

Coast Capital Savings Library

Library Survey of Students Spring 2011

Prepared for Cathy MacDonald
University Librarian



KWANTLEN
POLYTECHNIC
UNIVERSITY

Office of Institutional Analysis and Planning

TABLE OF CONTENTS

EXECUTIVE SUMMARY: LIBRARY SURVEY OF KWANTLEN STUDENTS 2011.....	1
NOTE ON METHODOLOGY.....	3
DEMOGRAPHICS	4
CAMPUS.....	4
LEVEL OF COURSES TAKING THIS YEAR.....	4
PROGRAM OF STUDY.....	4
LIBRARY RESOURCES.....	6
GENERAL IMPORTANCE OF, AND SATISFACTION WITH, LIBRARY RESOURCES	6
IMPORTANCE OF, AND SATISFACTION WITH, LIBRARY RESOURCES BY AREA OF STUDY	6
IMPORTANCE OF, AND SATISFACTION WITH, LIBRARY RESOURCES BY COURSE LEVEL	10
IMPORTANCE OF, AND SATISFACTION WITH, LIBRARY RESOURCES BY CAMPUS.....	11
LIBRARY FACILITIES AND SERVICES.....	14
GENERAL IMPORTANCE OF, AND SATISFACTION WITH, LIBRARY FACILITIES & SERVICES	14
IMPORTANCE OF, AND SATISFACTION WITH, LIBRARY FACILITIES & SERVICES BY COURSE LEVEL	14
IMPORTANCE OF, AND SATISFACTION WITH, LIBRARY FACILITIES & SERVICES BY CAMPUS	17
RESOURCE FORMAT PREFERENCES.....	20
TECHNOLOGY.....	22
COMPUTER USE.....	22
HAND-HELD DEVICES.....	24
PRIORITIES FOR NEW SERVICES.....	25
LIBRARY USAGE	27
IN PERSON	28
ONLINE	29
BY PHONE	30
USE PATTERNS.....	30
EXTENDED HOURS OF SERVICE.....	33
RICHMOND AND SURREY	33
LANGLEY.....	34
LIBRARY STUDENT SURVEY 2011, OPENENDED COMMENTS AND DETAILED FREQUENCIES	35

Executive Summary: Library Survey of Kwantlen Students 2011

A total of 2311 of the 17,525 students invited participated in this iteration of the biennial Library Survey of Kwantlen Students, a response rate of 13%. The web survey was available from January 24 to February 8, 2011.

In addition to demographic questions (primary campus, program enrolled in, and course level most taken this year), the survey contained close-ended questions about importance of and satisfaction with Library facilities, services and resources; preferred formats for different types of Library materials (i.e. hard copy versus online); Library usage patterns; and computer use. The survey instrument is attached as Appendix A.

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

DEMOGRAPHICS

Of the respondents who identify the campus at which they most often use the Library, 58% say Surrey, 30% Richmond, 10% Langley, and 2% Cloverdale. A quarter are taking mostly Upper Level courses, 60% mostly Lower Level, and the rest a mix of the two levels.

Respondents were also asked to choose their program of study from a list of 34 options, a mix of faculties, degree programs and fields of study. In the report these are also condensed into **Areas of study**, comprising Kwantlen's academic divisions, plus General Studies and Other, to provide a more manageable breakdown (fewer categories, defined at a consistent level of differentiation, with larger numbers in each). One third of respondents report that they are in a Business program, 22% are in Social Sciences, and the rest range between a high of 12% in General Studies, and fewer than 2% in each of Horticulture and Academic and Career Advancement.

LIBRARY RESOURCES

Respondents indicate that overall they are **satisfied** with Library resources (median = 3, *Satisfied*); the median satisfaction rating for all 11 individual items in this section is also 3. Four items have a median level of **importance** of 4 (= *Very important*): these are *online periodicals*, *online research databases*, *data and statistical resources*, and *library citation style guides*.

PREFERRED FORMAT FOR LIBRARY MATERIALS

Students were asked whether they would prefer certain resources in print/hard copy or electronic format, if they had to choose. Overall respondents have a clear preference for books in print/hard copy, but journals and video materials in electronic/online formats. Preference for reference books is more evenly distributed between the two.

LIBRARY FACILITIES AND SERVICES

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

Eight Facilities & Services items have median importance ratings of 4 (= *Very important*); these are *library hours of operation, library cleanliness, general study space, quiet area to study, group study rooms, availability of computers, printing, and photo-copying*.

TECHNOLOGY USE

University-wide, 59% of respondents report that they are not always able to find a computer to use when they want it. When the results are broken down by campus, 36% of Surrey campus respondents, 57% of Richmond campus respondents, and 31% of Langley campus respondents report they have not always been able to find a computer to do their research. Since the survey was conducted, the situation at Richmond has been improved with 90 additional computers added post-renovation.

Roughly half of Kwantlen students reported they used a library computer for their studies; 96% of these rated the availability of a computer in the library as important or very important. The other respondents (52% of 2081) primarily use their own laptop for their research, and there is little variation across the campuses. However, it is interesting to note that 86% of those who primarily use their own laptops rate the availability of computers in the library as important or very important. This may be due to the fact that Kwantlen applications on the server are not accessible via a laptop, nor is printing available from laptops.

Almost 90% of respondents say they have some sort of hand-held device such as a Blackberry, iPhone or Android.

NEW LIBRARY SERVICES

Students were asked to indicate what priority they place on each of three possible new library services: ability to find books and articles using a single search box, ability to add tags to items they find in the Library, and ability to follow the Kwantlen Library on Twitter. Respondents clearly indicate that of these, the ability to find books and articles using a single search box is of broadest interest: 59% rated it as a high priority, as compared with 29% for tags and 7% for Twitter.

EXTENDED LIBRARY HOURS

Students were asked whether they would prefer extended opening hours on Sundays at the Richmond and Surrey Libraries to be *10 a.m. to 6 p.m.*, or *1 p.m. to 11 p.m.* Respondents are very evenly split in their preferences between these two options.

Asked "Would you use the Langley Campus Library if it was open from 1-5 p.m. on Sundays?", 20% of respondents say yes. Not surprisingly, half of Langley campus Library users say yes, but although the percentages are much smaller for Richmond and Surrey Library users, between these two campuses there are over 400 respondents who say they would.

LIBRARY USAGE PATTERNS

Between 75% and 85% of respondents using the Langley, Richmond, and Surrey campus Libraries indicate they use the library in person at least once per week, and Cloverdale is somewhat lower at 59%. Online library use at a rate of at least once per week ranges from about 40% to 60%, with Langley at the low end and Richmond and Surrey together at the top. By contrast, respondents across all campuses indicate that their use of the library by phone is very limited: between 70% and 84% say they never access the Library this way.

Note on Methodology

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

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

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

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

Demographics

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

Campus

Table 1 shows the number and percentage of responses to the question, *On which campus do you mostly use the library?* (This may not necessarily be the same campus where respondents take all/most/any of their courses.) Note that all results specific to Cloverdale should be used with particular caution, given the small number of responses from students at that campus.

Table 1: On which campus do you mostly use the library?

	#	%
Cloverdale	41	2.0
Langley	223	10.7
Richmond	613	29.3
Surrey	1210	58.0
<i>Total respondents</i>	<i>2087</i>	<i>100.0</i>

Level of Courses Taking This Year

Table 2: Level of courses mostly taking this year

	#	%
Lower level courses only	1250	60.0
Upper level courses only	535	25.7
Both lower and upper level courses	300	14.4
<i>Total respondents</i>	<i>2085</i>	<i>100.0</i>

Program of Study

Respondents were also asked to choose their program of study from a list of 34 options, a mix of faculties, degree programs and fields of study. In Table 3 these are condensed into **Areas of study**, comprising Kwantlen's academic divisions, plus General Studies and Other, to provide a more manageable breakdown (fewer categories, defined at a consistent level of differentiation, with larger numbers in each). Table 4 uses the program categories as presented in the survey.

Table 3: Area of study

	#	%
Academic & Career Advancement	36	1.7
Business	720	34.5
Community & Health Studies	154	7.4
Design	70	3.4
General Studies	249	11.9
Horticulture	36	1.7
Humanities	113	5.4
Sciences & Applied Sciences	178	8.5
Social Sciences	447	21.4
Trades & Technology	62	3.0
<i>Total respondents</i>	<i>2065</i>	<i>100.0</i>

Under **Program of study**, 225 respondents chose “other”, and 415 wrote in their program or elaborated on the selection they had made; these included Nursing programs (60 specified BSN, BPN or Graduate Nurse), a specific business program (50 mentioned HRMT, ENTR, etc.), SETA (50), and various others including general studies. Inclusion of all written-in responses would greatly increase some categories; e.g. Community & Health Studies, which could potentially more than double in number of responses. Unfortunately our software cannot perform such analyses, manual analysis is prohibitively time consuming, and any method carries a heavy risk of including duplications and contradictions.

(It may be helpful in future Library surveys to adopt the standardized list of programs used by Institutional Analysis & Planning in their Student Satisfaction surveys, as this is comprehensive and would facilitate direct comparison of data from Library surveys with related data from any of theirs.)

Table 4: Program of study

Program	#	%	
Academic & Career Advancement	11	0.5	
Business (unspecified)	102	4.9	
Business – Accounting	289	13.9	
Business – Computer Science	15	0.7	
Business – Economics	6	0.3	
Business – Management	118	5.7	
Business – Marketing	57	2.7	
Business – Other	103	4.9	
Community & Health Studies/Nursing	87	4.2	
Design – Fashion Design	30	1.4	
Design – Graphic Design	15	0.7	
Design – Interior Design	9	0.4	
Design – Other	9	0.4	
General Studies	235	11.3	
Horticulture	34	1.6	
Humanities – English	50	2.4	
Humanities – Fine Arts	23	1.1	
Humanities – Music	9	0.4	
Humanities – Other	7	0.3	
Humanities – Philosophy	5	0.2	
Sciences – Biology	67	3.2	
Sciences – Chemistry	13	0.6	
Sciences – EPT	12	0.6	
Sciences – Mathematics	3	0.1	
Sciences – Other	75	3.6	
Sciences – Physics	5	0.2	
Social Sciences – Anthropology	20	1.0	
Social Sciences – Criminology	151	7.3	
Social Sciences – Geography	7	0.3	
Social Sciences – History	33	1.6	
Social Sciences – Journalism	12	0.6	
Social Sciences – Other	20	1.0	
Social Sciences – Sociology	14	0.7	
Social Sciences – Political Science	14	0.7	
Social Sciences – Psychology	158	7.6	
Trades & Technology	39	1.9	
Other	225	10.8	
Total	2082	100.0	

Library Resources

General Importance of, and Satisfaction with, Library Resources

Respondents were asked to rate the importance to them of various aspects of Library resources, then their satisfaction with each; median values for these are presented in Table 5. Items for which median importance is 4, *Very important*, are highlighted, as are items for which median satisfaction is less than 3, *Satisfied*.

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

Overall respondents indicate they are **satisfied** with Library resources (median = 3); the median satisfaction rating for all individual items in this section is also 3. Four items have a median level of **importance** of 4: these are *online periodicals*, *online research databases*, *data and statistical resources*, and *library citation style guides*. Participants were also asked (Q3), if they had indicated dissatisfaction with any Library resources, to explain. Their comments comprise Appendix B.

Table 5: Comparison of median satisfaction & importance ratings, library resources

n		Median Importance	Library Resources: All respondents	Median Satisfaction	n	
Valid	Missing				Valid	Missing*
1943	368	3	print book collection	3	1902	409
1828	483	3	electronic books	3	1627	684
1883	428	3	print periodicals	3	1723	588
2022	289	4	online periodicals	3	1896	415
2139	172	4	online article index research databases	3	2031	280
1838	473	4	data and statistical resources	3	1625	686
1582	729	3	dvd and video collection	3	1267	1044
1574	737	3	online streaming videos	3	1230	1081
1620	691	3	audiovisual equipment	3	1345	966
2042	269	3	subject guides on the library website	3	1922	389
2098	213	4	library citation style guides	3	2023	288
			overall with Library resources	3	2151	160

*Missing includes N/A responses

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

The following series of tables (6 through 15) shows respondents' median importance and satisfaction ratings by area of study for the same list of Library resources. As with Table 5 above, these show the number of respondents (n) replying to each item on the list, and items *Very important* (median = 4), or for which the median satisfaction is less than 3 (= *Satisfied*), are highlighted.

Online article index research databases have a median rating of 4 in every area of study except Academic & Career Advancement. A large majority of the resources with a median "very important" rating are electronic/online resources; print books (in five areas of study), and audiovisual equipment (in Academic & Career Advancement alone) are the only non-electronic resources to be rated as highly.

The median satisfaction rating is 3 throughout the series, with the sole exception that respondents in Social Sciences indicate they are *Neither satisfied nor dissatisfied* (median =2) with the DVD and video collection.

Table 6: Comparison of median satisfaction & importance of library resources, ACA

	Median Importance	Library Resources: Academic & Career Advancement (n=36)	Median Satisfaction	
Valid				Valid
31	3	print book collection	3	30
23	3	electronic books	3	26
29	3	print periodicals	3	25
30	3	online periodicals	3	28
31	3	online article index research databases	3	31
30	3	data and statistical resources	3	28
27	3	dvd and video collection	3	28
25	3	online streaming videos	3	24
30	4	audiovisual equipment	3	30
33	3	subject guides on the library website	3	31
33	3	library citation style guides	3	31
		overall with Library resources	3	32

Table 7: Comparison of median satisfaction & importance of library resources, Business

	Median Importance	Library Resources: Business (n=720)	Median Satisfaction	
Valid				Valid
587	3	print book collection	3	568
587	4	electronic books	3	520
571	3	print periodicals	3	525
623	4	online periodicals	3	588
657	4	online article index research databases	3	628
594	4	data and statistical resources	3	530
459	3	dvd and video collection	3	361
492	3	online streaming videos	3	393
493	3	audiovisual equipment	3	404
635	3	subject guides on the library website	3	599
653	4	library citation style guides	3	633
		overall with Library resources	3	664

Table 8: Comparison of median satisfaction & importance of library resources, C&HS

	Median Importance	Library Resources: Community & Health Studies (n=154)	Median Satisfaction	
Valid				Valid
128	3	print book collection	3	121
118	4	electronic books	3	104
122	3	print periodicals	3	114
141	4	online periodicals	3	134
149	4	online article index research databases	3	145
120	4	data and statistical resources	3	103
131	3	dvd and video collection	3	112
118	3	online streaming videos	3	78
132	3	audiovisual equipment	3	118
139	4	subject guides on the library website	3	133
142	4	library citation style guides	3	136
		overall with Library resources	3	150

Table 9: Comparison of median satisfaction & importance of library resources, Design

	Median Importance	Library Resources: Design (n=70)	Median Satisfaction	
Valid				Valid
68	4	print book collection	3	66
61	3	electronic books	3	47
66	3	print periodicals	3	60
61	3	online periodicals	3	58
68	4	online article index research databases	3	62
54	3	data and statistical resources	3	45
48	3	dvd and video collection	3	34
50	3	online streaming videos	3	33
47	3	audiovisual equipment	3	39
66	4	subject guides on the library website	3	60
68	4	library citation style guides	3	65
		overall with Library resources	3	69

Table 10: Comparison of median satisfaction & importance of library resources, General Studies

	Median Importance	Library Resources: General Studies (n=249)	Median Satisfaction	
Valid				Valid
196	4	print book collection	3	197
182	3	electronic books	3	174
200	3	print periodicals	3	181
207	4	online periodicals	3	196
229	4	online article index research databases	3	218
184	3	data and statistical resources	3	166
173	3	dvd and video collection	3	140
157	3	online streaming videos	3	129
165	3	audiovisual equipment	3	136
221	4	subject guides on the library website	3	209
223	4	library citation style guides	3	221
		overall with Library resources	3	231

Table 11: Comparison of median satisfaction & importance of library resources, Horticulture

	Median Importance	Library Resources: Horticulture (n=36)	Median Satisfaction	
Valid				Valid
35	4	print book collection	3	33
20	3	electronic books	3	15
34	3	print periodicals	3	31
28	3	online periodicals	3	20
30	4	online article index research databases	3	27
28	3	data and statistical resources	3	22
26	3	dvd and video collection	3	20
20	3	online streaming videos	3	12
31	3	audiovisual equipment	3	21
30	3	subject guides on the library website	3	26
32	4	library citation style guides	3	28
		overall with Library resources	3	34

Table 12: Comparison of median satisfaction & importance of library resources, Humanities

	Median Importance	Library Resources: Humanities (n=113)	Median Satisfaction	
Valid				Valid
106	4	print book collection	3	104
88	3	electronic books	3	75
94	3	print periodicals	3	80
101	4	online periodicals	3	88
108	4	online article index research databases	3	94
88	3	data and statistical resources	3	73
89	3	dvd and video collection	3	69
80	3	online streaming videos	3	62
87	3	audiovisual equipment	3	74
101	3	subject guides on the library website	3	88
102	4	library citation style guides	3	92
		overall with Library resources	3	101

Table 13: Comparison of median satisfaction & importance of library resources, Sciences

	Median Importance	Library Resources: Science, Math & Applied Sciences (n=178)	Median Satisfaction	
Valid				Valid
142	3	print book collection	3	141
136	3	electronic books	3	109
144	3	print periodicals	3	121
148	4	online periodicals	3	135
159	4	online article index research databases	3	143
132	3	data and statistical resources	3	107
109	3	dvd and video collection	3	74
116	3	online streaming videos	3	92
107	3	audiovisual equipment	3	81
145	4	subject guides on the library website	3	136
152	4	library citation style guides	3	149
		overall with Library resources	3	161

Table 14: Comparison of median satisfaction & importance of library resources, Social Sciences

	Median Importance	Library Resources: Social Sciences (n=447)	Median Satisfaction	
Valid				Valid
391	4	print book collection	3	384
371	3	electronic books	3	326
373	3	print periodicals	3	350
422	4	online periodicals	3	399
430	4	online article index research databases	3	415
361	3	data and statistical resources	3	314
296	3	dvd and video collection	2	235
296	3	online streaming videos	3	219
300	3	audiovisual equipment	3	241
407	3	subject guides on the library website	3	381
421	4	library citation style guides	3	408
		overall with Library resources	3	426

Table 15: Comparison of median satisfaction & importance of library resources, Trades

	Median Importance	Library Resources: Trades & Technology (n=62)	Median Satisfaction	
Valid				Valid
51	3	print book collection	3	52
49	3	electronic books	3	52
53	3	print periodicals	3	52
52	3	online periodicals	3	52
55	4	online article index research databases	3	56
49	3	data and statistical resources	3	50
51	3	dvd and video collection	3	48
48	3	online streaming videos	3	44
45	3	audiovisual equipment	3	49
56	3	subject guides on the library website	3	57
54	3	library citation style guides	3	51
		overall with Library resources	3	57

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

As shown in Tables 16 and 18, respondents taking mostly Lower (1000 and 2000) level courses or a mix of Lower and Upper level courses share the same four highest areas of importance: online periodicals, online article index databases, subject guides, and style guides. Table 17 shows that respondents taking mostly Upper level courses place less importance on subject guides, but more on electronic books, data and statistical resources, and online periodicals.

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

	Median Importance	Library Resources: Lower level (n=1250)	Median Satisfaction	
Valid				Valid
1010	3	print book collection	3	1000
945	3	electronic books	3	819
992	3	print periodicals	3	906
1054	4	online periodicals	3	970
1135	4	online article index research databases	3	1060
950	3	data and statistical resources	3	833
816	3	dvd and video collection	3	649
825	3	online streaming videos	3	652
843	3	audiovisual equipment	3	703
1083	4	subject guides on the library website	3	1006
1109	4	library citation style guides	3	1065
		overall with Library resources	3	1143

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

	Median Importance	Library Resources: Upper level (n=535)	Median Satisfaction	
Valid				Valid
466	3	print book collection	3	451
452	4	electronic books	3	413
450	3	print periodicals	3	414
502	4	online periodicals	3	484
505	4	online article index research databases	3	497
446	4	data and statistical resources	3	406
375	3	dvd and video collection	3	308
368	3	online streaming videos	3	274
391	3	audiovisual equipment	3	320
490	3	subject guides on the library website	3	460
505	4	library citation style guides	3	493
		overall with Library resources	3	516

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

	Median Importance	Library Resources: Both lower and upper level (n=300)	Median Satisfaction	
Valid				Valid
273	3	print book collection	3	258
253	3	electronic books	3	231
256	3	print periodicals	3	231
271	4	online periodicals	3	258
290	4	online article index research databases	3	276
255	3	data and statistical resources	3	213
223	3	dvd and video collection	3	173
216	3	online streaming videos	3	169
216	3	audiovisual equipment	3	184
271	4	subject guides on the library website	3	266
282	4	library citation style guides	3	273
		overall with Library resources	3	283

Importance of, and Satisfaction with, Library Resources by Campus

Tables 19 through 22 show that respondents are consistently satisfied with all resources at all campuses, but that there is considerable difference between campuses in the number of resources ranked as *very important*.

All resources rated *very important*, by respondents at all campuses, are electronic, with the exception of the print book collection, at the Langley campus.

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

	Median Importance	Library Resources: Cloverdale (n=41)	Median Satisfaction	
Valid				Valid
34	3	print book collection	3	34
34	3	electronic books	3	35
34	3	print periodicals	3	34
33	3	online periodicals	3	34
36	4	online article index research databases	3	36
33	3	data and statistical resources	3	33
31	3	dvd and video collection	3	31
33	3	online streaming videos	3	31
29	3	audiovisual equipment	3	33
35	3	subject guides on the library website	3	37
34	3	library citation style guides	3	33
		overall with Library resources	3	37

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

	Median Importance	Library Resources: Langley (n=223)	Median Satisfaction	
Valid				Valid
179	4	print book collection	3	175
161	3	electronic books	3	135
178	3	print periodicals	3	157
179	3	online periodicals	3	163
199	4	online article index research databases	3	186
169	3	data and statistical resources	3	143
151	3	dvd and video collection	3	122
144	3	online streaming videos	3	108
161	3	audiovisual equipment	3	130
186	3	subject guides on the library website	3	170
193	4	library citation style guides	3	181
		overall with Library resources	3	200

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

	Median Importance	Library Resources: Richmond (n=613)	Median Satisfaction	
Valid				Valid
527	3	print book collection	3	508
500	3	electronic books	3	429
526	3	print periodicals	3	473
546	4	online periodicals	3	510
573	4	online article index research databases	3	539
498	4	data and statistical resources	3	433
434	3	dvd and video collection	3	323
436	3	online streaming videos	3	334
443	3	audiovisual equipment	3	360
557	4	subject guides on the library website	3	521
565	4	library citation style guides	3	537
		overall with Library resources	3	577

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

	Median Importance	Library Resources: Surrey (n=1210)	Median Satisfaction	
Valid				Valid
1012	3	print book collection	3	995
957	4	electronic books	3	864
963	3	print periodicals	3	890
1071	4	online periodicals	3	1006
1125	4	online article index research databases	3	1073
952	4	data and statistical resources	3	845
805	3	dvd and video collection	3	660
802	3	online streaming videos	3	626
823	3	audiovisual equipment	3	686
1070	4	subject guides on the library website	3	1005
1105	4	library citation style guides	3	1079
		overall with Library resources	3	1128

Library Facilities and Services

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

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

In this section of the survey 8 items have median importance ratings of 4 (“very important”; these are *library hours of operation, library cleanliness, general study space, quiet area to study, group study rooms, availability of computers, printing, and photo-copying*).

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

n		Median Importance	Library Facilities & Services All Respondents	Median Satisfaction	n	
Valid	Missing				Valid	Missing*
2115	196	4	library hours of operation	3	2097	214
2114	197	4	library cleanliness	3	2096	215
2099	212	4	general study space	3	2069	242
2101	210	4	quiet area to study	3	2052	259
2010	301	4	group study rooms	3	1860	451
2091	220	4	availability of computers	3	2030	281
2015	296	3	reference service desk hours	3	1848	463
1975	336	3	assistance by reference librarians	3	1730	581
1441	870	3	ask away chat reference service	3	1111	1200
1426	885	3	assistance by audio visual services staff	3	1096	1215
1970	341	3	assistance by checkout counter staff	3	1750	561
1600	711	3	intercampus loan service	3	1290	1021
1585	726	3	interlibrary loan service	3	1238	1073
1469	842	3	availability of audiovisual equipment	3	1150	1161
1789	522	3	library research sessions booked by instructor	3	1555	756
1491	820	3	30 minute research consultation with librarian	3	1042	1269
2046	265	4	printing	3	1927	384
2020	291	4	photocopying	3	1882	429
overall with Library facilities & services				3	2028	283

*Missing includes N/A responses

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

A breakdown of importance of and satisfaction with Library resources and services by course level shows the same consistent median level of satisfaction (3) across all levels (Tables 24 - 26). Exactly the same things are rated very important by respondents taking mostly lower level courses, and those taking mostly upper level courses: these are almost entirely space/facilities related items. Respondents taking a mix of the two levels add intercampus and interlibrary loans to this, and assistance by reference librarians.

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

n		Library Facilities & Services:		n
Valid	Median Importance	Lower level (n=1250)	Median Satisfaction	Valid
1236	4	library hours of operation	3	1221
1235	4	library cleanliness	3	1223
1228	4	general study space	3	1203
1225	4	quiet area to study	3	1191
1159	4	group study rooms	3	1045
1224	4	availability of computers	3	1181
1170	3	reference service desk hours	3	1084
1152	3	assistance by reference librarians	3	1004
827	3	ask away chat reference service	3	628
817	3	assistance by audio visual services staff	3	613
1140	3	assistance by checkout counter staff	3	1008
900	3	intercampus loan service	3	715
889	3	interlibrary loan service	3	684
827	3	availability of audiovisual equipment	3	630
1014	3	library research sessions booked by instructor	3	881
848	3	30 minute research consultation with librarian	3	584
1188	4	printing	3	1099
1178	4	photocopying	3	1075
		overall with Library facilities & services	3	1176

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

n		Library Facilities & Services:		n
Valid	Median Importance	Upper level (n=535)	Median Satisfaction	Valid
525	4	library hours of operation	3	525
525	4	library cleanliness	3	523
519	4	general study space	3	518
523	4	quiet area to study	3	514
510	4	group study rooms	3	495
518	4	availability of computers	3	510
501	3	reference service desk hours	3	453
487	3	assistance by reference librarians	3	423
358	3	ask away chat reference service	3	279
357	3	assistance by audio visual services staff	3	281
492	3	assistance by checkout counter staff	3	436
412	3	intercampus loan service	3	332
409	3	interlibrary loan service	3	319
378	3	availability of audiovisual equipment	3	304
461	3	library research sessions booked by instructor	3	393
368	3	30 minute research consultation with librarian	3	251
517	4	printing	3	501
506	4	photocopying	3	500
		overall with Library facilities & services	3	512

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

n		Library Facilities & Services: Both lower and upper level (n=300)		n
Valid	Median Importance		Median Satisfaction	Valid
297	4	library hours of operation	3	297
297	4	library cleanliness	3	297
295	4	general study space	3	295
296	4	quiet area to study	3	294
287	4	group study rooms	3	273
294	4	availability of computers	3	289
288	3	reference service desk hours	3	260
280	4	assistance by reference librarians	3	252
215	3	ask away chat reference service	3	169
208	3	assistance by audio visual services staff	3	169
284	3	assistance by checkout counter staff	3	259
241	4	intercampus loan service	3	207
243	4	interlibrary loan service	3	200
218	3	availability of audiovisual equipment	3	182
264	3	library research sessions booked by instructor	3	239
233	3	30 minute research consultation with librarian	3	174
287	4	printing	3	280
282	4	photocopying	3	262
		overall with Library facilities & services	3	291

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

These ratings of Library facilities and services were further considered by campus - see Tables 27 through 30. Again, respondents' median satisfaction is very consistent across all facilities and services listed, at 3 (=“satisfied”) for every item at every campus.

Respondents at all campuses indicate that *study spaces* are very important. *Hours of operation*, *computer availability*, *printing*, and *photocopying* are very important to respondents at all campuses except those at Cloverdale, who are also unique in rating *intercampus loan service* as very important.

