons	<b>21% (61)</b>	16% (46)	16% (45)	13% (37)	7% (19)	12% (35)	15% (43)	<b>286</b>
<b>Total Respondents</b>								<b>337</b>
(skipped this question)								<b>635</b>

## 10. Untitled Page

1. 10. Librarians are currently available at the Information Desk through the Fall and Spring semesters during the following hours: Monday to Thursday 9 am to 9 pm Friday 9 am to 5 pm Saturday 10 am to 4 pm. Would you like the Librarians to be available for research help at other times?

	<u>Response Percent</u>	<u>Response Total</u>
<u>Yes (Go to question 11)</u>	<b>18.3%</b>	<b>147</b>
<u>No (Go to question 12)</u>	<b>81.7%</b>	<b>656</b>
<b>Total Respondents</b>		<b>803</b>
<u>(skipped this question)</u>		<b>169</b>

## 11. Untitled Page

1. 11. If you answered "yes" to the previous question, when would you like to have the Librarians available at the Information Desk to help you with your research? If you would like to see more than one of these options, please rank your preferences in order; e.g., 1st choice, 2nd choice, etc.

	<b>1st choice</b>	<b>2nd choice</b>	<b>3rd choice</b>	<b>Response Total</b>
<b>Early morning (8 am to 9 am)</b>	<b>41% (49)</b>	37% (44)	22% (26)	<b>119</b>
<b>Late evening (8 pm to 9 pm)</b>	<b>55% (72)</b>	33% (43)	12% (15)	<b>130</b>
<b>Other</b>	20% (20)	26% (26)	<b>54% (53)</b>	<b>99</b>
<b>Total Respondents</b>				<b>147</b>
<u>(skipped this question)</u>				<b>825</b>

## 12. Untitled Page

1. 12. Would you be interested in attending special out of class sessions in the Library?

	<u>Response Percent</u>	<u>Response Total</u>
<u>Yes (Go to question 13)</u>	<b>17.2%</b>	<b>137</b>
<u>No (Go to question 16)</u>	<b>82.8%</b>	<b>658</b>
<b>Total Respondents</b>		<b>795</b>
<u>(skipped this question)</u>		<b>177</b>

2. 13. If you answered "yes", to question 12, what topic(s) interest(s) you? (Check all that apply.)

	<b>Response Percent</b>	<b>Response Total</b>
<b>Citing sources for bibliographies</b>	<b>72.1%</b>	<b>106</b>
Web searching	63.3%	93
Other (please specify)	12.2%	18
<b>Total Respondents</b>		<b>147</b>
<u>(skipped this question)</u>		<b>825</b>

3. 14. To be able to attend these special Library sessions, what time of day would suit you best? (Choose one option only.)

		Response Percent	Response Total
Morning	<div></div>	15.9%	40
Lunchtime	<div></div>	19.8%	50
Afternoon	<div></div>	31.3%	79
Evening	<div></div>	20.6%	52
Saturday	<div></div>	12.3%	31
Total Respondents			252
(skipped this question)			720

4. 15. Would you make an appointment for a research consultation if a Librarian was present in the Learning Centre?

		Response Percent	Response Total
Yes	<div></div>	33.1%	106
No	<div></div>	15.6%	50
Don't know	<div></div>	51.2%	164
Total Respondents			320
(skipped this question)			652

### 13. Priorities for improvement

1. 16. What would be your top three priorities for improvements to the Library.

	Online article indexes/ research databases	Book Collection	Periodical collection	Library opening/ closing hours	Extended hours at the Information desk	Orientations and tutorials	Study areas	Computer stations	Other	Respondent Total
First priority	29% (228)	24% (189)	5% (41)	14% (110)	4% (28)	3% (21)	28% (223)	19% (149)	2% (12)	786
Second priority	13% (99)	17% (136)	8% (66)	16% (123)	5% (42)	6% (48)	25% (194)	23% (180)	1% (11)	779
Third priority	15% (113)	17% (131)	11% (84)	11% (84)	7% (52)	9% (65)	18% (132)	19% (143)	4% (29)	752
Total Respondents										787
(skipped this question)										185

2. 17. If you selected "other" improvement for any of your three priorities, please describe below:

		Response Percent	Response Total
1st priority--Other		63.8%	30
2nd priority--Other		36.2%	17
3rd priority--Other		38.3%	18
Total Respondents			47
(skipped this question)			925

3. 18. If you could make one change in the Library, what would it be?

Total Respondents	584
(skipped this question)	388

#### 14. Section 3: Tell Us about Yourself

1. 19. Are you a full time student or a part time student?

		Response Percent	Response Total
Full-time Student (Enrolled in 3 or more courses)		84.9%	668
Part-time Student (Enrolled in less than 3 courses)		15.1%	119
Total Respondents			787
(skipped this question)			185






2. 20. Please indicate the program you are currently enrolled in:

Total Respondents	770
(skipped this question)	202

3. 21. Are you currently enrolled in any online courses?

		Response Percent	Response Total
Yes		11.1%	86
No		88.9%	689
Total Respondents			775
(skipped this question)			197

4. 22. Please indicate your home campus for this term (i.e., on which campus do you take most of your classes):







		Response Percent	Response Total
Langley		13.7%	108
Newton		0.5%	4
Richmond		33%	259
<b>Surrey</b>		<b>52.7%</b>	<b>414</b>
Cloverdale		0.1%	1
<b>Total Respondents</b>			<b>786</b>
(skipped this question)			186

## 15. Section 4: Accessing the Library's Resources

1. 23. How do you most often access the Library's resources? Please rank the following options in order of your preferred mode of access; e.g., 1st choice, 2nd choice, etc.

	1st choice	2nd choice	3rd choice	4th choice	Response Total
In person	<b>59% (452)</b>	39% (300)	1% (8)	1% (4)	<b>764</b>
By computer	42% (323)	<b>56% (423)</b>	2% (15)	0% (0)	<b>761</b>
By phone	0% (1)	3% (20)	<b>87% (506)</b>	9% (54)	<b>581</b>
I never access the Library's resources	1% (2)	3% (11)	7% (26)	<b>89% (309)</b>	<b>348</b>
<b>Total Respondents</b>					<b>780</b>
(skipped this question)					192

2. 24. If you use the Library in person, how often do you come to the Library?

		Response Percent	Response Total
Never		0.1%	1
Once every semester		1.9%	15
Once every two months		4.7%	36
Once every month		12.4%	96
Once every week		<b>43.5%</b>	<b>336</b>
More than three times a week		37.4%	289
<b>Total Respondents</b>			<b>773</b>
(skipped this question)			199

3. 25. If you access the Library's resources by an off-campus computer, on average, how often do you do this?

		Response Percent	Response Total
Never		5.8%	45
Once every semester		7.2%	56
Once every two months		6.8%	53
Once every month		25.2%	195
Once every week		36.6%	283
More than three times a week		18.3%	142
Total Respondents			774
(skipped this question)			198

## 16. Accessing library contd

1. 26. If you answered "I never access the Library's resources" in questions 23 or 24, please indicate your reason(s) why in the space provided:

Total Respondents	46
(skipped this question)	926

2. 27. Thank you for filling out this survey. Your input will help us improve our collections, services and facilities. Please feel free to make any other comments that you think might improve the Library.

Total Respondents	126
(skipped this question)	846

3. 28. From which web site did you access the link to this survey?

		Response Percent	Response Total
MyKwantlen		51.6%	402
Kwantlen Library web site		48.4%	377
Total Respondents			779
(skipped this question)			193





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## Appendix C Comments

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### 5Q2: How Useful is the Collection in your area of study? (By Campus)

#### Cloverdale/Newton

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##### Positive Commentary – General

Total number of comments = 2

##### Quotes:

- The collection is useful and comes in hand when I need it.
- Very practical.

##### Improvement Needed – General

Total number of comments = 2

##### Quotes:

- It is useful but would be more practical to find collections on Resident care aid studies rather than using Nursing studies.
- Not very useful at all. Typically for a research essay there will only be one or two books for the entire paper. I usually end up using other libraries resources (SFU, UBC) for my papers.

#### Langley

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##### Positive Commentary – General

Total number of comments = 56

##### Quotes:

- Extremely helpful. It seems that there are endless amounts of books and information.
- Fairly useful. The courses I am taking do not require a lot of research.
- Fairly useful...
- Excellent.
- I find it is extremely useful for my studying because I tended to collect a lot of information that are needed for my topic.
- I have been able to find most of the information needed for all of my papers so far.
- I have only used it a couple of time but it is nice to know books are going to be available when I need them.
- It is important for any liberal arts credits I have to take.
- It is somewhat useful.
- It is very useful. (2)
- It is very useful because it provides what I need.
- It provides me with most of the resources I need.
- It was a little helpful.
- It's fairly useful...However, the movies are always available and the books I receive are very helpful.
- It's quite useful because there is usually articles on recent information on my area of study.
- It's somewhat useful...
- ...overall is very informative.
- ...ok –
- Pretty useful. (2)
- Pretty useful in a general, overview sense. I can get a general synopsis of whatever subject I'm interested in. Quite useful...
- Quite useful but...
- Quite useful for what I have looked for so far. You have more than one book on a particular subject which really helps.
- So far, the collection has been quite useful to me.
- Somewhat.
- Somewhat useful. (2)
- The collection in my area of study is satisfactory.

- The collection is quite useful in that it provides works and articles related to the topic of interested. However,...
- The collection is somewhat useful to me within my area of study.
- There is an adequate amount of books and other accompanying resources.
- There is every book I could possible need.
- Useful.
- Useful. But I would like to see more books.
- Very (4)
- Very - we don't do much research papers - but when we do it's a great resource!
- Very helpful.
- Very helpful when doing reports.
- Very useful. (3)
- Very useful and varied.
- Very useful for writing papers etc.
- Very useful, always had the books that I have needed.
- Very useful, I never have a problem finding a large selection for what I am looking for.
- Very useful, I use the collection a lot.
- Very useful, it has enough information to take care of my studies.
- Very useful. A lot of time and effort has been put into getting what is necessary for my area of study.
- Useful...
- Very useful. Every time I go to find a book it's always easy to find as well as available.
- Very helpful in all things needed for my area of study.

#### **Positive Commentary – Specific**

**Total number of comments = 29**

#### **Quotes:**

##### **Business**

- It helps me do research on businesses fairly well...
- My area of study is in business. Last semester I had two research projects and I was able to find all the information I needed. (The fact that I had access to every type of newspaper was extremely helpful).
- Very, I've been able to come and research my business topics. The extra help is very convenient.

##### **Criminology**

- Criminology tends to have a decent selection of books. Fairly easy to use and so on.
- I find the collection of books, online journals and every other resource in the library very helpful to me, in my area of study. I found that the library website has helped me do many assignments in Psychology, Criminology and many other courses.
- It is very useful. There are a lot of books on typical subjects. for instance, I had to do a paper on euthanasia and there were many books available for me here.
- The collection is very useful because our courses are constantly assigning abstract assignments so we need those online sources as well as magazines and journals in the libraries. We also watch a lot of videos, so having those videos accessible to us through the library is very important.
- The books I have not used once but magazines and newspapers I use for projects quite frequently.
- ...but the online articles are very beneficial and there seems to be a great variety to choose from.
- Very useful, it is great that the library has a large amount of sources and if they don't have what I need, I can order it to be sent from a different campus.

##### **History**

- Very useful for my Canadian History,...

##### **Horticulture**

- Extremely useful with an extensive collection of horticulture literature.
- Very useful for horticulture.
- There are some good books on horticulture.
- Very helpful in the Horticulture section.

- Very useful. They have a broad range of books for the entire program of Horticulture. I have used many of them to help my studies.
- ...I do like the large plant id selection.
- Very useful, I am doing turf Management and I am sure I will get great use from the library.
- Very good horticulture collection.
- Very- horticulture.

#### **Music**

- The in-library collection very useful, the number of music books available for my studies is impressive and has been a very valuable resource...
- As a music student, I can find any book, sheet music, or song on Naxos. It's great.
- I am in the Music Department. There are quite a lot of general history books and biographies...
- Very... music students can't exactly find the information they need in a regular library.
- ...was ok when used for music diploma.

#### **Psychology**

- I am only taking a psychology course, but from the resources I have needed so far, the library collections are very useful along with the staff working at the library.
- It is very useful with my psychology classes.
- The print collection that is available at the library has been fairly useful for my area of study, psychology, however, ...
- ..The online resources, however, have been incredibly valuable thus far in my studies. [Psychology]...

#### **Improvement Needed – Specific**

**Total number of comments = 30**

#### **Quotes:**

##### **Business**

- Could be some more books on finance.
- ...research on businesses...there is room for growth.
- ...as a marketing student I need current information, not outdated information so sometimes it is tough to get articles on current subjects.
- The library could use more marketing and human resource materials.

##### **History**

- I find it difficult to find material for history that is relevant to the theses I form for history papers. For example, it is hard to narrow the scope to specific slants on topics.
- ...but not extensive (History).
- ..however very disappointing for my Chinese History. Few books, and what books there are hard to find on the library website.
- The Langley library needs more history resources.

##### **Horticulture**

- I believe there should be more horticulture books available, especially with respect to sustainable horticulture and greenhouse vegetable growing...
- ...but there could be more growing guides.

##### **Music**

- ...The article indexes are another matter. While the regular indexes work fine. The Naxos music library only work when accessed for a Kwantlen computer. I cannot access the media of the music library from home.
- ...I was specifically interested in Music Therapy and I found a few books in the field, but there could be more.
- Mediocre. As a music student, it's hard to find a lot of resources.

##### **Psychology**

- ..., I found it to be difficult to find the resources need. [psychology]

##### **Dated Collection**

- Out of date, for computing.
- ...some of the reference material could be more current.

### **Not Enough Materials**

- Kind of weak, I wish there was more books on certain subjects, but...
- Need more copies of required materials.
- I find that there are limited print books within the actual libraries...
- ...I study at the Langley campus and I don't usually have time to wait for books from the Surrey campus to come in so I think Langley should carry on-hand a better selection.
- ...could be improved.
- The amount available in my area of study is not as complete as I would like it to be; in fact, it is a rather sparse collection.
- ...from time to time, resources have been a little scarce.
- Langley location has less of a selection which at times is a little annoying. However they are very good to bring books in.

### **Use Other Library**

- Not as useful this year as last. Now, I find my self having to use resources from other University Libraries because our library is to generalized.
- ...but if I want to delve deeper into a certain topic I would need to explore other resource centres.

### **Other**

- Book collection can be improved when call back of books are issued. The Student wishing to get the book which is already out should be able to be identified.
- ...sometimes I come to the library and the book that I want is not available at the library.
- Not really.

### **Do Not Use**

**Total number of comments = 4**

#### **Quotes:**

- Have not used it yet.
- I don't know how useful it is, because I haven't needed to use it.
- I'm in first year so I haven't done much in using books.
- So far in my studies I have not had to use the library collection.

## **Richmond**

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### **Positive Commentary - General**

**Total number of comments = 123**

#### **Quotes:**

- A good way to prepare for the essay paper.
- All is good,...
- Contains specific books that are for specific courses.
- Do research for school projects.
- Extremely useful.
- Extremely useful- have had to write several papers, and have ordered articles from other post-sec collections. Great access!
- Fairly good, some materials seem very irrelevant, overall good.
- Fairly useful
- Fairly useful. No problems so far.
- For research it is very useful.
- For the most part, the Library has the books I require for my courses. Many are past editions of the texts, but they still suffice.
- For the purpose of general information-gathering it is useful...
- Generally good.
- Get some excise for my course study.
- Good. (3)
- Good enough to do research from.
- Good selection. In my area of study, I rarely visit the library.
- Good, although it would be nice to get some more books.

- Helpful as a source to confirm my understanding of topics covered in class or questions that arise. Good resource center for solutions to problems when I get stuck.
- I always find what I am looking for.
- I am in the BTech Program, I am satisfy with the library collections...
- I am satisfied with the collection in my area of study. I usually find what I need.
- I can find good books generally...
- I find it somewhat useful,...
- I find it useful,...
- I find that our collection for psychology is very useful.
- I find the collection to be very useful...
- I generally find most of the books and materials I need,...
- I have found it to be very helpful in doing research for different projects.
- I have had no major issues regarding finding or accessing any books/magazines in my area of study. I would say that the collection is quite useful.
- I need to do a lot of research for different projects and presentations.
- I often want and need to find some information which is related to my study.
- I use the collection occasionally.
- I was able to use most of my findings to do my research paper.
- Is pretty useful;...
- It can be the extra information for my study and understand much deeper by using other sources. More cases and examples to go deeper for what we have already known in the class.
- It enables me to get up-to-date information and to catch up with the requirements from the instructors.
- It helped me in the research or analysis of subject matter in my assignment.
- It helps me sometimes when I am doing research for my project.
- It is not too bad but...
- It is pretty useful although...
- It is satisfactory...I am satisfied.
- It is useful for the most part how ever...
- It is useful, and I am able to find most of my required books.
- It is very good.
- It is very important because it shows me where the materials and resources are.
- It is very useful.
- It is very useful as it help us in my field of study and guide the right direction.
- It is quite useful in trying to research the different topics needed for presentations etc.
- It is quite useful.
- It is relatively helpful.
- It is very useful.
- it was very useful.
- It's ok.
- It's okay, but...
- Its quite useful need more of them rooms though but other than that its a fine Library.
- It's useful.
- I've found that there is usually a wide range of topics/subjects available and related to my area of study.
- Journals, magazine, newspaper, dictionary.
- Look for the reference for doing an assignments, presentation and paper.
- Lots of books...
- Most of the time I have gotten the information that I have wanted.
- Most of the time it is really good,...
- Much important, the reading materials are very helpful to me to improve my knowledge.
- Not perfect, but fits all my needs.
- Ok, not too bad.
- Overall, alright.

- Pretty good.
- Quite a bit. I take half of the course that has projects which needs many resources.
- Quite good, I always find the information I need.
- Quite helpful in covering some areas; mostly for references.
- Quite resourceful,...
- Quite useful.
- Quite useful as it is easy to find the materials and they seem to be available almost anytime I am looking for them.
- Quite useful as my research requires several resources.
- Research paper, without going to the library but quoting source online. Very convenient.
- So far, have not run into too many problems.
- So far, the collection seems to be helpful. I've not had too many needs to use it thus far.
- Some collections have really helped my study.
- Somewhat helpful...
- Somewhat.
- Somewhat useful. (2)
- Quite useful...
- Sometimes I can find the information that I want,...
- Somewhat useful,...(4).
- The collection is extremely helpful when doing papers and projects.
- There are a large number of books available for my area of study.
- There are a lot of useful resources such as journals and books for research papers.
- There are a variety of collection for reference.
- There are quite a lot of resources...
- Up to this point I have not encountered a lack of material.
- Useful in many times.
- Useful. I find that its easy to access and according to the teacher's requirements - quite accurate
- Usually I find everything I am looking for.
- Very. (2)
- Very helpful. (14)
- Very useful, I am always able to find resources as well as general collection books for leisure reading.
- Very useful, I often find a large base in which to narrow on my topic of assignment.
- So far it has been very useful,...
- ...Although I have sufficient resources at my disposal,...

**Positive Commentary – Specific**

**Total number of comments = 42**

**Quotes:**

**Anthropology & Archaeology**

- It is fairly useful. There is a fairly broad range of anthropological and archaeological books and articles...

**Business**

- I haven't yet used books as a resource in my studies in Marketing but the online articles are useful.
- I think that the collection in business is alright. There are a lot of magazines which are very useful.
- Useful for business, ...
- Very Helpful, It has everything I need from magazines such as 'The economist', 'Canadian Business' to online resources such as 'Harvard Business Review'.

**Criminology**

- Pretty good. I'm in the program to get my associates of arts in Crim so things are good.

### **Design**

- Interior design and architecture. Good,...
- The collection has been very instrumental for my IDDS program. They have been a great resource!
- The collection is very useful to the Interior Design Program. Books and magazines on Interiors, furniture, architecture, and graphics prove to be a very valuable resource.

### **English**

- It has helped me in the writing of several essays in my English courses.
- It is useful when I need the data for the English Papers.
- It is quite helpful for my English study.

### **Psychology**

- I feel that as a Psychology student journal articles online is very useful. This way I do not have to sit in the library reading these articles I can read them from my own home.
- It is very useful. I'm majoring in psychology and there are so many books on that topic, whether its child psyc, general psyc or anything...also I have archaeology as my elective...there are also encyclopedias that help me with the different sites we talk about in class...very useful.
- I guess you could say I use the online collection a lot because I have to research many articles for psychology and it's great that there's many up-to-date articles as well.
- It is quite useful in regards to my study of psychology. I love the big collection of psychology encyclopedias, magazines, journal articles, and books.

### **Other disciplines**

- I am in the BTech Program, I am satisfied with the library collections...
- I'm an engineering student so I have to have access to many reference books, mostly from the text books. The library has a collection of different text books on every subject/course which is really helpful when it comes to comparing notes. Very useful, I can find information for my English Papers and Accounting exercises
- I have found the books I need to be scattered between the three campuses - in a sort of Murphy's Law fashion - always in the other campus than where I am. As I am not a keener, (more the typical running behind student) I usually don't have time to wait for the book to be brought in from another campus or outside source (e.g. UBC etc.), so have to travel myself or go without. However, I have usually been able to find enough on the shelf or online to complete my projects - definitely more so in the sociology/humanities area than for some of my geography projects.
- I found the collection and organization wonderful for my History and Criminology course.
- It is very useful, being in the Arts and dealing with a lot of research topics and papers. Book and media collection is very important.
- Most of the collection for CELTA is found in the CELTA cabinet. Would like to see a copy of the textbooks) in the library.

### **Online Resources**

- In terms of book collections, I am usually satisfied with the amount of books I could find for my particular topics. However, I have to some circumstances where I cannot seem to find anything. But that is where the online sources come into tact and in the end I am able to gather all the information I need.
- Was taught how to use the library website through the library orientation, so yes, the collection in the library is very useful.
- Very useful.....I am amazed at the size of the database! It is great that one can access this information at home as well, so research can be done away from the campus. Excellent
- Library collection is great because it caters to a wide variety of subjects. I thought I had to go out of my way for researching history of other countries but online collection is very helpful.

### Article Indexes/Databases

- Primarily use on-line databases, have been quite helpful. Book collections seem quite dated/limited in some areas, but did enjoy using (what appeared to be quite new book purchases) for MATH 1116.
- I have used many online journals and articles that help me w/ my research projects. I find it is a wide collection,...
- I'm very impressed with the online journals/database available to Kwantlen students. It was very helpful during my last semester.
- Mostly, I use online article index to find some journals and academic writings...
- ...Online journals and articles are the most important...
- The printed and online articles and journals are very helpful,...
- Very useful. I use article indexes
- The article indexes are very important to me and are pretty much the only thing I access from the library.
- The articles and indexes are the most useful but I find that they may not be all available online.

### Other Comments

- Pretty useful. I like the fact that if a book isn't located at a certain campus they still bring it to you providing you have it reserved. That offers a lot of variety for students.
- Provides the extra hints and alternative methods/ideas to further understanding the course.
- ...more articles would be great!
- The CICA Handbook link is very useful.
- Very useful. So far in the 4 semesters at Kwantlen I have never HAD to go to another library to find resources.
- Very useful. So far, everything I have needed in my area of study I have found in the library or online.

### Improvement Needed – Specific

Total number of comments = 54

### Quotes:

#### Anthropology & Archaeology

- ... Unfortunately there are not many books dealing with detailed subject matter, most provide over views about many areas or are outdated. [anthropology and archaeology]
- Not very - the resources for Anthropology are very limited. For the papers that I've had to write for classes, I've had to visit both SFU and UBC to get enough resources.
- There have been many times when I have needed a book or a journal article and the library has not had it or access to it. Particularly in the area of Gender and Gay and Lesbian Studies. I am currently studying cultural anthropology. On occasion I have had to purchase an article online that I could not get in a timely manner. However, KUC's library is expanding and is a wonderful resource. The librarians and staff are wonderful.
- No archaeology print journals in Richmond.

#### Business

- Business - Not substantially useful.
- The business section is limited.
- ...I would like to see more marketing related textbooks
- My area of study is business. Sometimes I have to wait 3 weeks to get a book. Need more materials.

#### Criminology

- Not too useful. Need more resources (criminology)).
- ...for Crim students we need more update books to see recent stats.
- ...although for one Criminology class I had to go to the Justice Institute for resource material.

#### Design

- ...except that I think there should be more illustrated books that contain fantasy/science fiction images. I didn't find much and it was for the course: communication through visual language (from IDDS).



- ...but could use more updated books. [interior design and architecture]
- Not really useful. We do not have enough books on graphic design. The collection at the Richmond campus is quite poor.

#### **History**

- I had a lot of troubles trying to find books for history.
- The collection is still small in some areas of my studies, especially in terms of Asian history.

#### **Psychology**

- My study area is Psychology, and I find it very lacking in access to online full-text journal articles. Interlibrary loans are often possible, but sometimes it takes too long to get them.

#### **Other disciplines**

- There isn't much resources for the computer science field. I would also like to see some sample exams available for most subject areas where possible. Just final exams are not sufficient to help with studying.
- As far as I can tell, these are of little to no use for journalism students.
- Have not seen much collection in the area of engineering.
- The collection is not very useful in my area of study as Applied Science does not require many articles or books for reference, but those that have been available have proved valuable.
- Not extremely useful as I don't have many projects or research to do in Math, Chem and Physics. I mostly use the library to study.

#### **Online Resources**

- ...but online resources should be more accessible at home, and/or other locations other than the school.
- I find the system very difficult. This is exactly why I do not use many of the sources from the library. The help isn't the helpful either because most of the time they have no idea how to find what I need either. It takes more than thirty minutes to get help, to find the book, and find what I need; this is all with the help of a librarian.
- I tend to use web sites more than the library because business wants the most up to date information possible.

#### **Article Indexes/Databases**

- However, I think it is better for the library to subscribe on an online database; e.g. O'Reilly Safari, instead of getting the print copy, since IT books become obsolete pretty quick. [BTech Program].
- ...but do hope one day we can have more access to online journals like UBC's collection

#### **Dated Collection**

- Only old books are available. Kwantlen should invest more on new editions of books.
- ...Books are sometimes useful but some of them are not up dated, and too old to use.
- ...though I find the book collection somewhat outdated.
- The collection is useful, but it could use more up-to-date or more recent materials.
- ... - in house books seem to be really out of date. Teachers will recommend that we read specific books but they are not in the Kwantlen library system which can be frustrating.
- ...but the books collection is not good enough, most of books are too old.

#### **Not Enough Materials**

- ...sometimes the books are very limited, having more books would be very helpful.
- ...however newer and more updated resources would be more beneficial.
- ...although I would like more variety and up to date text books for references.
- ...not as extensive as I would like it to be.
- ...Not as many book selections as you would find in a university.
- ...my wish is that books that are available at the Surrey campus be immediately available at the Richmond campus as well. Additionally, my hope is that Kwantlen's book collection can be expanded to include more books for each particular subject, however, I also know space constraints limit that.