Table 27: Comparison of median satisfaction & importance ratings, library facilities & services, Cloverdale campus

n	Median Importance	Library Facilities & Services: Cloverdale (n=41)	Median Satisfaction	n
Valid				Valid
41	3	library hours of operation	3	40
40	3	library cleanliness	3	40
35	4	general study space	3	36
37	4	quiet area to study	3	36
36	4	group study rooms	3	33
38	3	availability of computers	3	38
40	3	reference service desk hours	3	35
39	3	assistance by reference librarians	3	35
31	2	ask away chat reference service	3	22
31	3	assistance by audio visual services staff	3	26
40	3	assistance by checkout counter staff	3	31
30	4	intercampus loan service	3	24
31	3	interlibrary loan service	3	24
33	3	availability of audiovisual equipment	3	27
36	3	library research sessions booked by instructor	3	37
30	3	30 minute research consultation with librarian	3	24
36	3	printing	3	34
37	3	photocopying	3	35
		overall with Library facilities & services	3	39

Table 28: Comparison of median satisfaction & importance ratings, library facilities & services, Langley campus

n	Median Importance	Library Facilities & Services: Langley (n=223)	Median Satisfaction	n
Valid				Valid
218	4	library hours of operation	3	215
216	3	library cleanliness	3	214
217	4	general study space	3	212
217	4	quiet area to study	3	211
203	3	group study rooms	3	181
217	4	availability of computers	3	206
208	3	reference service desk hours	3	200
204	3	assistance by reference librarians	3	184
137	3	ask away chat reference service	3	101
141	3	assistance by audio visual services staff	3	99
204	3	assistance by checkout counter staff	3	179
149	3	intercampus loan service	3	117
151	3	interlibrary loan service	3	115
148	3	availability of audiovisual equipment	3	105
173	3	library research sessions booked by instructor	3	146
154	3	30 minute research consultation with librarian	3	96
212	4	printing	3	188
212	4	photocopying	3	179
		overall with Library facilities & services	3	204

Table 29: Comparison of median satisfaction & importance ratings, library facilities & services, Richmond campus

n	Median Importance	Library Facilities & Services: Richmond (n=613)	Median Satisfaction	n
Valid				Valid
601	4	library hours of operation	3	598
602	4	library cleanliness	3	597
594	4	general study space	3	590
598	4	quiet area to study	3	583
567	4	group study rooms	3	531
597	4	availability of computers	3	580
573	3	reference service desk hours	3	538
563	3	assistance by reference librarians	3	508
439	3	ask away chat reference service	3	333
438	3	assistance by audio visual services staff	3	330
567	3	assistance by checkout counter staff	3	510
467	3	intercampus loan service	3	381
461	3	interlibrary loan service	3	373
439	3	availability of audiovisual equipment	3	341
519	3	library research sessions booked by instructor	3	460
451	3	30 minute research consultation with librarian	3	326
585	4	printing	3	555
583	4	photocopying	3	546
		overall with Library facilities & services	3	587

Table 30: Comparison of median satisfaction & importance ratings, library facilities & services, Surrey campus

n	Median Importance	Library Facilities & Services: Surrey (n=1210)	Median Satisfaction	n
Valid				Valid
1201	4	library hours of operation	3	1191
1202	4	library cleanliness	3	1194
1200	4	general study space	3	1182
1195	4	quiet area to study	3	1173
1152	4	group study rooms	3	1068
1186	4	availability of computers	3	1158
1142	3	reference service desk hours	3	1026
1117	3	assistance by reference librarians	3	954
793	3	ask away chat reference service	3	616
776	3	assistance by audio visual services staff	3	608
1108	3	assistance by checkout counter staff	3	985
910	3	intercampus loan service	3	731
901	3	interlibrary loan service	3	692
808	3	availability of audiovisual equipment	3	643
1014	3	library research sessions booked by instructor	3	871
814	3	30 minute research consultation with librarian	3	560
1164	4	printing	3	1105
1138	4	photocopying	3	1079
		overall with Library facilities & services	3	1150

Resource Format Preferences

Students were asked whether they would prefer certain resources in print/hard copy or electronic format, if they had to choose (Q5). In general, as Chart 1 shows, respondents have a clear preference for books in print/hard copy (71%), but journals (67%) and video materials (65%) in electronic/online formats. Preference for reference books is more evenly distributed between these two formats.

Chart 1: Resource format preferences

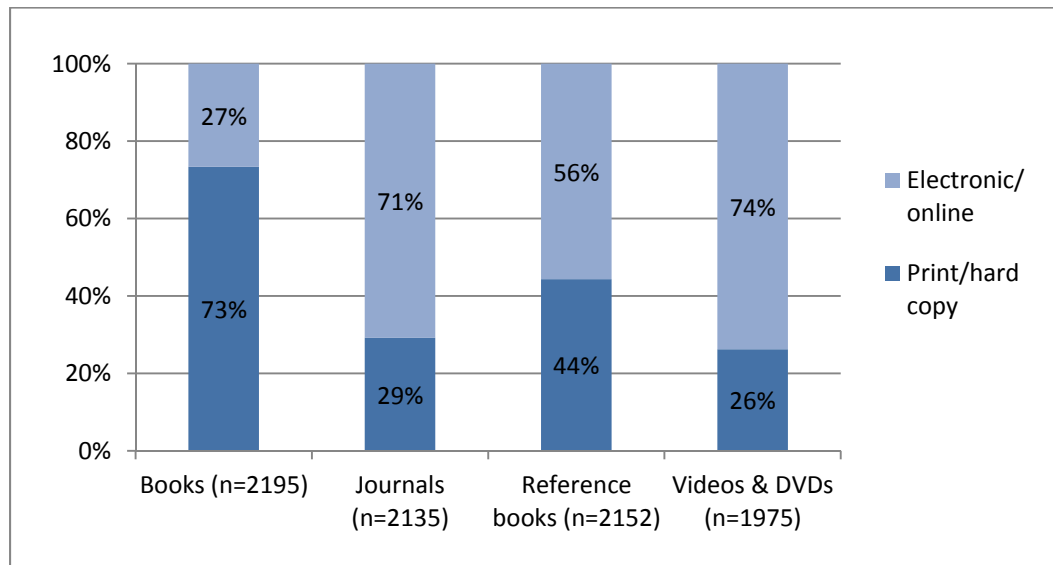


Chart 2 shows the breakdown by campus of preference for each of these resource types **in Print/hard copy**. Respondents' indicated preferences of format may be influenced not only by which they prefer to use, but also by which they have found more likely to meet their needs in their location. Chart 3 shows the breakdown by program, again indicating the percentage that prefer print/hard copy.

Chart 2: Resource format preference for hard copy, by campus

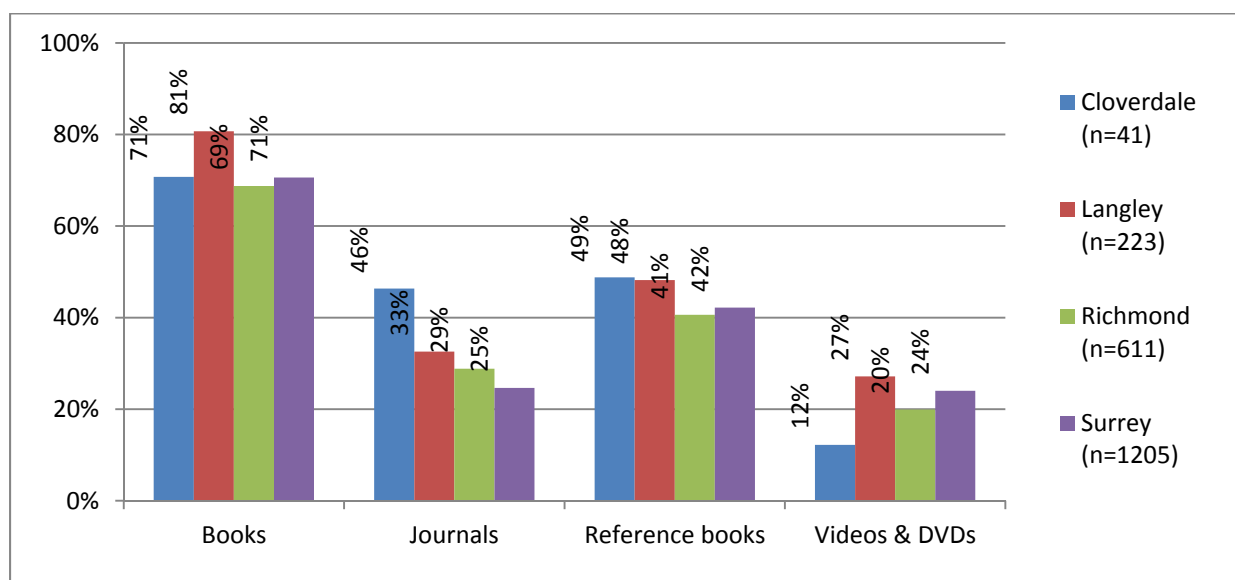
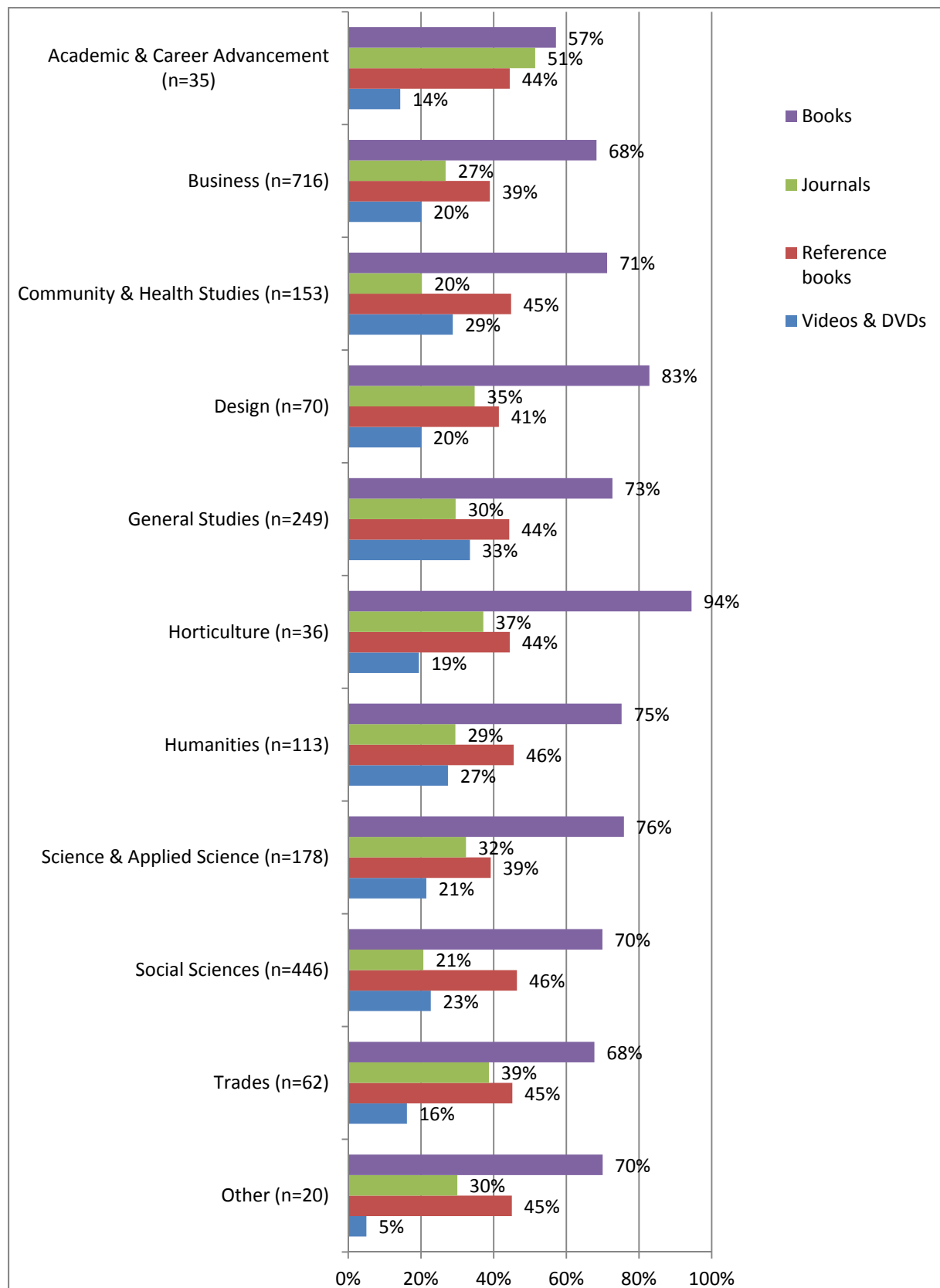


Chart 3: Resource format preference for hard copy, by program



Technology

Several questions were asked about students' use of technology in relation to research, and what they use and need in the Library.

Computer Use

Students were asked (Q10) if they are always able to find a computer to do research when at the Library; 59% of respondents (n=2070) university-wide report that they are not. While this percentage should cause concern, questions worded with absolutes such as *always* and *never* tend to produce skewed results, in this case probably painting a bleaker picture than is actually the case: anyone who has *ever* been unable to find a computer may answer *No*, even if the occurrence was unusual. (This could be avoided, while also gaining more nuanced data, by asking how often respondents are able to find a computer, with response options such as *always*, *usually*, *sometimes*, *rarely*, *never* and *not applicable*.)

When the results are broken down by campus, 90% of respondents using the library at the Cloverdale campus library report they have always been able to find a computer to do their research there. By contrast, only 43% of respondents can always find a computer at the Richmond library. Chart 4 adds some perspective by showing these percentages with reference to the *number of responses* they represent for each campus.

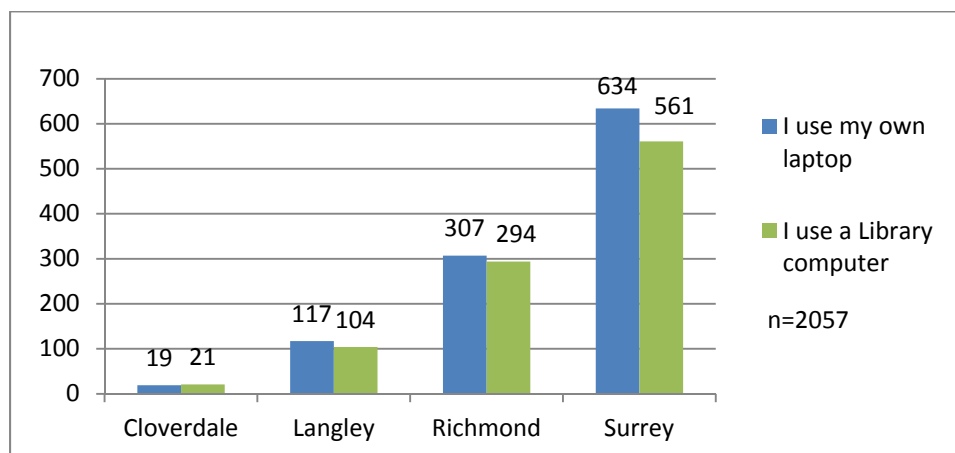
Chart 4: Respondents reporting they are always able to find a computer for research at library, by campus

	% Yes	# Yes
Cloverdale	90%	36
Langley	69%	152
Richmond	43%	257
Surrey	64%	763

Students were also asked (Q11) what kind of computer they primarily use for research. (The question did not specify whether this was research in the library, but since response options did not include student's own desktop computer, presumably that was the intent.) University-wide a small majority of respondents (52% of 2081) use primarily their own laptop.

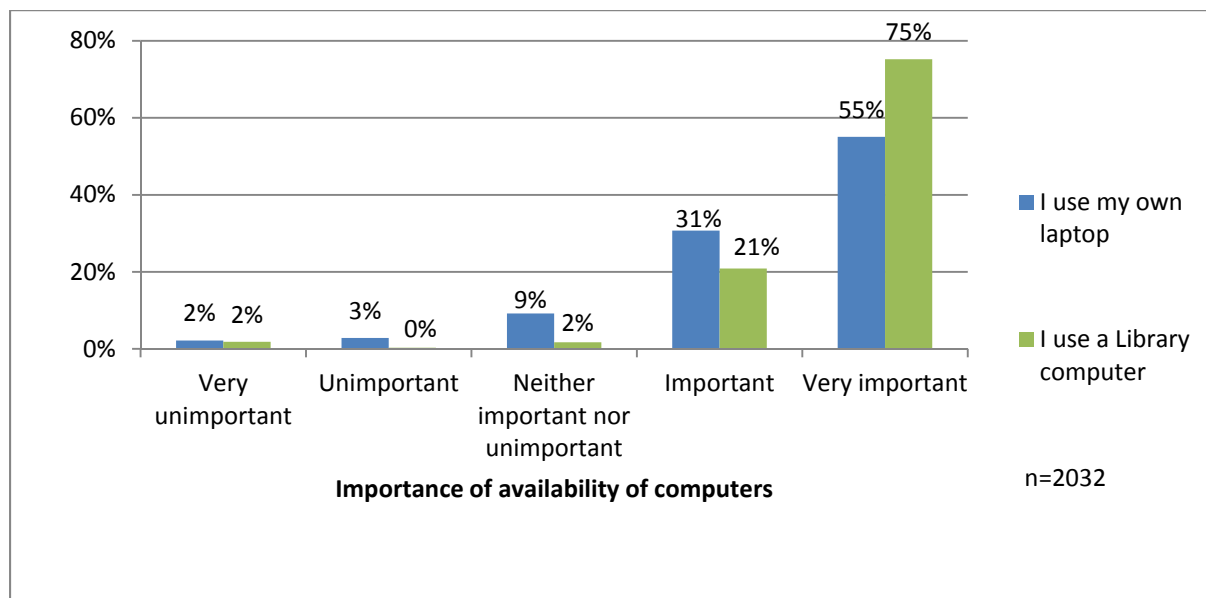
Chart 5 shows that the breakdown for computer used by campus is quite similar, with a slightly higher proportion using their own laptop at Surrey, and slightly lower at Cloverdale.

Chart 5: Kind of computer primarily used for research, by campus



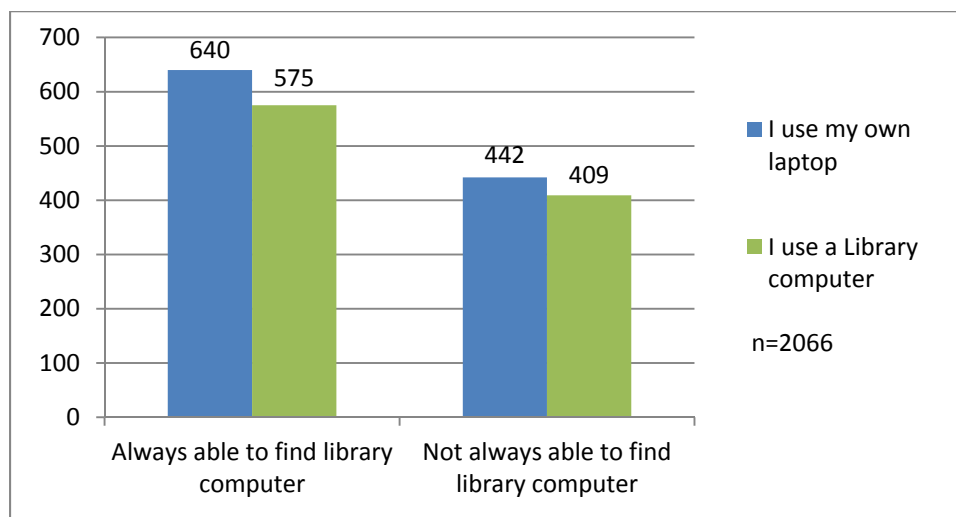
Looking into the various computer-related questions in more depth it appears that there are some complexities not revealed by the answers to individual questions. For example, as shown in Chart 6, the total proportion of respondents rating availability of computers in the library as *Important* or *Very important* is predictably very high (totaling 96%) for those who primarily use library computers, but it is also high (86%) for those who primarily use their own laptops.

Chart 6: Importance of Library computer availability, by computer primarily used



This apparent contradiction might be partially explained by a comparison of type of computer primarily used, with respondents' ability to find a computer in the library. Together, the data in Charts 6 and 7 suggest that even respondents who rely primarily on their own laptop frequently look for a computer to use in the library. (Providing a *Not applicable* response option to the question about ability to find a computer in the Library would take much of the speculation out of working with its results.)

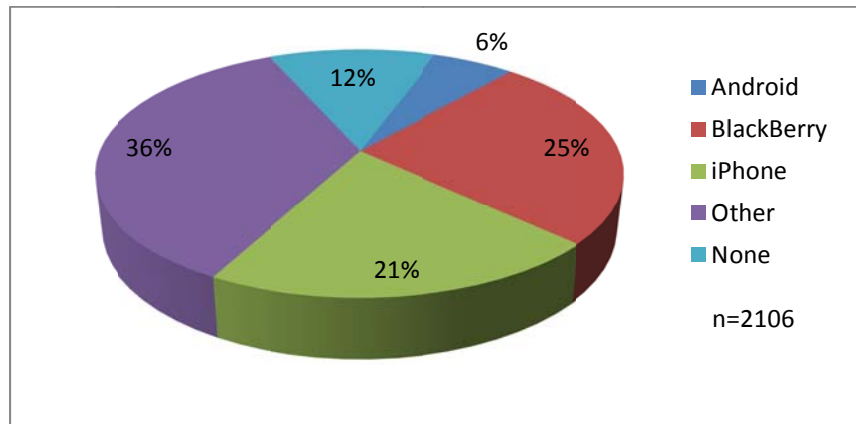
Chart 7: Ability to find library computer, by computer primarily used



Hand-held devices

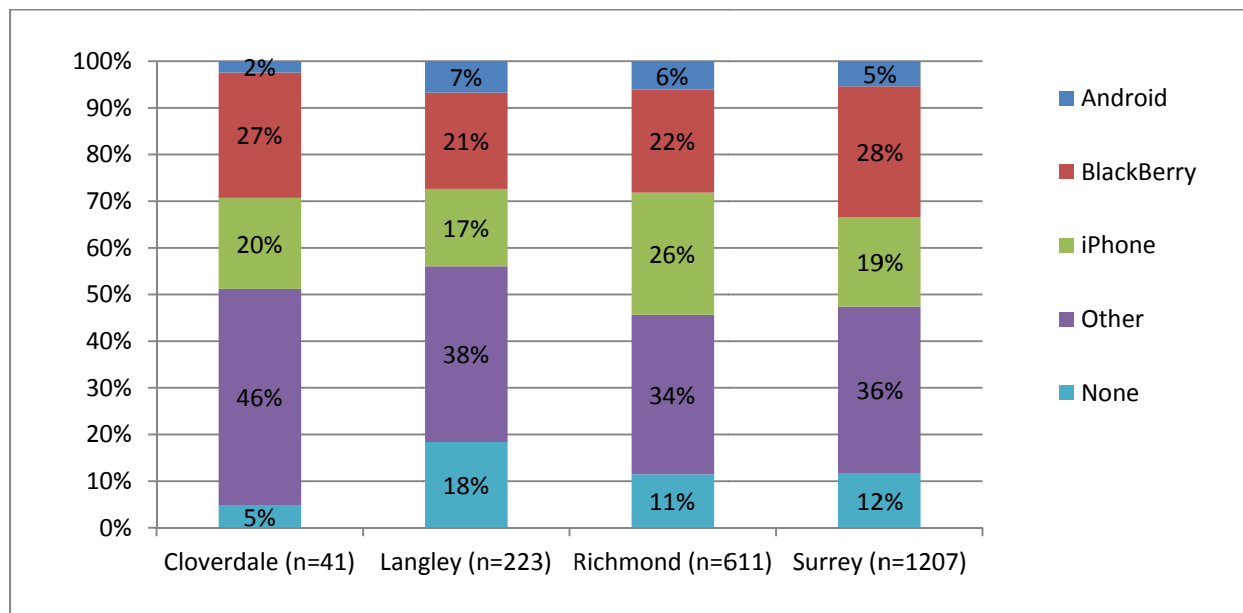
Students were asked what kind of hand held device they have (Q14); University-wide, 88% of respondents have some sort of hand-held device such as a BlackBerry (Chart 8). This result may be somewhat inflated due to the survey's being administered online; students who do not have such a device may also be less likely to respond to this type of survey.

Chart 8: Kind of hand-held device respondents have



This information was also cross-tabulated by campus, as shown in Chart 9 (n=2082). Percentages are of the total number of respondents to the question for that campus; *n* for each campus is shown below.

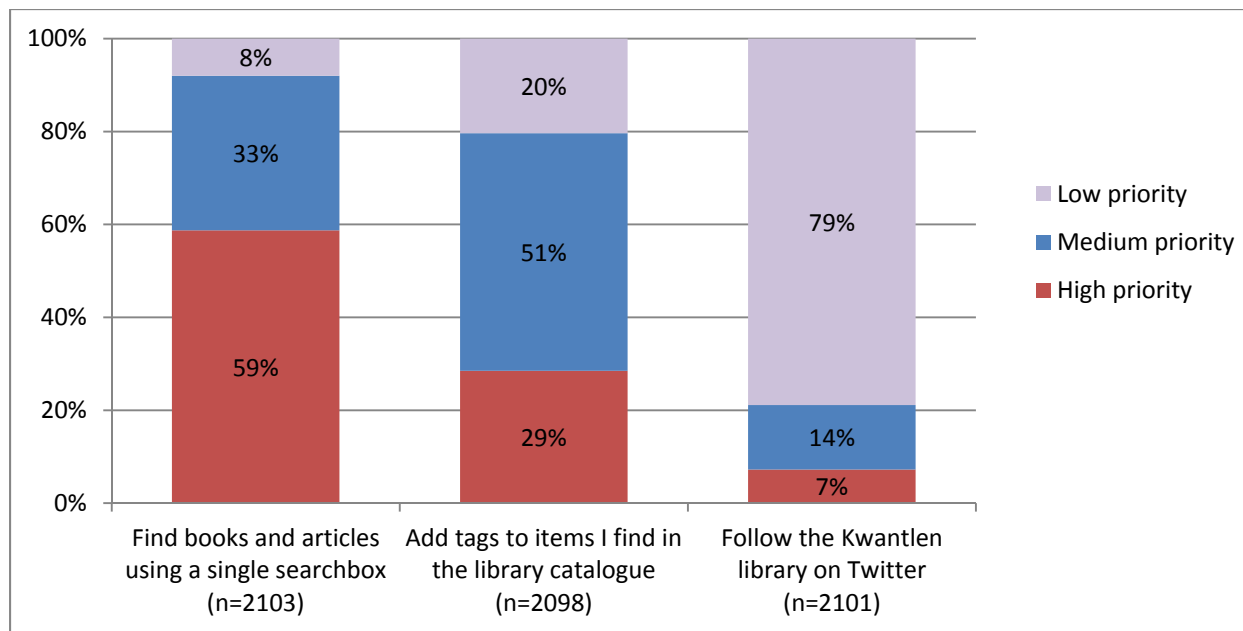
Chart 9: Kind of hand-held device, by campus



Priorities for New Services

Students were asked to indicate what priority they place on each of three possible new library services (Q12). Respondents clearly indicate that of these, the ability to find books and articles using a single searchbox is of highest priority (see Chart 10). (Because all services mentioned are electronic, and so would be implemented university-wide, this is not broken down by location.)

Chart 10: Priority for development of new library services



Many respondents offered suggestions as well, though most were calls for improvements to existing services and resources (study space, computers, hours, availability of electronic books, etc.). Suggestions for new services included such things as (most are paraphrased):

- online textbooks (preferably free)
- place to suggest additions to Library collection
- ability to print from own laptop
- Macs in the Library
- more comfortable seating
- “no cell phone” regulations in study areas (enforced!)
- online help finding location of desired books in library
- iPhone library app (several respondents mentioned this, though none were specific about its purpose)
- text message reminding when borrowed materials are almost due
- limit on computer time for students not doing academic work
- self checkouts.

One respondent wants a more concise listing of book choices to print out, when researching topics: “Three pages of info for 7 books is unnecessary. I just need to know the title, author,

call #, and whether it's in stock or not." Another would like to be able to keep a history of books and articles used through his/her Kwantlen account, for future reference. And another is frustrated with the search function on the online catalogue... "Last semester, doing research on the Battle of Britain, I was searching "Luftwaffe" and "German Air Force" and came up with very few sources. I went to the stacks myself, and found more. I drifted to a section I wasn't familiar with and found exactly what I was looking for."

Some suggestions may provide new ideas for Library services, while others indicate possible gaps in students' awareness of existing services and resources, or in their skills for using them. There were also quite a number of negative comments about the Twitter option, mostly to the effect that it wouldn't be useful (or used), and resources would be much better applied elsewhere.