### Other Comments

- For my area of study, it is sometimes lacking.
- ...but could use more information on topics.
- ...difficult when some collections search by subject and others search by phrase. It can be difficult to re-find an article sometimes.
- ...I have encountered some areas of research where I have been unable to find books in the Richmond Library that were useful.
- ...could be better.
- ...however makes it hard when some book you need are in a different campus since travel is tough amongst students.
- ...but sometimes I just cannot find what I'm looking for.
- Not as useful as it could be. I found that the majority of the books that I needed were not available at the campus I have classes at.
- Not very good, could use some improvement.
- Not very useful.
- ...but sometimes I can't [find the information that I want].
- ...However, I find that it tends to focus on some topics a lot more than others.

### Do Not Use

Total number of comments = 10

#### Quotes:

- Haven't used it much.
- Honestly, I haven't used it yet but I know in the near future it would probably be my number one resource.
- I don't use it very often.
- I don't use the library much for my area of study as I don't have to do any research.
- I barely use the library, but when I do I can usually find the books I need, and they are usually at the campus or they are able to transfer the books in.
- I have never used the print collection.
- I have yet to refer to the collection in my area of study.
- I haven't used the collection yet.
- ...have not required to do many reports in my area of study.
- Unsure - new student to Kwantlen, started in January, haven't needed Library resources yet.

## Surrey

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### Positive Commentary - General

Total number of comments = 185

#### Quotes:

- Actually, I can get most of books that I need!
- Being a third year student, I constantly need book or other material studied in previous years to refresh my memory to fulfill current course requirements.
- Extremely useful. (2)
- Extremely, I am heavily reliant upon it.
- Fairly useful have been able to find some very important stuff...
- Fairly useful, I don't have a hard time finding books when they are needed.
- Fairly useful, quite a few resources.
- Fine.
- For general information, the collection is good...
- For most classes, I have found that the library becomes more and more important each semester...
- Generally has enough material...
- Good. (2)
- Good. The library has a large variety in several subjects, that I have taken.
- Good...haven't ever been looking for something and had to go somewhere else.
- Haven't used it for my particular area of study, but it is good for my other required courses.

- Helpful in gathering research.
- I find it very helpful.
- I find it very useful in my area of study. There is always a sufficient amount of material.
- I find that the collection has a lot of information in my area of study and I find the collection very useful.
- I find it is pretty good I'm studying criminology but often need books for anthropology, sociology and psych and find they are readily available to me.
- I have recently changed areas of study, but in both, my old area and my new one, I have found a wide variety of applicable material.
- I haven't had much need for reference books in my business studies. In philosophy and English they have come in handy however.
- I haven't really been to the library much but from what I have seen it seems to be pretty useful.
- ...when I have needed a print book I have never had a problem
- I study a WIDE variety of things. I find the library to be very useful! I always find everything I need in the library. The library staff is very helpful if I cannot find something!
- I think it is very useful. I am able to collect lots of information without having to go to other libraries
- I think its good, however...
- I would not be able to complete my class assignments without the library resources. Therefore, their usefulness is irreplaceable.
- I'm only in general studies but it has become useful whenever I needed it.
- I'm only in my first year so I do not have a particular area of study. However I hope to major or minor in history and so far the book collection has been alright. I'm looking forward to the new library in Surrey.
- It allows quicker access to information and quite easy to search for the info.
- It comes in handy a lot.
- It has been useful...(2)
- It has been very useful.
- It helps a lot!
- It helps me do extra study as I am able to borrow the Textbooks I need for the course.
- It helps me to get more resources outside the classes.
- It is an asset to have on hand when any area is uncertain for my courses or merely not gone over in depth. I have yet to use the collection in a project but have done side readings.
- It is decent.
- It is essential for when completing research papers.
- It is ok; there are a lot of books in the library. I guess there could always be more, but there are millions of books in the world so it might become excessively crammed if it had too many books.
- It is pretty good but...
- It is pretty useful.
- It is quite plenty.
- It is quite useful.
- It is quite useful. I find most of the information I need for my projects and presentations required for my area of study.
- It is satisfactory, but it has definitely limited my studies.
- It is somewhat useful. (3)
- It is somewhat useful in that I can usually find what I am looking for...
- It is useful but I sometimes find that the resources I need are outsourced, which makes little hard to order and go through the process. It's easy if resources are available at the campus.
- It is useful....Everything else aids me in accomplishing my goals.
- It is very good and extremely useful.
- It is very informative and useful.

- It is very useful. (4)
- It is very useful, I have had no problems finding the books that I need for classes
- It is very useful. There is much information about the area I study which helps very much.
- It is very useful. In my area of study we are asked to find a lot of different academic resources for our papers etc. and the library has been great thus far.
- It seems to be very useful for the teachers that recommend it...
- It's fairly useful, not extremely but decent.
- It's got most of what I need.
- It's important because I am able to get all the resources and materials.
- It's ok not too bad.
- IT'S OKAY.
- It's pretty good.
- It's pretty swell.
- It's pretty useful.
- It's very easy to find what I am looking for.
- It's very good. There's a big collection of many different authors of various periods...
- Its very useful in some areas like articles and other readings necessary for classes,...
- Most of the books are usually there.... I'd say it is very useful
- Most of the time, I've been quite satisfied with the research I find at the Kwantlen Surrey collection.
- Most of course involves many reference books; it is not possible to buy all of them so library collection helps a lot to research.
- Often useful.
- Particularly useful. I get what I need.
- Pretty useful.
- Pretty useful...
- Pretty useful collection,...
- Pretty useful, I don't feel like I have to go to another library (i.e.: UBC).
- Quite adequate.
- Quite useful. (3)
- Quite useful,...
- Reference to the material which is very resourceful for my course.
- Satisfied with the collection using almost all the time.
- So far it has been great!!
- So far it has been very useful for me.
- So far seems pretty good.
- So far the collection has been satisfactory.
- Somewhat.
- Somewhat but not really.
- Somewhat helpful...More information in the anthropology field would be helpful
- Somewhat useful. (4)
- Somewhat useful...(6)
- Somewhat useful, usually able to find some books and materials of relevance
- SOMEWHAT USEFUL...
- Somewhat.
- Sufficient for all research I have had to do,...
- Super awesome.
- Term paper research has been fairly smooth from a fairly wide range of and recent articles.
- The collection has been very useful, since helps me find information on topics that are not fully explored in lectures...
- The collection is fairly useful for my area of study.
- The collection is fairly useful...
- The collection is most useful as I have a frequent need to obtain resources to do with the social sciences.

- The collection is quite useful in my study. There are a broad number of different selections for many of the classes I have taken.
- The collection is useful. If I need extra information on a subject, or cannot find information on a particular subject, I can go to the library and usually find some information that will assist me in my studies.
- The collection is very useful for my area of study because I am presently in General Studies and there is a great selection for to choose from.
- The collection is very useful, I have found everything I've needed in my course of study!
- The collection is very useful.
- The collection of books in library is really useful for me. Not every student can afford to buy all the suggested books for extra study by the instructors. Therefore, all the collection of books is really helpful...
- The collection is satisfactory,...
- The collection is tantamount to my area of study. Because of the quantity of resources required for term papers and other projects the diverse coverage of topics is of ultimate importance. It is also important to have current information on the topics as quite often the professor specifies books to be used from a certain date forward.
- The collection is useful,...
- The collection serves me as a great source of research materials for my major research paper. Also, it allows me to identify the possibility and availability of workable topic. It is truly instrumental because, without them, I would not be able to complete the initial resource-finding stage of my research progress. So. . . , overall, it is very helpful.
- There are good resources...
- Useful. (2)
- Useful - I have use the library on a few occasions for my studies.
- Useful enough that I've been able to find everything I need.
- Useful,...
- Very. (3)
- Very adequate at this time. Keep it up!
- Very good.
- Very helpful.
- Very important. (3)
- Very important, I rely on the library to complete many of my papers for my program.
- Very informative.
- Very useful do all my research in library.
- Very useful. (16)
- Very useful and a lot of extra good info.
- Very useful especially for projects and term papers.
- Very useful to me.
- Very useful, although not all of the databases respond to specific search criteria.
- Very useful,... (9)
- Very useful, good resources.
- Very useful, I've always found what I needed or help finding it through the staff.
- Very useful, lots of information and resources.
- Very useful, particularly the newspapers.
- Very useful. I use it a lot for research papers.
- Very useful. I use it at least once a week.
- Very. My area of study depends on research....

### **Positive Commentary – Specific**

**Total number of comments = 122**

#### **Quotes:**

##### **Art**

- I needed books on Art history and I felt overwhelmed --in an impressive way -- of the amount of books available. Thus, I can say I found the book collection very useful.
- It is one of the largest collections of art history and technique books in the area, so it is very useful.
- Pretty useful; there is a decent collection of art-related materials, however outdated.

##### **Business**

- As a business student collection of books and other materials is extremely important in my area of study.
- Great, wide variety of books on business.
- I am taking up Business, so it is essential to have access to books that relate to business case studies.
- I find the magazine articles come in very handy in the business field...
- I have found the business resources quite useful.
- It's very useful. I notice when there are new books added to the collection. I am in Business, and I need the newer book. Anything past 10 years just doesn't seem to help anymore. The collection is great though, all that I need mostly there.
- Not much for accounting, but useful for other classes such as business law, and organization behaviour.
- ...however, the online articles and journals are very helpful for reports.
- The marketing book collection in the library is not up to date. Some of them can be quite handy though.
- The online database for articles are very useful, archives are very useful as well for the business students
- Very good for marketing,...
- Very useful, however I am in business and there is a lot out there regarding my topic area.

##### **Criminology**

- The resources available for the Criminology department is outstanding for what I have needed so far.
- (Criminology) quite useful.
- It's useful in criminology.
- The book collection is important to me as a Criminology student....
- ...I enjoy how everything's at your fingertips about criminal issues.
- ...I am taking criminology and the field needs specific articles and sources.

##### **English**

- English- good, I have an easy time finding the resources that I need.
- ...I'd like to see more poetic works though.
- Quite. As an English major, I often need secondary sources to back up what I'm saying and if I can't find it on campus or on the online sources at our disposal, I am forced to go elsewhere.
- Very useful as my area of study is English and your classical literature section is very decent.
- ...Lots of fiction and criticism.

##### **ESLT**

- I'm doing ELST program .so many books & video tapes r useful & I always use them.
- In ELST courses, we need to improve our English skills, so the grammar or essay skills books are very useful.

##### **Geography**

- I am completing my Associate of Arts Degree in Geography and have had quite a good experience using research materials from Kwantlen's library at both the Surrey and Langley Campus.

### History

- I am working towards my Bachelor of Arts in General Studies, but I have found the library to be very helpful especially when working on History assignments.
- I am a history major and so far the collection has been adequate in finding information...
- I'm in general studies, therefore I have looked at the collection of books in different areas. There is lot's of information for History courses.
- It is quite useful. I am a history student and have not had too much trouble finding books.
- My degree is focused on history so there is a need for lots of research materials and I have found that there are considerable books on subjects.
- My focus is in history so having adequate resources is very important.
- Some areas of the history books are really usefully and I can find many options to take information from,...
- The collation in my area of study is not that useful because the books are spread through out 3 campuses. It would be easier if all the history books on a subject (and all the history classes as well) were located on one campus.
- The library does have a pretty good variety of history books for me, and the online resources are great.

### Nursing

- For nursing, the school's collection is pretty good, but...
- For the nursing program I find that there are adequate resources in print and in video form...
- I'm a nursing student and so far its been pretty good:)
- I'm in nursing and there is a good amount of resources available to us in texts, journals,...
- Is useful for nursing program.
- It was tremendously useful with my courses last semester in the returning RN for BSN courses I was taking.
- My area of study is nursing so I think the collection of books, articles and videos are very useful.
- Nursing. It is useful to have the most current resources
- Quite useful because I am a second year nursing student and I am also needing resources for my essays.
- The collection of Nursing journals/books/videos etc is extremely important to my area of study. I have always been able to locate important material that is crucial to my education in becoming a nurse. I have found the online databases to be at the top of the list for my research and appreciate the convenience of being able to access them online at home.
- There are many nursing books in the Library and are easy to find. Very useful for references and information.
- I found it very useful in my nursing classes.
- Very useful for Nursing. Especially videos.
- Very useful, I am a nursing student and there are many books, journals and articles available for assignments.
- Very! I am a nursing student and I have found that the selection is great.
- Well, I am a nursing student. I love the library's collection of nursing books...
- While there are many resources available in the library itself for my area of study in nursing (i.e.: videos, journal articles specific to nursing, books, etc.)...

### Psychology

- I am major in Psychology. I think since the school has the degree program, I think they have quite a few selections, as well on different subjects that related to psyc such as sociology or creativity subjects.
- I just began my first semester at Kwantlen. I'm taking an intro to psychology class, and already I have found the library (mainly the website) very useful.

- Currently the collection is not useful to me in my current study. However when I was studying psychology it was very important.
- By 'collection' I assume you are referring to the book collection. If so, being in Psychology, I rarely use the books in the library....
- I've used it once for psychology and it was ok. Not great but ok
- Very useful for Psych with having journals online.
- Very useful, psychology is a vast field and the library has most of the psychological journals that I need for my research papers and experiments. However, I did have to go to the SFU library once to locate a certain article, but overall the library's collection is pretty extensive.
- Very useful, since I am in the BAA in psych degree and need a lot of resources.
- I found it exceptionally useful when I needed to do a presentation for Psych 1100. Also, the librarians were very helpful.
- ...The online article indexes are essential to my area of study psychology

#### **Sociology**

- I am currently taking Sociology and the amount of resources for this course is excellent. In Public Libraries I found it difficult to find information but Kwantlen's libraries exceed my expectations.
- I am planning to major in Sociology and Geography. Therefore, it's very important to use wide selection of the library collection in my area of study.
- Good would like automobile books for general interest.
- Good, however there are not enough anthropology resources- books or articles- in the library.

#### **Sciences**

- I am chemistry major. For 2nd year studies, I found the chemistry reference books, and monthly journals very helpful.
- It is very useful. I am concerned with biology and there are a lot of books and such that are in that area.
- Since I'm a science student, I am constantly looking up in reference books chemical properties etc. The variety of books and magazines in my opinion is very useful.
- Very important as I have taken a science course where many reference books are given to us to solve more questions. Hence I like the collection .
- Being the sciences I have not needed the use of the library greatly but when I have needed it I have been able to find almost everything I needed.

#### **Other disciplines**

- I'm currently enrolled in the BA for general arts and find the library and the resources it has to offer very useful for each class I'm enrolled in.
- It is partly useful, considering that there is a lot of books on various problems of the elderly...
- Its very much useful in my HSRC program. I don't have to go anywhere else to the library website and find everything I'm looking for. It really helped with my essay project.
- Last semester I found plenty of resources in the library in both PoliSci and Geography for papers I was writing...
- My area of study is engineering and you have VERY LIMITED RESOURCES!!!
- There is plenty of information and books in the field of history and psychology.
- ...I am doing some general courses right now and going into the nursing program, but I find the library very useful.
- Very, I get extra problems for math, and more clarification for my other courses.

#### **Online Resources**

- Have not used printed collections, online collections were very useful to my courses
- I prefer online resources,...
- I mainly use the online resources to find most of my information but...
- ... - the online resources are fairly good.
- It's very useful, considering it is all online and I can access it from home. As well, I don't have to make trips to UBC and SFU anymore, which I really appreciate.



- My area of study doesn't require making trips the library, most of it is done online, through database.
- ..INTERNET SOURCES ARE MORE ACCESSIBLE.
- It's very useful to be able to access collections and articles on-line and at home.

#### Article Indexes/Databases

- I always find what I am looking for when I search the databases which is perfect!
- Online articles and databases are very important to me and I find them affective in doing research.
- ...Also, the database is easy to use and understand for beginners. [business]
- I find the online databases on the library website excellent for my marketing and other business research in my classes for a number of team projects.
- I use the online journal databases constantly. They are very useful and save me a lot of time from looking at the print items.
- ...I use the online article indexes almost exclusively.[Psychology]
- ...and a very good collection of online journals and articles.
- n/a - I only used online article indexes. (Psychinfo)
- On line journal articles are very useful.
- Online Journals, online database - so we can do research at home as well.
- ...I find online articles more useful then books in print form.
- ...I find the online database access very useful. I live in the Valley and find it difficult to find time to drive to the library so using the online database makes my life easier.
- The article index is very useful for my studies.
- ...I mainly use online articles and they often enough for study.
- ...there are lots of articles and journals online for my field of study.
- The online articles are most important for me because I use them most.
- The online resources are very helpful, especially being able to access them from home.
- Very useful as we need to look up a lot of journals which I do not have to go to the library to do I can do it from home.
- ...the online databases are great.
- ...Especially the online journals.
- I need to use a lot of journal articles, and this is easy to do with the access we have through the library website.
- ...articles and journals online are very useful.

#### Other Comments

- Course Reserves is very important because I have to use Solutions Manual to check answers.
- I enjoy the displays of new books in the library...
- ...however, the collection of videos and reference textbooks is very useful.
- In my area of study the journal information is very useful. I really like the journal articles which is very helpful towards my assignments.
- ...a lot of times I have to get books ordered in from a different college or university and that book may or may not come in for weeks.
- It's alright. I really never get a book unless I put a hold on it online so it's more about what pops up when I do a search.
- It's been alright. I find navigating online a little challenging, but I've always found the books I need when I go in the library. I've always found videos and course material I need.
- More information to find, more easier to understand the material within class.
- ...there are many back issues. So far everything is good.
- ... Resources like the citation post are very good because they help me complete any citation that I may need to do for class...
- ...Also the handouts of citation styles, journals and various other types of collection in the library is beneficial.

- When ever I have needed library materials for a course they have always been available to me or brought in by the librarian from another campus, so I would say the collection has been pretty useful.

#### **Improvement Needed – Specific**

**Total number of comments = 86**

#### **Quotes:**

##### **Art**

- It's very limited. My area of study is design and architecture but most of these books are in the Richmond campus. I find this very discouraging because we also have a fine arts department still at the Surrey campus not only that people in the general arts faculty may wish to pursue a masters in architecture and all they need usually is just an arts degree but projects can still be directed to their study of interests.
- ..- a few more art history books would help.

##### **Anthropology & Archaeology**

- Not very, it would be great if your collection of Anthropology (Cultural) material is increased. Otherwise Anthropology students will have to resort to going to other university libraries or libraries to look for their materials.
- ...but other subjects I cannot find anything, Anthropology is lacking and to do my project I had to go to SFU which was not helpful.

##### **Business**

- (Business) not as updated as the one in UBC and SFU. However, there is enough material provided online in order to do assignments and research projects.
- Could be a little more updated for Marketing and business.
- I'm in the ENTR program now and I feel that the library should have more materials that contain current/updated business information. More business magazines will help a lot
- Not very useful for Business. Books are ancient. Need updated business books.
- ...I recognize that it is hard to keep up with changes in technology in business practices and changes in business environment without updating material very frequently, which can be very costly.
- The book collection is fairly limited for Business programs;...
- The library collection is not very useful in the Business area of study. There are limited print resources but then again, much of the material sought is often available on the web.

##### **Criminology**

- The video collection needs to improve greatly and be brought up to date regarding criminology. Why is there TONS of material for nursing and not the same for other disciplines? The Crim program is very big, we need more materials.
- There could be more criminology journals :)
- Some of the criminology books seem a little outdated

##### **Geography**

- I am studying in geography and the collection has been useful but compared to other areas of study I would say that there are less resources.

##### **History**

- However, when I did a research paper on a very specific topic for a history class, the selection of resources was unsatisfactory compared to the resources at other libraries.
- For the most part, the collection at the Surrey campus library is adequate. I do find however, that when writing papers for History courses, I have to venture to Capilano College to find additional print material.
- I have found that with the addition of the BA minor in History, there is substantial resources for this area, which makes the collection fairly useful....our collection is not bad, depending on the depth of the topic. The more general, the easier it is to find the information.
- It would be good to have more on ancient china.
- Not enough upper level books for History minor.

### IT

- Unfortunately the collection in my area of study is quite lacking. Since I am an Information Technology student, we mostly require the newest version of books as old versions are severely outdated and not that useful anymore. I find that our book collection is quite outdated (3 to 4 years old) and deals mainly with old and outdated technologies. An online solution would solve the problem of outdated resources. Possibly a subscription to something like Safari online would be very helpful.
- I checked out some books in my area of study, (CISY), I guess you can't really keep it updated for IT. And most of the time I don't use those book because I've got more than enough to read from my text book.

### Nursing

- ...but I find that the online journals are minimal compared to other colleges and universities.
- ...However, a few more journal articles available online only would be useful.
- There are some of nursing collection in the library... but I would like to have more selection about nursing. For example, the collection of specific area such as cardiac, respiratory...
- ...However, I think the nursing videos need to be updated its terrible how old those videos are and nursing students can barely reference them for projects because they don't fit in the 5 year reference time line.
- I have a lot of difficulty finding specific article topics online. [nursing]

### Psychology

- Finding the psychology journals is very hard. I don't know how to find one specific research for just the subject that I want.
- I am in the BAA Psychology program. I find there to be quite a few journal articles that I cannot access online through Kwantlen.
- I haven't gotten much chance to use the collection for my study, but for psychology, I feel there is room for improvement in the citation help part of the collection.
- It would be more helpful to me to have more psychology journals in print in the library.
- It's okay for information that has been around for awhile but for new studies and research on new therapies and areas of psychology, it's hard to find reference books. Journal articles are okay, but it's the books that can be difficult
- There can be more extensive books on Psychology in the library. However, I do believe that a larger access to online Psyc journals is needed. I end up using UBC's Doc Del so often, I might as well research at UBC.

### Online Resources

- ...Although I would prefer access to a wider variety of online journal articles and databases. Especially whole text articles rather than abstracts only.
- ...However, there were some online articles that I did not have access to and that was kind of frustrating.
- Not very useful, especially online journals. I always have to make interlibrary loans.
- More full text articles would be very helpful.
- ...I would like to see even more access to certain articles (to the extent that UBC or SFU has)...
- ...If you type in search parameters not all of the databases respond the parameters, so sometimes you get information in the search that you did not ask specifically for.

### Dated Collection

- ...The collection I find tends to be out of date, or too detailed that makes it boring. Hard to keep up in other words.
- ...Some are out of date.
- Collection is generally dated, however the material present is fairly conclusive.
- ...it does however lack in up-to-date text resources.
- ...However, it would be nice if the books were more current and up to date.
- Not details enough, less current and has few variety.
- Not very useful. Outdated books.
- Some of the books are too outdated.

- ..although some books are a little old.
- Well. Aren't that many useful I can borrow.
- ... Sometimes I feel as though the books are outdated or...

#### **Use Other Library**

- Sometimes have to go other places for some classes.
- I found there was not a lot of selection on author's pieces of work but there were a few of each so that was good. I had to go to SFU to get some of my books for research.
- ...Even though I still have to resort to getting books from UBC...[BA History]
- It is not very useful at all. In my last 2 years at Kwantlen I have used less than 12 books for my 3rd and 4th year courses. I have had to go elsewhere to get resources as Kwantlen's library lacks the material I need.
- It's been ok, but I've always supplemented with books from other libraries as well for my papers...
- The collection is not that big.... I go to the SFU library for most of the research material.
- ...Not as useful as the public libraries
- There are only a few articles available at the Kwantlen Surrey Campus which makes it difficult to do projects or assignments seeing as you have to go to UBC or SFU for a wider range and variety of books and articles on Sociology and History material.

#### **Not Enough Materials**

- Could be better if the collection was larger.
- Decent and satisfied, however there could definitely be more readily available book resources for specific areas.
- Generally useful, a few times I've wanted to borrow a book from the library for a course, since books are so expensive to buy and often you don't use them very much in a course, however the books are either not available or the library doesn't carry any of them. Otherwise I find the study rooms wonderful; I've made good use of them.
- Had more options to look for different ideas in another books.
- I am a general studies student so I have found some areas have tons of information while others are lacking.
- I find that there is too much repetition.
- I have found the collection useful, however I could not always find enough information and at times 0 information.
- I have not found the collection too useful because it is very limited. You are not able to find what you are looking for and when you are, it is not available because someone else has already taken the item(s), therefore, you cannot use it.
- ...it's often hard to get access to some books.
- I think the collection will be of much more use once all of the new books arrive that have been ordered from the professors.
- It has been okay, but more books are needed on many of the new 3rd and 4th year courses that are being offered. OR at least quicker and more access to interlibrary loans. I requested a book that UBC has available back in early December and still have not received it or been updated.
- ..However, it would be nice if all of the up to date text books were available, even for temporary borrowing.
- ...for other classes sometimes the library seems to be on the short side for some of the smaller topics, typical, but can be improved. I think that the library should try and put more books online for Kwantlen students.
- Could be more useful if there were more books.
- ...but still lacking a lot of material; most of which has to be ordered in.
- Sometimes some of the books that I am looking for are offered at other libraries in other institutions but not ours.
- ... but still needs more material.
- ...I'd prefer to see more titles and a deeper collection specific to British Columbia.
- ...Also, I find that the library book collection has lots of information in specific subject areas but lacks mainstream books, such as non-fiction classics and even newer mainstream books involving politics or economics.

- ...I think the selection of book in the library are not extensive enough in certain subject, mainly religion.
- There could be improvements, more books, journals and online resources would be helpful.
- We need more books, and...
- We need more sources.
- ...[the books] don't quite fit what I am looking for (either too specific or too general)...

#### Periodicals

- ...The problem is finding a magazine article that applies to the area of study.[problems of the elderly]
- Not many current periodicals however...
- ...having all the months of a particular journal year would be helpful.

#### Other Comments

- Mediocre
- ...sometimes hard to find and access.
- ..but not as good as it could be.
- Within the library itself, not much of a choice, but...
- Not useful.
- ..but sometimes lacking.

#### Do Not Use

Total number of comments = 19

#### Quotes:

- Barely used the collection in my area of study.
- Currently I am not taking any courses in my area of study, I am only taking electives, so I do not have accurate information on how useful or complete is the collection in the areas of commerce and business administration.
- Have not used the library for course work.
- Haven't used it in my diploma field.
- I don't use the print books all too much but the articles are fairly good.
- I do not use the books in the library except for the organic chemistry reference books.
- I have not used any book for accounting from the library.
- I have not used it yet, so I am not sure.
- I haven't had the opportunity to use the collection in the library, however, the library appears to be quite small relative to UBC's libraries... If I were to do some research, I think my resources would be quite limited (based on pure speculation of course).
- I haven't used it.
- I haven't used anything yet.
- Not much, no courses on reference.
- Not overly.
- Not really applicable to first year fine arts courses.
- Not used.
- Not useful yet (first year general studies) but will be next year. Little or no research in my current classes.
- Not very.
- Not very right now, because textbook is all I need.

### Campus Unknown

#### Positive Commentary – General

Total number of comments = 35

#### Quotes:

- About the physical collection of books and magazines, I can use the books instead of keep them in my own collection.
- Adequate.
- Due to the amount of work in my classes, very useful.
- Good.
- Helps me find the information I need to write the paper.
- I am quite satisfied.