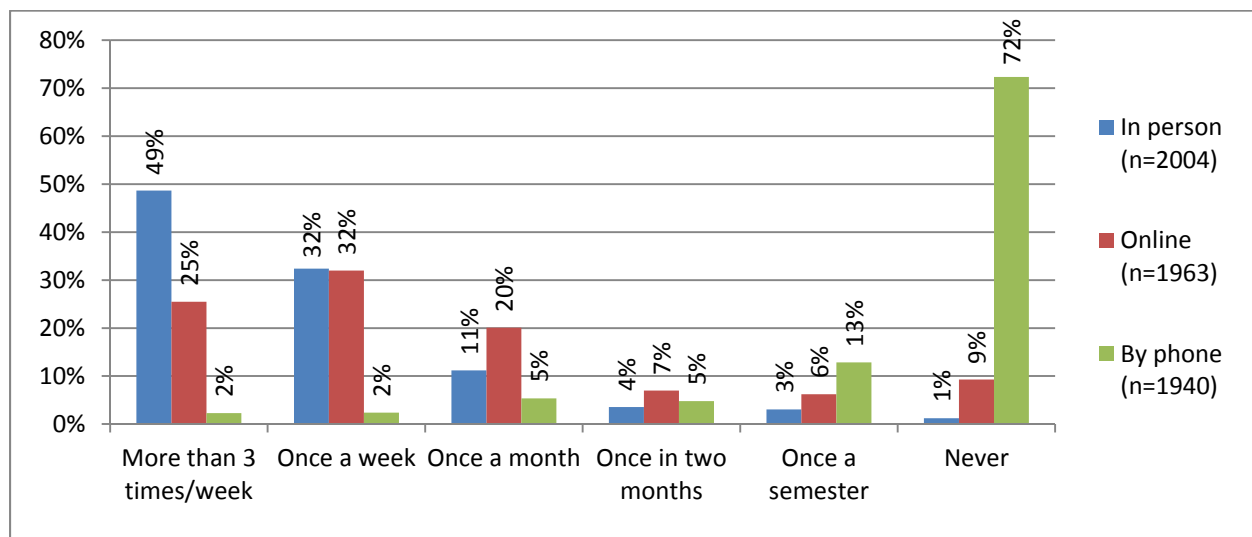
Library Usage

Participants were asked (Q18) to indicate how often they use the Library in person, online, and by phone; response options were *More than 3 times/week*, *Once a week*, *Once a month*, *Once in two months*, *Once a semester*, and *Never*. Overall results are presented in Chart 11 (note that the numbers of respondents vary by method of access), followed by cross-tabulations by campus, by course level, and by program.

These data should be used with caution, as they were collected in an online survey: students who rarely use computers or the internet, and/or do not use the Library online, are less likely to have participated, so results may suggest greater online library use than is actually occurring in the entire student population.

It should also be noted in relation to all questions about frequency of use that the response categories offered are not exhaustive (i.e. there are possible rates of use not provided for, such as more than once per month but less than once per week), which can result in non-response bias, and/or reduce reliability of the results by forcing respondents to choose an option that does not accurately reflect their behaviour.

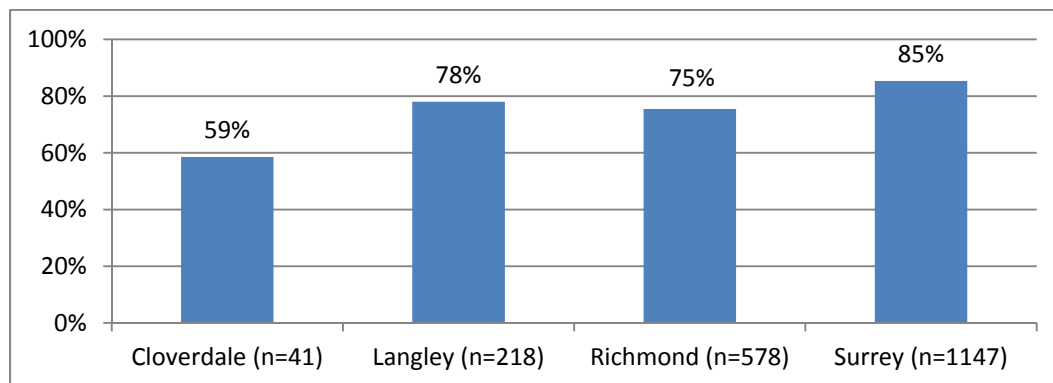
Chart 11: Frequency of Library use by method of access



In Person

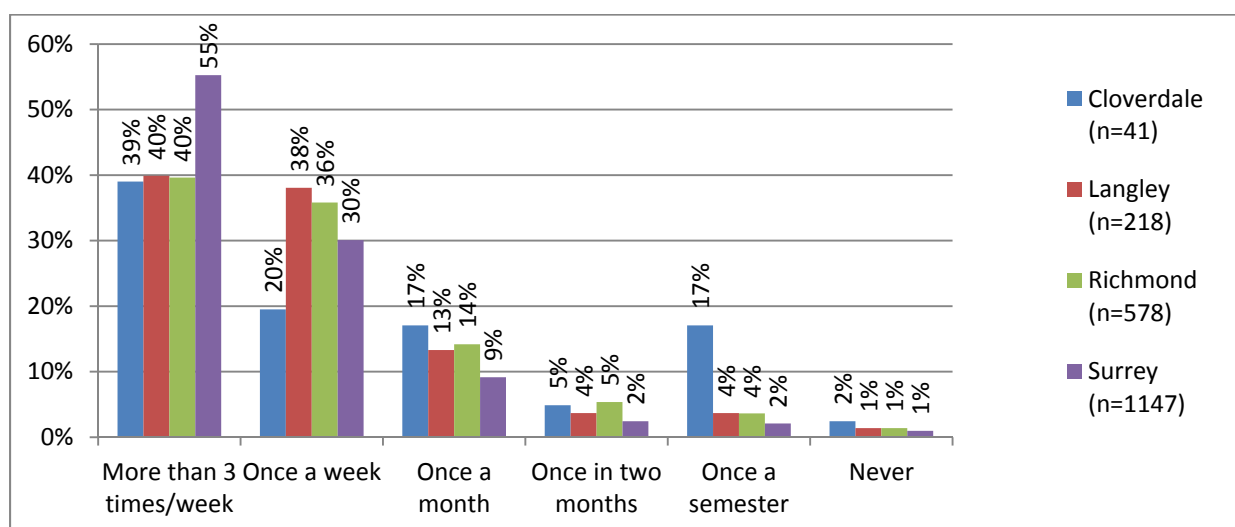
As shown in Chart 12, a high proportion of respondents at all campuses indicate they use the library in person at least once per week, though Cloverdale is somewhat lower than the rest.

Chart 12: In person use of the library at least once per week, by campus



A more detailed breakdown of in-person use patterns shows that although the numbers vary considerably between Cloverdale (16), Langley (87), and Richmond (229), the proportion of respondents using the library in person more than three times per week at each of these campuses is consistent at about 40%, as shown in Chart 13. By contrast, 55% of respondents who identify themselves as Surrey library users visit the library more than three times per week. All of these results may be somewhat inflated, however, since students who rarely or never use the library would also be less likely to respond to a survey about it.

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



Online

As shown in Chart 14, online library use at a rate of at least once per week ranges from about 40 to 60 percent, with Langley at the low end and Richmond and Surrey together at the top.

Chart 14: Online use of the library at least once per week, by campus

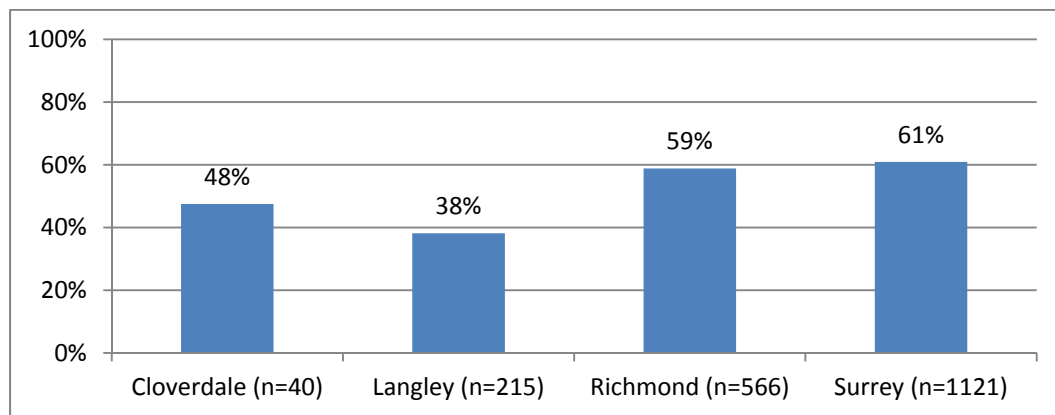
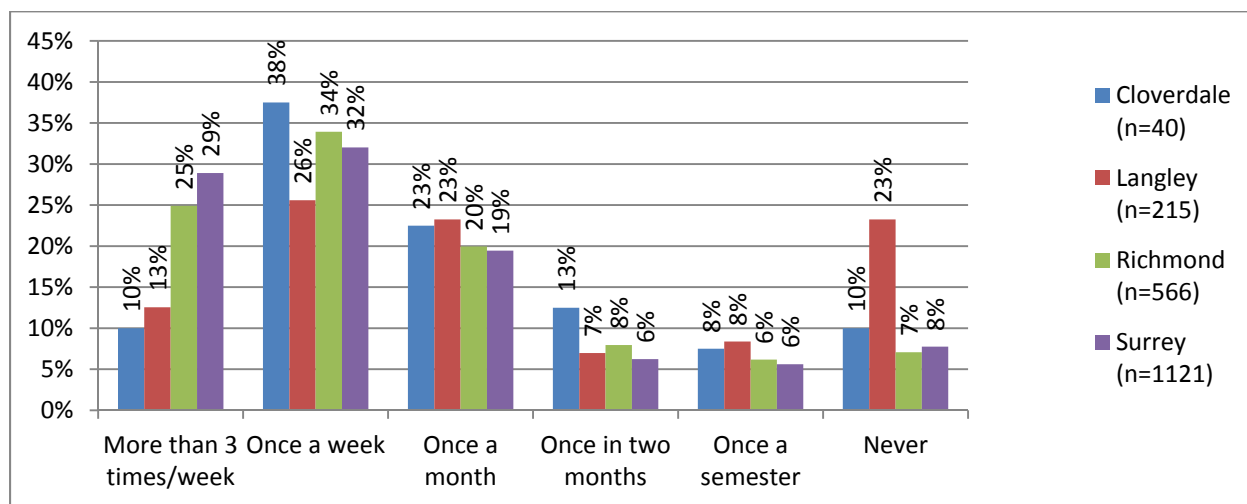


Chart 15 provides a more detailed picture of respondents' patterns of online library use: these are fairly similar from campus to campus, with the exception that Langley respondents are considerably more likely than those at other campuses (23% as compared with 7% to 10%) to report that they never use the library online. Langley and Cloverdale respondents are also less likely to access the library online more than three times per week.

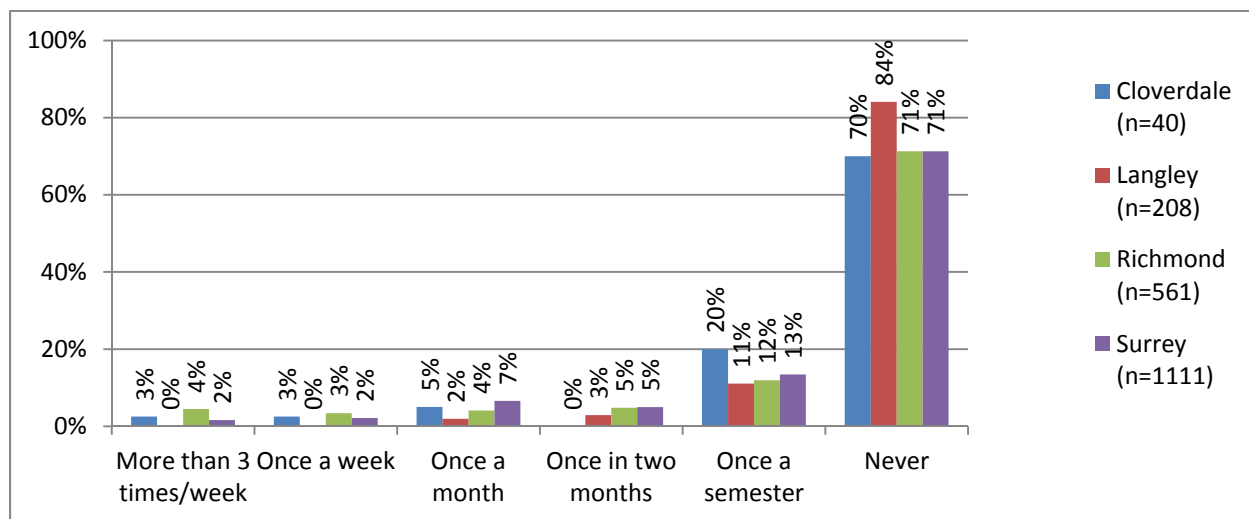
Chart 15: Online use of the library, by campus, detail



By Phone

By contrast with in-person and online use, respondents indicate that their use of the library by phone is very limited: as Chart 16 shows, between 70% and 84% say they never access the Library this way.

Chart 16: Phone use of the Library, by campus

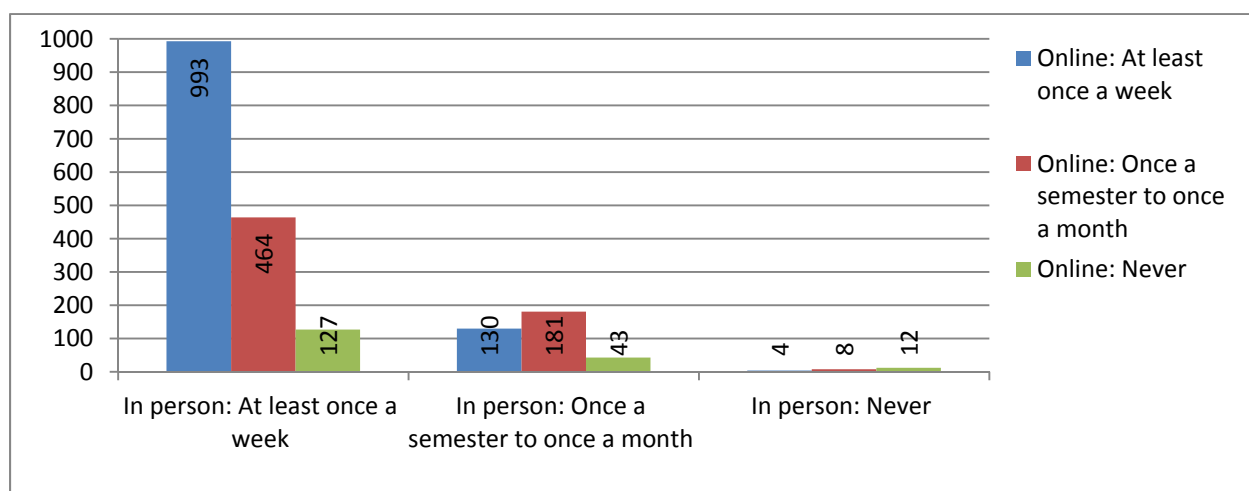


These data may also be affected by their method of collection, as students who phone the library may be less likely to respond to an online survey.

Use Patterns

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

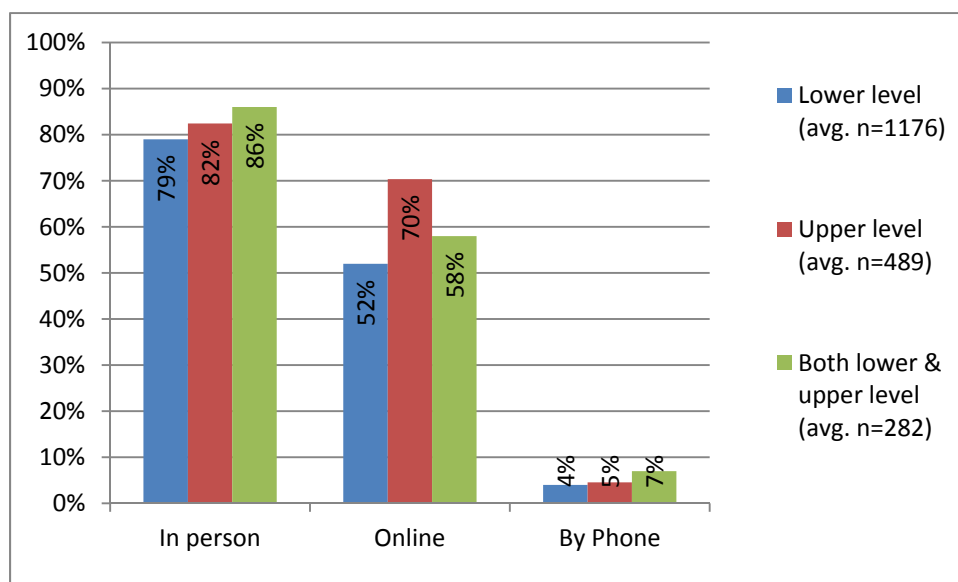
Chart 17: In person users' online use of the Library



A similar cross-tabulation of either of these methods with responses for Library use *By phone* shows that the small number of respondents (n=90) who say they access the library by phone at least once per week are almost all doing so in person (88) and online (83) as well. (These are not shown as detailed charts for reasons of space.) Librarians who respond to student phone inquiries may be able to say whether these could have been answered using online resources, or whether they are inquiries that would have needed librarian assistance no matter how they were initiated.

Method of Library access by course level is shown in Chart 18, and suggests something about respondents' general patterns of Library use over the course of their studies. Respondents from all groups use the library in person more than online, but the disparity between the two major methods of access decreases for respondents in upper level courses, as in-person access remains high, and online access increases. Only a few at any level report frequent Library access by phone.

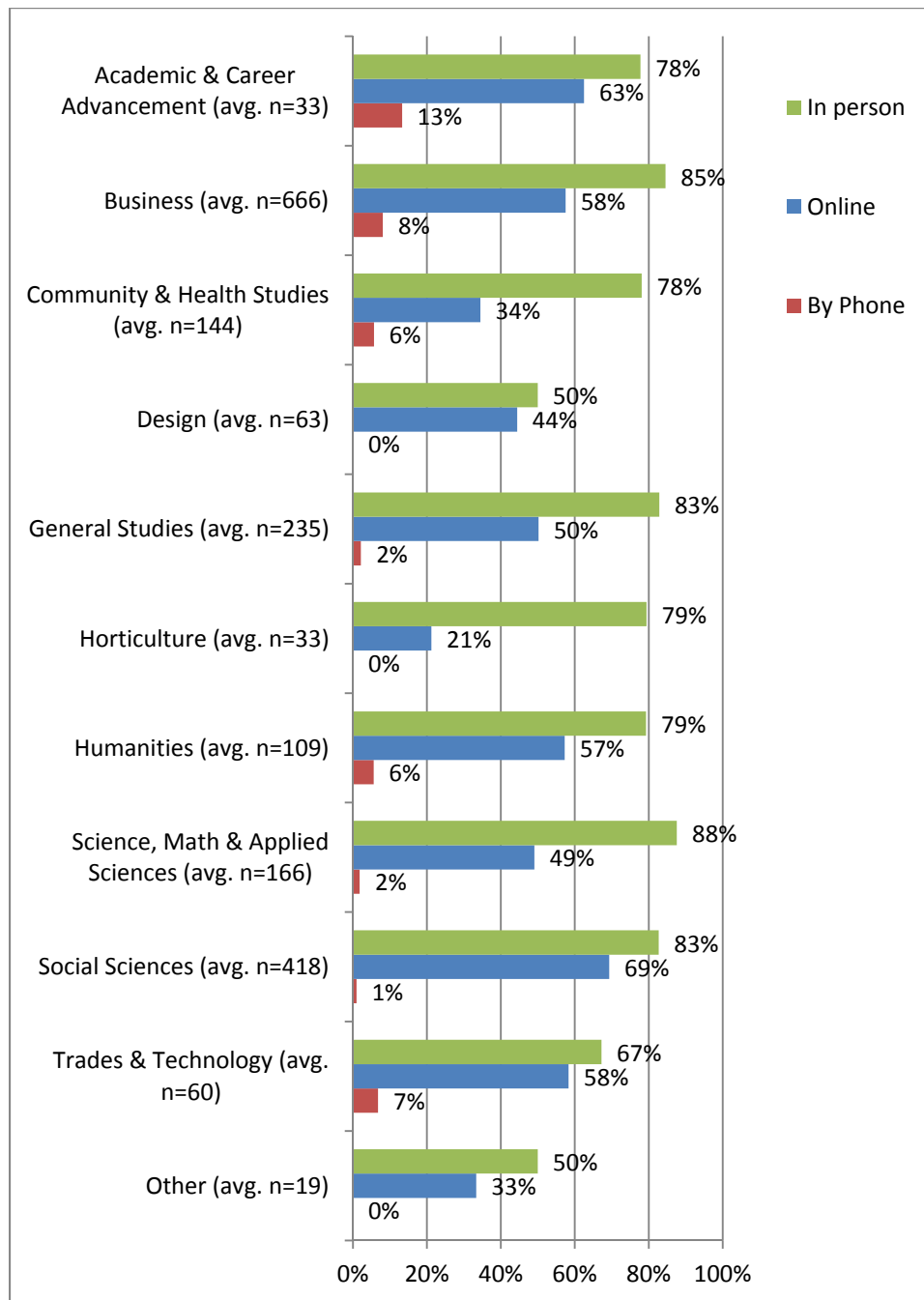
Chart 18: Use of the Library at least once per week, all access methods, by course level



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

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

Chart 19: Use of the Library by all methods, by program

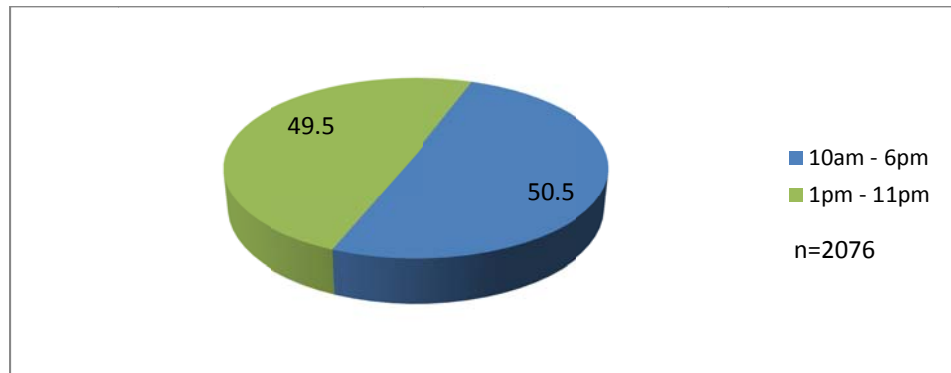


Extended Hours of Service

Richmond and Surrey

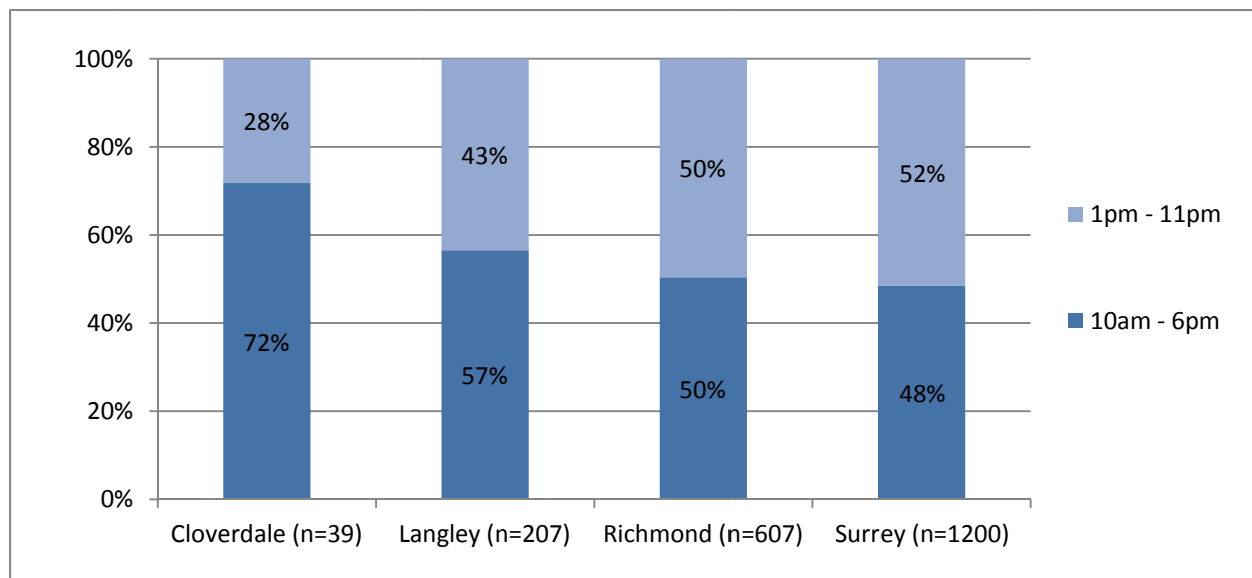
Two questions (Q15 and Q16) were asked about preferences for possible extended Library hours of service. The first was, “The Richmond and Surrey Campus Libraries are currently open on Sundays from 1-5 p.m. If the Library could be open longer on Sundays at these two campuses, which opening hours would you prefer?” As Chart 20 shows, respondents are very evenly split in their preferences between the two options given.

Chart 20: Preference for extended Surrey and Richmond Campus Library Sunday hours



Responses to this question by campus (Chart 21) show a similarly even proportional split between respondents who mostly use the Library at Surrey or at Richmond, but higher percentages in favour of 10 a.m. to 6 p.m. among Langley and Cloverdale Library users. There are of course considerably fewer respondents in total from Langley and Cloverdale, and between them they have 145 people replying in support of the 10 a.m. to 6 p.m. option, as compared with Richmond and Surrey which have 887 in support of this option.

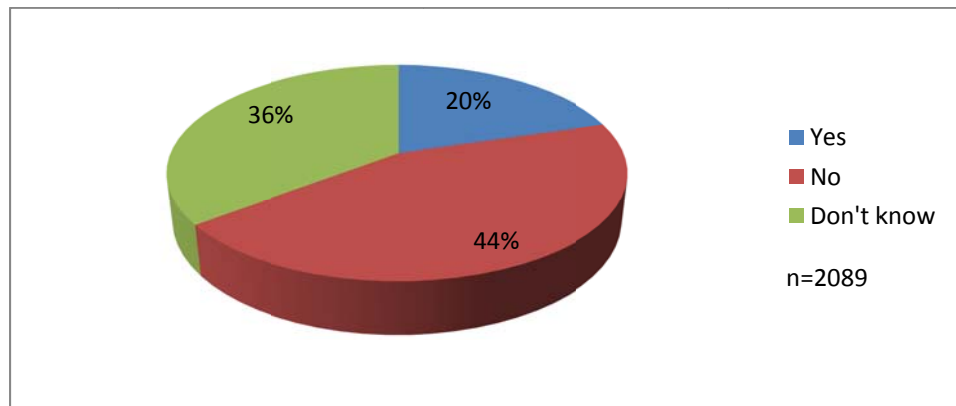
Chart 21: Preference for extended Surrey and Richmond Campus Library Sunday hours, by campus



Langley

The second question (Q16) about potential extended hours was, “Would you use the Langley Campus Library if it was open from 1-5 p.m. on Sundays?” Chart 22 shows that 44% of respondents say no, and 36% don’t know.

Chart 22: Would use Langley Campus Library on Sundays



It is also useful to look at these data by campus. Chart 23 shows that 49% of 222 respondents who indicate they most often use the Library at Langley would use it if it were open on Sunday afternoons - this is 109 people. The percentages of Richmond and Surrey respondents who say so are lower at 12% and 19% respectively, but with their higher numbers these add another 305 Yes replies, for 414 in total. Though there was no data collected to link Library most used with where most courses are taken, or with where respondents live, and given that the Richmond and Surrey libraries are already open on Sundays, this *suggests* there may be quite a few students travelling some distance from the Langley/Cloverdale area to use a library on Sunday.