- I have always been able to find everything that I needed, so I would say very useful.
- I have been able to find what I need without any problems.
- I use all of the resources during my studies, (even fiction novels).
- I use it for all my studies.
- It helps a lot with research that I have to do and gives good information.
- It is satisfactory....
- It is very useful.
- It's ok.
- It's very useful in helping to study and find information for projects and homework.
- Quite useful for research.
- So far it has been very helpful.
- Somewhat useful.
- The collection in the library is extremely helpful.
- The collection is most of the time useful.
- The collection overall is very useful to my area of study.
- There are a variety of textbooks for reference.
- Very useful. (10)
- Very useful in doing research papers.
- Very useful, am able to get at it whenever I get the chance.

#### **Positive Commentary – Specific**

**Total number of comments = 9**

#### **Quotes:**

##### **By Discipline**

- It is somewhat useful depending upon the topic in the business field.
- I've used textbooks for chemistry and the books were very useful.
- I'm primarily focused in the area of Criminology. I use the online journals and articles index quite frequently. I find them extremely helpful and easily accessible.
- Really useful, just by reading one grammar book which I issued from the Kwantlen library, I got my EPT placement improved drastically.
- I would say that it's extremely useful as I am taking psychology courses and need to search for journals and articles.
- Sciences require lots of info.
- It is great for SETA program...There are a lot of resources including video's, internet resources and books.
- I didn't find all of the Sociology books that I needed for my term paper. I had to use the Vancouver Public Library. However, usually I find what I need at Kwantlen.

##### **Online Resources**

- Use the library for journals and articles more so than books or videos and I have found that there is a relatively good amount of material to be searched through in my area of study.

#### **Needs Improvement – General**

**Total number of comments = 5**

#### **Quotes:**

- ...there could be more information.
- Not useful.
- Not very :(
- Not very useful.
- Not useful.

#### **Needs Improvement – Specific**

**Total number of comments = 2**

#### **Quotes:**

##### **Not Enough Materials**

- I'm not to sure - I find that most of the time, resources are out of stock so I end up researching online or at other libraries thus resulting in the collection being questionably useful.
- The collection is okay but it would be helpful if there were more books related to the course.

**Updated Materials**

- Pretty useful but need more updated books, etc

**Do Not Use**

**Total number of comments = 3**

**Quotes:**

- It's considered to be very useful but I haven't found the real need to use it much just yet.
- So, I don't usually use it.
- Need to read some related information.

### **Q3: General Comments about the availability of, and access to, the Library Collection (by Campus)**

#### **Cloverdale/Newton**

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##### **Positive Commentary – General**

**Total number of comments = 2**

##### **Quotes:**

- I have never had a problem getting the materials through the Kwantlen library. I wish the Library was open on Sundays!
- Nothing special.

#### **Langley**

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##### **Positive Commentary – General**

**Total number of comments = 53**

##### **Quotes:**

- Completely satisfied with supply and availability.
- Easy to access.
- Easy, fast and helpful, keep up the good work.
- Everything is very available.
- Excellent.
- Excellent place to study.
- Fairly good.
- Fantastic - easy to learn and very accessible.
- Generally good.
- Good. (3)
- Good layout.
- Good overall.
- Great.
- Great, always books available.
- I think it's great.
- I think it's great.
- I enjoy it.
- It is easily accessible and the book I want is almost always there.
- It is very good.
- It's pretty good.
- It's very easy to use and to access information.
- I've found all resources to be accessible.
- It has been available every time I have needed it.
- I have never had a problem with availability or access of the library collection
- I have no complaints.
- I have no complaints. I've used libraries at Surrey Langley and Richmond. All good!
- I have no had any problems accessing resources in the library.
- I haven't had a serious problem with needing books or articles that weren't here.
- I have found everything accessible.
- I have never had a problem withdrawing a book that I wanted, and I appreciate that.
- I have never had a problem accessing anything that I have needed for research and study.
- Most books are almost always available and accessible.
- No matter when I go, the books I need are always available.
- I enjoy the Langley Campus library and find the Librarians more than helpful. Surrey is another story!...
- I find that help is always close and that the process for signing out items goes fast.
- I have been very happy with the availability/access to the library collection. The only time I have encountered problems with availability was when I procrastinated with a research project.



- It's easy to access and there is always someone to help you with your questions about any books.
- The availability couldn't be more affective to me. As it is accessible whenever I need it. Given due time.
- The availability is good, and the librarians are very helpful.
- The availability and access to the library is outstanding.
- The library and its many resources have been easily and readily accessible for me in my studies. I am greatly pleased with the level of services provided.
- Very good. If books are ordered in, very quick to arrive.
- ...but the books I have chosen from here are very resourceful in my studies.
- Overall I'm fairly satisfied...
- So far so good, almost all of the suggested readings by the teachers are readily available and the collection of magazines is good too for the horticulture department.
- Close to where most of my classes are.
- Get your library card (student id) and you're capable of everything. The library is conveniently organized and any help that you may need you will find within the facility.
- Although I have not used the resources in the library, besides the open computer lab, I have looked around the library. I was very impressed by the lay out and the volume of resources available to students. I feel as though when I need to use the library everything will be here for me.
- I am very satisfied with the access to all Library materials...
- ...I really enjoy studying at the library because of its collections and atmosphere.
- Usually always available.

#### **Positive Commentary – Specific**

**Total number of comments = 12**

#### **Quotes:**

##### **Online Access**

- I like that you can access the information on campus as well as off campus.
- I like that I can access everything from home on my own computer!!
- I like the online library.
- I really like how you can find what you are looking for by using the library website site.
- It is great because I can go on the internet from home and see if the books I want are in any of the campuses or not.
- I appreciate being able to access the collection from home.
- ...The online Library collection is good but I wish more of the information was in PDF.

##### **Computers**

- I find the Langley campus' library much nicer and accessible. Every time I have needed to access a computer at the Surrey library none were available to me.

##### **Requests**

- The collection is available to all students through the request system, which is good. I appreciate that books have been transferred to the Langley campus for me from other campuses.
- Good access in that it is easy to get books transferred in,...

##### **Library Hours**

- ...The librarians are very helpful as well as the hours of operation of the libraries.
- Good hours of operations, and very well organized library...

#### **Needs Improvement – Specific**

**Total number of comments = 28**

#### **Quotes:**

##### **Not Enough Materials**

- The Langley campus library could be a little larger, more and more students are starting to take courses at that campus and the resources tend to run pretty thin when looking for material to write papers on
- The library (at least at Langley) needs a bigger and better selection of books for students.

### **Textbooks**

- It'd be nice if all of our class textbooks were kept on file (for other subjects as well). That way, if I forgot my textbook or needed to look something up on a day I didn't have that class, I could do so.

### **Periodicals**

- ...there could be more magazines for business available.

### **Article Indexes/Databases**

- I would like to see more online full text articles.
- It would be nice to have more local articles on the online database and have more articles accessible from online without having to search out the print article in one of the three libraries.

### **Requests**

- I find it difficult to get book from library from different campus.
- Pretty good... although getting an inter-library loan never happened, and no one told me I wasn't getting the books until I came in and inquired about it myself.
- More online access (for ordering materials through interlibrary loan) would be helpful.

### **Collection Distribution**

- It's frustrating when the library of the campus I am at doesn't have the book I need and I must go to another campus
- More copies should be distributed out to all of the campus libraries equally rather than make us wait for them to be brought in from Surrey, the larger campus.
- ...however the distribution of the material is very uneven. Very few books history books are available at the Library campus without them having to be transferred.
- The collection could stand to distribute the collection better.
- Many of the reference material for the SETA program needs to be sent from Surrey campus to Langley campus - we always seem to have to wait!
- ...Langley could use the SCR collection (Supreme Court reports) because not all of us have access to Surrey.

### **Reserves**

- It is kind of an inconvenience to only be able to use a reserved book for one month especially if you need it for the whole semester.

### **Use Other Library**

- As I said before half the time the library does not have the book I am requesting and so I have to go to another library ...
- ...Kwantlen's collection is adequate to a certain degree. Beyond that, I must go to other institutions.

### **Library Hours**

- Could you open later on Fridays?

### **Noise Level**

- Try to keep the noise level down in the main area.

### **Other Comments**

- Access could be improved.
- I can't complain. It's a small library but that is expected considering the size of this school. A great, in-depth collection of material is always desired of course, but not always realistic....
- So far I have been unaware of an open terminal in the library from which I can search for books without having to logon each time.
- The only thing I've really tried to access was the cd collection and was quite appalled by the system. It's like pulling teeth. None of the librarians know what they're talking about. Absolute crap.
- The Langley Library is limited in capacity.
- Availability is really good; I wish there were more used books for sale.
- I'd like to see more non educational books to read as well.
- While availability is good, access is a little lacking as the organization of the shelves is not as strictly policed as I would like, often material is not where it is supposed to be.

**Do Not Use – General****Total number of comments = 3****Quotes:**

- Haven't used much as of now, but I am sure I will greatly use the library.
- I personally have had limited experience and use of the library except for studying...
- Is there one in Langley?

**Richmond**

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**Positive Commentary – General****Total number of comments = 82****Quotes:**

- A vast amount of available resources.
- A good library should have abundant collection.
- All the times I needed something, it was there and I was able to find it very easily. The access is straight forward and easy to use.
- Always there when I look for it.
- Availability is good, same with access.
- Availability seems pretty satisfied at this point.
- Average.
- Average; usually the stuff needed is available.
- Books are usually well organized and are easy to locate.
- Clear guide.
- Convenience.
- Easy access to the Library website and its contents as well as the book collection.
- Easy access whether online or on campus.
- Easy to access.
- Easy to access, help is always there with the librarian.
- Easy to use, good access to the library collection, books were easily available and I received holds in a matter of days.
- Every time I've looked for a book it has been in the collection here in Richmond so I think everything is fine.
- Access to the Library collection is very convenient and useful.
- Availability and access to the library collection is excellent...
- Generally quite accessible...
- Generally very good!
- Generally, it's ok, but if my reference books that will be better.
- Good (6)
- Good access. Good location.
- Good. It could be worse, and it probably could be better, but it meets my needs.
- Good. Most books are available when needed and the access is also good.
- Great keep up the great stuff Kwantlen.
- Everything is easy to follow and materials are always up to date.
- Generally satisfied.
- Generally speaking I am satisfied with it;...
- Had no problems with availability and access to the library collection.
- Haven't had any problems when trying to access what I've needed.
- Helpful and efficient.
- I am a new student, but my experience is so far so good!
- I am impressed with it and find it a very useful tool in research and learning. I am VERY impressed with Kwantlen and the staff that are at the Richmond campus.
- I am quite satisfied with the level of services that the library offers.
- I feel that I have had fairly good experiences with the availability of access to the library collections.
- I have not had any problems when it comes to accessing material.
- I haven't had any problems.
- I haven't looked through the collection but I heard from the other students that we have pretty good collection compared to some other colleges.

- I think the availability and access to the library collection is excellent.
- I think the Kwantlen Library has done a great job for all students.
- I think the library has tried it best to be the best. When I have some problem I always can get help from someone. I think it is good.
- It is very easy and comfortable.
- It is easy to find what you need. So far I never had any problems.
- It is very easy to find what I am looking for.
- It is very good.
- It's awesome.
- It's not too hard to find books.
- It's ok at the moment.
- It's ok at the moment.
- I've been around the library a bit and I am pretty satisfied about the availability of and access to the collection. It's too bad that we can't take out reference books but I understand why, so it's not that bad.
- Mostly good.
- Never had any problems.
- No comment. Generally satisfied.
- No. It is easy to access.
- Nope.
- One semester into my program, it seems to be good so far.
- Overall the collection is very easy to access as the library keeps useful hours, the catalogue is available at home, and the library collection is kept well organized...
- Overall, I am satisfied with library services.
- Overall, it's good...
- Pretty good... (2)
- Quick and easy.
- Seems to be easy enough...
- So far everything has been easy to work with, I am satisfied.
- ...nonetheless the collection of books in the library is good.
- The availability and access of resources are super. I've been really pleased so far.
- The availability and access to the library collection is pretty good.
- The access to the current library collection is fine,...
- The amount of access to the complete library archive is excellent, ...
- The availability of access to the library collection is good...
- The books and journals are well organized and easy to find. I haven't encounter book availability problem yet.
- The library collection is available very often and it is quite easy to use.
- The reference books are quite helpful. It's pretty easy to follow the system being used by the library right now.
- The Richmond Campus library is good. I like the atmosphere in there, which allows me to study.
- The set up is really easy to access.
- Very nice!!
- Very good. (2)
- Very satisfied.
- When I have needed something, I am able to get it without any real problems.
- When I have used the library for information it has been easy to use and usually has what I need...
- Again, the collection is good. In my studies I have some crazy topics to research and the library usually has everything thing I need... All collections are well-organized in all different sections, such as video and journals...etc.

### **Positive Commentary – Specific**

**Total number of comments = 32**

#### **Quotes:**

##### **Online Access**

- Access from home is great...
- I enjoy having availability at home (or off-campus). The internet searches are very useful, and the website is nicely laid out so that I can find what I need quickly. I enjoy having availability at home (or off-campus).
- The internet searches are very useful, and the website is nicely laid out so that I can find what I need quickly.
- I haven't signed too many books out, but did use the online catalogue all the time.
- I'm pleased that we are still able to access information about book holdings and online journals even if we are not at school.
- ... I especially like the access to journals online.
- The library website and the online article and journal provide very convenient way for students doing research.
- The online access to articles is definitely the most valuable asset (for me), because this material is most often required for study and ESPECIALLY because there is no time requirement - I've done lots of searching around midnight, or later...
- The online access to the library collection is good, however it could be designed in such a way to make it easier to use. ...
- The website is very user friendly.
- Very good, access to collection off-campus is excellent.

##### **Article Indexes/Databases**

- Database is extremely important. Keep that up.
- It's great that there's no longer a time limit (at least I don't think there is anymore) for when students can access the library research articles online-I'm pretty sure before students weren't able to conduct research past 10 pm online but now they can and it's much better.
- Love being able to access databases on-line from home for those late-night study/writing sessions.
- ...Having the ability to access online journals without having to be in the library is great though.
- The access to the library collection is great, especially in availability of the online article databases from computers outside of Kwantlen.
- The online articles are very helpful. The librarians are good about helping you find everything.
- Generally the library collection has helped me a lot. I really like how we can connect to the journal articles from home by just entering our student numbers.

##### **Requests**

- Everyone has been very helpful when I've needed to find different materials. Interlibrary loans are great too. It really expands the library.
- ...I also like how we can reserve books at home, and when we go to the campus we can pick them up without the hassle.
- I really like the online request system, because it saves me valuable time from having to go find the books myself. I can simply search for them online and make a request, then pick them up. This is a great resource which I use frequently.
- I think it's great...I ordered a book from the Surrey library and it arrived within 2 weekdays....I was very satisfied:)
- I'm pretty happy with the availability of resources, especially the fact that if a book I'm looking for is at another branch, I can have it sent to the location where I study.
- It is easy to access and very prompt to get my hold.
- It's very easy to access and very prompt to get my holds. Excellent!!
- ...The hold function is great.
- Very good- have not had to wait for a book; articles arrived quickly...
- Very good, quick inter-school loan

### Open Hours

- Good hours in the libraries.
- Good hours and everything is easy to find.
- I am very happy the library is open long hours, and the librarians are very happy to help.
- I'm satisfied with the library's hours (Richmond campus).

### Other Comments

- Library Orientations help with research projects in a variety of courses.

### Needs Improvement – General

Total number of comments = 7

#### Quotes:

- Availability is hard to come across at times but I usually find what I am looking for.
- Accessibility and availability moderately good, there can always be more.
- ...however, sometime it is not easy to find a book I need.
- I sometimes quite disappointed because I could not find what I want and need.
- It should be placed in a visible spot where students can easily access and find it.
- It's a great place to find materials I need for class, but not everything.
- It's alright. Could use more though.

### Needs Improvement – Specific

Total number of comments = 87

#### Quotes:

### Not Enough Materials

- 1.The books about interview and resume writing are quite old. 2.Hard to find materials related directly to specific courses I am taking.
- I think there haven't enough books for developmental psychology.
- It would be nice to get some more books on cannibalism. I am doing a paper on it this semester and I have heard that your library, from past students who have done this paper that the Kwantlen library does not have a good selection on this topic.
- Library collection is small in general (Richmond).
- Most copies of books are sometimes not available.
- The library is not big enough for more collection...
- The collection is somewhat big but not detailed enough.
- There are limited books for GMAT.
- Expand more articles, books.
- Library should contain more illustrated fantasy graphics for design studies...
- ...It could expand more in its resources.
- The books in library are very limited...
- I hope that books will be renewable more that just once and also I wish there'd be more copies of books.....
- Need more collection and renew...
- Need more scientific books/articles.
- Needs more books.

### Dated Collection

- ...but some of the material is outdated.
- ...Some of the books could also need to be updated, as there are new editions.
- New edition book needed.
- Some newer editions of texts are not found in the library; ...
- some books is too old to read.

### Collection Distribution

- All campuses should have at least one copy of every book so students will have more resources to use. After all this school is a 'university-college'.
- At time the books I need are not always in, I suggest that the library should buy more copies of the material most in demand by the students.
- It is often available but only to one of the campuses.
- ...however one needs to go to Surrey campus sometimes coz not every print material is on Richmond campus. This is inconvenient.

- It can be frustrating that there is only one copy of a popular text. It would also be nice if all three libraries were of equal quality instead of one or two having a large number of books on one topic while the other library has none.
- A lot of the books or videos I have tried to get a hold of are only available in Surrey which is very hard to get to for me, I think that Richmond needs to expand their Library.
- Access to the Library collection is good; availability could be improved by having more than one copy of material at each location.
- My home campus is at Richmond, and I find that most of the resources I need are at Surrey.
- Not really that great because they are never really available. There are many students using the same books at the same time and there is only one copy. Most of the time the campus does not have what you want. I cannot go to Surrey to get a book that should also be available at the Richmond campus.
- One problem is the as far as I know Arch and Anth courses are taught mainly in Surrey and Richmond yet library resources on these subject are spread throughout other campuses.
- Please make identical book available per campus.
- Sometimes disappointing when the book I need is at a different campus.
- Somewhat disappointed with availability.
- ...though certain books are more often than not hard to locate or unavailable.
- ...There need to be more copies of the popular books.
- The general collection could be expanded, so that each campus library had at least one book of the same title, instead of only the Surrey campus having the book...
- There should be a wider range of the library's collection at the Richmond campus.

#### Requests

- ...Also, it takes long time to get copies from other library such as UBC. Last time I ordered a copy, it arrived at library after my essay due, so I didn't used it at all.
- ...it's frustrating that we need to transfer books from Surrey to Richmond. We need a better library, bigger and better selection.
- Some books are not available in one campus and must be transferred. Sometimes when you need the book right away, it can't be accessed unless you are in the campus where the book is held. Also, some books are not available due to the availability and such, which is understandable, but hopefully each library could have at least 1 book each.
- Sometimes it takes a long while to get hold of a book because of the small number of books and the long hold line. ..
- There are not very many copies of each Inter-library loans and inter-campus loans aren't practical.

#### Online Access

- Access from home is great...
- I enjoy having availability at home (or off-campus). The internet searches are very useful, and the website is nicely laid out so that I can find what I need quickly. I enjoy having availability at home (or off-campus).
- The internet searches are very useful, and the website is nicely laid out so that I can find what I need quickly.
- I haven't signed too many books out, but did use the online catalogue all the time.
- I'm pleased that we are still able to access information about book holdings and online journals even if we are not at school.
- ... I especially like the access to journals online.
- The library website and the online article and journal provide very convenient way for students doing research.
- The online access to articles is definitely the most valuable asset (for me), because this material is most often required for study and ESPECIALLY because there is no time requirement - I've done lots of searching around midnight, or later...
- The online access to the library collection is good, however it could be designed in such a way to make it easier to use. ..
- The website is very user friendly.



### **Periodicals**

- ...One problem is with Journal Collections, collections for certain fields of study are located at a campus that does not offer said field of study. This makes the entire Journal collection less useful. One example could be the Journal 'Antiquity' located in Langley which could be more useful in Richmond.
- ...Should add more articles which presented recent years. Some articles are too old.
- Only difficulty- cannot check out magazine from library- would be nice to have 24-hr loan instead of having to photocopy.
- Again, not enough access to Psychology journals - I find articles on PsycInfo but then can't access the articles, or have to pay for the articles (which I can't afford).
- I wanted to take out a few magazines for one of my projects but I was shocked to find out that I could not take them due to the 'course reserve' policy. I would love it as a PR student if I could take out design magazines.
- Would be great if we could take magazines out... for at least a week.

### **Videos**

- It is very easy access to library collection but I think is that we should be given more time to have video to keep it will be much easier more than 1 day.

### **Audiovisual**

- It will be good if the library equipment can be added barcode, so people might renew or check the borrowing status for the equipment online through the account.

### **Online Access**

- I would like to have more on-line resource since I am currently working full time. It's unable for me to go library daily.
- Library does not have enough data for a few courses.
- Simple design for the website to let students to read....
- ...Also, the access to online journals is limited as well.
- The connection speed of library website is not fast enough.
- It would be better if the user interface were a bit more user-friendly and intuitive.

### **Article Indexes/Databases**

- I don't like that for some on-line journals, the journals and when you make searches you'll get matches for articles, but it'll say that you need to pay or that you need a subscription. Aren't those search engines available so that the students can access the journals that they school has subscribed to?
- It would be awesome to have one huge database rather than a bunch of different ones.
- It would be better if there were more journals and articles available online, and there were less print ones to conserve environmental resources.
- Maybe more off campus online database?
- Not enough access to online resources such as article databases.
- The journals and databases should be pushed more as a good place for students to use when it comes to research. I myself didn't even know about them until last semester.
- Online articles are sometimes unavailable especially when I need some specific study areas...

### **Study Areas**

- Bigger area to study, ...
- I think the library should provide more sofas and study rooms because I always want to do homework with my friends together however the rooms are all full during the lunch time.
- ...except for availability of meeting rooms. Hard to book a room.

### **Noise**

- ... [study area] needs to be more quiet somewhat hard to study with all the noise.

### **Use Other Library**

- Sometimes I do go to the public library to get books as well.
- The library collections are average. I wouldn't say they are the best. I would have to go to UBC or other libraries for some resources I can not find here.
- ...One project did require me to go to UBC library for further info.



### Open Hours

- ...The only comment that I have about availability is that sometimes I wish the library was open after evening classes, like around 10pm.
- I hope the library open until 10:00pm on Friday, Saturday, and Sunday, too.
- I think the library should be open later for students to study.
- It would be nice if the library hours stayed the same throughout the whole year. If you are studying during the summer semester the shortened hours can be inconvenient.
- Over all there is excellent access. However, like many of the students at Kwantlen I am working while attending school, and always work on Saturday. I have found that the library being closed on Sundays a little frustrating.
- Perhaps the library can stay open later on Saturdays....perhaps close at 10pm daily. opening up the library on Sundays will help as well, especially during exam periods.
- Restricted library hours make it hard to come on students time. i.e., late nights, really early mornings...
- The hours of operation should reflect when classes are being offered. Also longer hours on weekends would be great.
- ...Otherwise the in-person access to the library is reasonable (I wouldn't want to be working at a library late at night - even though that's when I'm studying).
- ...The library hours could be better - sometimes it's hard to get to the library in between work and classes and the hours of the library do not help facilitate that easily.
- The possibility of extended Library hours will be greatly appreciated.

### Signage

- My only concern about the library is the confusion in trying to find certain sections within the library. Once I find the area I need it's all there but I just walk around until I find my area.
- Need better signage (location of particular subjects).
- Signs in the library stating the field of study relating to the books would be more useful rather than just the numbers on the sides of the bookcases.

### Other Comments

- I haven't been able to find the text for bio 2320 yet.

### Do Not Use

Total number of comments = 1

### Quotes:

- Because I just started attending classes at Kwantlen, I haven't really had a need to use the library yet.

## Surrey

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### Positive Commentary – General

Total number of comments = 160

### Quotes:

- The availability and access to the collection has been satisfactory.
- access to the library collection is fairly easy.
- Although the access itself is alright...
- Always available.
- ...however overall I would say the library does a good job of giving students access to materials.
- Availability and access to the library collection has been great so far. ... Other then that I have found the librarians at Surrey very helpful and informative! Thanks.
- Availability is plentiful. I can almost always find what I am looking for.
- Availability is good, I am impressed with access and the room and course reserves.
- Availability is not bad and so is the access to the library collection.
- Availability of materials and material access is excellent.
- Availability of the Library collection is fine.
- Availability is good, except ...
- Availability is usually quite good,....
- ...access is okay.
- Books and articles are always available to me when I need them.

- Easily accessible.
- Easy to access and locate what you are looking for.
- Easy to access, easy to use.
- Easy to access.
- Easy to understand, accessible. What I want is usually there.
- Easy to use.
- Easy to use and great selection.
- Enjoy using the Library collection. Very accessible no matter how much computer knowledge a student may have.
- Every time I have needed a book it has been there.
- Every time I have had to use the library resources I found that there was an ample amount of info/resources available to me...
- Everything is always available when I need it.
- Everything is well available and easy to get.
- Everything I've had to find, so far I have found.
- Everything is about average, except for ...
- Excellent collection.
- Excellent.
- Excellent!
- Fairly good access and availability for students.
- Fine if you get on top of research projects right away...
- For most items, I have not had a problem.
- Generally available, and easy to access.
- Generally good.
- Generally speaking it is fairly good.
- Generally the books I am looking for are available when required.
- Good. (2)
- Good access to material at other campuses.
- Good availability.
- Good availability of and access to the library.
- Good collection, and I love being able to borrow Pulitzer Prize-winning books.
- Good hours and access to computers.
- Good job.
- Good availability,...
- Great access.
- Great keep it up.
- I am able to find what I want.
- I am satisfied about the availability and access, for instance, easy access by using internet etc.
- I am satisfied overall.
- I am very satisfied! Resources come in very quickly.
- I can find stuff easily and the staff are always willing to help out in any case that I may need help.
- I did not have any problem accessing any of the collections...
- I didn't use the school library that often, but when I did, I was satisfied with the availability of materials.
- I feel it's very well organized and the help at the library makes it all the better and that much easier. I am content with the services at the library.
- I find availability and accessibility to the library collection simple and easy.
- I find it works for me.
- I find the access to the stuff quite satisfactory.
- I have been satisfied with the availability of and access to the library collection. I have never encountered any problems.
- I have had little difficulties with the availability of library content.
- I have had no problems finding information that I seek.
- I have had no problems getting the books I need for projects...