Chart 23: Would use Langley Campus Library on Sundays, by campus

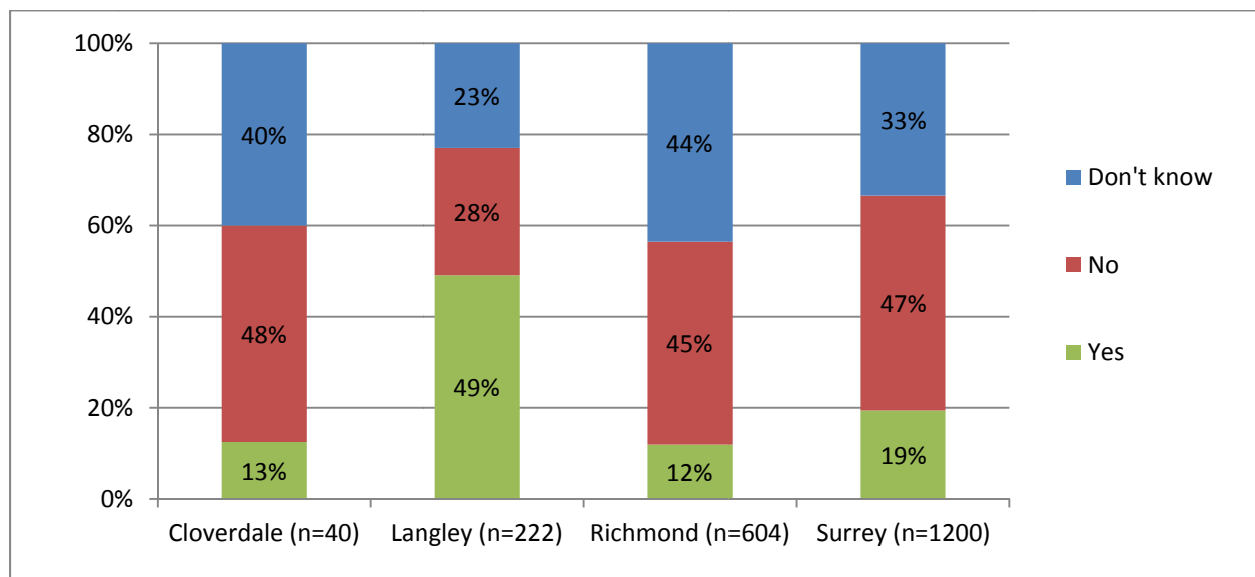


Table of Contents to Library Student Survey 2011 Appendices

APPENDIX A: LIBRARY STUDENT SURVEY 2011	41
APPENDIX B: REASONS FOR SATISFACTION WITH LIBRARY RESOURCES	45
BOOKS	45
<i>Surrey</i>	45
<i>Richmond</i>	48
<i>Langley</i>	50
<i>Cloverdale</i>	51
DATABASES/JOURNALS/ONLINE RESEARCH	51
<i>Surrey</i>	51
<i>Richmond</i>	61
<i>Langley</i>	66
<i>Cloverdale</i>	67
VIDEOS/DVDS	67
<i>Surrey</i>	67
<i>Richmond</i>	68
<i>Langley</i>	68
<i>Cloverdale</i>	68
AV EQUIPMENT	68
<i>Surrey</i>	68
<i>Richmond</i>	69
<i>Langley</i>	69
DATA AND STATISTICAL RESOURCES	70
<i>Surrey</i>	70
<i>Richmond</i>	70
<i>Langley</i>	70
<i>Cloverdale</i>	70
SUBJECT GUIDES	70
<i>Surrey</i>	70
<i>Richmond</i>	71
<i>Langley</i>	72
<i>Cloverdale</i>	72
CITATION STYLE GUIDES	72
<i>Surrey</i>	72
<i>Richmond</i>	75
<i>Langley</i>	77
COMPUTERS	77
<i>Surrey</i>	77
<i>Richmond</i>	78
<i>Langley</i>	78
PRINTING/PHOTOCOPYING	78
<i>Surrey</i>	78
<i>Richmond</i>	79
<i>Langley</i>	79

EMPLOYEES.....	79
<i>Surrey</i>	79
<i>Richmond</i>	79
<i>Langley</i>	80
<i>Cloverdale</i>	80
OTHER COMMENTS	80
<i>Surrey</i>	80
<i>Richmond</i>	82
<i>Langley</i>	82
<i>Cloverdale</i>	83
APPENDIX C: REASONS FOR DISSATISFACTION WITH LIBRARY RESOURCES	84
BOOKS	84
<i>Surrey</i>	84
<i>Richmond</i>	86
<i>Langley</i>	87
<i>Cloverdale</i>	87
DATABASES/JOURNALS.....	88
<i>Surrey</i>	88
<i>Richmond</i>	90
<i>Langley</i>	91
VIDEOS/DVDS	91
<i>Surrey</i>	91
<i>Richmond</i>	92
<i>Langley</i>	93
<i>Cloverdale</i>	93
AV EQUIPMENT	93
<i>Surrey</i>	93
<i>Richmond</i>	93
<i>Langley</i>	93
<i>Cloverdale</i>	94
DATA AND STATISTICAL RESOURCES	94
<i>Surrey</i>	94
<i>Richmond</i>	94
<i>Langley</i>	94
SUBJECT GUIDES	94
<i>Surrey</i>	94
CITATION STYLE GUIDES	95
<i>Surrey</i>	95
<i>Richmond</i>	95
<i>Langley</i>	95
COMPUTERS.....	95
<i>Surrey</i>	95
<i>Richmond</i>	95
PRINTING/PHOTOCOPYING	96
<i>Surrey</i>	96
<i>Richmond</i>	96
LIBRARY HOURS	96
<i>Surrey</i>	96
<i>Richmond</i>	96

OTHER NEGATIVE COMMENTS	96
<i>Surrey</i>	96
<i>Richmond</i>	97
<i>Langley</i>	98
OTHER POSITIVE AND NEUTRAL COMMENTS.....	98
<i>Surrey</i>	98
<i>Richmond</i>	99
<i>Langley</i>	99
APPENDIX D: REASONS FOR SATISFACTION WITH LIBRARY FACILITIES & SERVICES.....	101
LIBRARY HOURS	101
<i>Surrey</i>	101
<i>Richmond</i>	104
<i>Langley</i>	106
<i>Cloverdale</i>	106
LIBRARY CLEANLINESS	106
<i>Surrey</i>	106
<i>Richmond</i>	109
<i>Langley</i>	109
<i>Cloverdale</i>	110
STUDY ROOMS/GENERAL STUDY SPACE	110
<i>Surrey</i>	110
<i>Richmond</i>	114
<i>Langley</i>	115
<i>Cloverdale</i>	116
QUIET STUDY	116
<i>Surrey</i>	116
<i>Richmond</i>	119
<i>Langley</i>	120
COMPUTERS.....	120
<i>Surrey</i>	120
<i>Richmond</i>	123
<i>Langley</i>	124
<i>Cloverdale</i>	124
PRINTING/PHOTOCOPYING	124
<i>Surrey</i>	124
<i>Richmond</i>	125
<i>Langley</i>	127
<i>Cloverdale</i>	127
EMPLOYEES.....	127
<i>Surrey</i>	127
<i>Richmond</i>	130
<i>Langley</i>	132
<i>Cloverdale</i>	133
ASK AWAY	133
<i>Surrey</i>	133
<i>Richmond</i>	134
LIBRARY RESEARCH SESSIONS	134
<i>Surrey</i>	134
<i>Richmond</i>	135
<i>Langley</i>	135

INTERCAMPUS/ILL	135
<i>Surrey</i>	135
<i>Richmond</i>	136
<i>Langley</i>	137
AUDIOVISUAL EQUIPMENT	137
<i>Surrey</i>	137
<i>Richmond</i>	137
MISCELLANEOUS	137
<i>Surrey</i>	137
<i>Richmond</i>	138
<i>Langley</i>	138
<i>Cloverdale</i>	138
APPENDIX E: REASONS FOR DISSATISFACTION WITH LIBRARY FACILITIES & SERVICES	139
LIBRARY HOURS	139
<i>Surrey</i>	139
<i>Richmond</i>	144
<i>Langley</i>	146
CLEANLINESS	147
<i>Surrey</i>	147
<i>Richmond</i>	148
STUDY ROOMS/GENERAL STUDY SPACE	148
<i>Surrey</i>	148
<i>Richmond</i>	154
<i>Langley</i>	158
QUIET STUDY	159
<i>Surrey</i>	159
<i>Richmond</i>	164
<i>Langley</i>	166
COMPUTERS.....	166
<i>Surrey</i>	166
<i>Richmond</i>	170
<i>Langley</i>	174
PRINTING/COPYING.....	174
<i>Surrey</i>	174
<i>Richmond</i>	179
<i>Langley</i>	181
<i>Cloverdale</i>	181
CONSTRUCTION	181
<i>Richmond</i>	181
EMPLOYEES.....	183
<i>Surrey</i>	183
<i>Richmond</i>	185
<i>Langley</i>	186
ASKAWAY.....	186
<i>Surrey</i>	186
<i>Richmond</i>	186
<i>Langley</i>	186
LIBRARY RESEARCH SESSIONS	187
<i>Surrey</i>	187
<i>Richmond</i>	188
<i>Langley</i>	188

INTERLIBRARY/INTERCAMPUS LOANS	189
<i>Surrey</i>	189
<i>Richmond</i>	190
<i>Langley</i>	190
MISCELLANEOUS	191
<i>Surrey</i>	191
<i>Richmond</i>	193
<i>Langley</i>	193
APPENDIX F: NEW LIBRARY SERVICES - OTHER	194
BOOKS	194
<i>Surrey</i>	194
<i>Richmond</i>	194
<i>Langley</i>	194
<i>Cloverdale</i>	194
DATABASES/JOURNALS	195
<i>Surrey</i>	195
<i>Richmond</i>	195
<i>Cloverdale</i>	195
COMPUTERS	195
<i>Surrey</i>	195
<i>Richmond</i>	196
<i>Langley</i>	196
PRINTING/PHOTOCOPYING	196
<i>Surrey</i>	196
<i>Richmond</i>	196
<i>Langley</i>	197
SINGLE SEARCH	197
<i>Surrey</i>	197
<i>Langley</i>	197
STUDY ROOMS/GENERAL STUDY SPACE	197
<i>Surrey</i>	197
<i>Richmond</i>	197
<i>Langley</i>	198
QUIET STUDY	198
<i>Surrey</i>	198
<i>Richmond</i>	198
<i>Langley</i>	198
LIBRARY HOURS	198
<i>Surrey</i>	198
<i>Richmond</i>	199
<i>Langley</i>	199
OTHER COMMENTS	199
<i>Surrey</i>	199
<i>Richmond</i>	200
<i>Langley</i>	201
<i>Cloverdale</i>	201

APPENDIX G: OTHER COMMENTS	202
BOOKS	202
<i>Surrey</i>	202
<i>Richmond</i>	202
<i>Langley</i>	202
DATABASES/JOURNALS	202
<i>Surrey</i>	202
AV EQUIPMENT	202
<i>Surrey</i>	202
COMPUTERS	202
<i>Surrey</i>	202
<i>Richmond</i>	203
<i>Langley</i>	204
<i>Cloverdale</i>	204
PRINTING/PHOTOCOPYING	204
<i>Surrey</i>	204
<i>Richmond</i>	204
<i>Langley</i>	205
STUDY ROOMS/GENERAL STUDY SPACE	205
<i>Surrey</i>	205
<i>Richmond</i>	206
<i>Langley</i>	207
QUIET STUDY SPACE	207
<i>Surrey</i>	207
<i>Richmond</i>	208
<i>Langley</i>	208
LIBRARY HOURS	208
<i>Surrey</i>	208
<i>Richmond</i>	211
<i>Langley</i>	211
<i>Cloverdale</i>	212
EMPLOYEES	212
<i>Surrey</i>	212
<i>Richmond</i>	213
<i>Langley</i>	213
CLEANLINESS	213
<i>Surrey</i>	213
<i>Richmond</i>	213
OTHER COMMENTS	213
<i>Surrey</i>	213
<i>Richmond</i>	215
<i>Langley</i>	216
APPENDIX H: DETAILED FREQUENCIES - IMPORTANCE OF LIBRARY RESOURCES	218
APPENDIX I: DETAILED FREQUENCIES - SATISFACTION WITH LIBRARY RESOURCES	221
APPENDIX J: DETAILED FREQUENCIES - IMPORTANCE OF LIBRARY FACILITIES & SERVICES	224
APPENDIX K: DETAILED FREQUENCIES - SATISFACTION WITH LIBRARY FACILITIES & SERVICES	229

Appendix A: Library Student Survey 2011

Library Student Survey 2011

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

The web survey link will be open **January 24 - February 7, 2011**. Please note that while you may take more than one online session to complete the survey, you cannot submit more than one completed survey.

By filling out this survey, you will automatically be entered to win one of the following: a \$100.00 gift card for the Kwantlen Bookstore, a \$50.00 gift card for Cineplex, or a \$25.00 gift card for Tim Horton's.

Please note that this is an anonymous survey and that your participation is entirely voluntary.

Thank you for your time and feedback.

Cathy MacDonald, University Librarian

1) I. How Well Are We Doing?

Please rate the **IMPORTANCE** of the following Library **RESOURCES**:

	Very unimportant	Unimportant	Neither important nor unimportant	Important	Very important	N/A Have not used
Print book collection	☐	☐	☐	☐	☐	☐
Electronic book collection	☐	☐	☐	☐	☐	☐
Print periodicals (magazines, newspapers, journals)	☐	☐	☐	☐	☐	☐
Online periodicals (magazines, newspapers, journals)	☐	☐	☐	☐	☐	☐
Online research databases	☐	☐	☐	☐	☐	☐
Data and statistical resources	☐	☐	☐	☐	☐	☐
DVD and video collection	☐	☐	☐	☐	☐	☐
Online streaming videos	☐	☐	☐	☐	☐	☐
Audiovisual equipment (Computers on Wheels, DVD players, etc.)	☐	☐	☐	☐	☐	☐
Subject guides on the Library website	☐	☐	☐	☐	☐	☐
Library citation style guides	☐	☐	☐	☐	☐	☐

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

	Very unsatisfied	Unsatisfied	Neither satisfied nor unsatisfied	Satisfied	Very satisfied	N/A Have not used
Print book collection	☐	☐	☐	☐	☐	☐
Electronic books	☐	☐	☐	☐	☐	☐
Print periodicals (magazines, newspapers, journals)	☐	☐	☐	☐	☐	☐
Online periodicals (magazines, newspapers, journals)	☐	☐	☐	☐	☐	☐
Online article index/research databases	☐	☐	☐	☐	☐	☐
Data and statistical resources	☐	☐	☐	☐	☐	☐
DVD and video collection	☐	☐	☐	☐	☐	☐
Online streaming videos	☐	☐	☐	☐	☐	☐
Audiovisual equipment (Computers on Wheels, DVD players, etc.)	☐	☐	☐	☐	☐	☐

Subject guides on the Library website	☐	☐	☐	☐	☐	☐
Library citation style guides	☐	☐	☐	☐	☐	☐
Overall satisfaction with the Library's resources	☐	☐	☐	☐	☐	☐

3) If you indicated **VERY UNSATISFIED** or **UNSATISFIED** with any of the **above Library resources**, please explain: _____

4) Which one of the **above Library resources** are you **MOST SATISFIED** with and why: _____

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

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

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

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

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

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

8) If you indicated **VERY UNSATISFIED** or **UNSATISFIED** with any of the above Library services, please explain: _____

9) Which one of the above Library services are you **MOST SATISFIED** with and why: _____

10) Have you always been able to find a computer to do your research when at the Library?

☐ Yes

☐ No

11) What kind of computer do you **primarily** use for your research:

☐ I use my own laptop

☐ I use a Library computer

12) The Library is considering the following new services. What priority would you place on the Library developing each of the following:

	High priority	Medium priority	Low priority
I would like to be able to find books and articles using a single searchbox	☐	☐	☐
I would like to be able to add tags to items I find in the library catalogue	☐	☐	☐
I would like to be able to follow the Kwantlen library on Twitter	☐	☐	☐
Other	☐	☐	☐

13) If you selected "Other", please explain: _____

14) What kind of hand held device do you have?

☐ Android

☐ BlackBerry

☐ iPhone

☐ Other ☐ None

15) The **Richmond** and **Surrey** Campus Libraries are currently open on Sundays from 1-5pm. If the Library could be open longer on **Sundays** at these two campuses, which opening hours would you prefer?

☐ 10am - 6pm

☐ 1pm - 11pm

16) The **Langley** Campus Library is currently not open on Sundays. Would you use the **Langley Campus Library** if it was open from 1-5pm on **Sundays**?

☐ Yes

☐ No

☐ Don't know

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

18) II. Library Usage

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

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

19) III. Please Tell Us About Yourself

In which program are you enrolled:

Academic & Career Advancement

☐ Business

☐ Business – Accounting

☐ Business – Computer Science

☐ Business – Economics

☐ Business – Marketing

☐ Business – Management

☐ Business – Other

☐ Community & Health Studies/Nursing

☐ Design – Fashion Design

☐ Design – Graphic Design

☐ Design – Interior Design

☐ Design – Other

☐ General Studies

☐ Horticulture

☐ Humanities – English

☐ Humanities – Fine Arts

☐ Humanities – Music

☐ Humanities – Philosophy

☐ Humanities – Other

☐ Sciences – Biology

☐ Sciences – Chemistry

☐ Sciences – EPT

☐ Sciences – Mathematics

☐ Sciences – Physics

☐ Sciences – Other

☐ Social Sciences – Anthropology

☐ Social Sciences – Criminology

☐ Social Sciences – Geography

☐ Social Sciences – History

☐ Social Sciences – Journalism

☐ Social Sciences – Sociology

☐ Social Sciences – Political Science

☐ Social Sciences – Psychology

☐ Social Sciences – Other

☐ Trades & Technology

☐ Other (please specify) _____

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

☐ Cloverdale

☐ Langley

☐ Richmond

☐ Surrey

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

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

Appendix B: Reasons for Satisfaction with Library Resources

Q. 4 Which one of the **above Library resources** are you **MOST SATISFIED** with and why:

Books

Total=236

Surrey

- Because we can find each and every books we need in the library and they will even import books from other university if we require.
- Book collection, I have never found that I could not find the right book for any of the classes that I have taken.
- Book collection. Everything I needed was up to date for my essays.
- Ebook collection because it allows me to utilize my phone/iPod to read material.
- Electronic Book because they are available wherever and whenever.
- Electronic books.
- Electronic books.
- Electronic books.
- Electronic books as Kwantlen has all the books needed to access easy to find online. This allows us easy access to any book we need to look at.
- Electronic books as those are what I have had the most experience with so far.
- Electronic Books, because they are easier to use and find than regular books.
- Electronic books.
- Electronic books. Because they are easier to find and search than print books.
- Electronic, because I am more use of using the computer than going through books.
- Electronical books are very helpful. [Also online periodicals and online articles have helped me in numerous assignments and projects as I am in the Marketing Degree.] Online secondary information is very important.
- Every print book I have needed I have been able to acquire.
- I am greatly satisfied with [research databases, citation style guides and] print books
- I am most satisfied with electronic books. Because you can use it even if you are at home. So you don't need to come to college for that book. So it saves time and also makes you learn better as these days computer is very handy and everybody finds it hard to read the book rather than online stuff.
- I am most satisfied with our book collection. I have always been able to find good books that pertain to my subject. [We could improve our DVD/video collection.]
- I am most satisfied with print books collection [and online periodicals] as the library offer wide-variety of collections that are helpful in my studies/research paper.
- I am most satisfied with the book selection at the Kwantlen library. When I write an essay, I sometimes find myself signing out too many books! It's great to have so many books and opinions on one topic.
- I am most satisfied with the [online journal and the] print book collections they have really helped in my research papers.
- I am most satisfied with the print book collection as I have found them useful, whether it's for a research paper or for my own reading.
- I am most satisfied with the print book collection because there are a variety of books to choose, from and this helps me with my schoolwork.
- I am most satisfied with the print book collection. I used to think that our collection would be inferior to the other universities until I took advantage of the COPPUL program, and joined SFU and UBC's libraries. I found Kwantlen's selection (at least in business and economics) to be much larger and newer than the other universities.
- I am most satisfied with the print book collection. Whenever I have been required to do research I have always been able to find books or articles on the topic(s) I was researching.
- I am most satisfied with the possible books available, but there is usually only one book of each that is able to be found.
- I am really satisfied with the selection of print books available. Before taking a library tour, I was not aware that the selection was so large and diverse.

- I am satisfied with being able to print out copies of the books you need.
- I am satisfy with electronic books because I can view the books anytime instead of placing a hold on the hard copy book.
- I find the information easy to access and use, the Surrey Campus has a good selection of books. The online searches are very easy to use and there are a lot of resources to choose from.
- I find the print books to be current and accessible.
- I find the printed book collection especially satisfying since the Surrey Campus library has recently been updated.
- I have been most satisfied with the print book collection. I found the book that I was in search of.
- I have been able to find everything I required for essay research in the print or electronic book collection. [The on-line research function for peer-reviewed periodicals has also been very useful.]
- I like the broad selection of printed books [and DVDs] available.
- I like the electronic books because it's convenient.
- I love the selection of books help major with papers I write.
- I personally refer books as I enjoy sitting back and reading as opposed to leaning forward to read a computer screen.
- I really enjoy the printed book collection, I think there is a great diversity to it, and I can usually find what I want, or request it, and it arrives in a timely manner. Thank-you.
- I would say that I am most satisfied with the print book collection. I used the library extensively for my research essays last semester and had a relatively easy time finding everything I needed.
- [I think that the library has done a good job of dividing itself into zones (group zones, vs quiet zones).] I also think there is a reasonable selection of print books.
- [I think the online article index & research databases are probably at the top. They're accessible outside of the library, which is a big help when I can't make it in. I usually find something I can use.] But I also really appreciate the print book collection, though I sometimes feel it could use updating or more resources (I can't think of anything specific at the moment though).
- I'm most satisfied with the print book collection; I have always been able to find what I need for my research.
- I'm satisfied with book print selection because it makes easier for students to get the book.
- I'm satisfied with electronic book collections because thay are most convenient for me read and remember.
- I'm satisfied with your book print collection because the library has everything I'm looking for.
- It has a wide selection of paperback books.
- Kwantlen Surrey Campus, there are more books and resources there.
- Library book collection, found everything I needed.
- [Library magazines], online book resources are very help full. [People working at the front are very helpful. Over all I am very satisfied.]
- Lots of good print books. It's really very good.
- Overall print book resources.
- Online electronic book.
- Print and online books because I use those more often than anything else.
- Print as there is a whole variety on various subjects.
- Print book collection – convenient.
- Print book collection. (10)
- Print book collection - since I have been attending Kwantlen I have noticed how well the book selection as been expanding. I have been finding myself having to go to SFU or UBC less and less, which I like because I do not always have the time to do so.
- Print book collection = variety.
- Print book collection [and online research databases.]
- Print book collection as it is the only resource I use with any regularity.
- Print book collection because it seems to have everything I need.
- Print book collection because its allows us to find are books easier.
- Print book collection because it's easy to access and efficient in its function.
- Print book collection because the library has a variety of books and the library always has the books I need.

- Print Book Collection is one of the resources that makes me most satisfied. The reason is that our library contains all kinds of latest books and I don't have to go outside in order to look for my course related books. The Printed books have helped me a lot in my all semesters.
- Print book collection is very good as it helped me do my research paper.
- Print book collection is very large.
- Print book collection, because there are text books I can borrow that have been very helpful.
- Print book collection, [print periodical, online stream videos] because those are the ones I prefer most.
- Print book collection.
- Print book collection. Because I have always been able to find exactly what I am looking for.
- Print book collection. The books I need are generally available.
- Print book collection. When I was writing an Art History essay, there were tons of books to choose from which was very helpful. I still use print books for most of my research.
- Print book collection. Wide variety, inter campus loans are useful.
- Print book collection/electronic books because they are the most accessible.
- Print book collection; lots of variety.
- Print book collections because it makes everything easier.
- Print book collection-there's numerous books available.
- Print book selection is quite varied.
- Print books because it helps me fulfill the requirement for me to complete the course material.
- Print books because they are easy to find and read. Moreover you can find the books and see other related books nearby instead of having to search online as sometimes students have difficulty finding what they need. [The citation guidelines are a great resource. They help tremendously with assignments making them easy and clear to understand. Guides on the website are also useful as you know where to go instead of clicking aimlessly and achieving no results. I am very pleased with these features.]
- Print books because they're easier access.
- Print books, for the reasons above.
- Print materials. Wide variety and textbooks in case I forget to bring mine.
- Print selection.
- Print sources - everything is easy access, mostly available, helpful, and relevant to the type of information sought.
- Print. Browsing is stimulating and we'd never see some books without browsing. I love the old books.
- Print books and online databases.
- Printed books. (3)
- Printed books: Between the campuses I always find most of what I need.
- [Print periodicals (magazines, newspapers, journals),] electronic books.
- That the library has a numerous selection of book for my research topic [and that the library provides me with a camera for my photography class].
- The amount of books that the library has in stock [and how helpful the librarians are. They are a wealth of information and very willing to go out of their way to help.]
- The book collection and layout of the new library.
- The book selection.
- THE BOOKS, IF I NEED TO WRITE A PAPER ON A CERTAIN TOPIC I LOOK UP WHERE THE BOOKS ARE THAT FOLLOW THAT TOPIC AND GRAB AS MANY BOOKS AS I CAN.
- The Library's print book collection because it is easily accessible and helpful because it contains information on a variety of topics.
- The library's print book collection, not only as it is the only option I can actually give an opinion on since I have not frequently been in the library, but also because as I have seen, it is HUGE. There are many resources within this library, so therefore I am completely satisfied.
- The print book because they are easy to find and really useful have essay.
- The print book collection as they r portable.
- The print book collection because every time I have needed a book the library has been able to supply me with it.

- The print book collection because it is easy to get access to a book and if it is checked out another copy is available soon or right away.
- The Print Book Collection because there's a very broad selection of fiction and useful books that I can use for research but also read for enjoyment.
- The print book collection is pretty good. I've found useful books for research papers and sometimes even the books for the class curriculum.
- The print book collection is very good in some areas (I was delighted to find a full shelf on Jane Austen, for example, and Farah Mendlesohn's examination of Diana Wynne Jones' books was a very pleasant surprise, as studies of DWJ's works are usually hard to find. However, in certain historical areas there are deficiencies and outdated books (not that they should necessarily be gotten rid of, but more recent scholarship would be welcome - for one essay I had to use sources from the 30s!).
- The print book collection was the resource most satisfying for my essay-writing/research paper needs. The finding of books was fairly easy, and it is fairly easy to distinguish which books were useful/which were not. [The online print journals (from the databases) were also very helpful, but finding the correct resources takes quite a long time, especially given the large amount of unscholarly material and the difficulty in finding relevant material (having to sort through many narrowly focused articles).]
- The print book collection, it is far superior to local libraries.
- The print book collection. I have always found what my classes have required.
- The print book collection. There are many books that help me with my studies that are relevant.
- The print book selection and the ability to suggest the purchase of unavailable books.
- The print books, particularly the fiction novels are what I read most from the campus library. They're the most entertaining and have a good selection of material.
- The print books.
- The print collection.
- The print collection - the new books selection has often had excellent content.
- The print collection because I am able to find most of the books I'm looking for.
- The printed books.
- The printed material because it is so well stocked.
- There is a fairly good amount of print books available.
- There is a good selection of printed books in the library. However, there could be more variety and you could expand on the subject guides.
- There is a great deal of books within the library [however I do believe there needs to be some more Punjabi and psychology journals.]
- With print book [and online video streaming] because it is most efficient and effective for students.
- Using [Computer and other] some books which we need to fulfill assignments [and printer as well].

Richmond

- Book Collection - whenever I have had to get a book, it is there.
- Book collection. I am in design and the library has a great selection on many art and design topics.
- Book Resources I think.
- Books [and citation guides].
- Books in print. Selection is very good, but could be more up to date.
- Electronic book. It is very convenience.
- Electronic books.
- Electronic books [and online periodicals]
- Electronic books are my most satisfied with. Because it is convenient and don't need to show up in person. And I can read it take my time, unlike regular books, I have to return them on time, otherwise there is a fine will be charged if late.
- Good selection of legal books in print.
- I am always amazed by the selection of fashion biographies and other books in the library.
- I am most satisfied with the amount of book available. If you can't get it at one campus you can always get it at another. A+
- I am most satisfied with the book collection at the library, and its scope and offerings.

- I am most satisfied with the electronic books because they are easily accessed.
- I am most satisfied with the library's print book collection, I can usually find the things I need easily with a and they have a lot of variety. [The online resources are also very satisfying, they're quick and easy, I can usually find what I'm looking for most of the time, it helps that the librarian is there to point out how to get around the research data base, which can get confusing sometimes.]
- I am most satisfied with the print book collection [and online article index] because there is enough to help me with my research and studies
- I am most satisfied with the print book collection because you have a lot of books that are relevant to classes at Kwantlen.
- I am most satisfied with the Print book collection, because it is always stocked with books.
- I am most satisfied with the printed book collection but I wish we had more availability to online/printed journals
- I am satisfied with the print book collection because it is what is easiest for me to use.
- I am very satisfied with the all of the online resources such as [journals], ebooks, etc. This is very helpful because I rarely have time to go to the library. Online access is VERY important.
- I am very satisfied with [the Subject Guides online and] the book collection because I generally like books [and the Subject Guides have helped make my online searches for research material and resources easier.]
- [I don't go to the library very often because the first time I went I got very poor assistance, so I try to avoid it when possible.] I did however find a very excellent book on fashion marketing at the Richmond library which I am very happy with
- I find the print books collection to be very well stocked, even though it is mainly with older books, it could do with a little updating.
- I find the [online research databases and availability of articles, journals and] books online has been most helpful in my time here at Kwantlen.
- I guess I'm most satisfied with the print book collection.
- I would say the printed book collection. It is not as good as some of the other libraries which do collect the exact text book version that the courses are using, but at least we have some old versions that we can refer to.
- I'm most satisfied with the online database of books [and resources]. In times where I'm studying late and library is already closed I was reluctant to be able to find resources.
- I'm old fashioned; I like the print book collection. Online is very helpful and convenient, but I like having a "hard copy" to look at.
- Library search books.
- Paper books.
- Print book collections, because I could find books for my research without much difficulty.
- Print book collection. (3)
- Print Book Collection - because it is helpful when I forget my book home and I have time to read chapter before class.
- Print book collection .very useful.
- Print book collection [and online resources: I get resources that are totally exclusive sometimes to other institutions that don't have it and it really helped me a lot on my projects and research.]
- Print book collection because I always can find what I want to, it is pretty useful.
- Print book collection because I prefer print books to online books.
- Print Book Collection because the library does carry a well-stocked selection.
- Print book collection is awesome. In my major, fashion design, there are ample amazing books available. Very happy with the resources at the Richmond campus especially.
- Print book collection is comprehensive.
- Print book collection is good. Most times I've found textbooks used by instructor for current semester available.
- Print book collection, because it is readily available.
- Print book collection, coz a great variety of books to choose from.
- Print book collection, because I could almost find every book that I need.
- Print book collection. Always surprising to find books I wouldn't even expect the library to have.
- Print book collection: the library has a wide range of choices and the books I want to find are often available.