- I have had no problems so far, and hopefully won't.
- I have had no problems with it.
- I have found that there is a satisfactory amount of books in the library...The access to the library collection is very reasonable.
- I have been able to get what I need so far so I am happy with the library...
- I have never had a problem finding information needed for a report...
- I have never had a problem with references being available when I need them.
- I have sometimes found some hard to find books (not in my area of study) that I was quite surprised that were available. I was quite happy with this...
- I haven't any complaints.
- I haven't experienced any obstacles yet. If there has been something I've been unable to find, the staff has helped me out in more ways than one.
- I haven't had any major problems.
- I haven't had any problems as of yet. Librarians at the Surrey campus are very helpful and genuine.
- I haven't had any problems so the availability is very good.
- I love being able to find the books I need on campus, it saves me time from having to go to the public library.
- I think its good, I have always gotten what I want,...
- I usually don't have any problems getting what I need.
- I usually find what I am looking for.
- I usually get what I need.
- I'm pretty satisfied with the services that I have received from the library so far
- I'm satisfied with it.
- I'm satisfied with the availability of library resources,...
- I'm very happy with the resources and availability.
- I'm very satisfied with the collection available at Kwantlen!
- In general, the availability of materials in the libraries at Kwantlen is acceptable...
- It is generally very good.
- It is great,...
- It is pretty easy to find the book you need and the collection is exact.
- It seems to me that there is enough.
- It's easy to access and everyone is ready to help when needed.
- It's easy to access it, but there need to be great expansion for reference books.
- It's good, really good. Never had done a research essay using the database. Found it easy and good to use.
- It's good. (3)
- It's great! Almost every source is available.
- It's ok. but needs to be expanded.
- It's pretty good. (2)
- It's really good for me because I'm not very close to the campus so I can still do my homework without driving out there on my day off from school.
- It's usually always available when I need it and I can always get it in an emergency.
- It's very organized!
- I've never had a problem accessing and of the information...More would be greatly appreciated though.
- Kwantlen has a wide variety of book and with the use of many different campus libraries and safe's this helps a lot.
- Librarians are very nice. It is good.
- Library is very accessible.
- Most books that I need have been available, so I think is very good.
- Most things I'm pretty satisfied with.
- Never had any problems finding what I needed.
- No problems retrieving info for other classes.
- Not bad.
- Okay.

- Organized, easy to navigate and find books/articles.
- Overall, availability is not an issue.
- Pretty good. (2)
- Really useful.
- Readily available,...
- Relatively good,...
- So far I have not had any problems with the availability of books.
- So far I've found what I need...staff very helpful.
- So far very satisfied.
- Super awesome greatness.
- Surrey Library has very good collection of materials,...
- The access to the collection is fine...
- The access to the collections is very easy.
- The access to the library collection is quite easy when you are there...
- The availability is great. I get the solutions manual from the reserve, the books I need from the collection are usually there and that satisfies me because I know I don't have to have it brought in.
- The availability of books and articles is always there...
- The availability thus far has been great! I've gotten all the books I need straight away.
- The availability to the books is good if you're actually near your campus and signing the books out yourself. Most the time the books you are looking for are there so that's good too...
- The availability of the library collection is great...
- The collection is easily accessible and I have never had any problems with any availability issues.
- The library collections are pretty good and have reached university level.
- The librarians are very helpful and make everything reasonably available for students.
- ...however is helpful when you find what it is you are looking for.
- The library collection did a good job in the past,...
- The resource I request is usually available.
- The resources have been easily available for me.
- They r always available.
- They're available most of the time.
- Usually books are readily available at the library and there is good access to the library collection although some items may not be available or off limits which does occasionally happen.
- Usually I can find everything in the library but sometimes I have trouble finding books, maybe that just me!!!
- Very accessible, somewhat available.
- Very crucial for time management.
- very easily accessible and easy to navigate around
- Very good. (2)
- Very good I guess.
- Very good, haven't encountered any problems as of yet.
- Very good, I almost always find what I'm looking for.
- Very good. I have never had any problems with accessing information.
- Very great, not many restrictions.
- Very helpful.
- Whenever I need a book; it is available.
- With finding books and articles, the Library is great in having access to those things...
- Yes I am able to access the library collections fairly easily and the staff are always willing to help!

### Positive Commentary – Specific

Total number of comments =

Quotes: 46

#### Requests

- I am able to place holds on books and within the next few days they are ready to be picked up. The inter-library exchange of books is great. Saves me lots of time from having to go to the other campuses.
- ...Plus the waiting time is short as well.
- I like that I can request books from another Kwantlen library for transfer.
- I really like the online options for book renewals and holds.
- ...and I like that I can get a book from the Richmond campus without actually going there.
- It's been pretty good so far. I like the fact that if you need a book and it's at another campus they'll send it over for you. Everyone's been very helpful to me so far!
- When I put stuff on hold I am usually able to pick them up within a few days.
- ...I love how I can get material from another campus.
- The only positive thing I can really say about the library is that when I have requested a book from a different Kwantlen campus it did arrive in a short amount of time.
- The fact that you are able to hold material through the library website is very helpful especially when they send you a courtesy e-mail to notify that your book is in.

#### Online Access

- General speaking, regarding the resources finding for my major research paper, most of my research materials were on-line. I went to on-line journals and articles section quite frequently. Since Kwantlen's library web system enables me to access, preview, pre-screen, search articles and journals at any place, anywhere, and any times, my overall impression was that the availability of and access to the library collection are non-judgemental. :-) Cheers Samuel
- I don't spend much time at school so the online collection is very important to me and is available when I need it.
- I like the fact that you are able to do library stuff online
- I like to use the online resources more than having to come in and look for the book personally. If I could find it online than I would have a greater advantage to work at the library and also at my own home.
- I love being able to access the things that I need and not having to be on campus, it's a big help!
- I prefer doing everything online since going to the Library is extremely inconvenient.
- I really enjoy having the option to renew my books online from home, and I find this to make the library extremely accessible.
- It is nice that we are able to access books from other locations.
- It was good. I liked that I could check at home online before I came in.
- Online access from home is a great feature.
- Online access is great.
- Online and computer resources are good. Books are somewhat good.
- Online articles were very helpful and the Surrey library's staff very helpful in finding everything needed.
- Online availability is very important to me. I rarely am able to take time off of work during the day to attend the library so use the resources in the evening from home.
- Online resources are the most helpful.
- ...The computers and study areas are great, as well as the website.
- The library website is very helpful!!!!...
- The online access to info is very convenient.
- The website features are good...
- ...Albeit your online collection is quite good.
- Website is user friendly.

### Article Indexes/Databases

- I appreciate the online databases that are accessible to Kwantlen students off campus.
- ...The online journal articles helps so much!! Allows me to do my research right from home.
- I like the access to the online databases. I find that it is very effective when used both at the college and off campus.
- I now mostly work online accessing JSTOR and Academic Search Premier so if you could ensure that we had as much access as possible that would be great.
- Really enjoy the online databases...especially from home. Very helpful.
- The article database is definitely helpful...
- ...It's great how you can check for books and articles online.
- ...The online databases make working from home easy. I love to study and do work at night, so the online databases are necessary for me!
- ...The access to online journals at home is very helpful.
- Very easy. I like how the databases can be accessed through an off campus computer.

### Open Hours

- I've never had trouble getting to library within hours of operation. I love that it's open Saturdays as I find that is usually the easiest time for groups to meet outside of class...
- The hours of operation of the library are good and that offers great access to the print materials.
- There are good library timings allowing for good availability to the library collection...

### Other Comments

- The library information sessions are very helpful for first year students to be able to navigate around the library.

### Needs Improvement – General

Total number of comments = 4

#### Quotes:

- No.
- Availability is not great...
- Sometimes have problem to access.
- Sometimes it's hard to find a good book.

### Needs Improvement – Specific

Total number of comments = 143

#### Quotes:

### Not Enough Materials

- Considering the fact that Kwantlen (and its number of students) is expanding at a rapid rate, I think the library materials should expand and improve as well to meet the needs of students.
- ...around certain times of the semester, or when a whole class is researching something, then all the books are always gone.
- Need more materials.
- At times it is difficult to get a hold of certain materials,...
- ...when it comes closer to the end of the semester and nothing in the library is available for term papers and you have to wait weeks before getting access to the resources.
- ...Otherwise- all the books will be out and it will be too late to use the inter-library loan.
- ...but the availability is absolutely horrible! I have found that whenever I am looking for something, I end up frustrated. There is a lack of resources available to Kwantlen students, whereas those at SFU and UBC are easily able to access whatever it is they need and it's available.
- Having more books instead of having to order them from another library/campus.
- I know that Kwantlen is a smaller and younger school and therefore cannot really compete with a school like UBC, but the fact still remains that their library is miles ahead of Kwantlen in terms of quantity and quality. Nearly any book one could ever want is there. If Kwantlen wants to become a legitimate four-year university then it

needs to be able to compete in every way, including libraries, or students will continue to transfer out.

- I still find books are still limited also for anthropology and geography. I strongly suggest more books for anthropology because there will be a degree in anthropology coming soon...
- I think it serves its purposes, but it should be expanded in conjunction with the population increase of the school.
- I think for the amount of students that attend Kwantlen, there is a very small amount of books and other resources available.
- I WISH YOU HAD MORE NOVELS FROM EUROPEAN AUTHORS!!!!!!!!!!!!!!!!!!!!!!!!!!!!
- ...I do find however, that there are often insufficient copies of reference material, for example women in India. When there are a number of courses at various levels which deal with a certain topic, it would be helpful for the library to have more than one copy of a publication.
- Need a bigger collection.
- Need more copies of the Merck index.
- Need more copies of the Merck Index.
- Need some book in different languages.
- Need to be more books in the library.
- Some books were not available - like tax books - there was only one. I would prefer to have their study guide as well.
- Some times I've tried to take out books that others already have. Maybe a few copies in some of the more titles.
- Some useful books and journals should have more copies, students sometimes wait for the books which they need for a long time.
- Sometimes books are not available because there is only one copy.
- Sometimes more than one copy is needed at the library, great services and very helpful:)
- Sometimes limited, and a little out dated...
- SOMETIMES, THEY DON'T HAVE SUFFICIENT BOOKS.
- Still not enough resources.
- ...as opposed to the book selection which lacks in helpfulness.
- The collection defiantly needs to be expanded.
- The library could expand its resources.
- ...but Kwantlen is lacking when it comes to enough resources.
- There aren't enough books for my area of study. IF an instructor gives a similar topic to the majority of the class there aren't enough books for the students to access ( the number of students to resources isn't equivalent). I think it would be helpful to look at some of the resources available at the J.I. that are useful and have those available at Kwantlen.
- Throughout the years that I've been here, I have noticed an increase of the materials in the library's collection. Although this increase (in my opinion) is not enough to satisfy a student's needs...
- We could use more copies of some items.

#### **Dated Collection**

- ...We definitely need an update in books; many of them seem to be very old and maybe out of date...
- I often cannot find current books, there are lots of very old books, but not new versions on Surrey campus.
- I WOULD LIKE TO HAVE MORE NEWER EDITIONS ON THE BOOKS.
- If there were more recent editions it would be easier for research.
- Library collection is really vast, useful and easy to access; however, I would like to suggest that up to date editions should be available for all the books. Some of the books that are published in year 1990 or so should be replaced with the new editions.
- Some books seem outdated nursing books must be within 5 years to updated knowledge.
- The latest editions are often unavailable.

- The libraries collection is limited...
- ...but the only thing I want to point out is the edition of some books is not that efficiency, some of the books haven't updated for a while, so can't find the update edition books.
- Well, most of them are old dated and does not cover the subject that I am working with.

#### **Textbooks**

- I think all current text books for courses should be available. Even if it's strictly for in library use only, it could be a great help for students trying to minimize a budget. If I class only requires minimal readings from the text, the book really isn't worth 150\$. If it were to be available in the library, I'm sure it would get a lot of use.
- I wish there were more copies available for certain books, especially textbooks which can be used for classes because they are always out with at least one hold on them by other students.
- But it would be great if the library gets access to more current textbook for each semester.
- Lots of copies of the most popular texts.
- More copies of books, especially if classes use them.

#### **Periodicals**

- Aside from the fact that there is no loan on journals, everything is pretty good. It's pretty costly to print and photocopy all the articles that I need from a journal, so if there is a loan available that would be great.
- ...Also art magazines are not available to anyone to take out which I think is unreasonable because we just can't afford to photocopy in color for many pictures we need. I also know only interior design students may have access to them I think fine arts students should have the privilege of accessing these magazines as well.
- I think there should more journal articles available the related to subjects such as psyc and soci, deal to the reason that research report is one of the major task for these subjects.
- Sometimes it's hard to find articles in print...

#### **Videos**

- ...However, in finding DVDs and video availability, the chances of getting a relevant video is dismal.
- Video tapes are old. There aren't any new collection of video tapes on diseases. I probably hope to see some very current video tapes on diseases which gives current issues.

#### **Online Access**

- It has a good display for organization. But sometimes I cannot access some of the links on my home computer.
- Need more books online as well as articles and journals.
- Should be easier to access online catalogues from home.
- ...However, when at home it gets difficult to access the websites at times. I haven't been through the library collection from home recently, but I do remember how we needed to use our barcode number of student ID's and couldn't use our student numbers. This made it difficult to access.
- However, accessing the library from home, via the online collection/resources is near impossible. The instructions on how to get around this provide no help what so ever. Very frustrating.

#### **Article Indexes/Databases**

- When accessing online articles I find that I cannot be too specific or the results will not show. However, if I can't specify my search I will not find what I am looking for. The key words I type in aren't always seen when the results show up.
- I am no too impressed with the online articles because most of the time there is no full text version available so you spend all that time reading the abstract and searching for a particular topic and you can't find a full text article.
- I wish we had more journals available online. I do most of my research through academic search premier and JSTOR so what ever access that could be granted in that area would be great.



- I would like more of the articles listed on the online databases to be available in full text.
- I would like to see more availability for online articles...
- Lack of available journal articles online requires you to always request an inter-library loan and you don't always have time to wait for the articles.
- ...More online journal articles would be great.
- Need more full online articles access.
- Not enough online articles.
- ...Not many articles online for transportation in the business industry.
- Some online journal articles that I needed and were listed on the online article indexes page have not been available at Kwantlen.
- Sometimes hard to open some articles online from home.
- ...I have used some of the online database information for several courses (again, outside of my area of study). This seemed like a very good resource, but is lacking compared to other major institutions. I would like to see a greater presence for online resources for the Information Technology/Computer Science department. The main reason for this is that physical books get outdated quite fast in this field and become of little use in a short amount of time. If we had some sort of online subscription to technical books we could have updated information.

#### **Computers**

- There should be more computers available for the students.
- There should be more computers because when classes take the lab there is nothing for the students to use.
- I feel that sometimes it is difficult to get on computers to access the online journal articles...
- ...but sometimes when you need to work on a computer to find resources the line ups/ waits are too long.
- ...but sometimes its really hard to access online collections as all computers get booked. Library need more computers so groups can have different areas Vs individuals. Study rooms should have a computer as well.

#### **Study Areas**

- Get more study rooms.

#### **Requests**

- Kwantlen Libraries should work on improving their collection of having a higher quantity of books used in year one and two that are signed out often by students. Sometimes students have to wait for one book for a month or even longer after placing a hold on it.
- I haven't had good experiences with the interlibrary loan ... never on time ... in fact I never got my books that I requested for, in the end.
- ...The interlibrary loan is not always a useful option and I have not yet been succesSFUL at it.
- If you're in a course and there's 1 topic, you won't find ANY books in the campus libraries. One person will race in and take out all applicable books and if you request one, you won't get it on time.
- I have had to wait at times for videos and books to be returned before I can view them, which in some cases was too late before the due date.
- Not all of my searches were available and I had to wait to get the books I was looking for, but the staff was really helpful in assisting me.
- Some books are not easily accessible and you must wait for the hold to come back.
- Sometimes it seems to take too long for inter-library loans, but overall the library collection is easily accessible and available!!
- ...Except for the online articles that need to come from places other than Kwantlen. I never get an online article because it takes way too long in order to fill my obligations with my professors.
- The interlibrary loan system is horrible. It shouldn't take more than a week to get a book from a different university yet I've had to wait months at times.

### Collection Distribution

- I don't like the fact that some books are only available at one campus, even though the class is at another. For example, books that deal with forensic anthropology might be in large quantities at the Richmond campus, but there are still forensic anthropology classes in Surrey (this isn't a real example, but I have encountered this with other subjects such as Visual Anthropology).
- ...the only problem is when two of the same book are available at one location, and not any of the others
- Sometimes it's hard to get a copy of book because of its number of copies or it's only copy and it's at another campus.
- Quite frequently the books that I need are not available at the campus. Should be easier to access online catalogues from home.
- The availability and access to the library collection is not that great, because when you need something majority of the time the item has been checked out, and/or is only available in another library.
- ...sometimes the books are already in use and it takes a while for them to come back so in that case I need to find another resource which can take some time.
- I have had some problems in which books I wanted were unavailable for some time, or restricted in some way.
- Make all the alternative media available in Surrey! It would be great to have our own musical CD/LP section. Also, some older mediums like film strips can't be viewed anymore and it would be great, because I love those older mediums.

### Reserves

- Course reserves of CDs should have more copies, if possible.
- The only thing I'm not happy with are course reserves. The waiting lists are too long!
- ...The only problem I have come across is with the course reserves. First of all the info within the course reserves is a lot, which nothing can be done about. However sitting in the library and reading the information/taking notes with a two hour time limit is not ideal. Also being a student with a full course load (4 courses) I found it somewhat inconvenient to reschedule my day to study the material for two hours and not be able to take it out of the library....
- I think for course reserve items we should have more time to use them in the library.
- On occasion I have found it difficult to find course reserves for certain courses, such as practice finals.

### Construction

- Can't wait until construction is finished! Hate being cold looking for books.
- Construction on Surrey campus is a pain but I guess is its short-term pain for long-term gain.
- Due to the expansion the library has been very noisy but I do understand that it will be fine once it is over.
- Even during the construction I was given a lot of assistance to find what I needed.
- Great - construction is a bit of a pain, but to build a bigger and better library is a great thing!
- ...Also, with the construction and moves of the book shelves it's been a bit difficult to locate books :)
- It [access and availability] depends on which campus you are on. The Surrey library is doing a great job of handling the construction. Due to the construction I prefer going to Richmond campus.
- No complaints. Except the construction!!
- Surrey is a mess. They're doing the best they can under the circumstances though.
- ...but looking forward to the library expansion being finished.
- The library in Surrey is the one I use the most and it is very well organized even with all the construction.
- The side entrance is rather annoying. Speed up construction please.
- The Surrey campus is a little difficult with the construction, but Richmond is very good.
- Well the Library is under construction so it's kind of annoying to go there.

### Use Other Library

- ...However, I have been recommended by teachers, from time to time, to use the library at UBC due to their large collection.
- ...For more extensive information I use to SFU Burnaby library.
- Many books that would be helpful are not available at any of the campuses. I find that I have to go to the public libraries, or alternate colleges to find books I need. This is not just for obscure texts. I find that there are a small number of books for most subjects, but there is a severe lack of variety and recently published books.
- Often have to resort to other libraries to obtain articles/journals of reference.
- There have been a few books that I wanted but could not get through Kwantlen library.

### Open Hours

- ...The library hours could be extended a little bit though.
- ...As well with regards to access to the library collection the library should be open earlier in the morning so students can have more opportunities to utilize it's resources.
- I think library hours could be longer.
- I think the library should be open as long as the campus is open. IE: if there are students/classes at the campus until 10:00pm, then the library should be open until 10:00pm, not 9:00pm.
- I would appreciate if the library were to be open on Sundays.
- I would like the library hours to be longer. The library closing at 9pm seems to early and I would like to see the library open till midnight. This will make it easier to access to the library collection on a student's timetable.
- It would be helpful to have longer access hours.
- Longer hours especially on Friday night instead of close at 5 maybe close at 7pm.
- No problems with accessibility other than times when students are between classes. The quiet times are better and more productive for me.
- Saturday openings have been good...
- The library should be open later on Saturdays and open on Sundays as well.

### Other Comments

- It took awhile before I was aware of it. Maybe it should be advertised more.
- ...I think we should be able to renew books for at least two times instead of just once.
- Pretty limited and old in some areas and modern in others.
- should be able to renew books for more times
- I was just surprised at how few books there were for a library. I was also looking for another way to find books by subject/title rather than wandering around hoping to accidentally stumble upon something.
- ...with a lot of research material being available via the internet now, library resources are mostly secondary.
- Most collection materials are available to study within one week or less time depending on the type.
- What I have used so far only applies to websites of instructors, and the libraries reserves of online exams.

### Do Not Use

Total number of comments = 2

#### Quotes:

- Haven't really used the library sources, as far as books.
- I haven't used it.

### Campus Unknown

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#### Positive Commentary – General

Total number of comments =

#### Quotes:

- Have not had any real problems, other than having to reserve a.s.a.p. if you want to have a chance of getting your material.
- Access is fairly easy and straightforward. Availability is satisfactory.
- Adequate.
- Easy access, good availability.

- Everything is available.
- Fairly good availability,...
- For the most part I found everything I have needed.
- Generally, I am quite satisfied about the availability of and access to the Library collection.
- Good. (2)
- I always find what I need when I need it and appreciate it very much.
- I am satisfied by the availability and access to the library collection. We can search for whatever video, book, magazines, journals not only in library but also online. I don't use it often but it is okay.
- I haven't really found any problems in obtaining any material.
- I love that everything can be accessed online.
- I love the helpfulness of the librarians!!
- It is very easy to get a hold of nothing in the library. Everything is very easy to find.
- It's good! (2)
- It's always there!
- It's easy.
- It's good that we almost always have access to the library for research and other purpose because it's somewhere to go when you want to study quietly.
- Its simple and no problems.
- Most of the materials I have needed were easily located.
- Most of the times, that I was in need of a library source it was available, if not it would be available within a day or two.
- Not bad-...
- Selection is easy and well labeled.
- Sometimes it's hard to get the books but for the most part it is good.
- The collection is easy to use and access.
- Very good.

#### **Positive Commentary – Specific**

**Total number of comments =**

**Quotes:**

#### **Online Resources**

- As I said before I frequently use the only journals and articles. I find them very accessible.

#### **Requests**

- ...We also have access to UBC and other universities library collection.
- I like how I can get books sent off from a different campus. My home campus is Richmond, but I believe that Surrey has a bigger library, so I appreciate the convenience that this service gives to me.

#### **Needs Improvement – General**

**Total number of comments = 1**

**Quotes:**

- Horrible.

#### **Needs Improvement – Specific**

**Total number of comments =**

**Quotes:**

#### **Not enough materials**

- Still need more books. Especially those books that are not related to study, such as books that teach you how to use a certain software.

#### **Dated Collection**

- Some books have older versions. The library should keep updated version of the books the students use when the books are bought back or asking the students for donations if they are not longer needed.

#### **Collection Distribution**

- At least one campus library should have one copy of collection.
- Don't keep everything in Surrey.

- Having multiple campuses make it difficult because some books are only available at one campus only and some students don't have transportation to a farther location. Access is okay but availability is sometimes an issue.

#### **Textbooks**

- Maybe have all of the required texts.

#### **Periodicals**

- ...however access to some periodicals was difficult.

#### **Library Hours**

- The library hours are too short. Especially on weekends.

#### **Use Other Library**

- I've had to go to other universities in the past to get specific books and journal articles.

#### **Do Not Use**

**Total number of comments = 1**

#### **Quotes:**

- I admit, I rely very little on the book collection at the library...

## **Q6: Please Comment on the Library's services and facilities**

### **Newton/Cloverdale**

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#### **Positive Commentary – Specific**

**Total number of comments =**

**Quotes: 4**

#### **Online Services**

- I do like the wireless internet available to all students. Makes things much easier.

#### **Employees**

- The staff are very helpful when you need it. I am very happy with the library services available!
- They are very good, even with all the renovations.

#### **Cleanliness**

- I have no comments, but you guys make a dandy job of making clean to the last detail.

### **Langley**

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#### **Positive Commentary – General**

**Total number of comments = 45**

**Quotes:**

- Everything is working very good...
- Excellent services and very helpful.
- Generally good....
- Good atmosphere.
- Great Experience With it all thus far....
- Great help when I need them.
- Great library to study and research for..... courses...
- Helpful service , friendly.
- Helpful staff.
- I am quite satisfied with most of the library's facilities...
- I enjoy coming to the library to study and do research as it is usually free of distractions.
- I find the services very useful and I am very satisfied with them.
- I have been very pleased overall with this library.
- I am greatly pleased with the services provided by the library.
- I like the broad assortment of information Kwantlen has for being a small University...
- ...I get help finding books and whatever else I need here. It's great all around.
- I'm very impressed.
- IT IS NEAT AND WELL ORGANIZED.
- It's good.
- It's good. Well organized. No complaints.
- Keep up the good work!....
- Langley is a small campus so I guess its okay it has a small library.
- Library services are very useful.
- Library services and facilities are good, I haven't had any trouble finding books or booking library services.
- ...All services are in order...
- Like I said, I find this Langley library much more accommodating to my needs.
- Love em all.
- Overall, okay....
- Satisfied with everything.
- So far so good. (2)
- ...overall I am very satisfied with the library services and facilities.
- The facilities are good.
- The Langley campus library is best....
- The Langley library meets my needs.
- The library is fine...
- ...and the services offered are awesome.
- The service could not be any better,...

- ..and the library is relatively efficient and helpful.
- They are good.
- They are terrific.
- This library provides me with the resources that I require for the most part.
- ...well organized and...
- Very lovely.
- Well done, good job.

#### **Positive Commentary – Specific**

**Total number of comments =**

**Quotes: 67**

#### **Collection**

- ...items are easy to locate,...
- ...variety of books on my course load...

#### **Online Services**

- The internet services are the best thing for me. I like to research at home what I need and then get it when I am at school.
- ...The reminder emails are helpful. The ease of loaning and returning or renewing is great.
- I like the online data base...

#### **Computers**

- ...I also like that there are a lot of computers we can use...
- Great computer lab...quiet most of the time.
- ...and the availability of computers is great.

#### **Printing/Photocopying**

- I also like the photocopying and printing capabilities.

#### **Audiovisual**

- ...the Audio Visual department has all of the equipment that I have needed.

#### **Study Areas**

- Differing library's are better than others, I like how the Langley campus has quiet rooms to work with groups because more space is needed like this to work on projects...
- I like the study space.
- I really enjoy using the study rooms. I think is great. It is such a good place for me to go and study.... its quiet and there's lots of room to go and sit alone in the library
- ...[great] study rooms...
- Langley library is a very comfortable place to study,...
- ...and there are always free spaces both to study and use the lab.
- The library provides enough studying areas and study rooms,...
- ...and friendly environment for study as well as group work.
- There are ample study areas...
- ...The study areas for individual students are conveniently placed around the large room. More rooms for group organizations would be nice, but most of the time they are free...

#### **Noise**

- I would just like to see it being a little more quiet at times, but I do like that it is an environment where you can talk and not get into trouble as long as you aren't too loud.
- It is a great place to study in a quiet environment and research information.
- General study area around info desk sometimes too social, individual study booths on east side of library usually quieter and better place to study.
- ...quiet. (3)
- ...very quiet.
- ...and [very] quiet...

#### **Cleanliness**

- Nice and clean.
- ...relatively clean,...
- ... It is clean and...
- The library is always neat, tidy and organized.
- The library is very clean and...

- The Library is very well maintained.
- The library is always clean and neat and that means a lot.
- ...clean...
- Very clean,...(2)
- Very well kept and organized.

#### **Library Hours**

- ...and the library has great hours of operation.