- Print book collections.
- Print books, as I have always found what I needed (and rather easily/quickly).
- Print books. Large collection of fashion books.
- Print collection, easy to use.
- Text book resources. It doesn't really matter what edition it is providing, they all have similar materials for us to look at.
- The availability of the textbooks that are used by instructors during the semester. I was waiting for my student loan to come through and was still able to use the text from the library to complete assignments for the first few weeks of school before I bought the text myself!
- The book collection is very thorough and easy to navigate.
- The most helpful to me has been the library books [and citation guides] online and in the library.
- The Print book collection because it had a very wide selection on Canadian History books available.
- The print book collection because there's so much available.
- The print book collection cause I was able to buy my text book.
- The print book collection for almost every book I am looking for is in stock.
- The print book collection. I found many useful books in the library on the subject I was researching.
- The print book collections, for the most part I have found everything I was looking for and I like how easy it is to get books from other Kwantlen campuses.
- There is a wide range of books which allows for lots of information to be gathered.
- There's a fair supply of books.

Langley

- Printed book collection, it is vast.
- Printed book collection.
- Print books, always find what I need, and always am helped to find what I need.
- Print books always a need and want.
- Print book resources because there is a large volume of them.
- Print book collection: lots of books/material to choose from.
- Print book collection. It's the only one I've used, also large selection of Horticultural-focused books that I use often
- Print book collection. It's surprising large for a small campus (Langley).
- Print book collection. Good selection.
- Print book collection, there are enough of them.
- Print book collection, because the horticulture section is fairly comprehensive.
- Print book collection is remarkably extensive and I haven't come across a subject yet that wasn't covered somewhere.
- Print book collection because it is so vast.
- Print book collection because I'd rather get the book in a library rather than online.
- Print book collection.
- Print.
- I am most satisfied with the printed material. I have always found what I am looking for.
- I am most satisfied with the print book collection. When I was doing research for a project I found a lot of great books that were very helpful to me and had a lot of information.
- I am most satisfied with the print book collection because I use that one most often and have found that I find any topic I need.
- I am most satisfied with the print book collection as I have never had trouble finding the material I need.
- I am most satisfied with the book collection [and the citation guides], since those are what I have used the most. They have proven to be extremely useful in my studies in Horticulture.
- The print collection, between the two schools you have everything I need.
- The number of printed books, especially the vast number of books regarding music.
- The books [and the availability of computers. I also appreciate the help of the librarians]
- The book collection because they have so many books in the library and are very useful to students.

- Electronic books. I do almost everything on the computer, so being able to read a book on it instead of print is so much easier and convenient.
- Call me old fashioned but I like the printed book selection but that's because I'm over 40 yrs. It is what I'm used to and I prefer to feel the paper between my fingers than plastic.
- I really like how there is an opportunity to get books online, it helps with a busy schedule.
- Great selection of books.

Cloverdale

- Very good print section.
- The print book selection is AWESOME BUT... OUT OF DATE for some of the things that is. But drafting/engineering books can use a facelift.
- The print book collection because I feel it's very important to be able to look up pertinent information when needs arise.
- Print books just because I rather hold a book then look at a screen.
- Print books collection, because it is the only resources that I have used.
- I am equally satisfied with both the print sources [and online magazines/journals] as there are a lot of resources.
- Electronic books because I can access it anywhere with ease.

Databases/Journals/Online Research

Total=615

Surrey

- Finding articles online --> it's easy and I like how I can search them at home. Also, the interlibrary loan is helpful.
- The online periodicals because I found useful information for an assignment using the online scientific journal.
- Ability to use jstor as I do a lot of research out of school or I am not able to get my hands on any of the books I need so jstor is an extra help.
- Access to online research periodicals is very useful.
- An opportunity to access articles online through Kwantlen web is very beneficial!
- Any resources used online or electronic because they are convenient for a student and easy access.
- Anything online. I am a part-time student that holds down a full time professional level job. As such I often don't have time to visit the library to do research. Having the ability to log into the library and access journals, articles, and other resource material gives me the ability to manage my time much more effectively.
- Articles and Data collections.
- Being able to search for articles/books online.
- Being able to access many of the periodicals online from off-campus is extremely helpful- particularly since I have to commute an hour and a half to get to campus!
- By providing online resources, it is quicker for us to do research paper. I feel more confident about finding everything by myself and not relying on the librarian!
- [Citation style guides have been very helpful over my years at Kwantlen.] The wealth of journal archives available online are also very helpful.
- [Citation styles guide helped me a lot. They are a concise and complete manual.] Online search databases are excellent. But some of the periodicals and articles relevant and listed are not a part of Kwantlen's library. This needs to be updated.
- Convenient to look up Case Law from home to work on assignments.
- Databases allows me to access them using my Kwantlen ID from anywhere making it the easiest way to obtain information.
- Databases: easy to use and effective.
- Electronic articles, I use them the most however there are a lot more that Kwantlen could have in their possession rather than using interlibrary loans.
- [Electronical books are very helpful.] Also online periodicals and online articles have helped me in numerous assignments and projects as I am in the Marketing Degree. Online secondary information is very important.
- electronic journals- I use them often but would love if there was a larger database to research from

- I am MOST SATISFIED with the library's online database of peer-reviewed articles. I have used this resources 100% each semester. However, I do find sometimes the server gets very slow and it becomes hard to use and navigate through.
- I am always using the online journal article resources. [The only problem that I have encountered and been frustrated with is the inter-library loan requests. Any request I have made I have never once received in my four years at Kwantlen. The service should not be offered if it is not reliable.]
- I am currently most satisfied with the online databases for the moment being.
- I am extremely satisfied with the online research database. I am always able to find articles or journals and all are valuable sources.
- I am frequently use Online article index/research databases which is very helpful resource for me.
- I am great with the printed periodicals.
- I am greatly satisfied with research databases, [citation style guides and print books].
- I am most satisfied with the [Citation Guides and] printed periodicals. [The guides have been proven to be very useful for essay writing,] while the periodicals have been useful in searching for research papers.
- I am most satisfied with [print books collection and] online periodicals as the library offer wide-variety of collections that are helpful in my studies/research paper.
- I am most satisfied with research database [and citation styles] as these are very helpful in writing our research papers.
- I am most satisfied with the online article index and databases because I can always find a relevent source and am able to access it from off campus.
- I am most satisfied with the online article index and research databases. They have been extremely helpful to me in completing my research papers as well as they are easy to access from home.
- I am most satisfied with the online article index/database because I always seem to find what I am looking for.
- I am most satisfied with the online article index/research databases. I really like that I can access them from home and how quick and relevant the searches are.
- I am most satisfied with the online article index/research databases. They are easy to use and consistently yield myriad of relevant articles.
- I am most satisfied with the online article/research database because it is a very convenient way of getting sources.
- I am most satisfied with the online database. I have used it as reference for several projects and find it extremely useful.
- I am most satisfied with the online journal [and the print book collections] they have really helped in my research papers.
- I am most satisfied with the online journals available because I need those the most to write papers. Having them available through the library makes it more convenient.
- I am most satisfied with the online library databases, I like that I can access them from school or home. They are very useful.
- I am most satisfied with the online periodical. It makes doing research so much easier when they are available.
- I am most satisfied with the online periodicals as I have used them more than the other resources.
- I am most satisfied with the online periodicals as I've had to utilize this resource a lot to get my Bachelor's degree and it's been invaluable.
- I am most satisfied with the online periodicals because I have always found what I needed through it.
- I am most satisfied with the online periodicals because my classes focus on articles found in many magazines which can be found on databases for my courses. [Also, the citation style guides are very helpful when starting off with a new writing style.]
- I am most satisfied with the online periodicals since it easy to access and refer to anytime!
- I am most satisfied with the online periodicals, nowadays everyone is rushing to do things; multitasking to finish various projects, it is difficult to go to the library and search for single articles. Online it is a lot easier because we do not have to make our way to the library, everything is at our fingertips. It makes school life a little easier.
- I am most satisfied with the online research databases because I can access the database at home and not have to commute to school in order to do my research.
- I am most satisfied with the online research databases. I have found that this is the service I use the most in the library, it is accessible and easy to use.

- I am most satisfied with the periodicals that Kwantlen has access too. This is how most of my research gets accomplished and there is always enough papers to reference.
- I am most satisfied with the print periodicals as I have needed to use them most for research papers and the availability of them has been helpful.
- I am most satisfied with the research databases because they are easy to use and I can most often find what I'm looking for.
- I am most satisfied with the research databases because they are essential to completing any research project. For the most part, I can find whatever journal I am looking for.
- I am quite satisfied with the research databases.
- I am satisfied with the library research database. It has helped me find a lot of articles I would have never come across without it.
- I am satisfied with the online databases and the journals. They are easy to find and helpful.
- I am satisfied with the online databases because it allows one to access material online when one can't come to the library.
- I am satisfied with the online research databases, there are plenty of options, and jstor is the most helpful for humanities.
- I am satisfied with the online research databases.
- I am the most satisfied with the online research databases. They have thousands of useful resources and I can access them from home!
- I am the most satisfied with the print journals and periodicals because I recently did an assignment using them and found what I was looking for. There was also a nice sized selection of articles I could choose from.
- I am very happy with being able to access online databases remotely. I've had good success with finding most research topics. This takes less time than wandering through stacks of books!
- I am very satisfied by the amount of research databases Kwantlen offers. However, improvements on getting more journal articles and peer reviewed articles is a must.
- I am very satisfied with online periodicals because they have helped me a lot in studies and sometimes paper writing
- I am very satisfied with the newspapers, and articles in the side the library. The reason I am satisfied with the newspapers and articles is that it helps me stay current with what's happening in our world. I like reading the Vancouver Sun papers, province and all the other newspapers the library offers. However, the library should get more articles from Business Week and other higher end newspapers.
- I am very satisfied with the online journals. I always use them for my research papers and always find what I am looking for. It is very helpful. Overall I like the library site. It is easy to use; not confusing at all.
- I appreciate the variety of Psychological research databases that are offered, but I have been disappointed in the lack of some full journal articles, in the past.
- I enjoy having online access to journal articles... it makes research much easier! It would be nice to have more in our own system (rather than having to get an article sent over from another school... although I do appreciate that service).
- I enjoy the online databases as they make finding articles to use in papers very easy.
- I found many good journal articles when I was doing my research paper.
- I have always been satisfied with the online periodicals that Kwantlen has access to.
- [I have been able to find everything I required for essay research in the print or electronic book collection.] The on-line research function for peer-reviewed periodicals has also been very useful.
- I have been the most satisfied with the online research databases, and the access it gives me to various journals and articles.
- I like the fact that I am able to access online article databases from home. It makes so much more sense and saves me a lot of time.
- I am very happy with the availability of microfilm. [Also, I think we have a great amount of computers.]
- I used the microfilm readers for the first time this semester, and I'm impressed with the number and range of Canadian newspapers held at the Surrey campus and even more impressed that the entire Globe & Mail collection is accessible online. This has definitely made my project much easier this semester. [My only complaint would be the lack of knowledge on these machines among the library staff. I know we can't expect everyone to know how to use the machines, but could they at least know who to get for help instead when a student asks?]

spent a week using the older microfilm readers, printing pages I needed, instead of using the digital one because no one who came in to help me had seen that I had loaded the film on the digital machine the wrong way, which was why I couldn't make the machine focus, and went back to the older machines each time.]

- I really enjoy the online databases because they hold vast amounts of information and are easy to access. Most of the time it takes a few seconds to get the information one is looking for, but sometimes one needs to search in various databases to find articles worth looking at.
- I really enjoy the online periodicals you have at the library. They're especially useful when doing projects.
- I really enjoy the online periodicals. They help me realize the great importance of academic articles. Something that I can depend on.
- I really how the online material is easy to find and search through.
- I really like the variety of the online resources. Not everyone can make it to school to look at resources. It makes things much easier.
- I really enjoy anything online b/c I can then print it out and highlight which is very helpful for papers and studying. I wish that Kwantlen could have a bigger database (more access to articles) though as it is frustrating to have to use another university! [I also wish Kwantlen would consider reducing the costs of their printing/photocopying fees as most other universities do.]
- I wrote an essay for philosophy class and used library resources for it and it was very helpful because I found the whole like 40 pages on the library website.
- I think that the online databases are very useful and are kept up to date very well.
- I think the online article index & research databases are probably at the top. They're accessible outside of the library, which is a big help when I can't make it in. I usually find something I can use. But I also really appreciate the print book collection, though I sometimes feel it could use updating or more resources (I can't think of anything specific at the moment though).
- I use the online databases extensively, and there is a wide range of them available to me from home or on campus!
- I use the online databases the most, so I find those most satisfying.
- I use the online periodicals the most as this is the type of resource most assignments require. I am happy with the selection, but sometimes the article I want is not available which can be frustrating so it would be nice if the online databases could have access to more online articles, CINAHL in particular.
- I use the online research databases all the time! These are a great resource for presentations and research papers. Very easy to use and very comprehensive.
- I use the online research databases most often and can usually find what I'm looking for.
- I use the research databases the most and I am happy with the range of topics that the journals cover but would like more access to full text journals. [The citation guidelines are great but the APA guideline needs to be updated to the 6th edition.]
- I was most satisfied with the online resources, since there are a wide selection of databases to choose from.
- I am most satisfied with the level of access that the library provides to online access to online periodicals, journals, and independent articles. The 24 hour access to these services is very important and very appreciated.
- I am most satisfied with all the online resources.
- I'm most satisfied with the online collection of articles in the research databases.
- I'm most satisfied with the online journal/article data base - it is easy to use and there is a lot to find. sometimes there are a lot of titles that we don't have access too but if I spend a lot of time I find things that could be used (more options would be better). I think I am most satisfied with this because I use it more often than the rest.
- I'm the most satisfied with the online periodicals available, because there are many older, classic articles and papers available for reading.
- I'm very satisfied with the online databases for finding scholarly articles. They're fairly easy to access and navigate through, even from home.
- I'm very satisfied with the online research database. It is very useful in helping me find journal articles that I can use for my papers.
- It's great when I am able to access online articles.
- I've had easy and good access to professional journals. [I booked a 1/2hr research session with a librarian who was extremely helpful.]

- Journal articles, the library has so many research databases online which is EXTREMELY helpful with my degree program.
- Journal databases. Allowed me to successfully complete research/term papers.
- Library magazines, [online book resources] are very help full. [People working at the front are very helpful.Over all I am very satisfied.]
- Most satisfied with the library website showing links to journal articles.
- Most satisfied with online resources.
- Most satisfied with online periodicals because that is the resource that used the most. I found it useful to have short articles that could be accessed on any computer which meant I could more easily complete papers without having to actually take anything out of the library.
- Most satisfied with the Online periodicals and research databases because I use them quite often, and I've never had a problem using them.
- Online journals are great.
- Online research database is very helpful for all my research papers. I think most of the student already benefit from it. Lot of resources and easy to find.
- Online access makes it easy to do research from home.
- Online access to databases, articles etc.
- Online access to the internal databases. It makes it easy for me to accesses the resources I need from home.
- Online articles.
- Online article database is the only thing I use in my campus research. 90% of the time I can find a reference to use.
- Online article index and research databases.
- Online article index because it allows you to research a broad range of topics and it's faster.
- Online article index, very useful for reports!
- Online article index/ research databases.
- Online article index/ research databases: especially CINAHL. Very useful, and lots of great articles.
- Online article index/research database because the academic premier site is very useful.
- Online article index/research database makes it so easy to get research information required for assignments... from the comfort of home.
- Online article index/research databases. (3)
- Online article index/research databases. Because it is important for writing research paper.
- Online article index/research databases are easy to use and are helpful when doing research. There is lots of information and you will always find what you are looking for. Best thing is you can also ask for the resources you might not find.
- Online article index/research databases because it is very useful when doing assignments.
- Online article index/research databases because it makes it easier and quicker to find resources I need.
- Online article index/research databases. This facility provided by the library is the actual fruitful facility which give opportunity to go for research. Every student can take benefit of this facility without going outside for searching for the material. This is very helpful in Class Projects.
- Online article index/research databases: because it gives me the ability to be able to do research from home.
- Online article index/research databases: because quite a few full text articles were available to me and I could access them all from home or anywhere off campus, which made researching a lot easier.
- Online article index/research databases: Have always found what I needed.
- Online article indexes - have always found what I needed!
- Online article.
- Online article/ Index database.
- Online article/index databases because they are easy to use and I can conveniently access them from home in order to complete my assignments/projects.
- Online articles. (2)
- Online articles - so much variety and no hassle with carrying around heavy books.
- Online articles because they are easy to find.
- Online articles easy to use.

- Online articles was the most satisfied because it helps me out with my research.
- Online articles, easy to navigate and locate different resources.
- Online articles, they really help for assignments.
- Online articles; Jstor has saved my life a number of times. The subscription is GREATLY appreciated!
- Online Business articles/research databases contain a number of essential sources.
- Online data and article index's because they have been easy to access.
- Online data base because they are easy to use.
- Online data base excellent.
- Online data base, without it I really wouldn't know how to find journal articles.
- Online data base..and journals...It's great... because most of the stuff that students do is online and it's easier to access anytime anywhere!!!
- Online database - accessible from home makes it convenient to continue studying beyond library hours.
- Online database as it provides easy access to many resources.
- Online database for electronic journal articles.
- Online database is massive and updated.
- Online database, easy access.
- Online database, it is very useful.
- Online databases and online periodicals. I use the online databases and periodicals exclusively for my papers. Between prepping to enter my psych nursing program and being in the last year of my program, I estimate to have used the library's online resources for about 30 papers. I never need to go to the library to research as I can always do it at home any time I want, and I very nearly always find what I am looking for. I am particularly happy with the selection of full-text periodicals.
- Online databases as these are what I use most for my program. Citation style guides are also very useful and helpful.
- Online databases because I have a lot of research to carry out for my courses.
- Online databases provide unlimited access to a seemingly infinite number of sources.
- Online databases!
- Online Databases, because there is the broadest amount of information available.
- Online databases, makes researching for papers much easier!
- Online databases, they really come into use for many of my papers!
- Online databases. I use them for all of my research projects. I would however like more databases because many of the interesting articles cannot be found online or in the library.
- Online databases/articles is the area that I use the most resources for research. The search engines make it simple to find what I am looking for and the variety and accessibility of the information is good.
- Online journals because it's easy access.
- Online journals.
- Online journals are very useful, and sometimes interlibrary loans are filled with online journals, which I really like.
- Online journals as I use them in nursing.
- Online journals because they are easy to access.
- Online journals because they make research papers easier to find reliable information sources.
- Online journals, [subject guides and citation guides]
- Online journals-I can read the full article online and I can print it at the same time.
- Online materials as they a lot in doing research essays.
- Online periodicals because they were most helpful with my English research assignment.
- Online periodical access.
- Online periodicals. (5)
- Online periodicals - a lot available through the click of a mouse.
- Online periodicals - very easy to access.
- Online periodicals - very helpful with my research work.
- Online periodicals & audiovisual equipment. I found both to be available when I needed them, and tools I do not have access to at home and/or public libraries.
- Online periodicals (magazines, newspapers, journals).

- Online periodicals, are always very helpful.
- On-line periodicals are always helpful, especially when working on projects from home.
- Online periodicals are extremely important for people with busy schedules and can't make it to the library to use things in print.
- Online periodicals are ok would be better if they were more free ones.
- Online periodicals are very useful because they give you lots of useful data access through which enhance your search.
- Online periodicals as I'm always able to find information relevant to what I'm researching.
- Online periodicals because it has large data bases that easily allow for many opportunities to find information.
- Online periodicals because most of the peer-reviewed journals that I need to reference are subscribed to.
- Online periodicals because they are plentiful and easy to use.
- Online periodicals because they can be accessed from outside the library too.
- Online Periodicals because you get to know different kinds of things that's happening.
- Online periodicals have helped me with paper research and are very easy to find. However, sometimes when searches are made the correct articles do not appear and it is a little difficult to search through irrelevant topics listed.
- Online periodicals is the one which I am most satisfied with because it makes easy for me to check out all the stuff at one place and is really helpful to me.
- Online periodicals it's easy to find.
- Online periodicals, because it makes searching for journal articles easier.
- Online periodicals, because I've often had to search from home on the weekends when I couldn't get in to Kwantlen..thank heaven I could access those resources!
- Online periodicals, because whenever I have had a paper or project to do I have always been able to find information on the material I need.
- Online periodicals, easiest to use, most helpful and can use it from home.
- Online periodicals, important for my program.
- Online Periodicals, which I often use for many of my criminology papers. They provide good research data and information on the topic of interest.
- Online periodicals. They are easily accessible and there is a wide range of journals to choose from.
- Online periodicals. Used for ALL of my research papers. Being able to access them off campus is fantastic.
- Online periodicals. You have them, and I need them for my courses.
- Online periodicals: the Kwantlen data base gives me access to articles I need for research that would otherwise not be accessible to me if I were not a student. This is valuable to my work as a student.
- Online periodicals: very convenient, can reach resources from home so it is less time consuming to come out to campus and I do not have to work it into my school/work schedule.
- Online periodicals; easy access and great search engines.
- Online periodicals-u can have access even on ur own home.
- Online periodicals, I can access them from home or school, whenever I have time.
- Online periodicals because it is what I use most and it always available when I am capable of using it.
- Online research database, it was very helpful and had much informations and useful ways to get at it
- Online research databases: they've enabled me to write many scholarly papers.
- Online research databases, they help me a lot when I need to do research from home on a topic.
- Online research.
- Online research database is vast.
- Online research database, I need them for my course studies, & they have proven to be very helpful.
- Online research database. Extremely useful to be able to find current, relevant information outside of library hours. Online is also typically newer information since publishing takes time.
- Online research database. It's the resource I've used most, and it contains lots of interesting journal entries.
- Online research database. This section has a lot of information and I got all the information for my research papers from the online database.
- Online research databases are very comprehensive and helpful.
- Online Research databases because of the many available and helpful databases.

- Online research databases because some of them I would have to pay for as a private citizen, but have free access as a Kwantlen student.
- Online research databases due to convenience.
- Online research databases, as many professors now require them, they are easy to navigate and find relevant information, and can be accessed from home.
- Online research databases, it is quite simple to do research that way.
- Online Research Databases.
- Online research databases/subject guides because it allows to do research from our home.
- Online.
- Online resources are easily searched and are accessible anywhere.
- Online resources are useful. Don't have to go to library to get resources.
- Online resources because I am able to access them from home or on other places on campus other than the library.
- Online resources because of the ease of use and home access.
- Online resources than printed ones. Seems more various.
- Online resources/databases available for searching up articles.
- Online research databases: I find that the school has a wide variety of them available to be accessed
- Online resources.
- Online services.
- Online sources for accessing at home or on the go.
- Online stuff.
- Online. Easy access anywhere at any time.
- Overall, online resources such as Ebsco and Jstore are quite good, but it would be nice if Jstore had even older articles.
- [Print book collection and] online research databases.
- [Print book collection,] print periodical,[online stream videos] because those are the ones I prefer most.
- Periodicals.
- Personally I find the online journals, periodicals very helpful in writing the research papers. in this way students can work on their assignments while they are out of town, through the access to these periodicals online.
- Plentiful amount of online resources that allow students to greatly research various topics.
- Print periodicals (magazines, newspapers, journals) - The Library has an adequate source of print periodicals that I find interesting to read. I am also happy with the availability of national as well as international newspapers.
- Print periodicals (magazines, newspapers, journals) because I like to keep current with news.
- Print periodicals (magazines, newspapers, journals), electronic books.
- Print periodicals as they are readily available quite often.
- Print periodicals because there was a lot of variety.
- Print periodicals. I love to read magazines and newspapers. Kwantlen provides business and technology magazines which satisfies my need! Thanks.
- Print periodicals..I can find every magazine whenever I want..
- Print periodicals: it seems that the "major" magazines are there.
- Printed periodicals and magazines could have more.
- Printing articles; accessible and not expensive.
- Research data bases.
- RESEARCH DATA BASES: BECAUSE I CAN FIND EVERYTHING INSTANTLY.
- Research database. (2)
- Research database [and citation.]
- Research database as I use it most often.
- Research database because it is huge.
- Research database because thus far I have had great luck with finding what I need.
- Research database for doing research on many subjects. Was fast and efficient.
- Research database, since it makes online research significantly easier.
- Research database: I use CIHNAL, and I can usually find satisfactory articles and journals in a timely matter.

- Research databases.
- Research databases are very important when dealing with projects.
- Research databases because I can access them at home and they're very useful.
- Research databases because they provide peer reviewed articles that are reliable to use.
- Research databases because you can access information which would otherwise be inaccessible. And the databases are large.
- Research databases to find industry data on businesses.
- Research databases, [citation style guides] and periodicals and journals.
- Research Databases. I am able to find the most relevant information within a short period of time. The database seems large enough that I always find what I am looking for.
- Research databases. It allows me to quickly find articles for papers that I have to write.
- Research databases. They were very helpful tools and helped me A LOT for my English and Psychology papers.
- Research databases... because I use it a lot.
- Research databases, easy to use and understand.
- Resource databases for scholarly journals. It is really easy to search and find what you want.
- Satisfied with online periodicals. Easy search and navigation.
- [Subject guides on the Library website] and ONLINE ARTICLES because it provides you clear information and you are able to search for documents that will help you in the project.
- The access through the library to periodicals online has been my greatest research tool for papers and research I really appreciate the easy access to this resource.
- The availability of online periodicals and journals is excellent because it enables research to be more proficient.
- The data bases are perhaps my most favorite resource throughout the library because it is the quickest and most efficient way to find books/articles.
- The databases because of the variety and how it makes research for papers that much easier.
- The different journals available online.
- The electronic journals available because they are convenient.
- The electronic media seems to be more than efficient. Adding a few more print collections would increase satisfaction. Thank you.
- The electronic research database. It allows us to access the research material no matter where we are located.
- The increased number of full text databases make it easier for me to find the journal articles I need.
- The library database.
- [The library citation and] the printed articles. I am most satisfied with those two because we actually need it and use it.
- The one thing that has impressed me the most is online research databases as well as the online article index.
- The online article index is very helpful in finding research articles.
- The online article index/ research databases, because it opens the average student up to a variety of resources which would not have been attainable before. It opens up a window to a plethora of information that the average newspaper or TV news source cannot provide.
- The online article index/research databases because I have used these for two term projects already and they were just what I wanted for information and correct data. It helped me look towards a more narrow direction for my project.
- The online article index/research databases is of most satisfaction to me because I can look the articles up in my own home when I'm trying to do research papers or when I'm trying to do a research article for Psychology. It's very efficient not having to come all the way to school, and the articles have more than enough information on them for me to do my homework at home and receive full marks.
- The online articles and research databases because that is the most resource item I used.
- The online articles are a growing resource. I feel the research data on the web is getting better and better.
- The online articles because I use them the most.
- The online articles.
- The online cumulative resource for nursing articles.
- The online data base which gives me quick reach to articles I need for written assignments.
- The Online Database because it's very easy to search through and to quote from.

- The online database resources because I use it so much and it truly had everything you need! :)
- The online database was the best. I could research from home and still get all the information I could if I were in the library.
- The online database, because it saved me hours of research.
- The online databases and journals because it has made any research paper infinitely easier.
- The online databases are very helpful and allow me to do my research papers at home. I almost always find what I need.
- The online databases so that I can search from home in a variety of places to find resources for projects and papers. It would be nice if in the business subject guides there was more related to human resources management.
- The online full text journal articles because they make it easy for me to write papers without having to hunt for paper copies.
- The online index and research databases.
- The online index/research database, because I am in the LGLA program and it is much more efficient for me to look online than in a book for the research that I need for class projects and these are accessible from home too.
- The online journals are very helpful and easy to search.
- The online journals, as it is very efficient for writing papers. I especially like CINAHL.
- The online library resources for finding articles.
- The online magazines and newspapers- I find that we often need them for research for the majority of the classes.
- The online periodic journals and E-books help a lot during research.
- The online periodicals. (2)
- The Online periodicals (magazines, newspapers, journals). They are very helpful for essay research etc.
- The online periodicals and research data bases are what I use most and usually have success with them...the only problem is that sometimes the data bases are difficult to access due to technical problems...fairly regularly they won't load.
- The online periodicals are very helpful when researching. You can easily find recent relevant sources that can be used for the report or paper.
- The online periodicals because I like that I am able to access them even from home.
- The online periodicals because it is very helpful to be able to do research for papers at home. It saves a lot of time when I don't have to drive into Surrey.
- The online periodicals because it provides us with various locations on where to get the articles/journals we might need.
- The online periodicals database. As a crl'm major I use it all the time for research. It's quite easy to navigate, and convenient that I can use it from home.
- The online periodicals is great! Organized and thorough!
- The online periodicals were the ones that I was satisfied the most because even though I'm not at the library, I was still able to access them at home for research work.
- The online periodicals, mainly Jstor, because they are extensive and plentiful with lots of helpful information that I do not have to search for hours.
- The online periodicals. Writing papers is a part of University life, and being able to access your research materials from any location is extremely important for a student who also works full time!
- The online research database.
- The online research and databases are very useful, as well as the subject guides on the website. These are both very easy to use and provide me with the tools I need to do research.
- The online research articles and databases are a great resource! There are so many options to choose from.
- The online research database - It is extremely helpful and easy to use.
- The online research databases.
- The online research databases because they allow me to do my research for papers from home.
- The online research databases because they are very helpful to find information for assignments and provide the references for you.
- The online research databases because they provide articles from pretty much any source!

- The online research databases, because they are very simple and user friendly.
- The online research databases, I use them for almost every paper I research and they're always very helpful.
- The online research databases. There are a large number of them and they make it incredibly easy to find exactly what you're looking for so you're looking for.
- The online research databases. There are so many and cover so many different topics. I can always find the information I need on them.
- The online research databases. They are extremely useful, and a requirement for a lot of school work I have to complete.
- The online research databases. They are the most helpful to me when doing reports for my business courses.
- The online resources are great because it is very easy to use.
- The online search database.
- The online searching [and subject guides.]
- THE ONLINE SELECTION OF PUBLISHED RESOURCE MATERIALS IS PHENOMINAL, AND EXCEPTIONAL VARIETY FOR ALL COURSES AND AVAILABILITY IS GREAT FOR TIGHT DEADLINES. VERY SATISFIED WITH SELECTIONS READILY AVAILABLE.
- The print periodicals.
- The research data bases because you can access them at home as well.
- The research data bases. I am a Nursing student, and I have found them very helpful.
- The research database as I use it the most.
- The research database because if I am to do a research assignment, then I can find all the books I need to access at home, so I won't need to spend as much time at school in the library. I found it very helpful.
- The research databases because it was easy to find and I needed it to do my project.
- The research databases like Canadian Newsstand and statistical stuff for crime, etc. are very helpful. I'd appreciate more media databases though.
- The research databases was very helpful while doing my legal admin course because Kwantlen made it easier for students to find citations and cases that would make it easier for the student to understand.
- The research databases, because the database is very large and it is something that I can access from home.
- The selection of research databases and online access to journals.
- [The print book collection was the resource most satisfying for my essay-writing/research paper needs. The finding of books was fairly easy, and it is fairly easy to distinguish which books were useful/which were not.] The online print journals (from the databases) were also very helpful, but finding the correct resources takes quite a long time, especially given the large amount of unscholarly material and the difficulty in finding relevant material (having to sort through many narrowly focused articles).
- The use of the journals, [and also the 'ask a librarian' service online is very helpful.]
- There is a wide variety of journals and print periodicals giving you a wide spectrum of knowledge.
- There seems to be many online journals which is helpful.
- Their databases because they offer quite a bit of research for my complex business papers.
- Library's online resources have been very useful along with the staff in terms of completing papers and finding research to do so.

Richmond

- Access to online journal articles, accounting body access.
- Access to research databases is something I'm most satisfied with. The range of databases is quite extensive and cooperation with other LM university libraries provides a deeper pool of resources to draw on.
- Access to various online database.
- All electronic resources which can be accessed remotely. It is convenient for me because of my random daily schedule which often has me doing school work very late at night.
- All the databases prove to be very helpful and easy to use.
- Anything online I am most satisfied although sometimes it is difficult to navigate through the online library as not everything is available electronically. I work full time and attend school at night so I don't have time to go to the library all that often - it would be nice to have more online books etc.
- Availability of academic journals, because they are very key to writing essays in my subject areas.
- Database resources, as there's a wealth of information.

- Databases.
- Databases because it gives me access to high-quality art images.
- Databases because it has a range of information online and the information is relevant and easy to get to online.
- [Electronic books] and online periodicals.
- Good selection of print and online periodicals - have used many in research papers.
- I am most satisfied with the online research databases because it is easy to use and I can access it anywhere with my Kwantlen ID.
- [I am most satisfied with the library's print book collection, I can usually find the things I need easily with a and they have a lot of variety.] The online resources are also very satisfying, they're quick and easy, I can usually find what I'm looking for most of the time, it helps that the librarian is there to point out how to get around the research data base, which can get confusing sometimes.
- I am most satisfied with the online articles. I have used them often and they are always readily and conveniently available.
- I am most satisfied with the online databases because it is easy accessed.
- I am most satisfied with the online research databases because I always use them.
- I am most satisfied with the online research databases, that are provided by the.
- I am most satisfied with the periodicals and magazines and journals. Both the online and print collections are very current and useful to me.
- I am most satisfied with the [print book collection and] online article index because there is enough to help me with my research and studies.
- I am most satisfied with the print periodicals as I could not afford the subscriptions to read them on my own.
- I am most satisfied with the print periodicals because I don't have a subscription to a newspaper so it is nice to be able to read these daily.
- I am most satisfied with the research database JSTOR on the Kwantlen website because it offers a variety of sources to conduct research off of and is seemingly limitless.
- I am most satisfied with the research databases as well as the availability of resources.
- I am most satisfied with the research databases because there are a lot of databases which allows students to have a number of good sources.
- I am the most satisfied with the online research databases, because I found them easy to use for research papers. And it's easily accessible from many locations (home, library, ...) to get a lot of research on a specific topic.
- I am very satisfied with the all of the online resources such as journals, [ebooks, etc.] This is very helpful because I rarely have time to go to the library. Online access is VERY important.
- I am very satisfied with the online resources the library provides, and it helps me do research and homework from home.
- I find the online research databases and availability of articles, journals [and books] online has been most helpful in my time here at Kwantlen.
- I have used the online research tool to find journals that I would use for a paper and have had great success with it. It has helped me find resources to use.
- I like the graphic design and fashion design magazines.
- I love the access to the online article databases for Psych and use these frequently for research and papers.
- I think the on-line articles and research data base are very useful as I'm working full time and it's so convenient to have access at any time.
- I would say that I am most satisfied with the online article index and research databases because there is such a wide variety of subjects and articles that there is an article for anything that would be needed.
- I'm most satisfied with print periodicals because there are different magazines in the library and I can find what I want.
- I'm most satisfied with the online database [of books and] resources. In times where I'm studying late and library is already closed I was reluctant to be able to find resources.
- I'm most satisfied with the online research database, because it is very help when finding resources for research papers.

- In general, I find the online resources to be the most satisfactory as they are convenient and more accessible. Specifically, the online research databases are excellent because they are efficient to use and provide lots of information for students.
- i've really only used online journals and articles. [Mostly, I was satisfied with the citation style guides.]
- Journal articles, because the amount that the library has is quite a lot.
- [Library citation style guides and] online article index searches because it's very efficient for wherever you have access to a computer.
- Magazines.
- Magazines journals and articles.
- Newspapers and magazine are really important to the library's resources because moving on and on with the technology world where news and even magazines can be read through computers or phones but at the end of the day I think that it does not beat the satisfaction level when reading something by holding on to it and flip pages by pages
- On line articles
- Online access database is well useful for students especially CICA, CAS, CPEM handbooks/standards. [It would be great if citation styles could be more detailed. I was searching on various sources on APA format, but most of them are different (formatting details) so I wasn't sure which one to follow.]
- Online and printed newspapers and magazines.
- Online article database, there was a lot to choose from and it was easy to search.
- ONLINE ARTICLE DATABASE. VERY USEFUL AND EASY TO FIND THE INFORMATION.
- online article index - research data bases I use JSTOR for nearly every class and am pleased to find many great articles to help with my research
- Online article index for psych research
- Online article index. Easy to locate what I look for.
- Online article index/ research databases. I use them the most and they have a big collection.
- Online article index/research database because I've used it most often.
- Online article index/research databases. (3)
- Online article index/research databases Because it works.
- Online article index/research databases - has been the most useful so far in my studies.
- Online article index/research databases. It is useful for me.
- Online article index/research databases are excellent!
- Online article index/research databases because I find it easy to use, and it very useful.
- Online article index/research databases can meet general requirement.
- Online article index/research databases. It is because I use less time to actually go to other public or other universities' library to find material for my research paper.
- Online article index/research databases. In this day and age, most people tend to turn to the internet when they first begin to do research. Having articles etc. available on the internet, that can be accessed from any computer is a great and priceless resource for Kwantlen students.
- Online article index/research databases. It shows many references to help guide my researches into the right direction.
- Online article index/research databases. Many resources.
- Online article indices / research databases: because they are a great starting point for finding topics/info for research papers.
- Online article resources. If Kwantlen doesn't have it, I can order it and it usually gets emailed the next day. Great resource.
- Online article When I am writing a paper, I could find the resources from the library website.
- Online article/research data base.
- Online articles.
- Online articles are very important to my research work. It provides credible resources I can rely on and information is up to date. [Citation guides are also essential, it's a reference we can look at when we need to refresh how to properly do citations].
- Online data base. (3)

- Online database because it's simple to use.
- Online database; it's great when I can use it from home and don't have to travel to the library.
- Online databases.
- Online databases are extremely helpful for research papers.
- Online databases even though I would wish for more information on there - it's the best in terms of being able to get information when you're not at school.
- Online databases, they're somewhat easy to use and quick to search. I use them often.
- Online journal sources are very helpful (Business Source Premier).
- Online journals and articles/ research database as there are a wide variety for the subject I am studying.
- Online journals. Because I don't have the time during library hours to search.
- Online periodicals. (8)
- Online periodicals = makes it easy to find articles for writing papers.
- Online periodicals are awesome as it helps reduce my personal spending on newspapers.
- Online periodicals are the most useful to me as they are very useful and available anywhere.
- Online Periodicals are very helpful when there is no time to visit the library
- Online periodicals because it's easy to find quality resources.
- Online Periodicals because of easy access.
- Online periodicals because they are the most useful for my area of study. I like the fact that you can access them any time of day.
- Online periodicals because they are useful for my research projects.
- Online periodicals because they have been really helpful for me when working on research papers.
- Online Periodicals, as those have been the most significant resource I have used in class projects.
- Online periodicals, because it has a wide range of selection, and I don't have access to it elsewhere.
- Online periodicals, there is usually a lot of options to choose from.
- Online periodicals, they are chalk full of info and easily accessible.
- Online periodicals/research databases - because its most convenient to get sources for research papers w/out having to wait for a book to check out or w/out having to go to school to access it.
- Online periodicals, they're very easy to access.
- Online periodicals.
- Online research data base: extensive number of data base allow student to gain free access to useful data.
- Online research database It is an helpful tool for most of my courses.
- Online research database was very helpful when researching my last paper, particularly seeing chapter titles of a book.
- Online research database. It's efficient and easily accessible for research and term papers.
- Online research databases.
- Online research databases - efficient way to search for articles and narrow scope
- Online research databases because it is very useful for business.
- Online research databases- handy for writing science papers.
- Online research databases have helped students during their researches for certain subjects' projects and reports.
- Online research databases, because they are the only thing I have used.
- Online research databases, very helpful in all courses studied.
- Online research databases: - Most of my courses are needing to look for scholarly articles. Kwantlen Library provides these data bases for us so then we don't have to pay to use it.
- Online resource searching (periodicals etc.) is easy and available.
- Online resources- I can access them from anywhere and at any time.
- Online resources. Could use improvement though.
- Online resources because it's hard to find.
- [Online subject Guides and] academic article sources. They are the most useful to my design field research. they are also easily accessible from home and have no due dates or fees.
- Periodical resources online because I don't have much time to spend at school , so to have it at home anytime is very useful!

- [Print book collection and] online resources: I get resources that are totally exclusive sometimes to other institutions that doesn't have it and it really helped me a lot on my projects and research.
- Print magazines. Lots of variety and love that the back issues are kept.
- Print periodical are up today.
- Print periodicals.
- Print Periodicals (esp. trade magazines) because they provide the most accurate, detailed information in print and is current.
- Print periodicals (magazines, newspapers, journals) because they are very up-to-date.
- Print periodicals (magazines, newspapers, journals) Online periodicals (magazines, newspapers, journals)
- Print periodicals : can use for research.
- Print periodicals because I have found them easy to browse and very available.
- Print periodicals. I've have been able to find everything I need.
- Print periodicals: good variety.
- Print periodicals: renew quickly with variety of options.
- Printed copies as they are the information students use most of the time.
- Printed material, I like to be able to hold something and read without eye strain.
- Research data bases because it helps a lot for my Psychology projects.
- Research database because we get to have a access to it anytime and anywhere.
- Research database helped very much with papers.
- Research database. Tons of resources available.
- Research database: convenient and informative.
- Research databases.
- Research databases- easily accessible.
- Research databases. Fantastic. I had to write many papers last term and the databases were awesome.
- The eon line sources, because there are helpful and convenient on the computer just about anywhere.
- The availability of online research databases.
- The database is quite decent.
- The electronic journal collection is satisfactory.
- The library website has a very nice research database that is available to us.
- The online article index and research data bases it is convenient and it provides scholarly information that is reliable.
- The online article index was helpful for assignments.
- The online article index, there are quite a number of articles found for every subject category.
- The online article index/ databases because they have been helpful in many of my classes, not just one.
- The online articles were easy to find and use.
- The online data research is pretty decent and it's nice having access from find.
- The online database is what I am most satisfied with because it has a large number of articles and other very useful pieces of data.
- The online database's are very handy and our teachers explain how to use them very clearly.
- The online journal resource data base.
- The online library material search, I use it whenever I have to research something.
- The online periodicals (magazines, newspapers, journals) have been very useful to me for research papers and essays.
- The online periodicals because I use them the most frequently for academic resources for papers.
- The online research data base has been very helpful when writing papers or when in need of further references. I am very glad that this is available to students.
- The online research database because I use it a lot. It hasn't let me down yet!
- The online research database, it always has some results returned (sometimes too many), and is accessible from anywhere.
- The online research databases are current and easily accessible.
- The online resources are extremely valuable.
- The online resources because I can access it at home anytime.

- The online search for scholarly articles.
- The only resource I have used is newspaper articles.
- The print periodicals. almost all of the ones I have needed are provided on the campus closest to me
- The research data base is quite good but It could still be improved.
- The research databases because they are easy access and easy to navigate, for the most part.
- The research databases having been useful. They are user friendly and provide many studies on a variety of subjects.
- There is a good selection of online journals.
- Variety for print periodicals are pretty good.

Langley

- Trade magazines because there are up to date articles of horticultural interest.
- There is a good source of periodicals & magazines for Hort.
- The very impressing and extensive selection of horticulture related material, if I even have any 'wonders' or question about a horticulture related subject, I have never failed to find information on the subject. Thank you!!
- The very best part of the LR is having access to so much information (periodicals and research data)both here and at home.
- The print periodicals because I enjoy looking at them sometimes.
- The online resources as they are vast and easy to use.
- The online periodicals easy to use and find.
- The online periodicals have been extremely helpful.
- The online periodicals because it is very accessible and easy to use.
- The online journal database because it is the resource I use the most as a psychology student. A wider selection of available journal articles would increase my satisfaction but as it stands, it is definitely adequate.
- The online databases [and online citation guide.]
- Research databases.
- Research databases; not enough variety in any library at a given time.
- Research data base is easy to use and allow for profs to use articles on assignments, usage at home makes it easy to complete the assignment.
- Print periodicals, useful for research and staying update with local and international news/culture/finance.
- Print periodicals- am in horticultural stream and these are used thoroughly!
- Periodicals, newspapers and magazine publications.
- periodicals
- Online research search because I can access it from home.
- Online research databases, they help you get projects done and give you credible resources to use for information.
- Online research database is wonderful. I have used it often for my research for horticulture. Love the way they have so much info and it's so well catalogued that you can easily access it.
- Online periodicals. I use them most frequently.
- Online periodicals, vast amount of information.
- Online periodicals because I can access them from home.
- Online periodicals because all the magazines were very helpful and detailed to the subject that I needed to research on.
- Online periodicals and journals make it easy to complete research from the comfort of home.
- Online periodicals & research data bases. Easily accessible from home not just school.
- Online Periodicals - because it's a quick, easy way to keep up with current events. A lot of which are used within my studies.
- Online journals, can access them at your own convenience.
- Online journal databases are amazing! Great help for article access from home, and they're free. [Citation examples and references for APA and MLA are very hepful- cuts back on alot of time and indicates the most important points. Number of computers is great, and C.O.W are super useful as well.]
- Online databases / resourcing.
- Online Databases.

- Online Database. Large amount of information.
- Online database for articles.
- Online data base.
- Online articles because they help with research a lot.
- Online articles allow me to access information from home.
- Online article index/research databases and Data and statistical resources.
- Online article index/research databases.
- Online access to journal and databases enable us to work where-ever there's an internet connection.
- I find the online periodicals very important seeing as how the eprint books print books may be out of availability students can rely on online information more.
- I am very satisfied with the online research data base, [the librarian was very helpful in showing myself and classmate how to use the data base, I also find the citation examples and guidelines very helpful as I'm a first year student.] Thanks for all the assistance.
- I am satisfied with all the resources available online and we can just get them there anytime. I find it easier to just go online to get articles or any videos available.
- Any online resources because they are easier to find what you are looking for.
- Access to research databases because I use articles for papers quite often.
- Access to online periodicals and journals, because there is a wide variety and you can find more than one source for most topics.
- Access to online journals and databases.
- I'm most satisfied with the online journals and the research data base provided. It is very fast and easy to find exactly what you are looking for.
- I'm extremely satisfied with the online resources because I am able to access all the information I need when I'm at school or home. It's very useful for research essays.
- I very much like your wide variety of magazines and newspapers. Keep it up!
- The library has a good selection of relevant periodicals.
- The Greenhouse Canada Magazines, because they helped me and other students with a magazine article assignment.
- The databases have been satisfactory but I would like to see more of that available as opposed to texts because electronics is much more convenient.
- Even though I have not fully used all the resources offered at the library; I am happy we have access to databases and articles we cannot get a hold of on our own.

Cloverdale

- I am equally satisfied with both the [print sources and] online magazines/journals as there are alot of resources.
- The online databases, they make researching a given topic less tedious.
- The online databases were thorough and easy to use.
- The online all data for automotive has been extremely useful for me.
- Online article search and resources. Makes it so much easier to find what your looking for.
- magazine and newspaper selection, I enjoy reading the newspaper before class and during my lunch period.
- Periodicals, I use them daily and they offer a lot of info.
- Periodicals, great selection.

Videos/DVDs

Total=30

Surrey

- DVD and Video collection.
- I absolutely LOVE the DVD and Video collection. I feel that it's a significant resource in the library because we're coming into an era where everyone enjoys learning through visuals as opposed to print.
- I am most satisfied with the internet/online streaming videos because I create many power points and a good video is always important.
- I am very satisfied with audio visual collections because it is a very good source of learning.

- I like the audio and visuals you have because they are imperative for projects which you must show a video eg. Anthropology. I also like the setups in which a group can watch them at.
- I really like how you can see streaming videos.
- I use online streaming videos to watch course related material.
- I'm most satisfied with the DVD and Video collection in the Library. Every movie my history teacher has mentioned in class as something to watch whenever you get time is in the libraries possession.
- I like the broad selection of [printed books and] DVDs available.
- Online streaming video because it is convenient.
- Online streaming videos.
- Online streaming video's - access when you need it which is great.
- [Print book collection, print periodical,] online stream videos because those are the ones I prefer most.
- The DVD and video collection is very extensive compared to other libraries. There are a lot of interesting documentaries as well as fictional movies that I like to borrow.
- The DVD and video selection as it helps me because I am a visual learner who suffers from dyslexia.
- The DVD collection because my teachers are able to liven up their classes by showing the odd video, although some of the videos are not the most current ones I suspect and might be in need of an update.
- The online Streaming is very helpful because if you aren't able to watch the resources that are given to you then the time you use at the library is useless.
- Video Streaming simply because it is instant and easy to use.
- With [print book and] online video streaming because it is most efficient and effective for students.

Richmond

- DVD and Video collection, I assumed that the school wouldn't stock this sort of thing but was very pleased with the selection and am looking forward to borrowing lots!
- [I am always amazed by the selection of fashion biographies and other books in the library.] Also, once I was looking for a specific video, and I found it in the library on VHS. I am very appreciative of the library service at this University.
- Online stream videos.
- The audio video resources.
- The DVD and video collection. The movies I need to watch for classes are always available in the library.

Langley

- DVD collection.
- Being able to take out DVD that will help with projects. Sometimes works better instead of a book and its good to have the extra resources.

Cloverdale

- Video.
- The DVD collection, they are very relevant to what I'm learning.
- Technical DVD's and videos classified by Program.
- DVD video collection. I can get the same videos that we viewed in class.

AV Equipment

Total=33

Surrey

- A/V
- Access to a cd player made my final project worth 25% of my mark super! I had a powerpoint slide show and played a cd a synchronized song of the process of my colleague I made. Thank you.
- Audio visual equipment.
- Audiovisual equipment - Most satisfied because if I put "unsatisfied" or less, the library might put \$ into purchasing more of this, and I think it's really not needed. With the exception of viewing the odd VHS, where a VHS player and a TV are needed, DVD players aren't needed. I'd say 80% of student have their own DVD players on their laptops and they have headphone from their iPods; they would probably rather watch from their own

devices instead of using the library's. However, another exception would perhaps be a need for a Blu-ray player but even so, at the rate technology is going, I wouldn't be surprised if they started installing Blu-ray onto laptops as well.

- Audiovisual equipment is available for presentation use, so that helps out.
- Audiovisual equipment, its mostly up to date and are kept up nice.
- Audiovisual equipment. I had a presentation and at last minute realized I forgot my DVD player at home. found it in library and got good marks on presentation.
- Audiovisual equipment. And library's resources.
- As a fine arts student, I am most satisfied with the ability to sign out resources such as light kits, cameras, and tripods.
- DVD players so I can watch the DVD's at school instead of having to take them home.
- I am most satisfied with Audiovisual equipment (Computers on Wheels, DVD players, etc.) because it is always available when I need it.
- I am most satisfied with the audiovisual equipment because I find it very useful and convenient.
- I'm very satisfied with the audiovisual equipment because they are considered a very useful resources to gain information faster.
- [That the library has a numerous selection of book for my research topic and] that the library provides me with a camera for my photography class.
- The audio visual equipment, very useful and necessary in today's world.
- the audiovisual equipment because it provides students who may not have the financial resources available to use cameras and equipment to enhance assigned projects.
- [Online periodicals &] audiovisual equipment. I found both to be available when I needed them, and tools I do not have access to at home and/or public libraries.
- The audiovisual equipment is good for a university. [There are also plenty of computers to use in the library.] Makes it easier to get started
- The audiovisual equipment. I am very satisfied with this equipment because by having it available for students to check out it has stopped the worrying going out to buy such equipment yourself. It saves lots of money for us the students. I really enjoy that fact!
- The computers on wheels because they work great for preparing for presentations in classes because you can take the device to one of the study rooms.
- The equipment available.

Richmond

- Audio equipment, having computers brought to classrooms has been helpful.
- Audio visual equipment.
- Audiovisual equipment because it can provide a better understanding of many lessons.
- Audiovisual equipments (including camera setups) very useful for projects.
- Audiovisual equipments are really handy and convenient while doing project at school.
- Booking a projector has always been fairly quick and easy to return.
- Most satisfied with audio visual equipment, because it is useful to me the most.
- Probably the audiovisual equipment because I had to use it for a class project.
- The audio visual equipment, because several times I have been able to use a mobile projector to practice presentations in library study areas.

Langley

- Audiovisual equipment (Computers on wheels). We learn a lot by seeing things visually faster. Videos shown through Cow in classes are indeed a great help.
- I am most satisfied with the available electronic devices. Not only is there a wide variety of selection but it is also free, which for a student is very important and appreciated.
- [Online journal databases are amazing! great help for article access from home, and they're free. Citation examples and references for APA and MLA are very hepful- cuts back on alot of time and indicates the most important points. Number of computers is great], and C.O.W are super useful as well.

Data and Statistical Resources

Total=9

Surrey

- Data and statistical resource because report research required.
- Data and statistical resources. It is very easy to find data and statistical resources that you need for your projects. This becomes very helpful.
- Data and stats resources because the information is relatively up to date.
- Data resources.

Richmond

- I'm most satisfied with online resources, especially data and statistical resources. It is very helpful. The website offers various stats data from different government website.
- data and statistical resources because it is one click away. Available at home or at school.
- Data and statistical resources. Easy access and search function.

Langley

- I am most satisfied with Data and statistical resources.

Cloverdale

- Data and statistical resources because it is really nice to know that there are many books and other sources to go to for information.

Subject Guides

Total=63

Surrey

- I am most satisfied with having the subject guides. I'm in the nursing program so the nursing section leads me to many areas to find resources that could be helpful to me.
- I am most satisfied with the online resources, including the subject guides. I work full-time, go to school, and I am mom, it is much more convenient for me to go online to do my research.
- I am most satisfied with the subject guides online, on the library website. It is very quick. It takes me barely 2 minutes to find what I'm looking for.
- I am satisfied with the subject guide on library website.
- I am very satisfied with the subject guides on Library website because it was easier for me to look for the subject I needed.
- I really like the subject guides [and the citation style guides] on the library website.
- [Print books because they are easy to find and read. Moreover you can find the books and see other related books nearby instead of having to search online as sometimes students have difficulty finding what they need. The citation guidelines are a great resource. They help tremendously with assignments making them easy and clear to understand.] Guides on the website are also useful as you know where to go instead of clicking aimlessly and achieving no results. I am very pleased with these features.
- [Online journals,] subject guides [and citation guides].
- Kwantlen's website and the many different subject guides on the library web.
- subj guides[&lib citation].
- Subject guide on the website. Easy to access.
- Subject guides.
- Subject guides - makes it easy to find the information I need.
- Subject Guides because it helps to make researching and studying easier.
- Subject guides on library website. Because I could use it at home and be acquainted to the resources without wasting time.
- Subject guides on the Library website because it helps me study for my final exams for example my Math class.
- Subject guides on the Library website [and ONLINE ARTICLES] because it provides you clear information and you are able to search for documents that will help you in the project.
- Subject guides on the Library website makes browsing clear and concise when time is an issue.

- Subject guides on the library website. It was easy to navigate and find the things I needed for my subjects. Finding information was easy and fast.
- Subject guides on the library's website are categorized well and have helped me out this year.
- Subject guides on the website are very well laid out and easy to use.
- Subject guides on the website. They are sufficient.
- Subject guides, it makes it a lot easier for students to find the right journals to be searching.
- The [online searching and] subject guides.
- The online subject guides [and citation guidelines] are very useful and easily accessible.
- The subject guides [and citation style] is exceptional and I am satisfied.
- The subject guides has helped streamline research for my subjects, [and the citation guide has been very useful.]
- The subject guides on the library website are very easy to use and very useful and informative.
- The subject guides on the library website. It is extremely helpful and it's much easier than trying to go through the library to find what you need.
- The subject guides on the website where very useful to find the right periodical with the right article. [However in obtaining the articles the library was sometimes lacking. On a recent research project I had to place 3 inter-library loans to get the articles I desired.]
- The Subjects online.
- The Subject Guide on the Library Website. Quick, easy, and lots of variety.