#### **Employees**

- Everyone here is very helpful and willing to help when there is someone in need. The staff does a wonderful job. Thank you.
- Everyone is friendly and efficient. I have had no problems with the library.
- Everyone that works in the library is very efficient at their job... Excellent services and very helpful.
- I appreciate the prompt answers I get from the librarians when I ask for help.
- I have always been very happy with the staff in the library; they are always cheerful and useful.
- ...The staff is very friendly and helpful,...
- I think the librarians are exceptionally helpful...
- I use the Langley campus and they're very helpful there when finding, ordering or saving books when you need them for a certain class...
- Librarians are very helpful...
- Librarians very helpful and friendly.
- Library staffs have been helpful whenever I needed it.
- ...Other than that I think the library is good, the staff are friendly and knowledgeable.
- People are always there to help quickly and promptly.
- ...helpful staff,...
- Staff is very helpful,...
- Staff very helpful and friendly.
- The ladies are always very helpful and go the extra step to help me locate a book or if I'm having trouble with anything else. When I first started at Kwantlen they did not make me feel stupid if I did not know something but instead explained it to me very nicely until I understood.
- The staff are helpful and...
- The librarians are very helpful...
- The librarians are very nice and helpful.
- ...the librarians are very nice and quite helpful.
- ...everybody is nice and friendly....
- The staff are very friendly and easygoing.
- ...very informative and helpful staff on hand...
- The staff are very helpful and the resources are also helpful.
- The staff has been, in my experience, very helpful...
- The librarians are friendly and helpful.

#### **Survey**

- In this survey I learned that the library offers many resources I did not know of.

#### **Needs Improvement – Specific**

**Total number of comments =**

**Quotes: 29**

#### **Collection**

- ...however I have found that going to my community Library is useful when I don't find the materials I need here.
- ...I just wish they have a wider selection like Surrey does without having to ship books.
- ...however there is not much material available. Surrey library has good material and is a decent place to study.
- ...Needs better variety of books for students.



### Online Services

- I have continued difficulties with accessing Hotmail from library computers, a problem that I've never had elsewhere, such as at public libraries. This is very frustrating, as I rely on my Hotmail account for work, and thus cannot use my MyKwantlen account. (I do know that you/IET are aware of the problem with Hotmail and have tried to fix it, with no luck.)

### Article Indexes/Databases

- ...but I wish it would have more local material and be able to segment article by location.

### Computers

- Computers could use an upgrade.

### Printing/Photocopying

- It would be beneficial to all students who photocopy that a 'pay back' be issued for items copied that did not copy correctly and therefore be re-copied. For instance those students who use \$5.00 per semester of photocopying be awarded 1.00 return for their items copied that cannot be used.
- ...My primary grievance is with the state of the photocopiers. In the Langley library, the photocopiers need to be maintained more often as I have had numerous problems.
- I think that there should be a discount when doing double sided copies on the photocopier...
- Overdue fines are ridiculous and so are the fees for printing and photocopying.
- ...I would like to be able to print from a laptop however.
- It would be nice to be able to print on color. Due to the expense maybe a larger fee could be charged for color copies?
- ...I think something needs to be done about the printing process to improve it.

### Audiovisual

- ...Need to have more audio visual equipment available - especially the camcorders - there weren't enough to share around during several class group projects (2 available total - one of which was broken.)

### Study Areas

- Not enough space to study quietly and not enough group study rooms.

### Furnishings

- Decent, would like to see some updated furniture.
- I only wish the red chairs were a little more comfortable for reading :)

### Noise

- In general I would like to experience silence while in the library, without feeling the need to ask other users to talk, at volume, else where.
- ...Sometimes the place gets a little noisy in Langley but Surrey's noise lever tends to be fine.
- Sometimes there have been groups talking while I am trying to study in the Library.
- The library could have a quite only zone at times I find it very loud, with ppl talking
- ...but I find the noise level can get quite high at sometimes during the day. It would be nice to have areas where complete silence is required for those people who have difficulties studying with other noise disturbances.

### Employees

- Some of the librarians seem a little grouchy at times. As a student with a full course load who works at least 40 hours a week on top of that at two customer service jobs, I understand how irritating people can be, but I always manage to put a smile on - it'd be nice if they could as well, especially considering that us students basically pay their wages.
- They are very good but could be better with more helpers.

### Why I prefer Langley Library over Surrey

- The Surrey library is not as quiet or clean, and study space there is very limited. I'm sure this will improve with the renovations.
- ...the Surrey one is too noisy and too crowded.

### Other

- The library is ok, but I find the learning centre much more useful.

## Richmond

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### Positive Commentary – General

Total number of comments = 66

#### Quotes:

- All are nice:)
- Do very well.
- Everything is great...
- Excellent. From the resources available to the helpful librarians, Kwantlen offers excellent services to it's students.
- For the most part, my needs have been satisfied...
- Good. (2)
- Good job.
- Good library, ...
- Great.
- Great job!
- Personally, I am satisfied with the services available...
- I am satisfied. Very good....
- I find our library at Kwantlen very easy to use towards furthering my studies...
- I haven't had any problems.
- I'm not a picky person at all, so I don't need a lot of extra service of any sort...and I personally have no negative feedback regarding the Kwantlen Library.
- In general, Kwantlen library is a friendly place for students to study there.
- In general, the library is good for doing their job. All facilities are always on their duties. Library is the first place where I go when I don't have class!
- It is a good environment for studying,...
- It is fair.
- It is very good.
- It provides a healthy study environment where students can stay and concentrate in their studies...
- Its accessible...overall it's okay.
- It's good and helpful.
- I've have no complaints.
- Not bad.
- Overall excellent.
- Overall good,...
- Overall I'm happy with the services provided by the library...
- Overall the library is an important resource.
- Overall, I think the library services and facilities are pretty good.
- Overall, the facilities are getting better all of the time.
- ...Beyond that the library is a great place to study and gather information. I've had very little trouble.
- Satisfied.
- Service and the facility is excellent...
- Thanks for helping, make easy on my life.
- The facilities needed are almost always satisfied.
- The library offers many useful services, many of which I have used...
- The library services and facilities are good and is up to the standard of a college library...
- The library services and facilities are meeting all my needs. Thank You.
- The library services and facilities are up to standard.
- The library services and facilities have been improved.
- The Library services and facilities have generally been very good overall.
- The library services and facilities provide a very useful environment for many students to improve their efficiency in studying.
- The library services are good...but overall it's good.
- The library services are very helpful...
- The library service is not bad at all and I have nothing really bad to say about it.

- The Library services are pretty good but...
- The Library's services are very helpful.
- The overall library services and facilities are very good. It is very helpful to my study.
- The service has never failed to meet my expectations or need. Very straight forward...
- The services and facilities at the library are excellent.
- The services are great...
- The services are helpful,...
- The services which I had received so far were helpful...
- The service of library and facilities are very helpful to me.
- I am the first year student and currently working full-time, I didn't use library frequently. However, I have good impression of my first two times by working at library.
- ...everything I need is here.
- Very clean and well managed.
- Very friendly staff, eager to help.
- Very good.
- Very good facilities at Richmond campus.
- Very good services.
- Very Useful.
- Well done!
- Without a library on campus I would have to spend extra time traveling to the heavily-used and busy RPL library branches, or I would have to purchase additional books. The library is convenient and has saved me time and money...Overall, I'm quite satisfied.

#### **Positive Commentary – Specific**

**Total number of comments = 85**

#### **Quotes:**

##### **Collection**

- Good collection of magazines, newspapers and books. Excellent access to non-Kwantlen materials.
- ...The materials I need are accessible.
- ...books are always where I can find them...
- ...and books are pretty easy to find.
- ...The library is very well organized and...
- ...and I have always had no problem trying to find books that I need that are available...
- Everything is easy to find and where it should be.

##### **Requests**

- I find the interlibrary loans to be very useful. It's easy and fast too. I have always received good service.
- All in all, the library's system of locating non-Kwantlen resources and ability to keep in touch with students on all aspects of book and article availability is superb.

##### **Online Resources**

- ...The classification system is a bit confusing, but not if you use the library home page to find what you're looking for.

##### **Article Indexes/Databases**

- Love being able to access articles online...

##### **Computers**

- ...enough computers...
- Computer upgrades have been a huge improvement as well.
- Also, the computer lab is the nicest in the building. The LCD monitors are easy on the eyes.

##### **Audiovisual**

- The ability to borrow AV equipment is extremely helpful for presentations.

### **Study Areas**

- ...enough individual desks...enough study rooms....
- Group study rooms are great!...
- I like study room a lot.
- I like the study area.
- ...and meeting rooms are very useful.
- ...I really like the study areas as they provide a quiet place on the campus to study in between classes.
- I really like the group study rooms to prepare for group presentations. Being able to book them online is extremely helpful.
- Study rooms and quiet areas are very helpful...
- ...There's plenty of space to study and it's easy to book study rooms online now.
- The study area in particular is great. It helps that the area is away from the main flow of traffic...
- Very big, much study area.

### **Noise**

- Excellent.....a few times I had to seek the assistance of the staff to keep the noise level down, which was acted on promptly.
- ...and when I do need a quiet place to study - library has always been my number one choice.
- ...I can say that it really is a great place to study; I never knew how quiet it could be.

### **Cleanliness**

- ...Library is always clean...
- ...Clean. Organized.
- I really like the cleanliness of the Richmond Library,...
- It's clean, material is easy to access and organized,...can't ask for more!
- It's clean....
- New and clean, pleasure to use.
- ...However, the cleanliness in library is really well...
- The library is always clean,...
- Very nice and clean all the times I have been there.
- ...and the facilities are clean -- good job!

### **Library hours**

- Great hours...

### **Orientations**

- [very helpful] so are the library orientations...

### **Employees**

- Always willing to help which is great.
- ...and always people there to help when needed.
- Everyone is helpful...
- Excellent librarians- they really know their stuff!
- ...If I ever have a question, I am always helped promptly and given proper instruction.
- Friendly staff. Easy to get help if you need it.
- Friendly, helpful.
- Great and knowledgeable staff.
- I am extremely pleased with the 'ask a librarian' section on the library website. They were able to find two articles I didn't think were available through Kwantlen. They were thorough, kind and extremely accommodating. Thank you!
- I just want to thank all the librarians and associates putting their efforts to create a wonderful environment for the students.
- ... and help if needed.
- Help is available whenever I need it...
- ...So far, when I have used the library, the staff has been very helpful and friendly.
- I haven't had to ask the librarian for too much help but when I did she was always very helpful in helping me find resources for research.
- I think that the library staff is very friendly and helpful. They point you in the right direction to locate resources and materials.

- ...but I have been able to ask for help and be helped in a kind and courteous manner...
- Librarians are always so nice and willing to help...
- Library services are good, and facilities usually are friendly and helpful.
- Library services are helpful.
- Library staff are helpful to put you in the right direction.
- Love the services, the people usually are very nice and helpful whether if it's looking for a book or room or even directions, they're wonderful...
- Most of the time when I go to the library and I need to ask a question or having problems searching for material on the web, the services I get from the staff are usually helpful.
- ...I've found the people working are always helpful and I don't have any problems finding materials.
- Service is great; facilities are helpful when I'm having problems with the colour photocopier.
- Services and facilities are more than accommodating; the Staff is very helpful and polite.
- ...The people who work at the counter are so nice.
- Staff are friendly and helpful for the most part....
- ...and the people in the counter are really nice and helpful.
- The few times I've needed help from the staff I have found them to be courteous and very helpful.
- The information desk and library lab are very useful and helpful. The Information Desk is very helpful when I require assistance in locating information that I require in the subject that I study or research project.
- The librarians are always very helpful...
- The librarians are very helpful...
- The librarians are very helpful, and they are able to maintain a quiet study atmosphere.
- ...the faculty promptly assist students...
- ...[very helpful] along with the staff.
- ..The librarians are helpful...
- ...The people at the Richmond campus are helpful when there is anyone available...
- The staff at the Library are always extremely helpful and are always there,...
- The staff in Richmond library are excellent. They never think your question is stupid.
- The staffs at library are nice and helpful.
- There are friendly Librarians in Richmond Campus.
- ...Staff are friendly and helpful
- They are all very helpful..

#### Other

- The Richmond library is huge and offers a lot of personal space for students to study.

#### Needs Improvement – General

Total number of comments = 4

#### Quotes:

- I think the library is great, but it could always be better. I've heard that the library at Surrey is a lot better than the library at the Richmond campus.
- I've seen better but it gets the job done.
- Not big enough.
- Skip the basics and teach us something we know.

#### Needs Improvement – Specific

Total number of comments = 99

#### Quotes:

#### Collection

- A good library should have abundant collection.
- ...I wish the library had more resources...
- It is very important to keep updating and always getting new books especially in the area of criminology. I usually have to go else where to get books for information

because the campus library doesn't have too many books with info on the subject such as cannibalism.

- Journal articles are useful and more books would be nice.
- ...However, I do wish that a lot of the books, especially textbooks would not be in the reserves section and that we could renew it more so it'd make us students' lives so much more easier.
- ...The only thing I don't like is the fact students from different faculties cannot take out certain material.
- Would be great if magazines could be borrowed.

#### **Online Services**

- I also wish there was a way to pay library fees online or through your student account. It would also be great if you could some how make it so you can put money on the printing card online.

#### **Computers**

- ...only problem being the computers in the lab are constantly being used.
- ...Several times, when wanting to use the computer lab, all the computers have been in use. That could have to do with the fact that it was around the end of last semester, though.
- More computers.
- My USB doesn't work on the computers and it is very frustrating.
- There are problems at the Richmond Campus with space and availability of resources though. For instance if the learning lab is booked for a class then there are almost no computer left to use. ...
- The computers in library are not enough...
- It's sometimes hard to find a computer to use...
- [A couple areas that need improvement are the number of] computers...[available at the Richmond campus. These are very popular resources and are often very crowded or full.]
- Additionally, WIFI should be accessible throughout the library and not certain areas. Another deficiency is the lack of power receptacles for laptop use. There are only a few power receptacles available to students. When the lack of electrical receptacles force us to use the computer lab, there are a lack of computers.
- ...but there is always someone waiting for a computer for use.

#### **Printing/Photocopying**

- Everything thing in the library is great except for the fact that photocopying and printing costs 10 cents per page which is quite costly to me. Those were is main reasons for me to leave the library and go to Kinkos (located in Landsdowne) to do my printing and photocopying which can be a terrible hassle.
- I do not think we should have to pay for photocopying and printing, especially on reserved items for specific courses.
- I often have problems with the machines not being able to read my card when I try to print/photocopy. It is very frustrating.
- I primarily use the library for...printing/photocopying. Price on printing and photocopying is relatively way too high.
- More photocopiers would be helpful.
- Need more photocopiers, and the copier charges for printing 'blank pages'. Old copier.
- ...photocopy machines are limited.
- ...My only pet peeve is that too bad computer printing and/or photocopying isn't free!
- ...One area that could use improvement is the quality and number of photocopiers that are available to students. Also more computer work stations would be beneficial.
- You should be charged slightly less if you double side photocopies. Right now it is the same price to make double sided copies where is the incentive to conserve resources?

### Study Areas

- As I mentioned before, library should provide more study rooms for the students, to help them do study in groups.
- Can you provide additional group study rooms?
- Expand the study area as much as you can.
- I am very happy with the Kwantlen library although more group study rooms would be great.
- ...The group study rooms are okay. Some of them are a bit run down, and some of them have clocks, while others don't. I think they all should have wall clocks.
- [I primarily use the library for] Study space...Study space is satisfactory but plenty of room for improvement. Can greatly encourage good study habit with good study spaces. group study rooms look more like storage rooms (some)
- ...I wish the library had more desks for students to study...
- I would like to see more group study rooms in Richmond; it can be very difficult to secure a room. The third floor area is too hectic and very difficult to work on group projects and you can not work on them in the middle of the library...
- I would like to see more study rooms available for students.
- If Richmond campus could have more student area and room for reserve.
- ...Appreciate the study room. Should be more. During exam times, they are usually booked, or occupied...
- It's very nice that I can book a study room online, though there are not much available rooms these days.
- Need more group study rooms.
- ...Also there is a limited amount of study area.
- Please supply more silent study rooms.
- Study rooms... [are limited].
- ...and study rooms book up quickly.
- ...It would be nice to have a bit more space to study. Instead of those little cubicle type study areas it would be nice to have a little table where you could spread out a bit more.
- A couple areas that need improvement are the number of ... and study spots available at the Richmond campus. These are very popular resources and are often very crowded or full.
- I really enjoy being at the library and be there to study, but I just wish there are more room for group study, cause every time I tried to book an appointment its always full.
- ...It would be nice if the library could be expanded though with an expansion of the study area.
- There are not enough spaces for quiet study. If you're at the library at a peak time (later in the semester), seats are hard to come by.
- There is a lack of study space at Kwantlen Richmond.
- There needs to be more group study areas for group presentation preparations, and group study for exams.
- There should be more open study area.
- They could use more sofas for quite reading areas. The study carols are too uncomfortable for long periods of reading.

### Noise

- 1.sometimes the library is not quiet due to chatting and using cell phone...
- ...Facilities are somewhat okay but sometimes other students are playing their ipods too loud that you'll hear them even though you're far away from them.
- People are not following the rule of no cell phones in the library, which is very irritating when studying. Some Richmond students are at least going to the restrooms to take their calls.
- QUIET library is not enforced, especially on Richmond campus. Way too many phones going off that people actually answer and start talking loudly like they are in any other room. This is VERY annoying and distracting. No respect for others. But I've never seen anyone get in trouble for this...
- Sometimes I just feel a little noisy at study area.



- ...and sometimes some students speak too loud in study rooms...
- The library can be very loud (especially at Surrey) if you're trying to study, which can be very frustrating...
- ...The facilities can get annoyingly noisy at times,...
- The Richmond campus library is cozy at best and crowded at worst...It is very crowded and noisy at times during peak hours. I would hope that someone could at least attach a sign in the computer lab in the library to stay quiet.
- The study area should have been more quiet.
- There is enough room to study, but the fact that every 2 minutes someone's cell is going off is very distracting.
- Why can't people just turn off their cell phones! It's too hard to study when people won't shut up!

#### **Cleanliness**

- ...The washrooms are always VERY dirty.
- Needs to be brighter in Richmond library.
- ...And the washrooms in the library can be much cleaner.
- The study room could be improved regarding cleanliness as well as the bathrooms.
- The men's washrooms can be quite dirty at the Richmond campus library, and can have a foul smell at times.
- ...but sometimes the gum stuck to the study carols is quite disgusting.

#### **Air Quality/Temperature**

- ....2. The air in library is not fresh enough, so maybe filter need to be changed.
- ...It is very stuffy in the library.
- ...I wish the library's air condition were better (the library is always too cold to study for a long time.)...
- Some study rooms are too cold and should change to be controllable operation by students...
- Sometimes the library is extremely hot or cold. Its rarely perfect temperature and its hard for me to study.
- The library is very cold. It can be hard to study in a very cold environment.
- ...They [study rooms] are also often quite cold. Room 1075 in the winter is very cold.

#### **Library hours**

- I wish the library were open until late everyday including Saturday and Sunday...
- It should be open till 9:00 PM during summer and on Saturdays as the classes still have the same requirements as the fall & spring classes, and the limited hours make researching hard.
- ...Also I would like to use the library and its facilities on Sundays too. Hope that Kwantlen would consider that...
- The library hours are too short, especially on weekends.
- The library hours are too short, especially on weekends.
- The library hours could be longer so that students could meet with groups on the weekend (ie Sunday) to prepare for classes. This is perhaps the most frustrating part about group projects - finding a quiet place to meet and work together on projects.

#### **Employees**

- Better attitude?
- ...Librarians aren't always in their best interest in helping us. Some may be in a bad mood.
- Service is pretty good when there is someone there to help; sometimes there is not someone at the information desk.
- ... One of the women working at the Richmond campus is greatly reluctant to help a student quickly locate a book and would rather go through the step by step of how to find the book online.
- ...and the librarians can be unhelpful,...
- ...could direct more in being helpful; some are very brief so I had to ask twice.
- They can be prompt but some of the staff is really inefficient.
- They are good overall, but it would be helpful if the librarians were a little more friendly. There is not a very good atmosphere there.



- They do provide help however, it takes too long. Sometimes there is no one available at the desk for sometime. I do not want to be rude and shout is anyone there. However they do help and take their time to make sure you have what you want.

#### Other

- ...sometimes I find it easier to just go to the public library, because I can have the books out longer and not worry about fees.
- I am hoping that the library at Richmond campus can be bigger.

#### Why I prefer Richmond Library over Surrey

- Love, love, love the lab, and the numerous printers and photocopiers, I hate waiting around, here you don't have to do that, Surrey campus I am always waiting.
- Surrey campus seems a little dirty and very loud upstairs
- The library, particularly at the Surrey location, is pretty small for such a big campus hence the expansion happening although the environment is noisy. Libraries are supposed to be for studying and quiet time. The computer station where everyone chats and the construction happening doesn't really help students who wish for the quiet environment the library is supposed to have.
- There is much variability between campuses - Surrey's resources are always used to capacity and beyond - very hard to get quiet study area, or to get a group study room (even if reserved - previous group may not leave), or a computer. In Langley I've rarely had a problem - although you can tell when papers are due. I've also had trouble getting a study carrel in Richmond at times, especially the Tuesday afternoons when many students have a break.

#### Do Not Use

Total number of comments = 2

#### Quotes:

- I can't really comment much on it because I haven't really used it as much yet but I haven't heard anything bad about the Library...
- I have not used the library very much yet as it is my first term...

### Surrey

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#### Positive Commentary – General

Total number of comments = 64

#### Quotes:

- The service is perfect ...
- Again, general speaking, all the library services and facilities were fair and reasonable. If they decide to add something unique and special that I have never appeared before, please go ahead. Otherwise, they were truly fine. All right! Kwantlen library rocks!
- Doing a good job on the whole...
- For the most part the library provides a nice atmosphere to study....
- Generally good, no real complaints just continuous improvement.
- Good. (5)
- Good Job! (2)
- Greatest in the world.
- Helpful.
- ...Other than that I think the services are very good.
- I feel that Kwantlen library is really spacious with lots of study space for students...Overall, I find that Kwantlen library is certainly a really good place for studying.
- ...As for the actual services provided by the library, I am very satisfied with them...Keep up the good work!
- I find the library to be helpful and I usually find what I'm looking for...
- I have access to everything I need.
- I have been fortunate enough to have experienced good service and facilities.
- I have found that the Library is very helpful overall, but more so in the lower level courses...
- I have never had a major problem with anything library orientated. I have never had a problem with any Library services, it seems to be running fairly well

- I have no complaints,...
- I have not had too many problems...
- I like the Kwantlen library,...
- I think overall, the services meet the needs of students
- ...the facilities are also more than I need.
- I'm good. Happy as a clam in sand.
- It does have all the thing I use and need...
- It is always very helpful and effective to access all resources provided by library.
- ...Asides from that the library does an excellent job.
- It works for me.
- Kwantlen Library is one of the best libraries I have been in...
- Library facilities are good...
- Library is a great place to come and find information for papers...
- Overall the library is a sometimes helpful tool.
- Overall good...
- Overall I find the libraries services and facilities quite good...
- Overall it is good...
- Overall service is good,...
- Overall the library does an ok job.
- Overall, a very good place to study, relax, do research and assignments, and is a nice place to meet group project members.
- Overall, the library has been a great resource for my research..
- Service is friendly, and the facilities are what they should be, clean and quiet for studying.
- Service is great!
- Services are good.
- Pretty good.
- So far so good!
- ...I've never had a problem with things not working.
- The facilities are accessible and fairly simplistic to use.
- The library is a wonderful resource to have access to.
- The library is good and has a lot of resources. The library is very useful.
- The library offers students like me a place to study and get extra information if required. It is a very useful resource.
- The library is great...
- The library does provide help...
- The services are all fine.
- The services and facilities are really good.
- The service is great, I get the help I need and the facilities are steadily improving.
- The library services are very done, and facilities were very nice and helpful.
- The Library supplies great services and facilities needed for all students.
- The library services and facilities are excellent. When exam time comes around, everyone is focused...
- The library service is good...
- The library is a great place to do your studies and find what you need for you classes with a warm environment.
- The library is helpful for me to find the necessary information I need to succeed in my program.

### **Positive Commentary – Specific**

**Total number of comments = 150**

#### **Quotes:**

##### **Collection**

- Even as a new student when I attended Kwantlen during my first term, I had no trouble at all finding anything at all. The photocopying rooms, study labs, and the help desk are organized so well, that I haven't had to wander around.
- Everything is well organized. Just helps us to do all our work properly.
- Everything is where it needs to be.
- Everything's really easy to access and really easy to use. There's also a good availability on resources.
- I appreciate the content as well as the quality of the content in the library...
- I can generally find everything I'm looking for and don't need to go to the public library to find it.
- I find the services are pretty good there are books, video station...
- I have always found enough resources for my needs in my courses, even if there wasn't the book or video I wanted, I always found an alternative there...
- ...I also enjoy how everything is arranged by subject ie. All the nursing books are together in one area.
- ...and easy to find what I'm looking for.
- Materials are sufficient for research. Hopefully upgrades will bring more information.

##### **Online Services**

- Everything is where I've looked and I use the online system a lot for articles and journals and reserves which have always been prompt and available.
- [I appreciate]...the library online services.
- ...that there is access to the internet.
- ...The online resources are excellent...

##### **Databases/Article Indexes**

- A lot of articles to search.
- I find the online research databases and publications most fastest and helpful for me while doing business projects. But perhaps I should be looking into actual books as well.
- ...Aside from that the article database is a great help.

##### **Computers**

- I find the computers to be the most useful resources in the library.
- I really enjoy the fact that I can access the resources that I need off the computer,...
- I really enjoy the online services and accessibility of the library.
- ...The computer lab is very helpful.
- The computer labs are great...
- Computers, study rooms etc. all good.
- The services are great especially the printer and computers...

##### **Printing/Photocopying**

- I really like how we can print and photocopy with our smartcard, also.
- ...Photocopying services are good. Printing services are good...
- The photocopiers are always filled, and when they aren't, someone from the back office usually comes out to help and refill or fix the paper jam...
- The library services are great. the printers and photocopiers are easy to use...

##### **Audiovisual**

- Enough equipment for use. ..
- The library service I appreciate the most is being able to book audiovisual equipment. The nursing program is expanding its use of electronics and it becomes necessary for students to need equipment such as COWS or CALFS to borrow when we are not in an AV room....

##### **Study Areas**

- I like the library facilities, especially those that enable groups to meet on campus for class projects...
- ...There is lots of desk space for studying...

- As far as the facility goes, I am very satisfied with the individual study areas provided...
- The library in the Langley and Surrey campuses are good in terms of providing the student a quiet place to study....
- The library is a good place to go when having a group study session, and needing a quiet place.
- The study rooms are a great place to get together for group projects.

#### Noise

- I like the library because it is a quiet place to study almost all of the time, the construction noise is expected and that doesn't bother me it is the chatty girls etc that does bother me and the library seems to be dealing with that well.
- I find that ppl respect the quiet study areas.
- ...and it's a great place to study if you like it to be quiet.
- ...people generally respect the quiet area...
- They are always clean and quiet - it is nice to be able to depend on the library as a quiet place to get work done!