Richmond

- I am most satisfied with Subject guides on the Library website because it helped me a lot when I have problem with that subject.
- I am very satisfied with the Subject Guides online [and the book collection] because[I generally like books and] the Subject Guides have helped make my online searches for research material and resources easier.
- Most satisfied with the guides on the website they are very helpful.
- Online subject Guides [and academic article sources.] They are the most useful to my design field research. They are also easily accessible from home and have no due dates or fees.
- Online subject guides and databases.
- Online subject guides are extremely helpful and complete.
- Subject guide on the Library website because it aids in school work and helps me find what I am looking for.
- Subject guide on the library website is the thing that I most satisfied with, because I can easily find the position of the book that I am looking for through the guide on the website.
- Subject guides.
- Subject guides are very useful when starting to research.
- Subject guides because they're well organized and provide students a mean to find articles without having to go directly to the library.
- Subject Guides on the Library Site - It makes it more easy and less time consuming to find what you are looking for on the website.
- Subject guides on the Library website.
- Subject guides on the Library website.
- Subject guides on the Library website because I can easily locate and search the materials that I need.
- Subject guides on the library website because it makes it easier to find information that is relevant to me.
- Subject guides on the Library website [Library citation style guides] Overall satisfaction with the Library's resources helped me to find my search easily.
- Subject guides on the Library website, it is very clear for me to do research.
- Subject guides on the library website. it is very easy to find your way through it.
- Subject resources made many journal articles available to find and read.
- Subjects on the library website.
- The subject guide on the library website because it makes it very easy for me to look what I'm looking for. Especially, if I'm in a hurry or something.
- The subject guide. It seems very comprehensive and has probably saved me many hours of blind searching.
- The subject guides as they are so helpful in finding all the content I need for all my subjects.
- The subject guides make searches much faster and make it easier to find resources dedicated to your subject.

- The Subject Guides on the library website because I use it the most often for my accounting degree.

Langley

- The subject guide on the library website as it makes it much easier to navigate.
- Subject guides on the library website, makes it a lot easier when it comes to research etc.
- Subject guides and citation style guides, because I use them on a regular basis with all my courses. Each course/instructor may have a different preference of citation style to use, and it comes in very hand when working from home.
- I really like the subject guides on the library website because they are easy to use.

Cloverdale

- Subject guides, they make it easy to find information related to my course.

Citation Style Guides

Total=194

Surrey

- Citation.
- Citation Guide. (2)
- Citation guider.
- Citation guides - they are very thorough and helpful when writing papers.
- Citation guides are very useful.
- Citation guides are very useful and good to have available.
- Citation guides because they are thorough and full of great and helpful information. Thank you for providing such great resources!
- Citation guides online, this gives a student easy access from home.
- Citation guides were very useful for writing papers with convoluted biographies.
- Citation one because it helps students with papers and citations.
- Citation style guide is always helpful.
- Citation style guides are very helpful and always available and easy to find.
- Citation style guides are very useful because I'm not sure how to do proper citations.
- Citation style guides as they provide a common source for all styles so you don't have to search.
- Citation style guides because they have helped me for my English courses.
- Citation style guides have been very helpful over my years at Kwantlen. [The wealth of journal archives available online are also very helpful.]
- Citation style guides, because as a nursing student I require information on citing and referencing constantly throughout the semester. It's easy, quick access.
- Citation style guides, the book.
- Citation style guides. I have to cite things in my work very frequently, and the guides help me to see how it is supposed to be formatted. Very useful and a good guide.
- Citation style guides. Easy to find. Explained it well.
- Citation style guides. Good reference when checking up on how to reference one thing or the other.
- Citation style guides. Sometimes we forget how to do them exactly how is requested and the library has exact guidelines.
- Citation styles guide helped me a lot. They are a concise and complete manual. [Online search databases are excellent. But some of the periodicals and articles relevant and listed are not a part of Kwantlen's library. This needs to be updated.]
- Citations are a huge help, simple and straight forward.
- Citations. I can quickly reference them whenever needed.
- Having the citation styles available as an online resource is very helpful because of the number of times that it is required in a semester makes it easy to look up so that a trip out to the campus library is not always necessary.
- Help with citation.
- I am greatly satisfied with [research databases,] citation style guides [and print books].

- I am most satisfied with how the library keeps a number of copies of citation guidelines. They are very useful and effective tools to complete articles, essays etc.
- I am most satisfied with the Citation Guides [and printed periodicals.] The guides have been proven to be very useful for essay writing, [while the periodicals have been useful in searching for research papers.]
- I am most satisfied with the citation style guides because students need to know how to properly cite sources for research papers, which can adversely effect their grades in class. Style guides are vital in that way.
- I am most satisfied with [research database and] citation styles as these are very helpful in writing our research papers.
- I am most satisfied with the library citation style guides because they are very useful when I'm researching for writing papers.
- I am most satisfied with the Library citation style guides because they provide excellent information for APA and MLA citations, and make it easier to learn and understand how the citations work.
- [I am most satisfied with the online periodicals because my classes focus on articles found in many magazines which can be found on databases for my courses.] Also, the citation style guides are very helpful when starting off with a new writing style.
- I am satisfied with the citation style as it is a thorough and easy to use guide for something that is needed by all students.
- I have always found the library citation guides helpful and well laid out.
- I like that the citation guides are posted online so whenever I have doubts I can sign on and confirm I am citing the right way.
- I like the citation guides.. its helps me with having to go from mla to apa and back again.
- I love the Library Citation style guides. It is great to have them right in the library, instead of having to find them online.
- I personally love having all of the different citation styles linked right on the library home page.
- I really appreciate the citation guides, and they have been very helpful while writing papers, especially the first few!
- I really like [the subject guides] and the citation style guides on the library website.
- [I use the research databases the most and I am happy with the range of topics that the journals cover but would like more access to full text journals.] The citation guidelines are great but the APA guideline needs to be updated to the 6th edition.
- I'm most satisfied with the Library citation style guide. There always very easy to find. And once you read them they are very helpful.
- I'm most satisfied with the library citation style guides. I am a first year student, and find that it brings ease to writing papers in this university setting that is still quite new to me.
- It helps that there are citation guides. It's one less thing to carry around.
- Law citations.
- Library citation because they are helpful.
- Library citation guide is helpful to the course essay.
- Library citation guide. It helped me a lot in my classes.
- Library citation guide. Very detailed and student-orientated.
- Library Citation Guides have been extremely helpful in my studies. They are easily accessible both in print copy at the library and online.
- Library Citation guides they are very important for students and the fact that they are available online and as a hard copy is great!
- Library Citation Guides- They help with multiple courses and are easy to use.
- Library citation guides, because it has been very useful.
- Library citation guides, since they are easy to locate. And always in stock. Good supply available. Extremely helpful.
- Library citation guides: Easy to follow and understand.
- library citation guides; because they help guide you when it comes to writing essays
- Library citation style guides as it helps students for making academic papers, guidelines on writing and etc.
- Library citation style guide is the most satisfied because it is clear and provide full information on which and how to use. If some information is not provided in the packet, it is provided by the librarian.

- Library citation style guide.
- Library Citation style guide. It's a basic tool needed for almost any course that requires you to research or write anything.
- Library citation style guides. (5)
- Library citation style guides are always needed in classes and are easy to use.
- Library citation style guides because I use them often as they are applicable to most subject and are very simple to use and helpful.
- Library Citation style guides because it has helped me in English extensively.
- Library citation style guides because it is easy and clear to understand.
- Library citation style guides because it's significantly important to know how to site your work.
- Library citation style guides because it's very helpful.
- Library citation style guides for the most part cover any questions in a simplified manner.
- Library citation style guides help me with papers and are very useful.
- Library citation style guides -I refer to it every time I write a paper.
- Library citation style guides, because it helps us understand the proper procedures to take when we are doing our written assignments.
- Library citation style guides. I am most satisfied with them because if a teacher asks for something and I don't know how to use a certain style, I can just look it up in the guide.
- Library citation styles guides is the most satisfying because it helps achieve higher grades with nit-picky professors.
- Library style guides because it gives you direction on what has to be done and how everything is wanted in the library.
- Most Satisfactory: Library Citation Guides. Why: Resource's instructions are clear. It does not need 'improvement', unlike other resources, which all need greater variety and quantity.
- MLA citations.
- [Online journals, subject guides and] citation guides.
- [Print books because they are easy to find and read. Moreover you can find the books and see other related books nearby instead of having to search online as sometimes students have difficulty finding what they need]. The citation guidelines are a great resource. They help tremendously with assignments making them easy and clear to understand. [Guides on the website are also useful as you know where to go instead of clicking aimlessly and achieving no results. I am very pleased with these features.]
- [Research database and] citation.
- [Research databases,] citation style guides [and periodicals and journals.]
- Satisfied with citation style guides, they are helpful.
- [Subj guides]&lib citation.
- The citation guide.
- The citation guide is easy to access and helpful for writing papers at home.
- The citation guide is very helpful :) makes citing easy.
- The citation guides are precise and easy to use.
- The citation guides are the best resource. The library makes citing very easy because there are booklets fir every format and they are very convenient not to mention easy.
- The citation guides on the website are quite helpful and give plenty of good examples.
- The citation help.
- The citation sections.
- The citation style guide because the information in the guide is not overwhelming. It has the right amount of information needed to understand how the proper citations should be done.
- The Citation Style Guide. It is always helpful and the fact that it is online is very convenient.
- The Citation Style Guide. The guides are well organized and so it makes it very easy to determine how to determine how to cite the various sources that I use. The guides are especially helpful when I need to use a citation style that I am unfamiliar with. Overall, they are easy to use and have helped me ensure that I cite my sources accurately for all my classes!

- The citation style guides are extremely helpful. They are easy to use and understand and explain the process of each style in a simple form. The access to them in both the printed form and online is really nice as well.
- The citation style guides are extremely useful.
- The citation style guides are very easy to read and understand and our access to online articles is outstanding - I never have a problem finding sources for my papers when I use these databases.
- The citation style guides are very helpful and are good and easy to use if you are a beginner.
- The citation style guides are very helpful; however they could be a little bit easier to read.
- The citation style guides because of the amount of human resources in the form of aid that is available.
- The citation style guides have been very thoughtfully put together.
- The citation style guides, because the guidelines are needed for many courses and are very useful.
- The citation style guides... because they help with papers etc..
- The citation styles (handouts) available online and at the library because it's easy to access rather than googling everything.
- The citation styles because they are very useful for most classes.
- The citation styles guide, it is very thorough and gives good examples.
- The Citation Styles guides. I am a first year student and I found that resource extremely helpful in learning how to properly cite my work.
- The different citation styles available at EbscoHost and the format show online, and hard copy at the Library. It makes it much simpler and less daunting when compiling the reference page for papers.
- The library citation [and the printed articles.] I am most satisfied with those two because we actually need it and use it.
- The library citation guides help me with writing my term papers.
- The library citation style guides because it has helped me out a lot with all my English homework.
- The library citation style guides because it is most straightforward.
- The library citation style guides I am most satisfied with. I like that they are up to date and useful for when I need to cite research in my papers.
- The library citation styles because for all citation styles there is a lot of information that is easy to access.
- The library citations because I constantly find myself referring to it for reports and it's always helped me out.
- The library site is helpful with referencing guides.
- The online citation style is very helpful not only for first year but also helps older students for refresher on citation styles. Also helpful if the styles have changed. They are also very easy to occupy.
- The [online subject guides and] citation guidelines are very useful and easily accessible.
- The [subject guides and] citation style is exceptional and I am satisfied.
- [The subject guides has helped streamline research for my subjects, and] the citation guide has been very useful.
- Very clear citation guides. Greatly improved my works cited page. Thanks!

Richmond

- [Books and] citation guides.
- Citation guides because I've never had such a great explanation and guide to follow online and always available.
- Citation guides, because it helps to have it when not knowing how to cite particular resources.
- Citation guides, complete and very helpful.
- Citation guides, they are very complete and easy to access and use.
- Citation style guides - super helpful.
- Citation style guides are helpful for course assignments and future references, and it is updated accordingly.
- Citation style guides because it is worth so much to do it the right way when writing a term paper.
- Citation style guides, very useful.
- I am most satisfied with the library citation style guides, when I first came to Kwantlen and teachers were talking about the different styles I had no idea what they were. When I went on the library site I was able to find all of them as well as understand what the teachers were looking for within each.
- I am most satisfied with the library citation guides because they very useful, especially considering some type of citation is necessary for most courses.
- I am the most satisfied with the citation styles. It is something necessary for all faculties. It helps new students learn how to cite properly and serves as an excellent refresher for students who have used citations before

- I've really only used online journals and articles. Mostly, I was satisfied with the citation style guides.
- Library citation style guide lines because they have helped me the most so far with my classwork.
- Library Citation Style Guides. (2)
- Library citation style guides - it explains clear on what to do and how to do it than book collection for citation.
- Library citation style guides very clear.
- Library citation style guides and online article index searches because it's very efficient for wherever you have access to a computer.
- Library citation style guides are very easy to follow and helpful.
- Library citation style guides because they help with research papers that need to be written using different citation styles.
- Library citation style guides help students to write a correct format in essays.
- Library Citation style guides I use this site often and is very impressed with it. I believe that if every students go on this site, we will not be label as "cheaters"
- Library citation style guides is quite helpful for me when I do essays/papers.
- Library citation style guides very helpful especially in my research papers.
- Library citation style guides, they are clear and easy to understand.
- Library citation style guides, they help me a ton!!!
- library citation style guides, very helpful when working with library materials and they need to be accounted for in work.
- [Online access database is well useful for students especially CICA, CAS, CPEM handbooks/standards.] It would be great if citation styles could be more detailed. I was searching on various sources on APA format, but most of them are different (formatting details) so I wasn't sure which one to follow.
- [Online articles are very important to my research work. It provides credible resources I can rely on and information is up to date.] Citation guides are also essential; it's a reference we can look at when we need to refresh how to properly do citations.
- [Subject guides on the Library website] Library citation style guides Overall satisfaction with the Library's resources helped me to find my search easily.
- The citation guides are very handy n pretty easy to use!
- The citation guides. They are easy to find and really practical to carry around.
- The citation page because I failed a major project from pore citation and the online help allowed me to reference my work and prevents future failures.
- The citation style guides because they are very helpful and are always updated!
- The citation style guides have been very helpful. I have to refer to them often.
- The citation style guides should stay or even be made more readily available to students. They're very good resources.
- The citation style guides, because it was very helpful for understanding MLA.
- [The first thing that I am most satisfied with, isn't even on the list; and that is the helpfulness of the librarians and front deskmen.] I found the library citation style guides to be the most useful, funny enough. Because I am considering a minor in English, it's helpful to have the citation package beside me when I'm writing essays, or reports for my biology courses. It's a simple thing that makes a big difference in my writing.
- The library citation guide. I have found this a vital resource to creating bibliographies and creating research assignments.
- The Library citation guides is the one I am most satisfied with, in the above Library resources. I am satisfied with the Library citation guides because it is easy to use and has allowed me to finish my essays and projects, as it is easy to understand.
- The library citation style guides, because I need to look at this every time I write a paper, which is very often depending on certain courses! Teachers, and different classes, are so picky about the smallest things involving essay writing, so this is very important, and very helpful!
- The library citation style guides. It covers the required citation styles from the teachers. So I'm satisfied.
- The most helpful to me has been the [library books and] citation guides online and in the library.

Langley

- I am most satisfied with [the book collection and] the citation guides, since those are what I have used the most. They have proven to be extremely useful in my studies in Horticulture.
- The Library citation style guides because they are needed on a regular basis for all of my courses and they are easy to use.
- The library citation guides are very useful and I love that they are there when you need them.
- The citation style guides simply because I wouldn't survive without them!
- The citation style guides because they are great, easy to read/understand. I don't think they could be better than they are.
- The citation style guides - they come in very handy when writing papers.
- The citation guides, they're very straightforward and helpful.
- The citation guides properly taught me how to cite.
- The citation guide could be more detailed and layout could be more organized. Douglas College has a great style guide.
- The [online databases and] online citation guide.
- Library citation style guides. This is something that all students use and need reminders of how to properly cite. It has helped me a lot.
- Library citation style guides - Citation can take a very long time to do; therefore, having this available makes it much easier.
- Library citation style guides.
- Library citation guides are very useful and easy to hang on to.
- I am most satisfied with the library citation style guides. They are very clear, and have helped me through many papers.
- I am most satisfied with the citation guides because they are very helpful.
- Citation style resources and guides I am the most satisfied with as well as audiovisual equipment as there have been few issues in classes using these resources.
- Citation style guides, I got some good info from them.
- Citation style guides, because each Professor requires a somewhat different citation style, and these come in high demand during essay time.
- Citation guides. Because they are needed for every class.
- Citation guides, I honestly don't know what I'd do without them. But really, everything is important.
- [Online journal databases are amazing! great help for article access from home, and they're free.] Citation examples and references for APA and MLA are very helpful- cuts back on a lot of time and indicates the most important points. [Number of computers is great, and C.O.W are super useful as well.]
- [I am very satisfied with the online research data base, the librarian was very helpful in showing myself and classmate how to use the data base], I also find the citation examples and guidelines very helpful as I'm a first year student. Thanks for all the assistance.

Computers

Total=33

Surrey

- Adequate amount of computers.
- Computer access-excellent availability and number.
- Computer availability [and fast/easy printing.] Also, I enjoy reading and doing research on the third floor of silence.
- Computer rooms - very handy and convenient to use.
- Computers being easy to access, [the online journals and articles].
- Computer access [and printing ,photocopying] because it is a great help for students to be availability of these facilities on the campus.
- I appreciate the access to computers if I need one.
- [I am very happy with the availability of microfilm.] Also, I think we have a great amount of computers.
- I just greatly appreciate the computers that are available for students. And also the meeting rooms.

- [Overall, there is an improvement in most areas. However, I am not completely satisfied that is why I have not indicated very satisfied. However, the customer service is amazing.] The best thing about the Library is the [customer service and] availability of computers.
- The amount of computers there are available for use.
- [The audiovisual equipment is good for a university.] There are also plenty of computers to use in the library. Makes it easier to get started.
- The computers.
- The computers [and the printer. I don't have a printer at home.]
- The library in the Surrey campus has many computers and is very helpful when studying or researching.
- Surrey. They have a lot of computer, rooms to study and food availability.
- Using Computer and other [some books which we need to fulfill assignments and printer as well].

Richmond

- Computer.
- Computer lab + Group study room.
- Computer lab, because I can do research and there is printer machine can use, I think everything is so well-prepared, and very sufficient for a student to use.
- Computer lab. Because it is useful for students who have not computer at home.
- Computers [and printing].
- I can use computer to reach or do my listening homework. There are places and seats to study is OK.
- the computer lab
- The computer lab because it provides computer access with internet [and printing.]
- The computers because I use them often.
- The lab because I use it the most.
- The use of the computers.

Langley

- The computers are very useful and readily accessible. =)
- I like the amount of computers available.
- I am impressed with the Library computer facility [& print station.]
- [The books and] the availability of computers. [I also appreciate the help of the librarians].
- [Online journal databases are amazing! great help for article access from home, and they're free. Citation examples and references for APA and MLA are very helpful- cuts back on a lot of time and indicates the most important points.] Number of computers is great, [and C.O.W are super useful as well.]

Printing/Photocopying

Total=11

Surrey

- Being able to print documents quickly.
- [I really enjoy anything online b/c I can then print it out and highlight which is very helpful for papers and studying. I wish that Kwantlen could have a bigger database (more access to articles) though as it is frustrating to have to use another university!] I also wish Kwantlen would consider reducing the costs of their printing/photocopying fees as most other universities do.
- [Computer availability] and fast/easy printing. Also, I enjoy reading and doing research on the third floor of silence.
- [Computer access] and printing, photocopying because it is a great help for students to be availability of these facilities on the campus.
- The computers [and the printer. I don't have a printer at home.]
- Using [Computer and other some books which we need to fulfill assignments and] printer as well.

Richmond

- [Computers] and printing.
- Computer lab, because [I can do research and] there is printer machine can use, I think everything is so well-prepared, and very sufficient for a student to use.
- I'm very satisfied with the printing system. It's cheap and convenient for students.
- The computer lab because it provides [computer access with internet and] printing.

Langley

- I am impressed with the Library [computer facility] & print station.

Employees

Total=30

Surrey

- I am most satisfied with the people who work in the Library as they are very helpful and give us guidance to all the resources of library. Apart from them.
- I like the help I get from the librarians with guidance with computer or print books.
- I like the staff and also think extended hours - even longer if possible - is a great resource for students
- [I've had easy and good access to professional journals.] I booked a 1/2hr research session with a librarian who was extremely helpful.
- [Library magazines,online book resources are very help full.] People working at the front are very helpful. Over all I am very satisfied.
- Librarians.
- Not above, but would like to add that librarians are excellent. Space is conducive to study....
- Overall, there is an improvement in most areas. However, I am not completely satisfied that is why I have not indicated very satisfied. However, the customer service is amazing. The best thing about the Library is the customer service [and the availability of computers.]
- People who work there.
- The checkout counter because the staff are always helpful and friendly. And they are always prompt.
- [The amount of books that the library has in stock and] how helpful the librarians are. They are a wealth of information and very willing to go out of their way to help.
- The librarians are extremely helpful.
- [The library helped me with my subject marketing and books were a big help], librarian also helpful.
- The staff are excellent. The quality of books and materials is great.
- The staff. It's great to know that the staff will be there to help find any resources I need for research.

Richmond

- [Everything's very organized and it's easy for me and perhaps other students to access things.] Librarians are quiet helpful as well!
- I am most satisfied with the way that the research librarians have helped me find research materials. Requesting interlibrary loans and purchasing books which should already be on your shelves is one area that they have helped. They have also given me ideas for further research. The research librarians I have spoken with have also noted that the shelves are desperately lacking in research material.
- The first thing that I am most satisfied with, isn't even on the list; and that is the helpfulness of the librarians and front deskmen. [I found the library citation style guides to be the most useful, funny enough. because I am considering a minor in English, it's helpful to have the citation package beside me when I'm writing essays, or reports for my biology courses. it's a simple thing that makes a big difference in my writing.]
- The librarians are always very friendly and helpful!
- The staff is helpful and resourceful.
- The staff! They have been very helpful.

Langley

- [The books and the availability of computers.] I also appreciate the help of the librarians.
- The resource that I appreciate the most are the librarians. They are a wealth of information and are amazing to work with.
- The librarian - she is a life saver.
- The help from librarians.
- Staff. Out of all of my experience with Kwantlen (admissions, admin, program heads, etc..) ONLY the ladies in the library and the bookstore have been helpful. They are always kind, courteous and extremely helpful in whatever I may need.
- [I am very satisfied with the online research data base,] the librarian was very helpful in showing myself and classmate how to use the data base,[I also find the citation examples and guidelines very helpful as I'm a first year student]. Thanks for all the assistance.

Cloverdale

- [Library's resources &] librarian's help.
- [I am very satisfied with everything.] The staff is very knowledgeable on what they have and where it is in the library. It is very helpful knowing the staff is very approachable no matter what question is presented towards them.
- [The books and the availability of computers.] I also appreciate the help of the librarians.

Other Comments

Total=102

Surrey

- Access to other languages material, more available than elsewhere.
- All the resources available are really great for students.
- Approx. everything.
- As noted, I have not as of yet really used the library services, but from looking around, the selection looks quite good and quite a few services seem to be offered which I may need to use in the future.
- Because I can access these material easily regarding study purpose and get excellent marks in Exam.
- Because it's good.
- Cuze it makes things easier for me to research online.
- Everything.
- Good sources.
- However, I do like that now articles that have to come from another library are emailed to you via pdf. Great time saver and paper saver!
- [I am always using the online journal article resources.] The only problem that I have encountered and been frustrated with is the inter-library loan requests. Any request I have made I have never once received in my four years at Kwantlen. The service should not be offered if it is not reliable.
- I am most satisfied with the Library's resources OVERALL. I find there is a good blend/selection of all resources available for students.
- I am most satisfied with the online book holding. That way you can ensure the book you need for class is available for you.
- I am satisfied with overall library resources as availability of computers,wireless net,books,study rooms and lot more is really a thing to be applauded!
- I am satisfied overall with all the library's resources.
- I am very happy that interlibrary loans of research articles are easy and free to do now. And that they come in a digital form.
- I can't really comment BC I always go to SFU for their resource as an archaeologist and anthropology major.
- I can't say I am exceptionally satisfied with anything. Rather apathetic actually. It's rare for me to have to use the library for my program.
- I enjoy using all of the online resources quite frequently.
- I feel the same way about everything; good enough.

- I like the web site, being able to renew on line and research on line is great.
- [I used the microfilm readers for the first time this semester, and I'm impressed with the number and range of Canadian newspapers held at the Surrey campus, and even more impressed that the entire Globe & Mail collection is accessible online. This has definitely made my project much easier this semester] My only complaint would be the lack of knowledge on these machines among the library staff. I know we can't expect everyone to know how to use the machines, but could they at least know who to get for help instead when a student asks? I spent a week using the older microfilm readers, printing pages I needed, instead of using the digital one because no one who came in to help me had seen that I had loaded the film on the digital machine the wrong way, which was why I couldn't make the machine focus, and went back to the older machines each time.
- I really appreciate the online website that helps me look up textbooks and books for online research.
- I think that the library has done a good job of dividing itself into zones (group zones, vs quiet zones). [I also think there is a reasonable selection of print books.]
- I was satisfied with the library resources overall.
- I'm satisfied overall with our Kwantlen libraries because not only do they have all the resources students need but also the librarians are very helpful.
- [I am most satisfied with our book collection. I have always been able to find good books that pertain to my subject.] We could improve our DVD/video collection.
- I'm very satisfied with the overall library resources because for a person who knows how to make use of library our library is very good. Almost everything there is useful for students!
- Inter-library loan, got two books from Alberta university very quickly.
- It all seems pretty good to me.
- Mainly used regular books and videos. Videos should be for longer time, one week loans would be better.
- Most unsatisfied with statistical resources because stats can make a paper more relevant if there are stats to back it up.
- NA.
- No comment.
- None.
- None, the libraries resource's feel average/normal.
- Not really satisfied with anything.
- Online course reserves.
- Overall layout of subject guides and website is good.
- Overall satisfaction with the Library's resources.
- Overall satisfaction.
- Overall Satisfaction with Library Resources - I always find what I need and if I need assistance it is given readily and efficiently.
- Overall satisfaction with the library's resources.
- Overall, as a first year student, I am very impressed with the Surrey campus library. It is very organized, clean, and a great place to study. The staff are very polite, and eager to help.
- Resources are there when I need it.
- So far been able to get what I needed however one time when I returned my books, one was not checked in properly. I was fined and there was a hold on my record which could have been very detrimental as I wasn't able to register for my classes. Fortunately the book was located on the shelves and my record cleared.
- Study area.
- That's hard to say, I love everything about the library.
- The ability to navigate through the library website easily.
- The ability to reserve books online and pick them up at campus! Saves me so much time and I really appreciate it!
- The in library resources that cannot be taken out the library (i.e. the DSM that does not leave).
- The library collection is great!
- The library helped me with my subject marketing and books were a big help, [librarian also helpful.]
- The overall satisfaction with the Library's resources.
- The study area (3rd floor) nice and quiet for doing work.

- [The subject guides on the website were very useful to find the right periodical with the right article.] However in obtaining the articles the library was sometimes lacking. On a recent research project I had to place 3 inter-library loans to get the articles I desired.
- The Sun Servers: They Work.
- [The use of the journals,] and also the 'ask a librarian' service online is very helpful.
- The way it is organized and the availability of resources. Makes studying and research a lot easier.
- [There is a great deal of books within the library] however I do believe there needs to be some more Punjabi and psychology journals.
- You would not believe the times when I needed things and had to go to the library... it's a lifesaver.

Richmond

- All of them. The library has been very useful to me for all my projects and educational needs.
- Everything's very organized and it's easy for me and perhaps other students to access things. [Librarians are quiet helpful as well!]
- Have not used the library.
- I am a new student and have only been into the library to get my student card. I plan on checking out the library in the next few weeks.
- I am really happy with our library at the moment. We have an abundance of material and resources. I do however, wish that we had more reading material that is not strictly academic. I also wish that in future the inter library loan process would be faster.
- I don't go to the library very often because the first time I went I got very poor assistance, so I try to avoid it when possible.[I did however find a very excellent book on fashion marketing at the Richmond library which I am very happy with].
- I haven't used it yet so I wouldn't know.
- I like how you can find most information online as well as in the library.
- I really like the lay out of the online library guide. I find it easy to navigate. And I really like that the articles are cited for us.
- It's all good. The hours of operation are good. I live at the library.
- N/A (2)
- None. (2)
- Online-convenience.
- Overall I find the library satisfying. I can usually always find a few books on the topic I am studying but I have had to go downtown to find a few more. I do really like how you can request books from other campuses.
- Overall I'm satisfied with everything. It is a great library and meets my needs just right.
- Overall satisfaction with the Library's resources because I think all the facilities available are great.
- Rooms for group studying. Room for computer work.
- The library website is good. It could be better like the Vancouver Public Library catalogue, but I like some selections provide me with a picture of what the material looks like.
- The up-dating of the facility. It needed it badly. Hope it looks like the Surrey Campus's library.
- This is my first semester here at Kwantlen. I haven't had a chance to use the above library resources.
- Um....nothing particular.
- We can make an appointment with any tutor easily if we have some difficulty about our courses.