#### Cleanliness

- I appreciate the cleanliness of the library, as well as...
- It's always very clean...
- ...the area is clean,...
- ...Facilities are clean;...
- The library is always tidy and clean when I've been in it...
- ...The library is always clean and that's a good thing...
- The library is always clean and provides a quiet well organized area to study, read and to obtain necessary resources.
- Very clean,...
- The Library facilities have always been well kept or organized.

#### Library Hours

- I like the library hours.

#### Employees

- Always helpful when needed. My questions were always answered.
- \*I've found that the librarians themselves have been mostly helpful.
- ...The staff are helpful and are always willing to give a helpful hand if needed. When writing a test here the staff were organized and were expecting us. By having a prepared environment it was easier to get started.
- Every time I have required assistance, service has been a pleasant and productive experience.
- Everyone is friendly and helpful, & I get what I need done in an efficient manner, thanks to the library.
- Everyone is very helpful and the staff is and I can find everything easily.
- Friendly...
- Frontliners are doing excellent service.
- Good amount and variety of services from the information desk to asking questions about where to find books and what materials I should be looking at to start a research project...
- Great desk clerks...
- Great service help at the information desk...
- I am happy with the services provided in the library. The other day I was looking for a nursing journal and ask for assistance. The librarian was very helpful in assisting me.
- I also have found all the staff I have dealt with to be courteous and knowledgeable.
- ...The information desk people are helpful too and are happily willing to lend you a hand whenever you need it...
- ...In addition, I have always found the library staff to be very kind and helpful in helping me when I require assistance...
- I find the library staff very helpful and friendly. KEEP IT UP!!!!!!!
- ...If I have a question I go to the help desk and usually get a good answer.
- ...and the staff is really helpful.

- I have always found the librarians are super helpful and explain everything thoroughly. They make sure you know where to find what you need and provide different resources to obtain information....
- I have courteous help every time I have been in there great attitudes!
- I have needed some help in the Library a couple times. I've had no trouble getting help from the Librarians.
- ...staff is very helpful.
- ...I also find all the librarians to be very kind and helpful.
- I like the library, it is a friendly environment. All the librarians at the Surrey Campus are very accessible and kind.
- I love coming to the library, it's easy to study in there. The librarians are helpful if help is ever needed!
- ...If there is a problem in finding a book there is always someone there to help you.
- ...I love the staff I think they are always very helpful...
- I think the people are very helpful and...
- ....The librarians are quite helpful though :)
- It's good and efficient and librarians are mostly helpful.
- I've had the help I've needed,...
- Librarians are very friendly and helpful.
- Librarians are very helpful in locating materials that I need for research,...
- ...Librarians are quite helpful with any questions.
- ...The staff is friendly and very helpful which is really nice when students are stressing out about projects...
- ...Faculty is very helpful.
- Service is effective and always available.
- ...The staff is usually very helpful and friendly...
- So far, every time I go to the library to ask for help, I receive it. It has great service and is very useful.
- Staff are knowledgeable and friendly.
- Staff at the libraries that I have encountered (Richmond and Surrey) are always helpful and pleasant...
- Staff is often very helpful, I almost always find what I'm looking for.
- Staff working in the Library have always provided a professional, helpful and polite service, customer service I would rate very high....
- The front desk service is always excellent.
- The information counter is very helpful in helping you find the right books and helping you find the right online resources. The librarians are ALWAYS very helpful, and nice, both over the phone and in person.
- The librarians are extremely helpful and always kind...
- The librarians are usually very helpful ...
- The librarians were a great help...
- ...Most importantly, the staff are knowledgeable and friendly. They are willing to help and in my experience encourage all questions.
- ...The staff are very helpful and friendly as well...
- ...Everyone who works there is very helpful and nice!...
- The library staff are extremely helpful...
- The library staffs are very helpful and very approachable.
- The people are very helpful, both in person and over the phone...
- The people who work at the library are exceptional; however...
- The people working at the library are very helpful, and very knowledgeable. They're always more than happy to help and go above and beyond. I admire and am grateful for their patience...
- The staff are happy and willing to always help.
- The staff are helpful and have made an effort to assist me when I needed it and the facilities were always available.
- The staff are helpful and pleasant...

- The staff are nice and helpful....
- The staff are nice and the library is very well organized.
- The staff are professional, the facilities are adequate.
- The staff are very helpful and nice, which is just as important as the library collection!!!! I wish that had been included in the survey. Even if the collection is fantastic, it isn't worth much if students do not feel comfortable asking staff for help locating information and using the tools available.
- The staff are very helpful, and are always willing to assist...
- ...The librarians usually help me to find a certain book in a certain location. :)
- When anyone needs help the library staff is there to help.
- When I have looked for books they have all been in the correct area or a librarian has always been there willing to help,...
- Very helpful and courteous. As a student with a disability, I am very satisfied with the staff and their willingness to accommodate to my needs
- Very helpful with questions.
- Very helpful, organized,...
- Very useful.
- Umm, Very good keep up the good work.
- Up to the mark.
- They are very helpful and always are there to answer your questions when you have them.
- They are very helpful and patient with those who need help.
- They do their job. You go there to get out books and research and they have that...
- They're are great very helpful.
- There's always someone in the library to help you.
- They are efficient.
- They are excellent.
- The workers are helpful when needed. I find them friendly.
- The service from the ladies who work at the library is great...
- The staff are friendly and helpful...
- ...and the staff is friendly.
- When anyone needs help the library staff is there to help.

#### **Orientations**

- ...We also had a class with a librarian about accessing scholarly journals. It was very helpful!
- Library Sessions were very helpful within the different areas of study.

#### **Construction**

- The services and facilities are satisfactory and the staff helpful in spite of the construction work going on. Thank You.
- Always very clean, helpful and friendly staff, excellent learning lab. I'm excited for the Surrey expansion!
- Even though the construction has been going on the library has been very helpful as a place to study and to work on projects...
- Everything seems good to me and I look forward to the library's expansion...
- I do like the room that has been set aside for studying during the construction period. I think it is very important to have space that is free of noise and distraction.
- I think the new facility for the library at the Surrey campus will be a great improvement
- It is great and I'm glad that it is being expanded.
- It's the best it can be under the construction circumstances. Nothing wrong with the library.
- ...with new upgrading going on, I am really looking forward.
- The library is run really well considering there is lots of construction going on at the Surrey campus.
- We will see what the renovations bring to the Surrey campus library.

### **Needs Improvement – General**

**Total number of comments = 7**

#### **Quotes:**

- I would like to see better service and a better facility.
- It helps, but not enough, hope students can find help from library more easier and more helpful.
- Need better and more services.
- SO-SO.
- Still need to improve.
- They are fairly good but do need some tweaking.
- There is definitely room for improvement.

### **Needs Improvement – Specific**

**Total number of comments = 248**

#### **Quotes:**

#### **Collection**

- Four years ago, the library facilities and materials were satisfactory. But with the increase in the number of students, I don't think the library has expanded at the same rate. It's significantly harder to find the materials I need, although I will find something eventually.
- ...Since a lot of the upper level BA's are still new and in progress, a lot of the material we need we have to go outside the school to get....
- [there are areas that need to be improved on]...and the amount of videos and DVD copies that are offered by the various campuses.
- ...but it will be better if there isn't a need to photocopy each and every article in a journal to get a copy of the study.
- ..., need more books and resources.
- ...need more copies of the collection.
- My main complaint is just the lack of books.
- ...Even if the libraries are lacking in books, there is enough material for the student to pass a course. But most of the time the student has to resort to outside sources to be able to obtain the materials they need.
- ...At times finding a book you need can become quite frustrating because it is not where it is suppose to be...
- There needs to be more reference books,

#### **Online Services**

- I have used the library on many occasions. Although the services are helpful, they can and should be much more helpful. The interoffice library feature is not promoted enough. I would like to see more online resources (i.e. use of database articles and such). Also easier access from home via some secure connection to the database articles would be of great help (the current method does not work well).
- ...however, there are areas that need to be improved on, such as the various software on the learning lab (in case there is a typing program the student needs to refer to)
- My only real beef is with the course reserves. I think that a priority needs to be made to put the readings accessible on line. The first issue is cost, as I have to photocopy the papers in order to have the time to read them and make notes. At 10 cents a page, with profs often assigning 30+ pages of reading a week, it adds up. The second issue is ease of use; it's a pain to have to make a special trip to the library once a week.
- ...The services are fine but the website could be even more user friendly and in a more attractive format.

#### **Article Indexes/Databases**

- I STRONGLY urge the library to have a stronger online journal collection.

#### **Computers**

- ...I think we need improve the computer in the library is not enough some time.
- Could use more computers for students. The lab is often full when I come in.

- Good, but librarians need to monitor what people use computers for. I have needed a computer to do homework or a paper, and students just using to chat on msn or download music are taking up available ones.
- ...In addition, there should be wireless connection all over the library.
- More computers would be helpful,...
- ...I also like that there is internet connectivity and power sources available throughout the library for quiet study use.
- ...However, I think there needs to be more computers because it is not very often that I come into the library and there is a computer available.
- I used the computers there a lot- for papers, research and printing....
- I would like to see more computers...
- It might be helpful to put a few more computers upstairs in the quiet area of the Surrey Campus as the three that are there are often occupied.
- ...However, the computer lab is quite small and there is never enough space....
- It would be nice to have wider range of WiFi coverage...
- ...There is not enough computers in the library...
- Should be more computer stations for students to use.
- ...At times, computers are very busy, but that's too be expected as semester rolls on.
- ...Sometimes there are not enough computers to use in the lab...
- ...I think the computer lab needs to be expanded as it is very busy at peak hours...
- The library can get crowded during busy days. An area designed especially for laptop users would free up some study areas and tables.
- ...The learning-labs are good, although more computers would be nice.
- ...however the space is too small and there isn't enough computers available often because of the classes in the computer lab.
- The computers in the main library suck.
- The number of computers is not nearly enough...
- ...More computers and print station would be better since the library get crowd pretty fast during peak hours.
- There have been times when I have wanted to use the library computer room and it has been booked for classes. A sign informing students of the nearest available alternative room would be helpful...

#### Printing/Photocopying

- ...I also frequently use the photocopying machines and have had to wait a long time to use them or have had to keep interrupting my own photocopying to allow others to use the machine. Perhaps two or three more machines would be beneficial per library (I use both the Richmond and Surrey libraries).
- I don't understand why photocopying and printing is more expensive than the local corner store, at other colleges there is a printing limit which would be helpful.
- I think printing is somewhat expensive, especially since the quality is often not very good, low ink, etc....
- ...There are only limited photocopy/printer machines...
- My only complaint is the lack of knowledgeable help with the photocopy machines. I don't like to pay \$0.75 per sheet or colour photocopies that don't print the way I want them to.
- ...and should reduce the price to print and photocopy.
- Perhaps more services could be added such as what the staples photo copying centre does. For example, binding reports; more photocopy machines and more color machines at a decent price!
- photocopying and printing should be free...to students...even if the fees is not taken off, 10 cents a page is too much,, it should be cheaper than retail outlets so that more ppl use it..
- Printing from library computers should free for students as long as it is school related.
- . I'm not very satisfied with the printing stations in the library, they're always occupied
- ...more printers and computers,...



### Audiovisual

- ...Also, my classmates and I have tried using the COW's a few times and they have never worked. The computers are old and the programs we use are new, so it ends up ruining our presentation (or lack of presentation since the COW doesn't work).

### Requests

- ...Also those automatic emails should be monitored very carefully I had a problem with them because this email requested I return something a day early on a Sunday...and this puzzles me because the Kwantlen library is closed.
- [The only change I'd like to see]...being able to access Kwantlen's resources from home and being notified if my interloan materials arrive.
- I think that it would be better if the inter loan service got you your books from other schools faster though. I had to pick some books up myself because my deadline could not accommodate waiting so long.
- If the interlibrary loans from UBC and SFU were faster, this could make research easier, as waiting 2-4 weeks for a book to maybe not show up in time can be frustrating. It is understandable as to why this occurs, but I wish that it was faster, or there as a generic University Library card.
- I have requested material from the inter library loan system and waited 4 months before I finally received a notice that they could not find the book. That was after I had called an inquired several times as to the status and the librarian did not even know what the message meant regarding my request.
- ...The interloans between schools needs to be a little more organized. One time I needed a book and was told it was available by Kwantlen but not by SFU...
- ...However, there have been times when I have requested inter-library loans (on journal articles) and they don't show up. Is there a limit? If there is, I don't know about it...

### Study Areas

- ...The studying spaces on the second floor is too limited. Also, the area on the first floor to the left upon entering (passed the computer lab) is never used.. a space like that should be converted to more studying spaces, say for group meetings that require non-quiet discussions (which can't really take place on the 'quiet' second floor...
- ...Group study rooms are definitely lacking.
- ...The only change I would like to see is more study room availability,...
- ...I think that the number of study rooms needs to be reconsidered and...
- Good. I've had problems booking study rooms online. I would book it then people would already be using it.
- Great area for group meetings, but not enough rooms available.
- Group Study rooms are hard to find. I find people will also book rooms and then not show up for their time. A different way of reserving rooms should be looked into. Also more rooms should be made for group study as well.
- ...I have had problems booking study rooms at certain times as there are not enough during end of term...
- ...Also, there are not enough sitting places for students trying to study.
- I would like to see big tables - more open spaces than small cramped boxed up desks. It's more private, I understand, but I like big space and openness.
- ...and more tables that can accompany many people as study rooms are usually booked.
- Instead of having to book study rooms, I think that there should be some rooms where you can just go in and study together.
- ...The study rooms are not sound proof and so you can normally hear the people outside or in the next room while trying to study...
- ...And a map to show the layout of the study rooms would be nice.
- More study rooms need to be available at the Surrey campus because they are always booked up.
- Need more group study rooms
- Not much room for studying. Usually all areas are already occupied. Sorry!...
- Need to enlarge.....more space to study...

- ...More study rooms should be available,...
- ...Sometimes it's difficult to get a group study room...
- ...A few more study rooms would be nice.
- The cubicle desks for quiet studying are a bit useless as you don't get much space if you're studying with a partner or doing work. There should be more open 'cafeteria style' tables in the quiet study zones for people to work on.
- The desks on 2nd floor for self-studying space are too close each other,...
- The facilities can be expanded for more areas for individual studies and group work. More places for that kind of thing in the library. Especially on the Richmond campus...
- ...and there is lots of areas to study. Except I don't like the cubical desks, they are too small and sometimes dirty.
- The library (Surrey campus) does need a bit more space for quiet studying...
- The library does not have enough group study areas which are very useful. I would also like to see more areas where groups can work and discuss without having to book study rooms. I hope these issues are addressed with the new building.
- The library has a variety of facilities that are resourceful for the students. however there should be more study rooms available for group projects.
- ...Also, there could be more study areas for both independent and group studying. Other than that, the service is good.
- ...however, I do find it difficult sometimes to find available times for group study rooms to become available.
- ...Book a group room online can become frustrating because there does not seem to be enough rooms for the needs of the students...
- More study rooms are needed, as some people reserve and then you can't get a room
- ...Also there is a shortage of good places to study. Hopefully after construction these will be fixed.
- There needs to be much more space available for studying.
- There should be more study rooms. It's nice to be able to spread out research over a desk and have a private little study room. The study rooms are always in demand and it's hard to get access to them occasionally.
- There needs to be an area downstairs where you can study and no one is allowed to talk. There's too much noise elsewhere on campus because of the construction.
- There are good things but the biggest problem is the space, there is not enough room to study plus the noise level is high at times. There should be more open space for desks to study.
- The Surrey library needs a better quiet place to study. The current one can be too crowded at times.
- The library structure: study rooms and quiet study areas are very important to me. Especially for doing group projects. A smart study room would be great (A computer within the group study room) so that work can be done without leaving the groups study room.
- The library seems a little too cramped, especially during mid-terms and final exams.
- ...I wish there was more group study rooms...
- We need more quiet room study areas and more tables and chairs in the library for people that do NOT want to go upstairs.
- ...more study rooms,...more places to study quietly, and a better environment overall that is relaxing and promotes study time.
- ...but I think there could be more quiet study areas in the Surrey library.

#### **Furnishings**

- ...I would prefer if the library were to redecorate to make the library more appealing and welcoming. Such as provide comfy couches or chairs, plants, warm toned wall paint. These things would greatly improve the quality of studying as opposed to the impersonal surroundings currently seen. Overall, I like!
- I think it needs a bit more of an appeal, like the SFU library. The study rooms r closed in it almost feels like we're in prison.
- Maybe more comfortable chairs, or more couches.

## Noise

- \*librarians should occasionally patrol the silent study areas to ensure that they are in fact silent.
- As a frequent user of the library 'quiet study area,' I am often frustrated with the noise level. I would suggest that more area is devoted to group work/study as many students seem to want to work together and talk! If this is not possible, perhaps make small study rooms available for people to use individually. Also, a system where cell phones are disabled would be great too as they constantly ring in the library. More than anything, I am very disillusioned by the lack of respect that students have for quiet study areas; therefore, I suggest that other ideas be implemented, as stated above....
- At the moment, the library is too noisy to even consider studying in there all you hear is the construction or people who are upstairs in the quiet study area, chatting away on their phones or with the people beside them. It's a QUIET area for a reason. They should be asked to be quiet or to leave.
- Even though I know it is temporary the noise distractions due to constructions can be a major problem with studying in the library.
- ...I would suggest more focus on keeping the library quieter because some inconsiderate students do make some level of distraction...
- ...that there should be stricter rules about the noise level at the Surrey Campus.
- ...Only real problem I have encountered is the amount of noise that people make in the 'silent' study area upstairs. It has mostly been with groups of people commandeering a study room, closing the door and thinking it blocks out the talking, which it doesn't....
- However, the library is too noisy. Most students do not respect other students. It will be nice if it's little bit quieter.
- I dislike it when people are excessively loud in the library, it is most infuriating when you are trying to study. This one girl was talking to her self the other day, it was most annoying.
- I do not find the library a very good place to study, it's very noisy, and there are not enough quite spaces. People always talk on their cell phones or just talk very loudly....
- Also, I always find the silent study area not so silent, and I find it difficult to study when people are always talking...if you want to talk, book a study room! If there was more reinforcement for it to be SILENT then I would be impressed with that.
- I have been a student here for almost 4 years. Every Semester I complaint about the noise at the library and how it is easily transmitted from one room to another. People talk very loud and there is no one to enforce silence...
- I have had a lot of difficulty finding a quiet spot to study at both Surrey and Richmond libraries. Lots of noise from students visiting with each other, loudly talking on cell phones, cell phones ringing, loud sessions going on in study rooms AND no librarians enforcing that the library is meant for quiet study time.
- I wish there was more available quiet study areas in the library.
- I would like to have more quiet study areas in the library, which includes study rooms.
- It is always WAY too loud in the library at both the Surrey campus and the Richmond campus. I can't stand it when people leave their cell phones on a loud volume and then answer their cell phones and speak in a loud volume, it is VERY RUDE and makes it very difficult for any student to concentrate or get any work done. Not to mention that sometimes the library staff themselves are having loud conversations amongst themselves while students are nearby and trying to get work done. It is unacceptable and everyone should realize that they are in what should be a QUIET environment. Something should definitely be done about this.
- It would be wonderful if the library would be a more quiet place. Often students are free to socialize while others are trying to work. It's great for me if I'm socializing, but not so great when I'm trying to work. More enforcement of no cell phone conversations and no loud talking??
- Sometimes there are groups of really loud students though, making it hard to concentrate.
- Also the study place is not very quiet either even without the construction going on.
- Need more quiet study place...

- ...People do tend to talk and study out in the quiet area...
- ...The no cell phone rule should be enforced a little more.
- ...Some students very noisy in the library which does not make it a good place to study...
- ...Also, I think that the library should have quiet study rooms for one person because most of the time people are having loud conversations and it is difficult to study.
- ...The library is usually not very quiet...
- The upstairs quiet study is not so quiet; needs to be monitored more effectively...
- The level of noise in the Surrey campus is unbearable at the moment so I have had to resort to using other areas of the school to study.
- The library has many good sources but reinforcing the notion of quiet studying upstairs is still a problem,...
- The library is a little loud sometimes, (not including the construction, that is understandable). Need some more places to study. But overall a good place, staff is very friendly and extremely helpful.
- ...However it would be nice to have the library quiet most of the time...If people would like to chat they should go elsewhere...
- The library is too noisy, cannot focus, hard to study.
- ...I would appreciate if other students would respect the quiet study area upstairs.
- Also, the group study rooms are not soundproof, so perhaps there could be reminders so that groups don't get too loud.
- ...I am very unhappy with the lack of spaces provided for students to study (quietly). The library at certain times, especially during the morning and early afternoon, is packed and is very loud. I actually hate studying upstairs because it's not comfortable and there is never somewhere quiet to go. There should be couches and comfortable places for students to relax between classes and be able to read without hearing others talk on the cellphones.
- The Surrey library is noisy, not only from the construction, which I can handle and ignore, but from groups of students congregating in various areas of the library...I also find myself often telling people, especially on Surrey's upper floor to shut up. If it's a quiet study area you would think that people would be considerate of others and keep the noise down. However, being that they are 19 years old and need to catch up with their friends on their cellphone they head up stairs away from the prying eyes of the librarian to continue their conversation.
- I find that the quiet study area is not always 'quiet' (cellphones).
- ...somewhat noisy at times.
- Well, library should have imposed strict rule about quiet learning space and place the group meeting rooms far away from the quiet study area.

#### **Cleanliness**

- \* needs to work on cleanliness especially on Surrey campus location due to construction issues.
- Finally, the washrooms in the library are quite disgusting. There is often a lack of hand soap, paper, and available stalls (as they are locked from the inside and not fixed, I presume).
- Dirty study rooms.
- ...and unclean.
- I guess during the construction period it is very difficult to assess the cleanliness issue but I figure when the library is finished its construction it will be a positive learning environment.
- I think perhaps the group study rooms could use tending too more often. Quite often the tables are messy. Perhaps a shelf with paper towel and cleaner could be available for self-clean.
- ...I would like the library study rooms to be cleaner...
- The study rooms could be kept cleaner and are in need of a paint job/clean up but are very useful for group projects.
- ...and the overall and washroom cleanliness should be looked after and improved.
- Study rooms are very dirty....

- The computer keyboards and screens should be cleaned more often.
- ...and sometimes the desks are dirty...
- There are many places to study in the cubicles but sometimes they are a bit dirty, with gum under the tables and food wrappers left behind and dirty seats, other than that everything else seems to be fine.
- ...[still a problem], as well as cleanliness of the library.
- ...My only complaint is on the cleanliness of the washrooms. In fact the whole campus lacks in that department. Would it kill someone to mop the stairs every once and awhile. How are we supposed to care about the campus when the people that work here do not?
- ...but when I was there yesterday the bathroom was in a horrendous mess which I find disgusting and not at all appropriate.
- The library needs to improve its cleanliness and quietness, hygienic problems are arising.
- The only issue I have with the libraries is the level of cleanliness. I realize that there is a large number of people who use your services, however cleanliness in study carrels and particularly around the computers is not maintained.
- ...Sometimes the rooms are messy and smell bad...
- ...Eating and drinking in the library should be prohibited, and if it is already prohibited, there should be someone on staff to ensure that students do not bring food or beverages into the library. More often than not I am sitting at a carrel that has chip crumbs and empty pop bottles littered on it...
- ...but writing on the desks in the study areas is kind of annoying and distracting at times, even though it should not be.

#### Lighting

- I think something I always notice about is the colour or lighting of the library seems kinda making the study area not bright enough, which gives a tired feeling.
- It would be great if the lightening can be improved in certain area.
- Make library brighter.

#### Library hours

- ...except for maybe the hours (the library should be open as long as the campus is open).
- ...The hours are a bit short. I would love it if the library were open later. I often have group work to do and the best times for people to meet are later in the day when the library isn't open. At another university I went to, the library hours reflected the time of the semester, for example, during the end of the semester when projects were due, the library was open very late.
- I think Library should open late during exams.
- ...Also, I think the library closes too early, especially given the amount of returning adults like myself whom have to do the majority of their studying in the evenings.
- I would like it if the library was open longer as far as hours because when exams are going on and presentations and papers as students we need a place where we can go to study late and meet as a group. It would be good if the library was open till 12 at night.
- ...Lastly, the library should be open later than 9pm.
- It would be more helpful if the Library extended its hours to meet the required needs of students. I don't understand why there are classes on campus until 10pm, however, the library is only open until 9pm.
- Need to be open for longer hours.
- Open on Sundays and longer on Saturdays.
- ...Hours could also be extended a little bit to make it more convenient to use the library.

#### Employees

- Although not always enthusiastic to help, they provide the very basic information needed. (that does varies certain people are much more friendly).
- For the most part I appreciate the library services but sometimes I get the odd librarian who treats me like I'm some idiot. First of all I'm a student and the library is a service to

me and MY TUITION pays for this service and I expect librarians treat students with respect. I understand new frosh students coming in may still feel like this is just another school like high school but to me it isn't so I would appreciate it if librarians would not just put the stereotype on the students at Kwantlen...

- I do not find the library staff at the information desk very helpful when you are asking them questions. Usually I find that when you ask them something, they seem to be distracted; they hardly even look at you. They are usually pre-occupied with whatever it is they are doing. Also, they are not very well-informed.
- I wish there were more librarians to help us.
- Overall I have been satisfied except one student who worked over the counter, while I was checking out my books, was very rude. Students who work there should understand not everybody is familiar with the different facilities and try to help the students find it and not look at the students as if they are stupid. eg: I had to find a book that my teacher had on reserve, I didn't know how to go about finding it. When I went up to the counter the girl was absolutely rude to me. Instead of helping me she had this attitude that how is it possible that I don't know how to find a book on reserve. The people who work in the library should be the ones who are eager to help others.
- Need more people walking around helping students.
- Services are slow sometimes.
- Sometimes there's no one at the front desk.
- ...Could improve service by librarians being there to replace those who teach classes...
- ...I however think there should be a small information desk with a librarian on the second floor as well, for whenever I have questions I don't have to run all the way down and then back up.
- They're good. However, I find the attendants at the library to be somewhat distant, and not connecting with the students.
- ...more staff needed though.

#### Construction

- Anticipating the end of all the renovations!
- Cannot wait till all the surrounding construction is completed.
- Construction sucks.
- ...hopefully that construction in Surrey stops soon.
- Due to construction there is a feeling of unrest in the library.
- Due to the construction of the library, it has become one of the loudest places to study as opposed to supposed 'quiet area of studying'. This factor has impacted my impression on the quality of Kwantlen's library. Hopefully once the construction has finally finished (and by then, I would be gone), there will be more studying spaces...
- Fix the Surrey library.
- Noise is a big problem due to the construction but that is not controllable at this time. The study area upstairs is quite noisy and often times while studying I hear yelling/swearing from construction workers and makes it very hard to study.
- I CAN NEVER STUDY BECAUSE THE CONSTRUCTION WORKERS ARE SO LOUD IT'S VERY, VERY, VERY FRUSTRATING.
- ...The construction has been incredibly annoying, especially through the Summer semester, I felt my grades suffered for it.
- I do not like to study in the library because it is very noisy and usually there is a lot of dust over the desks in the study area and on the computer lab...
- I find that since the construction has started, I have used the library services much less than I did in the past. The reason for this is two-fold: the noise, and access to the entrance. I understand, however, that there is little that the library staff can do to change or eliminate these factors...
- I like it, I just find the constant construction to be problematic, but it is also inevitable.
- I think the library needs to be a bit more quiet there is too much going on in there, for example the loud construction does not help at all when you are trying to find a quiet place to study. The library should be the one place on campus where you can find that...



- I'm sure that when all the construction is finished with the library will be much better cleanliness wise and also with more space and room for books and areas of study. There is always room for improvement especially since Kwantlen continues to grow itself. So, naturally I would think that the library as well as other areas to readapt and adjust. I think one area to make the library a better area is to make it look more professional. It looks kind of poorly put together and I think with some redesign it would look more professional and better for students as well.
- ...The construction makes the whole library quite noisy.
- It will be nice when all the construction is done!
- It will be nice when the reno's are done...
- ...and also wondering when the construction will be finished.
- ...It's been too much construction going on and the library is not a quiet place to study at all....
- Lately, I cannot use the library to study. It is too noisy and cold. I know that this is due to the construction, but the library is one area that all students need to be a quiet area (especially for the fall and spring semesters since many students attend school at these times)...
- ...It is sometimes hard to study at the Surrey campus because of the construction going on.
- Library services are satisfactory except for some disruption due to renovation!
- Obviously the construction at the Surrey campus is a large inconvenience and quite distracting. It is understandable and necessary of course...
- Once the construction is done I will be happier because I will finally have a quiet place to study! No other place can replace the quiet found at the library.
- Other than the construction at Surrey, hahah, theres nothin that bothers me.
- Our Surrey Kwantlen University has a library in a terrible state. The construction has been too long, very noisy and extremely inconvenient for the students and the faculty. I hope the renovations will serve future students well after I leave. I have friends who have left Kwantlen because of all the expansions and loss of parking.
- ...Most of us cannot wait until the construction is completed. It's too dirty and noisy to study in the library.
- Please oh please let the construction just finish.
- Right now it's really noisy at the Surrey campus (because of the construction) so it's difficult to get some quiet study time in.
- Right now Surrey library is very noisy and cold due to construction.
- Right now with construction the library is not doing that well as a quiet study area. But hopefully it will regain that and more after the upgrading is over.
- ...The quiet study areas are not that quiet right now but that is mostly due to the construction...
- ...the construction sucks...no quiet place on campus to go to study anymore.
- Since the Surrey library is under construction, there is noise and lack of available computers.
- ...The construction noise has been off-putting the past few months, but I am certain it will be better once it is complete.
- The only difficulty right now is the change in the Library's entry, which is inconvenient, but it is also only temporary.
- Surrey Library is really noisy which is understandable due to the fact of the construction occurring.
- The constant ongoing construction is distracting and renders the study areas useless thus I have not been able to use the library to study in.
- The construction is very hard to deal with. Not enough studying area...
- The construction on the Surrey campus is ridiculous. One should not require earplugs to use a library. Even with the aforementioned earplugs, the noise level was often excessive and not conducive to proper studying conditions.

- The Library is a great place to come and study when there is no construction going on. There is always a place to study but finding a place away from the noise is almost impossible...
- .... The building entrance is not convenient for anyone although I'm sure that's the most common and obvious feedback. I wish that the library had an entrance connected to building D, since they're already doing construction.
- The facilities are too small, and I do understand that the new construction is underway, but I ask myself and you. 'Will it be big enough? And will it have enough study rooms?'
- The library is great just not ideal for studying at the moment. (Surrey Campus, construction.) However I can't wait for the new library.
- The only complaint that I have is how long the construction is taking, but other than that good job.
- This semester it is a lot noisier due to the construction...
- Well, with the library under construction, the 'quiet' study areas aren't so quiet. But prior to construction, I had no complaints.
- When the construction is done I am sure things will be better, but trying to study right now is almost impossible.
- While it is under construction I try to spend as little time as possible there so it is good that I have access to materials online...
- There should have been some compensation in terms of library fees last and this semester... it's just too noisy.
- ...Last, I would like to say, sitting at the table near the entrance/exit of the library, I have seen many, many people walk out the door, having the alarm ring but no one stopping them. I can only imagine how many library books are stolen per term. If the service desk is at the back of the library, who is going to call after the people who triggers the alarm?? It more or less sends the message to everyone that the library doesn't really care.

#### Survey

- ...Thank you for the survey as I've had these complaints for a while and am happy to finally have the opportunity to voice them. I look forward to changes in the future.
- ...Also, after reading this survey I realize there are services offered by the library I have never heard of before, I think you need to promote them more. Now that I am aware of them I think I will find them useful.

#### Why I prefer another campus Library over Surrey

- My first year at Kwantlen I studied at the Surrey Campus but now I move to other campuses because I do not feel that the Surrey Campus offers a good quiet study area.
- I have one class in the morning in Surrey and then another class at 4 in Langley, so I usually just drive straight to the Langley campus and study in between. I find it very useful to be able to find a nice quiet environment to study. So far it's been pretty good. I've found myself Shh-ing a few other students, but I like the fact that you can sit at an open table or go find a private desk.
- Richmond is very good! Space is usually an issue for me but it very nice and very quiet:)

#### Do Not Use

Total number of comments = 2

#### Quotes:

- I don't really use the library all that often, unless I am doing a group project and need to meet with people. In that case, so far the library has suited my needs.
- Nothing to say...

#### Campus Unknown

Positive Commentary – General

Total number of comments = 5

#### Quotes:

- Am satisfied with the services available to me.
- Generally, it is quite good.



- Keep up the good work!
- They are good.
- Very good...

**Positive Commentary – Specific**

**Total number of comments = 6**

**Quotes:**

**Collection**

- I think the online journals are so important because I live in Coquitlam and I can't always make it to the campus to do research.

**Cleanliness**

- The library is well kept and maintained.

**Employees**

- Great staff, very organized.
- Staff are helpful.
- Staff is helpful...
- The service providers are helpful but...

**Needs Improvement – Specific**

**Total number of comments = 9**

**Quotes:**

**Collection**

- Facilities (Langley) need more books.
- ...but increase depth and breadth of books.

**Study Areas**

- I think, if at all possible, there should be more room for group work, more computers, and more open tables instead of cubicles.
- Need more study rooms and should be able to book for longer hours.

**Noise**

- People also don't respect the quiet part of the library. Perhaps more signs saying 'Quiet Zone' would help. It would be great if the library had the cell phone signal jamming device that keeps phones from having reception. I just really hate having my train of thought interrupted by 'Hey what's up I'm in the library!'

**Cleanliness**

- Study desks in the library have the same gum and yogurt wrappers stuck to them from last semester.
- ...the library is very disorganized right now.

**Library Hours**

- ...although you should open earlier....maybe 7?

**Other**

- Why is everything centered in Surrey?

**Q13: If you selected “Other” for Priorities for improvement please Describe**

**Langley**

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Total number of comments = 2

**Quotes:**

- Quotations.
- Something fun.

**Richmond**

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Total number of comments = 5

**Quotes:**

- Overall library tour explaining devices(microfilm, printing photocopying, ect.) and resources available.
- Research skills ~
- Screenplays.
- Sports marketing.
- Study sessions for classes.

**Surrey**

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Total number of comments = 11

**Quotes:**

- All of resources/services available in library
- APA format for reference
- I did one already. Very helpful.
- Interesting research tips and aids in libraries other than Kwantlen or just sources of information
- No time due to studies.
- NON KWANTLEN BOOK LOAN.
- Online articles information.
- Refresher on various journals/types of studies searching.
- Topic searches.
- Using the library resources effectively.
- What's new.

### Q17a: 1st Priority for Improvements to Library--Describe Other

#### Langley

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Total number of comments = 4

Quotes:

- All students to be quiet in the library, especially in the computer lab. in Langley. No cell phones operating in library.
- Help being better at the library.
- More comfortable chairs to study in and a more comfortable area to study in.
- New furniture.

#### Richmond

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Total number of comments = 8

Quotes:

- Extend renewal periods.
- Food in library.
- Group study areas.
- Group Study Rooms.
- More childcare books at Richmond campus.
- More novels and books.
- Photocopy machines.
- Quiet environment.

#### Surrey

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Total number of comments = 18

Quotes:

- Being promptly notified when my interloan materials arrive.
- Better arrangement of the Library.
- Better Checkout Services.
- Extended hours in the evening.
- Get inter-loan books sooner.
- Have more computers in a quiet study area for students.
- Need more 'quiet' space.
- Nursing Video Collection FOR SURE!!!!
- Online articles.
- Online books (specifically IT).
- Open Sundays.
- Photocopy machines/service.
- Photocopying and printing fees.
- QUIET SPACES TO STUDY.
- Quiet Study Space (Laptop Stations with power supply in quiet area would be a bonus!!)
- Quiet.
- Sundays.
- Video and DVD collection.

### Q17b: 2nd Priority for Improvement to Library--Describe Other

#### **Langley**

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Total number of comments = 3

Quotes:

- Expanding the library collection.
- More bigger but that's not possible.
- QUIET!! I find that the students and even librarians talk and have conversations and the library isn't quiet at all.

#### **Richmond**

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Total number of comments = 7

Quotes:

- Cell phones.
- Cleaner men's washrooms!
- Group study area.
- More academic journals.
- More computer stations.
- More copies of books available for longer periods.
- Photocopiers don't work well, not worth the money; always seem to be out of order, or at least when I need one.

#### **Surrey**

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Total number of comments = 7

Quotes:

- Faster and prompt services for getting interlibrary loan book from other schools to Kwantlen.
- Greater access to full text journals online.
- Interlibrary loan.
- Library hours.
- Maintain a quiet study area.
- More comfortable chairs and tables.
- More Photocopying Machines.

**Q17c: 3rd Priority for Improvements to Library--Describe Other**

**Langley**

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Total number of comments = 2

Quotes:

- Less talking within library.
- Photocopying.

**Richmond**

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Total number of comments = 3

Quotes:

- Easier access to out of library materials.
- More assistance.
- Walkmans/iPods.

**Surrey**

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Total number of comments = 13

Quotes:

- Another learning lab.
- At home use of an online library.
- Book collection.
- Cleaner Washrooms.
- General Cleanliness.
- Interlibrary loans.
- Loud people.
- More computers.
- None.
- The comfort factor.
- The loud construction.
- Visual aids.
- What's new?

**Q18: If you could make one change to the Library, what would it be?**

**Newton/Cloverdale**

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Total number of comments = 2

**Quotes:**

- More books!
- I have no idea.

**Langley**

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Total number of comments = 84

**Quotes:**

**Article Indexes/Databases**

- Allow us to access Naxos from off campus. You can do it through the Surrey library, why not here.
- More online full text articles and easier access to them. I attended SFU before this, and they had many times more full text articles available.

**Collection**

- A more extensive selection of print books available in my area of study.
- Ensure that all resources are current and relevant.
- Expand horticulture book collection.
- Just more non educational books. Also more business magazines.
- Increased materials.
- More books.
- More books at the Langley campus.
- More books.
- More magazines?
- More fiction books.
- More fiction books.
- More copies of reference books.
- Wider range of books as well as more books distributed to the schools other than Surrey.
- CD music library would be easily accessible. You wouldn't have to go through some no brain person who has no idea what they're talking about.

**Communication**

- Have more information on what books or resources are available.
- Maybe make it more known to students that the librarians really know their stuff and can help you with papers and research topics, etc.

**Computers**

- Add more computer stations.?
- More computers. sometimes I am unable to get one, especially at the Surrey campus.
- More desk space at the computers, I like to use my books still!
- More private internet.
- Surrey Campus: A bigger computer lab, a quieter working space Langley: I like it just how it is.
- Better computers, freedom to install gaming software and programs.
- Expand the library to be bigger and upgrade the computer system.
- Have bigger computer screens.
- It would be nice if some of the computer stations were group stations, i.e.. one computer on a large table with seating for a group and table space for books and binders.
- More CD-ROM computers.
- More powerful computers.
- More places to do quiet computer work
- More quiet spaces with computer, Do not put them all in one lab.
- Nicer Computers.

**Decor**

- An update on the furniture. I know I am not here to relax, however I cannot say they are the most comfortable chairs in the building.

- Langley: some paint!! White walls and I aren't friends. Makes me feel like I'm in a doctor's office waiting for my turn to be examined.
- More of the 'comfy' chairs for reading, not just the cubical desks and tables.
- More comfortable.
- New furniture for lounging on.
- The collection of material has been fine so far, so I would only suggest making a cosier area for reading. A couch or plush chairs would be really nice to read a textbook in.
- Make it bigger, with more of the same.

#### **Equipment**

- More listening stations for CD-ROMs. It is a requirement of my program and necessary for studying, but there are only a few stations in the library.
- More updated audiovisual equipment.

#### **Food or Drink**

- Be able to have a drink when studying.
- Coffee machine.
- Mints at the front desk.

#### **Library Fees**

- Eliminating library fines and lowering fees for using the photocopier and printer.

#### **Library Hours**

- Extended hours.
- Open on Sundays.

#### **No Change**

- I am really impressed with everything in the Langley campus library.
- None.
- None.
- Nothing really.
- Nothing.
- The size.
- This is a great library for a horticultural student its been great
- This is my first Semester, the library appears to be great.

#### **Noise**

- Extension. Or possibly sound-cancelling technology to phase out certain areas from others.
- Have it a silent area. Too many people talking.
- Make it as quiet as possible.
- Loudness through out.
- More quiet study space.
- More quiet work areas.
- NO CELL PHONES ALLOWED! Cell phones are the most irritating thing to put up with when I'm trying to study at the library. I come to the library because it's supposed to be QUIET, but cell phone users are often distracting and the library staff don't seem to care.
- People to be quiet especially in the computer lab.
- That someone be there to tell people to be quiet when they are being loud and rude. There have been a few times when I have been in the library and a group of people have been talking very loudly and being generally disruptive, and no one has done anything about it.

#### **Online Resources**

- Better wi/fi coverage throughout the library.

#### **Printers**

- Easier access to the printers so that no card is needed, just cash.
- Give the option of printing in color. I would be alright with paying more per page if we had the option of printing in full color.
- More printers.

#### **Reduce Copying fees**

- Free Printing and copying.
- Maybe make photocopying/printing cheaper.

### Study Areas

- Add more group rooms.
- Have more study rooms.
- Just more group study space I guess.
- Larger group study areas.
- More areas for quiet and undisturbed study. The stations at Langley are nice but if someone is beside or across from you, any noise they make is perfectly audible. A good example is the library at SFU Burnaby - there are study niches all along the walls, only one or two and some places only one. That way you can move far away from someone if they're being noisy. Also, the wireless signal needs to be way stronger - you can't even get it in the whole library at Langley, which is ridiculous. I don't want to stand at the counter with my laptop to do homework.
- More comfortable study areas (Surrey).
- More space.
- More study area.
- More study area and study rooms.
- More study rooms.
- More study rooms for individuals instead of the cubicles just so it would be quieter.
- More study rooms.
- More table space. Often there are times when more space is need for a single person than is available in the carrels without taking up one of the group study rooms.
- More tables and chairs in the open area.

### Requests

- Have a system where students can place requests for books and the library can look into procuring them.

## Richmond

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Total number of comments = 176

### Quotes:

#### Air Quality

- Better air circulation.
- To turn the heat on during open hours.

#### Article Indexes/Databases

- More periodicals and articles available full text online instead of in print so they can be accessed anywhere.
- More availability of online articles - if that's too much trouble - Cheaper photocopying/printing?

#### Collection

- An improved book collection.
- Bigger book collection and easier to find books. Sometimes it can be hard to find what you are looking for without the help of staff.
- Expand the book collection and update some of the holdings to the newest editions of the books.
- Get more books.
- If I could make one change in the library it would be better book selection.
- Improve book collection.
- Increase the variety of books.
- Increased book selection and newspaper available.
- Larger book collection.
- Make it have more resources.
- More book collection on recently business law and detail precaution of doing business.
- More books about graphic design.
- More books about illustration and graphic samples to photocopy...I found so much fantasy books filled with mostly words but I need the images not the words!
- More collection of books.



- The availability of access to a large collection of periodicals and online articles. Making sure that there is a wide range of up to date (the last two years) online scholarly articles.
- The Library collection is the most important. Some of the books are really old, and need to be updated.
- WHAT ELSE OTHER THAN MORE RESOURCES AS A LIBRARY?
- Larger library, I need to go to UBC to get half the research books that I require.
- More copies of texts currently being used in classes offered at the school (plus associated solution manuals, etc.).
- Wider range of periodicals.
- More printed journals.

#### **Cleanliness**

- Cleaner bathrooms and turn the lights on in it. Maybe close for cleaning during the day.
- Addition to the issues of librarians, the library needs to be clean. Some desks are dirty; gums.
- No foods and drinks in the library area.
- The washrooms need to be cleaner to improve sanity.
- Cleaner bathrooms and turn the lights on in it. Maybe close for cleaning during the day.

#### **Computers**

- Add another computer lab.
- Add more computers and photocopiers.
- Add more computers in the library.
- Have more computers available for students.
- Have more computers available for use. (2)
- Have more computers.
- More computer at the Richmond campus.
- More computer stations. (2)
- More computers. (6)
- More computers for student access.
- More computers. Not enough computers at the learning lab.
- Greater access to WI/FI throughout the ENTIRE library and more electrical receptacles.
- Have more computer stations available for use there are too little for the amount of students that you have enrolled in the college.
- I will provide more computer stations.
- I would improve the computer stations by making more available, in different areas of the library. As it is there are a few by the Information desk, and the majority inside the computer room. This room is used for courses, teaching, etc.. so many of the computers are not always available.
- Increase the amount of computer stations and group study rooms.
- It would be to have more computer outside the lab as there classes going on.
- I don't know what the best solution would be, but I often find that the computer lab has no available seating because of the number of students using it, so maybe if there were a few more computers or maybe a slightly larger computer lab....

#### **Décor**

- To make the library more spacious and comfortable.
- I think the library should be made more attractive by adding some life and color, so it gives students a better atmosphere for studying and reading.
- More comfortable chairs.
- More 'comfy' spots.
- More sofas and comfortable seating.

#### **Equipment**

- Laptop renting.

#### **Fees**

- No late fees. :)

### **Food or Drink**

- To be able to bring drinks and/or quiet snacks into the library if we are studying and not near any computers and don't have library books with us to avoid potential spillage.

### **Larger Library**

- A larger area for the library at the campus.
- Bigger.
- Expand it.
- Expand the library ~ larger study area, more up to date course textbooks, so students who can't afford to buy textbook can borrow throughout the semester, AND longer borrowing period with NO restriction on renewals on one particular book. For example, Douglas College allows students to borrow books, and continuously renew books without restriction as long as the books isn't placed on hold by another person.
- I suppose more room.
- I would increase the size of the learning lab, or the general number of computers in the library.
- Increase size.
- Make it bigger and open 24/7.
- Making a bigger library is my best wish about our library!
- More space. (2)
- Make it larger than now.

### **Library Hours**

- Extend library hours on weekends. (2)
- Extend the hours.
- Extend weekend hours from 4 pm to 5:30 pm.
- Extending the library opening hours to 11pm 7 days a week.
- Hours.
- Hours. I found I didn't have access to Kwantlen's library in crucial times when I needed it the most.
- I would love to have the library extend their opening/closing hours....
- Library hour.
- Library hours extended with more librarian on duty.
- Library being open longer.
- Longer hours. (2)
- Longer hours (weekdays & weekends).
- Longer hours and more study space.
- Longer hours available during final exam season.
- Longer hours on Saturdays and open on Sundays.
- Make it work longer hours.
- OPEN DURING WEEKENDS.
- Open hours.
- Open on Sunday. (2)
- Open on Sundays, even if it was just for very limited hours.
- The library opening/closing hours.
- To extend opening and services hours... ;)
- Perhaps later closing hours? Like 12 AM?
- Be opened on Sundays as well.

### **Lighting**

- The brightness. Sometimes I feel like it's really dark in there.
- The lighting. It's got terrible light that hurts eyes and feels like we are at the hospital.
- Adding more light around the study area.

### **Loan Periods**

- Longer lending period for video and DVD materials. I would prefer to have the materials for two days instead of just one.
- Make longer dates to loan out books.

#### No Change

- I'm actually pretty satisfied.
- I'm not sure there's anything I would change. There are plenty of study places and computers to use.
- Its all good.
- Off the top of my head, I can't think of a change that could be made.
- You're on the right track.

#### Noise

- A little background music.
  - Enforce a quiet environment!!!!
  - I would like the study areas to be quiet.
  - I would make sure that it was a quiet place to study, because at the moment I won't study there because I always find it too loud
  - More quiet study areas.
  - More quiet study rooms that are soundproof (and warm).
  - Quiet space at Surrey campus.
  - Quite areas, and computer stations.
  - TO make it quieter.
  - Have a security person keeping the noise down.
  - People sometimes don't really respect the 'quiet' rules of the library. It would be nice if the rules were enforced.
  - No students talking while I study.
  - More strictly enforce the 'please be quiet/no cell phones' rule, especially on Richmond campus.
  - The construction noise.
  - Strict consequences for people who are too loud or are talking on cell phones etc.
- Really it's the only issue I have with the library.

#### Online Resources

- I would include all of the print articles in the online indices.
- I would like to have a excellent online resource of library.
- Better organization of the catalogue.

#### Photocopying

- More than just two photocopiers
- Have more photocopiers

#### Reduce Copying fees

- Reduce the print price.
- The pricing of the printing and photocopying. Having to pay with a card could make the possibility of charging a cheaper price like 0.5 cents or something like that. However, the library charges 10 cents per page which is too expensive and ridiculous.
- Free copy for the students.

#### Requests

- Have better access to books form other campus libraries faster.

#### Signage

- Having signs on the book shelves in the aisles that tell what type of books would be found on the shelves. (math texts, econ, history... etc)
- Post big signs stating what kind of books are located in specific sections.
- The classification system would be easier to follow, although it probably just takes getting used to.

#### Study Areas

- At least 20 group study room.
- Better and more individual and group study space (including round tables for more than three people for quiet studies).
- Better study areas. Besides the group rooms the study spaces are small and squishy. It's hard to move from reading a textbook to your binder, to writing. Also, you need more computers outside of the main computer lab, perhaps scattered throughout the library.
- I would add more study desks as sometimes it is hard to find one available.

- I would enjoy more group study rooms.
- More available, quiet, and clean study space.
- More group study areas.
- More group study rooms at the Richmond campus.
- More group study rooms. (2)
- More study areas. (3)
- More study rooms. (4)
- More study rooms, with wireless connection. Currently can't use laptops properly.
- More studying area and higher chair.
- Study area.
- To have more study rooms.
- To have more study rooms, especially at the Richmond campus.
- More seats in the study area.
- Make more study rooms to reserve for groups.
- I would make it so that there are more study rooms.
- I would increase the study area.
- Ensure sufficient study areas for students.
- Put in more group study rooms.

#### **Tutorials**

- Try and make the tutorials a little more interesting if there is any way.
- To have tutorials available to assist you if you needed. And much more spacious study area.
- I would have study sessions available for students who wanted them.

#### **Other**

- Everything.
- Forbid cell phone in learning area.
- Free newspapers.
- I would prefer the librarians to be available more often, because they are usually very busy.
- One thing I would like to see change would be; students from different faculties are allowed to take out material which is not related to their area of study.
- Shelf order, organization of books and materials.

### **Surrey**

**Total number of comments = 307**

#### **Quotes:**

##### **Article Indexes/Databases**

- More online article indexes.
- More online articles available in full text.
- More online resources available and the ability to actually access them from the school's computers VS having to go home to use them due the ratio of computers and students.
- More online, full text, articles.
- More full text articles.
- More electronic article access - less 'doc del'.
- I would improve the online article indexes.
- Have access to more online journals. Access to more academic journals online
- Easier to use article searches.
- Even more online journals and articles.
- Add to the Article/indexes research database.
- Access to more academic journals online.
- To allow more access to Kwantlen students for online journal articles and other online resources.
- The online article indexes that students can access. It is very frustrating to research and find an article that might be helpful, but we cannot access it since there is no subscription to it for Kwantlen (and also sometimes UBC and SFU so interlibrary loan

won't work for them). An expanded article index would be truly beneficial for all students.

- More article and databases for students to find online. Make the study areas larger.

#### **Cleanliness**

- Cleanliness to the group study rooms.
- Keep the garbage can out of the study rooms because as the door is closed the rooms stinks from the open garbage.
- Maintenance of the group study rooms. Last semester I used study rooms at least twice/week and often there were not enough chairs, dirty white boards, writing on the walls, full garbage cans.

#### **Collection**

- Availability of up to date editions of the books
- Better book selection.
- More research materials - books, article indexes, periodicals.
- More material available access through the computer is best.
- More current text books.
- MORE BOOKS.
- I would increase the amount of periodical collections and articles for specific courses or areas of study.
- I'll increase the number of books.
- More hardcopy journals. Easier access to back issues.
- More books. (2)
- More books and databases and articles!
- More books and more variety. As well more designated study rooms. Or more sound proof rooms. People tend to cause a ruckus in the next room and you can still hear it.
- More books. larger collection of books. more spacious study areas.
- Larger collection of fiction.
- More recent books.
- Increased book collection.
- Larger collection of books. More spacious study areas.
- Larger collection of fiction.
- BOOK COLLECTION!!!
- More books. More computers. No more jackhammers.
- Have more resources and bigger study areas.
- Have more number of textbooks currently being used available for semester loans.
- Expand our books collection.
- I would increase the amount of video collections for nursing students, more recent ones that aren't from the 80's.
- Have more copies of relevant DVDs and videos.
- An extended book collection.
- Make resources (i.e., books, periodicals, etc) easily available to students at all times.
- More audio/visual media available, like filmstrips, CDs, slides, LPs and so on!
- More academic resources- online journals, books, articles.
- More (up-to date) resources.
- More updated books in some areas of studies.
- More upper level history books.
- More visual aids.
- Online books.
- Put the reserve materials available on-line in PDF format.
- More automotive books for general interest.
- I live in Langley. I travel to Surrey to use the Surrey Campus Library. Expand Langley's library, especially the history section. It is severely lacking... History profs even tell their students specifically that the Langley library's history section is not up to par.

## Computers

- Add more computer spaces and more study rooms for group study.
- Add more computer stations.
- Add more computers for student use. I am always finding the labs over-filled and students having to wait to use the facilities.
- Computers with internet access and projectors (smart rooms) as group study rooms. This way groups can create PowerPoint and other computer based presentations together with more efficiency.
- Have more computer stations.
- Have more computers. (2)
- Have more computers that can be used.
- More computer access.
- More computer stations.
- More computer stations in the lab.
- More computer work stations with a printer because right now we are packed in there like sardines. I'd also like someone to be in charge of 'checking in' to see how the room is going, people use these work stations and yell at one another all day. Its really loud in there.
- More computers. (7)
- More computers and study areas!!!.
- More computers and study rooms.
- More computers available and computers available in the study rooms.
- More computers outside of computer lab for other uses when the lab is booked for classes.
- More computers so that one is always available.
- More computers to work with, or an area for laptop users. Some students use the computers for personal reasons, and others for school work. If a second lab is set up using cheaper machines just for browsing the internet, there would be more room for students that need to do work.
- More computers!
- More computers, when there is a class in the computer lab in the library it gets really crowded and hard to find available computers.
- More computers. During busy times hard to log onto a computer.
- More computers...sometimes it's hard to find a computer when you desperately need one...especially if there is a class in the lab. More hi-tech computers.
- A cubicle for every computer unit so there would be more privacy for each student using the computer when accessing their own accounts.
- Another computer lab room dedicated for classes such as English and a separate one reserved for students who need it for their own personal uses.
- Have more space around each of the computer work stations for books and folders. If I need to take notes from information I have looked up on line it is difficult to have a folder sitting on the work station.
- I know that there will probably be more space and computer stations around after the renovations and I believe that students would benefit from more computer stations. The computer stations get full and you are left to wait for an opening.
- I would have more computers available... sometimes at the peak hours there are not many available.
- Only the computers.
- The location of the computers and reference materials. Placing the computers on the top floor and all books on the ground floor.
- Computers for school related things only so that everyone can use for what is necessary, not just 'surfing the net'.
- To have more computers available to for student use.
- To get some more computers outside of the computer lab.
- Perhaps more computer stations on the second floor for easier student computer access.

- I would put more computers upstairs in the 'quiet' area, where students are able to concentrate better on their assignments. I have found that it is too noisy (due to people talking) on the main level, to concentrate when I have tried to write papers, or do assignments at the school library.
- I know it is expensive, but more computers and better ventilated/ climate controlled computer labs.
- I would ensure that every silent study area has a place that students can plug their laptop in.
- More public computers, with audio headsets.
- Make more computer areas available for school work to be completed at.
- One change that I would make would be more available computers for research. Many times we go in to the library and there are not enough computers to look up stuff for projects. Also a bigger room for the computers to be in.
- The library needs more computers and once again way more space up stairs (not by the front door where people are constantly walking in and out), it's too noisy. downstairs. People need to stop talking on their phones, and socializing upstairs while using the study rooms just to 'hang out' and be loud with their friends.

#### Construction

- Construction noise gone.
- Construction to be completed!
- Construction to be finished.
- Finish the construction and put the front door back where is used to be.
- Finish the construction faster! I'll try to be patient along with all who deal with it daily! I am not a frequent 'in-person' user.
- Finish the construction!!!
- Finish the construction. Make it more quiet Get more up-to-date books. Have a personal librarian available, like a personal shopper. :)
- For the construction to be finished and done with!
- No construction noise!
- To have a designated quiet area of study while all the construction is going on to the library.
- That this loud and obnoxious construction be over with
- The construction.
- The construction to be over soon.
- The construction would be over:)
- The noise from construction makes studying there very difficult.

#### Décor/Design

- A lounging area with couches where you can just chill and read a book with very minimal noise.
- A larger more relaxed seating area downstairs for those people that feel the need to talk and then a no talk area that had comfortable seating as well and not just cubicles.
- Add some couches like the Richmond campus.
- Create more study areas with couches.
- Definitely more comfortable areas just for students to relax and read. I personally dislike studying in the library for any length of time, because my back starts to hurt because the chairs are very uncomfortable, the tables are too close together, the study rooms are always unavailable and people are always talking or on their cell phones.
- I would make a fireplace and put lots of beanie bag sofas....
- I would make it more appealing to the eye. When you walk in, it doesn't look like a place you would want to stay at.
- More comfortable seating for reading and designated quiet zones for studying.
- More comfortable atmosphere.
- More comfortable chairs in quiet study areas.
- More comfortable computer chairs.
- More comfortable study areas. (2)



- To change the interior decorating to make the library more welcoming. Currently it is impersonal and drab. A more eye appealing area would work well. Such as warm toned wall paint, plants, and comfy couches and chairs for study use. I would be happier walking into a nice looking, fashionable room/building than the current library facilities. (The Richmond Public Library's main library is one such library I love to go to for its look. It makes me want to go to the library and study and Not leave).
- Comfort. Make it feel like a real university library by light effect and design!!!!
- I would paint it a different colour to make it more welcoming and cosier.
- More booths and seats comfy seats!
- Make it look more hip and cool to boring looking.
- More quiet and COMFORTABLE places to study.
- New updated look.
- Make it appeal less boring. Not asking for entertainment, but more modern and less like a place to read. A research centre in other words.
- Make washrooms on the bottom floor as well.
- Sunroof.
- The shelves not so high, and maybe weed out some of the older books that are 9 years or older out of the collection (unless it is an art book or fictional writings then those should stay).
- Redesign it. Make it look more professional and easier to find/access things.
- There will be a place that would sell coffee and also you could read books.

#### **Equipment**

- Better audio/visual equipment. Study rooms with computers and overhead projectors for presentations.

#### **Larger Library**

- Bigger library, comparable to that of UBC or major universities; more study areas, couches or lounges for more relaxed studying.
- Bigger, efficient, Quiet, Brighter.
- More space and more of a feeling of airiness. Feels claustrophobic.
- More space...
- A larger library (which I can see is being done) with more study areas and more comfortable areas to study.
- Space.
- The number of floors n greater amount of study rooms.

#### **Library Hours**

- Change the hours to times where if I wanted I could come in before my 9 am class, or maybe do a tutorial later in the evening.
- Change the hours!
- Extend the hours of operation for sure for every day.
- Extend the hours.
- Extended hours and more study rooms.
- EXTENDED HOURS!!!! NEED TO BE OPEN LATER THAN 9 AND 5 PM.
- Extension of operation hour.
- Extending the hours the library.
- Hours of operation. (2)
- Hours of Operation more flexible on Friday, Saturday and Sunday.
- Library hours - should be open as long as the campus is open.
- Longer hours. (2)
- Longer hours of operation.
- Longer hours on the weekend during finals.
- Longer hours, not till 10pm but till 12am and open longer on Friday nights and Sundays during the day.
- Longer library hours on the weekends.
- During exam times have extended library hours on Sat and be open on Sundays.
- Earlier and longer hours of operation especially on Saturdays.. Sunday opening would be nice too



- Have the library open longer on the weekends.
- I would extend the hours so students can study for longer.
- I would like to see the library open for more hours, especially on Saturdays and Sundays - considering we have BA degree's now, the studies have gotten intensive, and it would be nice to have a library that's open for longer hours, and more days for students to avail the services and have a good studying area.
- I would make the library be open on Sundays, I would find this could benefit me more when studying.
- More hours open.
- Open more days, longer hours.
- Open on Sunday.
- Open until 11pm Mon-Thursday.
- The library should be open for longer hours at least till midnight!

#### Lighting

- I will probably make lights more brighter because sometimes I feel so sleepy while I study in the library.
- More light..
- More Window. More light!

#### No Change

- Good the way it is.
- I wouldn't make a change.
- If I could make one change in the Library, it would be... Well actually I can't really think of anything. I think it's very well laid out.
- None really.
- Nothing.
- Nothing.
- Nothing I can think of at the moment.
- Nothing really. The library is steadily improving in order to provide great service.
- That is very good so far.
- It's real hard to make this hypothetical question because for the most part I have not been treated bad by the library. They are truly wonderful, to be honest.

#### Noise

- More quiet study space.
- A nicer and quieter study area.
- A quieter place to study (but I understand that construction needs to be done to make the library better).
- A very strict compliance of silence.
- Enforce the silent study area. There is no where else on campus where silently studying is available.
- Enforcing the 'quiet' of the second floor...much too noisy sometimes.
- Ensuring study areas are kept quiet and respectful. Far too often my studies are interrupted by conversations or cell phones. It has resulted in my using the library significantly less as a study venue.
- Less noise.
- Less noisy, but that's due to construction anyway.
- less noisy, more study area, more group study area, and more computer
- Quieter study area.
- Ban the cell phones. Make the study rooms sound proof. It is really disturbing and hard for people sitting outside the rooms when a group of people in the room study or chit chat at the top of their lungs.
- Clearly designate a quiet study area - perhaps a room of its own - or a library configuration that deters students from working in twos or more within the quiet area, having conversations.
- Have the silent study area absolutely 'silent' and no student who is not there to study should be allowed there.

- Make cell phones go away, everyone always talks on them when people are trying to study...
- Make it QUIETER!!!!
- Make study rooms sound proof, and increase the heat in winters.
- Make some change to the group study room so that students can't discuss something with normal volume level without worrying too much about the other side of the wall.
- Making sure people are quiet enough so others can study.
- More quiet areas.
- Oiling the chairs (no squeaks) please.
- People would shut up and let you study!
- To enforce the no cell phone rule on the quiet floor. Many students have conversations on their cell phones while another student is seated right beside them trying to study. But I realize there is no way to enforce this. Another would be for books to be put in the right area so students could find the books needed for their research. We need more computers in the library as well not enough supplied for the demand.
- Make it a 'silent' place to study!
- More strictly quiet studying areas.
- The re-organization of the desks/study areas to ensure maximum areas for quiet study.
- There's not much I would change. The only thing is that it is loud sometimes because of construction and that can't be helped right now. I only picked computer stations as my top priority because I had to wait about 5 minutes one time for a computer, but usually I never have to wait at all. And 5 minutes is NOT a big deal at all to have to wait for a computer. \*I only picked one to be helpful\* There's not a lot to change.
- More strictly quiet studying areas.

#### **Online Resources**

- That it allows hotmail access. This is because a lot of people send files over their hotmail email accounts and the computers in the library almost never allow anyone to open files from hotmail.
- Make some sort of search engine or table of contents for the Journal collection.

#### **Organization**

- Make sure that everything's in its place, is an easy way to find what you need.

#### **Reduce Copying fees**

- Cheaper printing and photocopying.
- Cheaper photocopying/printing.
- Not charge for printing because we already pay so much tuition fees:)
- Not charging for printing, because it's more expensive than a corner store which I find amazing.
- Less expensive prints and photocopies.

#### **Photocopying**

- More photocopiers.

#### **Printers**

- More printers.
- I think that there needs to be more available print stations available as there are numerous computers constantly being used by students who need to print assignments, etc.
- Replace all the printing machines with reliable fast version and have enough capacity to meet student's needs.

#### **Requests**

- Better inter library loans.
- Interlibrary loan service and photocopying and printing fees.

#### **Study Areas**

- More group study rooms. (2)
- More group study rooms and more quiet areas to study.
- More group study rooms and study areas where one can discuss in groups.
- More quiet study rooms that have those big tables. (Extremely quiet).
- More quiet study rooms.
- More room for quiet study.

- More room to study.
- More room to study quietly.
- More rooms and NO construction.
- More study areas. (5)
- More study areas close to windows.
- More study areas with access to wireless.
- More study areas with computer stations.
- More study areas, and quiet spaces.
- More study room and require that students be quiet.
- More study rooms. (6)
- More study rooms and computers.
- More study rooms, and more seating areas for group work.
- More study rooms. More computers.
- More study space. (2)
- More study space. Kwantlen has one of the smallest libraries I've seen compared to other institutions.
- More tables on first floor for group studies that are not necessary quiet studies.
- A more spread out study space and more computers in the quiet study area.
- Add more study rooms.
- Allow more study rooms, some with windows that could possibly open with a screen. It would be beneficial to have study rooms that were better soundproofed as often if there are a few people in a room discussing at a normal indoor tone of voice with the door closed the sound carries into the next study room and outside the study room
- Better quiet study areas for studying alone.
- Better study and computer designated areas.
- Better study area.
- Better/ larger study rooms, possibly with a computer in each.
- Have personal study rooms.
- I would change how the study areas and computers are set up.
- I would like to see more study areas in the library. I know there is already quite a bit of space, but I would like to see the study stations more spread out. My biggest problem is other people sit across from you and talk for an hour while you're trying to do some reading or writing that you need to concentrate on. I live in a noisy basement suite, so I go to the library for the peace and quiet, so I can get my work done!
- I would make the library more study areas.
- If I could make one change to the library it would be to add study rooms.
- Improve the upstairs study area. It is in a very awkward arrangement as it is.
- Improve study areas (i.e. better lighting, more quiet, more tables, etc.)
- More availability of study areas especially in the silent section .
- More clean quiet study spaces. Not all cubicles.
- More individual study desks.
- More of a study area with more space to spread out the library feels cramped and that can be really annoying and hard to concentrate in.
- More space for study areas.
- Number of study rooms.
- That there would be more quiet study areas.
- The amount of space to study and the times open.
- The study areas.
- The study areas be larger with better seating.
- There's never really any place to study during my breaks.
- A comfortable quite area to study as an alternative to the desk system that is currently in use. The operative word here being quiet.
- Add more tables to work on and get rid of the some of the cubicle desks.
- More private study areas, and larger cubicles.
- Larger study units.

- I'd love to see more desks for studying. There's always pretty full in the Fall & Spring semesters.
- There's never really any place to study during my breaks.
- More rooms to book.

#### Other

- I'd move the learning center into the library or at least connected to. I'd also make an entrance into the library from D building. Longer hours open would also be very helpful.
- Make it a scent-free environment. Too many people wear strong scent products.
- More courtesy from fellow students. I am tired of the library being used as a social venue or to sleep in.
- Not have it so cold...it's uncomfortable to study in- and it was cold last year before the construction started. I prefer studying in the library, but at times it has been too cold so I've had to go into the learning centre, which is generally a lot noisier.
- Post tutorial sessions for APA citation style on their website!

#### **Campus Unknown**

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**Total number of comments = 1**

#### **Quotes:**

- Upgrade all computers in the library.

**Q26: If you answered "I never access the Library's resources" in questions 23 or 24, please indicate your reason(s) why.**

**Newton/Cloverdale**

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**Total number of comments = 1**

**Quotes:**

- I don't know.

**Langley**

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**Total number of comments = 4**

**Quotes:**

- I don't know how.
- I get everything I need the few times I visit the library through out my week at school.
- No real need to, I do all my research when I come to the library.
- No time no desire no use.

**N/A Survey wording leads to false result**

**Total number of comments = 2**

**Quotes:**

- I should have left it blank.
- Put down as fourth choice.

**Richmond**

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**Do Not Use the Library**

**Total number of comments = 9**

**Quotes:**

- Haven't had the need to.
- I haven't got that much of time to do that.
- I like to be in person to access the documents/services needed.
- I usually go to the public library or online services.
- If I don't need them, I don't access them.
- Limited book resources.
- No need.
- Rarely need to.
- Research.

**N/A - Survey wording leads to false result**

**Total number of comments = 4**

**Quotes:**

- I answered as that, because I thought I had to rank them in order. I certainly use the resources.
- I had to pick an option.
- N/A
- n/a

**Surrey**

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**Do Not Use the Library**

**Total number of comments = 15**

**Quotes:**

- Because I can access most of the info I need from home.
- Because I live far away from the library and any online resources are my choice.
- Because there are not sufficient resources for research.
- I don't access the library over the phone or internet, but I do in person.
- I don't know where to do this. I have not seen a link.
- I prefer to use other engine's resources.
- I use public library.
- I value the library more for the computer access.

- I wouldn't call the library, I use the library to study or go on the computer and calling wouldn't help me.
- Never have to.
- No chance.
- No need to.
- No need, I am at the campus everyday.
- Not needed.
- To use computer and to print.

**N/A – Survey wording leads to false result**

**Total number of comments = 10**

**Quotes:**

- n/
- N/A
- N/A
- NA
- I do access the Library's resources. A LOT.
- Because I was told to rank them in order of 1234 and that was the last one.
- I put it as my 4th choice only because I thought you had to choose something, I do use the library.
- I only put that as a 'fourth choice.' Obviously I access the Library's resources from my other answers...Perhaps, that should be left as optional instead of a 'fourth choice.'
- I wanted to get rid of the check mark but I couldn't.
- Only because it was offered as a choice and the wording made it seem as though that was the correct answer for 4th choice.

## Q27: Other Comments

### Newton/Cloverdale

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- Hopefully an even faster Internet connection.
- 

### Langley

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- :)
- Good Job.
- I am in the library everyday. Langley library is great.
- I can't think of any major things I would change about the library. It meets my needs very well. There are always enough computers available, and always free booths to study at. (Although, I've only taken courses here for 6 weeks at a time, during January, so my experience is limited.)
- I don't like the way MyKwantlen is set up, It looks old and the links often don't work. I think if MyKwantlen looked more like the Kwantlen Home page and was mapped out different, I would use it more.
- I think you are all doing a great job, and I really just have compliments for you and no complaints.
- Just being able to print from laptops in the library.
- Keep up the good work.
- Library staff are wonderful. Photocopying is adequate. It is a little bit 'chatty' in the study areas at times.
- Make the printing not costly to students.
- Offer free chocolate cookies on Friday afternoon =) .
- Some friendlier staff (I'm generalizing, some of them are very nice, but the rest bring it down for all of them). Also, more quiet study areas would be GREAT.
- Sometimes the librarians are serious grumps, and it really doesn't help if I'm already running late with a project and stressed out. I can be as nice as possible to them and sometimes they just don't care - they hate their job and don't want to help me, at all.
- Sound-cancellation technology installed in certain areas of the newly expanded library.
- Special reference help would be great.
- Thank you to all the library staff for being so pleasant and helpful.
- The library has been quite reliable.
- This survey was too long and uninteresting.
- We need more music books.

### Richmond

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- 1) Better hours (open later) 2) more study space/computer workstations 3) better wi/fi access/electrical receptacles.
- Ask for what are books we need to get. And enough students do some donation.
- Choose me to win :D.
- Create more study space and make wireless and plug possible for the study table in the library, not just in the reserve room.
- Expand the Richmond campus and increase student resources by increasing the amount of group study rooms and make online resources available at all computers that are internet enabled.
- Extend open hours and more study room!
- Extend the opening/closing hours and silent study area.
- Good.
- I enjoy having the Library staff at Richmond. They do try to help.
- I forgot to mention that both Library washrooms are excellent, kept clean all the time. The Libraries are also kept tidy and clean and the staff are always friendly and helpful, which is awesome.
- I really hope you can get more materials in terms of online journals and books, and stay open longer. Also, I don't want to feel cold while studying. Please consider the temperature in the library through a year.

- I think all I want to say have already said. Honestly, library is my favourite place in KUC.
- I think the improvements happening at the Surrey campus is no doubt great although, it's only unfortunate for us studying while the construction is happening.
- I was not able to answer the time of use question properly - I use it equally between spring & fall semesters when studying full time.
- Improve the study room environment and extend the library opening time.
- Libraries of Kwantlen is great. Thanks for providing us (students) with great facilities and convenience to help our learning experience.
- Library staff is friendly and library facilities are sufficient for my needs at the Richmond campus.
- More computers in the Richmond campus.
- More lighting around the study area, and posting signs regarding noise level of iPods and mp3 players. More comfortable seating (couches) around the library.
- n/a
- Newer computers for students and maybe to have the computers wiped with some sort of sanitizer.
- Not enough computers in Richmond campus.
- One night I had a really helpful librarian at the Richmond campus. She was really helpful...she helped me out a lot...I think it's better if we get shown where resources are rather than pointed in the direction...it just adds to our stress if we need to do a search.
- Please see previous comments throughout this survey. Thanks.
- Poor interlink service.
- Possibly the layout of studying. Maybe have big tables instead of many cubicles. Or offer some open area large tables.
- Provide more jobs for students or job information in campus.
- Staff is excellent, and always willing to help.
- The front desk should have more librarians on duty instead of one.
- The guard should stop students who talk loudly in the Library. Thanks.
- The librarians are very professional and helpful.
- The librarians are very professional and helpful.
- The library internet site is very hard to navigate, maybe think about making it easier to get around.
- The on-line resource by off-campus computer is very important to me. I would like to suggest the professional off-campus online resource by library. I am appreciated.
- There is no air in the Library.
- There is not enough light in open study area.
- This library is small.
- Well, so far, as I say...I need more illustrations to photocopy! I know there are many illustrated books, but there is so little in the Richmond campus! (I mean fantasy and fairytale images) I need them for communications through visual languages. I don't want to rely on the internet images often, because I believe good quality images are in books.
- Will the library consider requiring students show or wipe their student cards when entering the library as I found outsiders lying on one of the sofas inside the library.

### Surrey

- I love the library that you could eat and drink, but everyone should be careful.
- Again, the improving the look would be nice. And increasing the online database subscriptions if possible to include more full text articles.
- All in all the Surrey library is okay. But, if I had to improve things I would: Take care of the noise in the computer work rooms. Make it cleaner, clean pc screens and mice Increase the number of pc workstations that have a printer Put in more photocopy machines.
- Also, it will be really nice to have more quiet study areas. Thank you.



- As I said make the rooms sound proof and yeah the library certainly needs more clocks.
- As I stated before, monitor usage and remove people using computers for just chatting on msn and downloading music to IPods etc. Nothing more irritating when I have a paper to research, and there is no computers available cause a bunch of teenagers are hogging them all for garbage!
- Aside from the low number of print stations and the difficulty I have using the online article databases, the Library is very resourceful and facilitating to my personal educational needs.
- Cleanliness, more computers, more collections of books and more quiet study rooms.
- Due to the noise level, I now try to avoid going to the library as much as possible. I use some of the other computer labs if they are open, and study anywhere else I can sit in order to avoid loud construction noise in the library.
- Extended book collection.
- For a first time college student I have greatly appreciated the help from the librarians for papers.
- Good.
- Having internet in the Langley library for laptops would be great.
- I am anxious to see the improvements on the Surrey campus Library once finished.
- I am in my second semester and am still learning about the resources the library has to offer. If I had known about these resources earlier I would have made better use of them. Perhaps an information session/leaflet for new students would be useful.
- I believe we need to make our computer lab larger because it's always full!!
- I don't know if there is anything that can be done about this, but I often have a problem studying in the library's quiet sections because there are students talking loudly. There are signs up saying 'quiet study area' but this isn't always enough. Could a librarian walk by from time to time to remind students who are being loud?
- I found it difficult with the building at the Surrey campus, the noise, the dirt and the smaller study access, but know that this is temporary...
- I guess for improvements to the library, take a look at how the Vancouver Public Library is sorted out. Get some examples from other universities, and maybe even Surrey Public Library.
- I think I made all the comments in the earlier questions.
- I think that overall the Library does a nice job to help the students and keep up to date and relevant information.
- I think the sooner the renovation work finishes, sooner will improve the environment of library that is most important to study in the library.
- I think the staff is very friendly, and helpful. However, many students are unhappy with the library because there isn't enough space to study peacefully and comfortably.
- I think you are doing a great job!
- I would really like to see the hours extended and more study space for students.
- It would be great to see a larger photocopying room, with more copiers and a table per copier (so that we can keep our stuff organized and separate from other students).
- It's good the way it is!
- LONGER HOURS OF OPERATION PLEASE... SOME OF US NEED THE LIBRARY TO STUDY AND THIS IS THE ONLY QUIET PLACE WE CAN DO THIS...
- Longer take out periods for cameras, and less late fees.
- Make sure to put out the little cart in a easy to see area so that people return books there instead of trying to shove them back on the shelves themselves.
- Maybe hire more energetic people at the library: circulation desk and librarians... more enthusiastic.
- More computers. More online journals and database.
- More periodical journal articles will be helpful as well. Thank you.
- More photocopiers would reduce the line-ups in the library, on several occasions I've had to go to a different area of the campus to get something photocopied (this is in the Richmond campus). More computers would be an additional improvement. Although I

personally don't use Kwantlen's computers, I've noticed that there is a need for improved computer facilities in the library. Getting wireless access in the library was a major improvement on your part. Thank you.

- More quiet areas to study at would be very helpful
- MORE VISUAL media!!!!
- My main issue is that a lot of students including me would love for the library to be open for longer including the weekends.
- N/A (2)
- Noise level needs to be kept down. Cell phones should be confiscated if turned on. Loud conversations should be interrupted by a librarian, so other students can work in peace. That might make attendance higher. Also, get some new, brighter light bulbs. Reading in dim light is one reason I don't go there.
- None thank you.
- Please clean off the writings off of the tables in the silent study area. Some of them are offensive and too distracting.
- Please concentrate on the availability of study rooms and ensuring that the study areas are actually silent because I find that they are not. People are usually on their phones or talking and it's very distracting especially when there is nowhere else to go because there isn't much space available. Also, I think the library needs to be a lot cleaner. I find that there is always dust and garbage on the study desks, as well as the computer stations in the open lab.
- Please make the library better for future students; I am finished at Kwantlen in April of 2007, so it won't benefit me now. I have been attending Kwantlen's Surrey campus for the past three semesters (including the summer), and unfortunately I do not have very many good things about this school, and I'm afraid I wouldn't recommend Kwantlen College to other potential students. However, I must say that the people who work in the library do a great job.
- Please try to make the library comfortable.
- Please, make of the new library a studying place. A place where we can go and concentrate. A comfortable and respectful place for students.
- Reserve items should be duplicated and can be borrowed for more than 1 day.
- Sometimes the staff in the library come across as seeming annoyed when I ask questions on how to find things. I know I can look it up myself and I always try that 1st but if I get nowhere then I need help and the staff certainly do help, but sometimes it seems like they do it begrudgingly. You know how in Safeway when you ask the staff where something is and they always say 'would you like me to show you?' Can we have that service in the library?? Hey, it's worth asking!!
- Student feedback is important, glad to be a part of it, and thanks for the opportunity!
- Study area needs more spaces, because during Fall and Spring semester, there are not enough spaces available to study!
- Thank you for getting student feedback!
- Thank you for taking the time to inquire about student satisfaction.
- Thank you for trying to improve this for students!
- Thank you.
- Thanks for the front liners in the information desk they are very helpful my appreciation to Surrey and Langley library staff.
- Thanks so much for giving us the opportunity to contribute our thoughts.
- The library is improving for the better and I appreciate that. Thank you. The library workers are very kind and helpful as well. Give them a raise!
- The library works for me how it is. The improvements that will be done in the fall will only make it better.
- The most important things for me is more group study areas and a larger computer lab. A note about the survey. The website on which this survey is held is considered suspicious by McAfee antivirus web site advisor (<http://www.siteadvisor.com/sites/surveymonkey.com>) I would be more comfortable if this was done on the Kwantlen website.

- The question regarding what time of the day I access the library most with the answers being, 'Spring/Fall/Summer/Intersession' was not very clear. Maybe I did not read it properly but I did not understand how to answer that question with the way the answers were set up.
- The staff is good, the availability of books is moderate, as are the online resources. If you could bring in more copies of popular books it would help to curb the problem as well as giving students access to more online journals and article indexes.
- There was no tab for where do you take most of your courses...I am at White Rock and there was not a tab for that.
- This was fun... I hope I win a prize ha-ha.
- Try to have more computers available upstairs. I know this will be a lot of resources to fund, but I am hoping for this upgrade.
- When you asked at what time and in which semester am I most likely to use the library, I didn't see where I could respond to an option of 'same time' for each semester...as in: I access it 9am-5pm and/or 5-9pm in all three semesters. Just an observation...thx. p.s. I LOVE those little buttons that demonstrate something we just learned in Bernstein's Cognition class...the light shading determines whether it's an 'innie' or 'outie'! Now I know I'll get that right on the exam next week! thx again!
- Wi/fi networks would be great for students who own their own laptops. It gave other students the opportunities to use the remaining computers.