Langley

- The bookstore has had all the books in print that I required for my program.
- Overall satisfaction with the Library's resources: I have been impressed by the resources the Library offers, since the majority of resources I have been unsuccessful in finding in other libraries I have found (with moderate ease) at the Kwantlen Libraries.
- Overall satisfaction thus far.
- None
- N/A
- I LOVE HAVING THE RIGHT TO USE THE INTERNET IN THE LIBRARY AND I USE THIS RESOURCE QUITE OFTEN .
- I find these resources useful and easy to use.

- How I can find journals easily, on the library website.
- Good source of information, clear where and how to find the information. Very satisfied that I can access it in the comfort of my own home.
- To be completely honest I am new to the school and have not had a chance to use any of these resources yet.
- The overall Library system is good, it's easy to find things when needed for classes, I really have no complaints at all ... so I am basically satisfied with everything
- The library resources have been good for me so far, I have not used them as much as I want but I will more in the future.

Cloverdale

- Otherwise the Library is just fine.
- Library's resources [& librarian's help].
- I am very satisfied with everything. [The staff is very knowledgeable on what they have and where it is in the library. It is very helpful knowing the staff is very approachable no matter what question is presented towards them.]
- A lot of students seem to be able to access online better.
- Very well like the program.

Appendix C: Reasons for Dissatisfaction with Library Resources

Q. 3 If you indicated **VERY UNSATISFIED** or **UNSATISFIED** with any of the above Library resources, please explain:

Books

Total=86

Surrey

- We have (unofficially) a major in Anthropology and yet we have virtually no resources to support our students in Anth/archaeology. I no longer even try to access Kwantlen's resources for anthropology and archaeology research papers - I go straight to SFU because they always have what I need.
- There should be more of current AND previous textbooks in the Library, in times wherein a student may forget their book, or perhaps brush up on a previous level, or perhaps even to save money. e.g. Math books generally get used for the problems at the end of the chapter. The selection of other books in the Library is also quite limited. eBooks as well are lacking.
- There is little in the way of art and health books in the Surrey library.
- There are not enough resources pertaining to the Environmental Protection Technology Diploma program. [I find the library website difficult to navigate sometimes, because it loops back to the same pages.]
- The selection of books and resources is incredibly limited. I have to go to other libraries in order to get almost all of my materials needed for research. Kwantlen is an expanding University and needs to have the resources to compensate. Many books that are needed in certain subjects are not available. It is very frustrating as a student to have a library that lacks resources for research because online research is NOT always the best.
- The print book collection: Kwantlen has pretty good collection of books when it comes to business and sciences. But the only problem I have faced is that sometimes there are few copies of it, and as students take classes of higher level, they end up waiting for long.
- The print book collection seems to be too small for the specific essay topics I've had to cover. Ex. China's treaty ports in the 19th century. I had to drive to UBC to borrow books from their library because the interlibrary book loans take up to two weeks. Then I had to drive back to UBC to return them because I did not borrow them through the interlibrary system. [Subject guides are very unhelpful. Nothing I am searching for ever comes up.]
- The print book collection in the library can be greatly expanded. Sometimes books are not available at the KPU library and must be obtained through inter-library loan which takes way too long.
- The library rarely has books I need and these are not obscure books by any means; they are commonplace classic books or popular books. They do, however, have a lot on certain subjects.
- The library does not have enough print book collection compared to those other schools. We should get more print books.
- The collection of print books should include the most recent textbooks for each course. They do not.
- The book selection is ridiculously bare of non-fiction bestsellers from this decade. Please give us the bestsellers. Financial books like Freakonomics and The Outliers would be nice (in English please). Also: WHY aren't there textbooks in the reserves? Do you realize how many students do poorly in classes because they are waited for textbooks they ordered in the mail or they borrow from a friend to skil'm during breaks because they're too expensive?
- The book I wanted was not in the library because there were only 2 copies of it.
- The aren't too many leisure books/novels, [and the style guides have gone out of date on occasion so I stopped using them (weren't revised with last year's APA, for example).]
- Sometimes I just cannot tell the differences between two similar books from citations.
- Sometime just frustrated when you want to find certain books [and articles online], even those that are not accessible, they still show up and when you hoping and hoping and finally you find it and when click in just realized that we can't even get them.

- [Some of the websites that are described as leading to published research papers are either defunct, or do not have a consistent number of articles to search for. I think just a SINGLE SEARCHBOX should have multiple functions, including being able to search for journals, articles, books, videos/DVDs, ebooks, citations guides, and various other informations.] More textbooks would also be great to be added to the library arsenal.
- Some of the books seem to be updated a bit slow. I wish that newer version of the book were shelved faster than now.
- Some items are available at all campus then sometimes the book [or DVD] I have been looking for is at a different campus.
- Resources are always being taken out by other student and are available. Or one must have to wait a long time for the previous person to return material.
- Print books are not easily located due to numbering system. It is very hard to follow.
- Not enough resources in the social sciences area, particularly Asian history.
- Not many problems, but sometimes it's difficult to find good reference material.
- Not enough ebooks, there should be a bigger variety.
- Need to have more copies of textbooks used in classes for each library location. Also, we need more books on more topics. I find that art history and sociology textbooks are very limited. Moreover, when searching for a certain topic on the library search engine it often does not lead me to the topic intended.
- Need more of a variety of [online databases,] electronic books, [and access to online- detailed, citation style guides.] Overall, more sources to obtain information from should be made accessible to online
- --Need more copies- one book with holds makes it unavailable all term. [--need updated DVDs education material-collection not current e.g. psychology, psychiatry, medical! --not enough computers available/ not satisfactory staff to].
- Need availability of more Asian studies [online journals and] books. I had to go to the UBC library to pick up books and obtain online journal articles.
- It would be helpful if a summary were present or even a index of the information given in the books.
- It is often difficult to find material on a specific topic. We have a lot of survey/general resources but not as many specific detailed books. [The online journals are also sometimes limited to just a review of the article and at times I have been told that I need to pay in order to access various articles on a database even though I am already logged in with my Kwantlen ID which should mean that we have already paid for access to these materials.]
- I'd like the textbooks assigned in my classes to be in the library. Simple as that.
- I would like to have more books available online or for download to e-readers
- I wish Kwantlen had a more print resources. I know several students who go to UBC to use their resources because Kwantlen is lacking. We need a bigger collection.
- I was looking for books that would help me with calculus. When I went to see what was available, I was disgusted at how hard it was to find any useful books. Most books were old or there wasn't much of a selection.
- I want more textbooks in the library, so I don't have to carry HEAVY textbooks. I love studying in the library, and I could have studied a lot more if you had textbooks available.
- I really think they should increase the book collection. Bring in more new novels and interesting book [they should bring in more current up-to-date magazines on entertainment,lifestyle,sports etc. and bring in up-to-date journals and articles.]
- I have had little success with accessing electronic books and statistical resources online.
- I have been interested in books, previously, that have not been available.
- I find that it can be easy to find books on information for a specific topic, but I find that most of the books are a lot older in that subject area and therefore cannot use them because of being told by professors that the information is too outdated.
- I feel like there could be more books to choose from, there is such a variety for online electronic books but rarely do you see the actual print book. Many people decide then to go online rather than picking up the book itself which I believe is a better learning tool.

- [I feel like citation guides need to be more thorough and up to date. since citation is almost the most important part some of the time. I also don't find there are enough print journals or articles and they aren't shared in a timely manner between campuses.] More copies of books/journals would be very useful. [Also - I didn't say I was unsatisfied, but online journal access could be better - meaning access to more articles and journals would be wonderful.]
- I did not, but I was neither satisfied nor unsatisfied with books. I have tried to find a textbook that a professor uses without any luck, which is unfortunate since I left my book at home accidentally and wanted to study.
- I did not say unsatisfied, but with regards to print materials, I often find that I must look to UBC or SFU to get many books for upper level classes, which can be a hassle. Although, the inter-library loan system is quite satisfactory.
- I couldn't find the book I wanted to read online. I think online resource will be more important than printed materials.
- I believe there should be a stronger fiction section in the library.
- I believe that the library should have at least one copy of the current text books used in active courses. Went to look at text book for current class, and found that the library system only had one copy that was 2 editions out of date.
- I am most unsatisfied with the online article indexes and research databases because they often don't provide abstracts from the books, forcing me to go to the library, find the book and spend a long time looking through it for the information I need. Most of the time, especially for art history books, I can't get the book I need in Kwantlen's library (Surrey or Richmond) because the book is all the way over at UBC (or SFU). I'd have to either request a delivery or go to the other university and pick up the book myself, both of which take too much time and energy. Often I end up going to the Vancouver Public Library, which is far from my house, but has the best selection of print sources. Therefore, it would be very beneficial for Kwantlen to invest in copies of a wider variety of books on subjects other than sciences, business, etcetera. Having easy access to useful sources would not only benefit students' writing papers, but it would also benefit the school's image as a university - a good library reflects the academic image of the institution.
- I am most unsatisfied with the library's printed books collection because I frequently have to borrow books from UBC and SFU because Kwantlen does not have the books I want, any information on the topic I have, or has a very limited amount of material on the subject matter. It is very frustrating that the material I cover in my History courses cannot be found at my own institution's library. Part of the reason why I attend Kwantlen is because it's close to home. The inter-library loan is exhausting to wait for so I travel to get the books, which ultimately defeats the purpose of using Kwantlen's library at all.
- Having more print books would be great and having more than one copy available. Electronic books would remove the need for multiple copies.
- For history students it is almost impossible to find any good books as resources and it is a hassle to get them brought in from ubc or sfu...
- Couldn't find what I was looking for. Should have some reserved text book for students to use. Collection aren't enough. Especially for electronic books.
- Compared to other schools, Kwantlen doesn't have wide selection of books and other resources to choose from. Not much of new books either.
- Some of these resources seem outdated or unnecessary and can be better replaced by other resources.

Richmond

- Did not have the textbook, I was looking for.
- I chose unsatisfied with print book collection as the very few times where I'd like to borrow a book from the library, it is not available for me to borrow. My own opinion, based on this fact, is that Kwantlen should have ALL books online such that everything is available ALL the time.
- I didn't even know about the electronic books and print book collection until now.
- I don't think Kwantlen has enough electronic books, [and there could be more computer labs around the school.]

- I find that some of the resources like textbooks should be raised.
- I have found very few online books.
- I prefer to get online text books instead of a physical copy. It would take up less space and would be easier to carry. Also it would be cheaper.
- I wish there are more print and electronic books available in a variety of subjects. It would be great to have more online materials as I don't need to travel to other university's libraries to borrow those materials.
- In the graphic design department, it would be nice to have some research book on Information Graphics, as there is currently no books related to this area of design.
- Lack of fiction titles, in both print and ebook format.
- [Not enough fashion runway magazines or trend forecasting magazines such as promostyl]. Also, could have a better selection of fictional novels.
- Not enough variety of books.
- Please expand the collections.
- Print books are hard to find and not always at the particular schools location.
- Some book are age.
- The Electronic book collection could really be expanded. [You could have more documentaries available on DVD.]
- The print book collection is not updated. I was researching a topic on mining and the latest was published in 2000. Online resources are better but still we need more resources.
- The print holdings of the Kwantlen library are limited and not comprehensive. Why does the library not have copies of course text on reserve? Should students be expected to buy \$200 textbooks for 4 months use?
- The use of textbooks are very limiting.
- We don't have a lot of E-books, or I haven't found them.
- [I like that the library is organized and easy to guide myself around.] The only thing that could be improved would be the variety, preferably newer sources; some of the selections are rather outdated.
- [I take out a large number of books every semester. Then, I purchase the books you do not have. The research librarians are wonderful and most helpful! However, the people working behind the counter do not understand how the library and the ordering system works. More training is needed for these people and] more books are desperately needed for your shelves

Langley

- The selection of books is not very good. I usually have to go to other libraries to find resources for research.
- I find the library has great electronic resource but it lacks printed books.
- There are not enough Electronic books available to us at Kwantlen. [Also, there is not enough statistical information available to us at Kwantlen. Nor is there any way to show us how we can access these resources].
- I think you should have textbooks in stock relevant to current courses available on campus, with the latest edition.
- A larger e-book database to match the periodical database would be helpful [plus more DVD/videos to do with historical musical works.]
- Langley Campus Library could benefit from increased stock of Print books.
- Not much selection for book collection. [There are no computers on wheels or DVD].

Cloverdale

- Not enough books in my subject area.
- There could be more books on the subject of welding (metallurgy, steels,) [plus more take home videos or DVD's.]
- Blue print package fell apart when traveling from school to home and now it's my fault the container failed. What a piss off.

Databases/Journals

Total=94

Surrey

- Would love to see medical journals.
- Whenever I am looking for journal articles, most of them I cannot get access to. Most journal articles do not include full articles, only abstracts which is very frustrating when I am trying to find sources for writing a paper.
- When searching for journal articles, why bother showing me that one that looks great for my using exists, but I cannot have it!
- When looking up various research projects I found it difficult to find relevant online sources through the research data bases or they were not available to view.
- When I search business source premier I rarely find proper articles, if I do, it is a painful task. I wish there was an easier search engine to find articles and journals.
- we should have access to more online journals and more variety of the subject matter concerning the journals
- Unsatisfied with print periodicals because some are out of date or limited [and satisfied with library citation because they are useful/ helpful].
- There should be new subscriptions of newspapers, magazines, publications, or journals so that everything is up to date. For me I like reading topics that interests me so I want to be able to access new materials online and in the library.
- There should be more academic journals for the students to use.
- There is only limited resources available online.
- There are some articles that are not available neither on hard copy or soft copy.
- There are many periodicals that are unavailable, which limits my resources for research.
- THE ONLINE ARTICLES CAN BE CONFUSING AND IT IS HARD TO FIND EXACTLEY WHAT YOU ARE LOOKING FOR, SOMETIMES IT JUST GIVES AN INDEX AS TO WHERE ELSE YOU CAN FIND IT WITHOUT ACTUALLY PROVIDING THE ENTIRE ARTICLE IN PDF.
- The online article search engine is difficult to use, and introductory sessions through first year classes cover too much too quickly and are not useful. I have avoided using that powerful tool because it is intimidating and difficult to learn by doing.
- The online article and resources are very poor compared to other school. I use other schools websites to be able to get this information 98% of the time over Kwantlen.
- The databases for searching articles and journals are all bringing up medical references, are constantly down and do not have a wide variety of sources to be pulled from.
- The availability of print and online databases is not enough for the work we are expected to produce in classes. I often have to change a papers subject several times because I cannot get the articles I need to do my original paper. This is a big waste of my time. The articles exist but Kwantlen doesn't have access to them and when I request inter-library loans they only come in about 10% of the time.
- Students need access to more journal databases than what is currently provided.
- Still not enough resources ie Journal Articles. Still have to go to places like UBC. However, much improvement over past years.
- Sometimes, when searching for articles or journals in research database, it isn't clear as to finding a particular article or even something similar to your topic.
- Sometimes the journals I'm looking for are not available in pdf or the actual journals are not in this library.
- Sometime just frustrated when you want to find certain [books and] articles online, even those that are not accessible, they still show up and when you hoping and hoping and finally you find it and when click in just realized that we can't even get them.
- Some of the online periodicals & online articles have their sources listed but are not available in PDF. The layout of the online research databases could be better structured too (like SFU's).
- Some of the article indexes will link to a sfu index page, yet we cannot get in.
- Some limitations to the online database. Sometimes find the perfect article but cannot access full text.

- Require more on-line journal titles as I find I often have to request it to come from other libraries.
- Our online database does not offer enough selection for peer reviewed articles.
- Online article index: I find it difficult to find what I need.
- Not many Journals are available at the library.
- Not enough online research materials.
- Not enough full text articles available on research databases.
- Needs to be more access to a larger range of online peer reviewed journals.
- Need more of a variety of online databases,[electronic books, and access to online- detailed, citation style guides.] Overall, more sources to obtain information from should be made accessible to online.
- Need more journal articles accessible on line for students who are shift workers and parents. Most of research is done at 2 in the morning!
- Need more data base access.
- Need availability of more Asian studies online journals [and books]. I had to go to the UBC library to pick up books and obtain online journal articles.
- Need access to more journals online.
- Most of the time, I have to request nursing articles through interlibrary loans and I find the experience painful. Also can we please expand on the nursing journals that can be accessed by Kwantlen students.
- More online journal resources needed.
- Many of the articles that I need for my psychology classes I cannot get full text online and more often than not I have to get them through interlibrary loan. Most of the time this is not an issues, but sometimes I cannot get the articles in time for my assignment.
- Many of the articles online are unaccessible.
- I've found that many of the articles/journals that I would be interested in using, had to be found elsewhere and e-mailed days later.
- It is very difficult to access any online resources from home. If I can find them, I cannot open them. I have to come into the school to do so and if I am coming in would prefer print.
- It is often difficult to find material on a specific topic. [We have a lot of survey/general resources but not as many specific detailed books.] The online journals are also sometimes limited to just a review of the article and at times I have been told that I need to pay in order to access various articles on a database even though I am already logged in with my Kwantlen ID which should mean that we have already paid for access to these materials.
- I would like to see more online newspaper and journal archives, particularly with Canadian-specific material. Easily accessible historical data beyond the current (instead of microfilm/ILL would also be nice...)
- I wish there were more artists' magazine articles available. Contemporary art, etc.
- I was unable to access online materials through the Kwantlen Library website and instead used the local public library.
- I think we should have more research databases such as Web of Science, and make more articles available that are not available through databases such as CINAHL or ERIC.
- I think there could be an expansion of online periodicals and research databases. [Otherwise we have a great selection of books and periodicals.]
- I think the Kwantlen need more journals, magazines, and newspapers. Sometimes I can't find these resources in the library.
- I really think [they should increase the book collection. bring in more new novels and interesting book they] should bring in more current up-to-date magazines on entertainment,lifestyle,sports etc and bring in up-to-date journals and articles.
- I had to do some research for a course last semester, and I found some journal supplementary material that was supposed to be online but unavailable.
- I frequently find when doing research papers that I do not have access to online journals. This limits my ability to do thorough research.

- I find the periodicals are the hardest thing to sort through, and often have to go around to different libraries to get what I'm looking for - have gone to UBC and SFU libraries many times for these!
- I find that looking for articles online is very frustrating, and I would prefer to read them online than have to come in and read the print version (which aren't always available anyways).
- [I feel like citation guides need to be more thorough and up to date. since citation is almost the most important part some of the time.] I also don't find there are enough print journals or articles and they aren't shared in a timely manner between campuses. More copies of books/journals would be very useful. Also - I didn't say I was unsatisfied, but online journal access could be better - meaning access to more articles and journals would be wonderful.
- I don't feel that Kwantlen has enough print periodicals. [In addition, I have never made use of the DVD or video collection at Kwantlen in the 4 years I have been here.]
- I am over all pretty satisfied but many students including myself find it very hard to find information through the Kwantlen database. It's confusing and there doesn't seem to be that much information we can use. Or if so, then we are not sure how to find/use the information that is available in our reports and projects.
- I am often not able to access journal articles that I require online. The print book collection is minimal, and needs to be added to.
- Could not find a lot of great articles when researching.
- Because Kwantlen is only subscribed to a limited number of journals, it makes it very difficult to find many full text articles through the databases. I often resort to using a family's member access to UBC databases
- Attempting to access online periodicals was near impossible during the Sept-Dec semester unless it was very early in the morning. I was using Ebsco and it would constantly freeze and crash and kick me out and it was virtually impossible to use for research. The only time I found it worked was very early in the morning - I'm guessing because there were not many students on it at that time. It did not matter if I was using explorer or Firefox. It was also frustrating the amount of articles that did not have full text, either in pdf or HTML.
- A lot of articles are unavailable online especially on business source premier. Why do they appear on the list of titles in your search when you can't even access it?
- There is not a very large collection of print articles in the library at Surrey and that makes it difficult to do an assignment where no online sources are allowed to be used. 2. The online research databases are frequently very busy and crash or do not show the pages I need.
- [Very few video collections in the library. A room should be dedicated to this to watch articles in silence.] Also newspapers and magazines should be delivered daily!

Richmond

- Always seem to find that Kwantlen does not have the article and need to take an interlibrary loan to get it.
- Difficult to retrieve research data on online databases. Gives a very broad search. [Library should be open 24 hrs.]
- I am little unsatisfied with the online articles because there have been times when I want to see full texts articles and it won't let me. So I feel really limited when doing research.
- I don't think there are enough magazines.
- I feel we could use some better research databases. I have used JSTOR a few times and have found there are a lot of articles but they are Irrelevant to what I'm looking for.[We could also use some more up to date DVDs as well as more variety. Thanks.]
- I find online articles much more helpful when writing a research paper, it's less and easier than finding the hard copy.
- I was unsatisfied with some of the above resources (the online periodicals in particular) because I felt that there wasn't enough material for topics concerning biology. This occurred to me when I was doing my ecology report, and found it difficult to find journals that related to my topic. Overall I am content with the resource availability; it would just be nice if there was more information we could have access to.
- I would welcome more online resources so I can work from home.

- It would be good if we had more access to online journals, especially for students studying political sciences and history.
- Not enough fashion runway magazines or trend forecasting magazines such as promostyl. [Also, could have a better selection of fictional novels].
- Not enough material in online database
- Online database is generally unhelpful and produces many unrelated results.
- Online databases- some articles come up when searching them but the article is actually unavailable or you have to order it from another library.
- Please get the online edition of the Wall Street Journal. When I was trying to research for a Political Science paper last semester and I had to travel all the way to SFU just to be able to access it, and as I used the Copul card I couldn't access that online resource from my home computer thereby I was quite disappointed.
- Several online resources I found on research database were not at Kwantlen and had to order to borrow from other institutions or just give up using them.
- Sometimes it is hard to access journal articles, especially those that require interlibrary loans.
- The BC building code is not available online unless you are at the school location. This would be more helpful if it's available at home as well, like UBC has. [The APA citation guide is not great - this should be re-done with more examples, without us having to refer to a huge book for the info. The examples provided are not great.]
- The magazines need a better collection. Try Snowboarder or Snowboard Canada for advertising purposes.
- The online periodicals are a bit limited, and many of them do not have full access to the whole article. The indexes need to be improved since we need to change the wordings a lot of times to find the exact article we need.
- There are quite a few articles found in the research data base that are not online or pdf...if they were, research would be much easier.
- There were very few print and online periodicals available for use.
- [overall, I don't use library resources a lot, find it too complicated to find anything there,] plus for the online research whether it is images or periodicals, only 3 people can log in, and this is very inconvenient, so that is why I don't use that resource.

Langley

- Difficult to find relevant articles, [library citation style guides very complex and difficult to use.]
- The research databases tend to be a little confusing even with the walk through with the librarian.
- I am unsatisfied with the online periodicals because some of the articles I could possibly use to write my papers are not even available in full text. It is annoying to find an article that would be useful and there is no way to access the article.
- The print periodicals, compared to last semester there is almost no collection of horticulture resources and it's been difficult to find needed information.
- I found every time I would try to use the research database the site would be down. Better availability would be great.

Videos/DVDs

Total=39

Surrey

- Very limited DVD's available. [Audiovisual equipment very out dated. Digital camera's produce low image quality and have limited memory storage. Find that the computer on wheels are very old.]
- Very few video collections in the library. A room should be dedicated to this to watch articles in silence. [Also newspapers and magazines should be delivered daily!]
- There should be variety of resources available when it comes to DVDs and media sources. There are usually only films available which are pertinent to health students, it's harder finding material for humanities and arts students.

- The video availability for certain subject were available for one library and not the other. I had to traveled to a different campus for class due to this matter.
- The streaming video audio is constantly lagging. Also, the MLA APA and other guides need to be more comprehensive.
- The DVD and video collection is really one thing which needs to be upgraded on daily basis, they do not have the latest which every student needs.so please take care of this section.
- The DVD and Video collection could still use some growth. Investing more in it would improve this rating.
- Several times I have had to use media that was on VHS. The audio wads struggle. I realize due to bill c-20 making a digital copy is now illegal so new media is cost prohibitive.
- Some items are available at all campus then sometimes [the book] or DVD I have been looking for is at a different campus.
- Online streaming videos - YouTube has a lag between audio and visual. Made it a bit hard to identify the different ribosomes in genetic replication
- Not many students use DVD or video collection. To encourage students to make full use of it will be good.
- Not a lot of video/DVD in my interests.
- Not a lot if videos available for the courses I'm currently taking.
- Never use DVD collection anyways. Anything can be found on internet much more quickly.
- [--need more copies- one book with holds makes it unavailable all term.] --need updated DVDs education material-collection not current e.g. psychology, psychiatry, medical! [--not enough computers available/ not satisfactory staff to]
- I've never seen an online streamed video related to Kwantlen.
- It would be nice if videos could be signed out for longer than currently allowed - that's the only reason I put unsatisfied.
- I find the media very slow to use, and ineffective to find what I am looking for. Videos are rarely an effective resource for research. Online ones are worse because of connection issues.
- I don't really use online streaming videos. The DVD and video collection could be updated.
- [I don't feel that Kwantlen has enough print periodicals.] In addition, I have never made use of the DVD or video collection at Kwantlen in the 4 years I have been here.
- DVD and Video collection: not enough Audiovisual equipment: not enough available Print Book collection: seem to always be checked out or "on hold".
- DVD and video collection (very old collection, needs to be updated) Subject guides on the Library website (needs improvement).
- Did not have very many history documentaries.

Richmond

- DVDS and video collection should be updated and add more variety please.
- [I feel we could use some better research databases. I have used JSTOR a few times and have found there are a lot of articles but they are Irrelevant to what I'm looking for.] We could also use some more up to date DVDs as well as more variety. Thanks.
- I love how we can access online videos, but the volume controls in the lab at Richmond is set so low that I can barely hear any of the audio.
- Only because I can't stream videos for research.
- Re: DVD collection ~ I would like to see more current documentaries.
- [The Electronic book collection could really be expanded.] You could have more documentaries available on DVD.
- [I use book and online resources most often, and I'm satisfied with them.] But it's better to have more DVD or video ones.

Langley

- [A larger e-book database to match the periodical database would be helpful] plus more DVD/videos to do with historical musical works.
- [Not much selection for book collection.] There are no [computers on wheels or] DVD
- Streaming videos take too long to load and are way too laggy.
- Lack of educational DVD's, visual resources, VHS, etc.

Cloverdale

- Videos are too out of date.
- There are at least two movies that depict women being raped. This is very disturbing to me. One title is Clockwork Orange. I think these types of movies should be banned from the library.
- There could be [more books on the subject of welding (metallurgy, steels,) plus] more take home videos or DVD's.
- The DVD selection provides a huge help for me in completing my program successfully.
- [The library's audiovisual equipment is limited to vhs players not many DVD players and] limited DVD's.

AV Equipment

Total=22

Surrey

- [Very limited DVD's available.] Audiovisual equipment very out dated. Digital camera's produce low image quality and have limited memory storage. Find that the computer on wheels are very old.
- There needs to be more digital cameras/camcorders available at each campus. [The printer at the Richmond Campus must be updated (any PDF file freezes it up and takes far too long to print)]
- [Wish we could have more detail about the subject guide on the library website.] Also hope we could have an opportunity to borrow webcam, projector, etc. from the library when needed for a project as well if we could have more than 2hrs to book a study room would be great!
- The equipment is out of date. We could use more resources and have more awareness on how to use these resources.
- The computers on wheels specifically tend to be underutilized and or unknown. It is nice that they are usually Macs but if it is unknown that they are available that makes them useless.
- Sometimes the audio visual resources are unavailable.
- Many audio visual equipment breaks For example the film camera.
- Laptops should be available for students to borrow on presentation days. Not computers on wheels.
- I have no need for AV equipment not already in the classroom.
- Audiovisual equipment I have never used that. Don't really see the point in having that in the library.
- Audiovisual equipment- I have only used the VHS player, TV and headphones (the set up that accommodates up to six people), the sounds quality was very poor, it was too quiet.

Richmond

- Audiovisual equipment is old. Low quality picture and sound makes it very difficult to understand the content.
- Computers on Wheels is important for ESLT students since C.O.W. help students to explain their points clearly.
- I had to borrow the audio visual material and it was up-to-date and easy to use. However, it would have been great to have a user guide included as the lack of it made it difficult to operate at first.
- I hope the library can have a more advanced list of technological products for us. For example the lighting set, tripod and DVD camcorder are things that I need. Last time I set my flash on the tripod I borrowed from the library. The whole thing fell and my flash broke because the tripod wasn't strong enough.
- Lack of audiovisual equipment available, need to be updates as well.
- The audiovisual equipment is very old and slow to work.

Langley

- [Not much selection for book collection.] There are no computers on wheels [or DVD].
- The computers are so old and slow that they stream video horrendously; the audio isn't in tune with the video because of the lag.
- On behalf of my seven instructors who use the audiovisual equipment and my classmates the quality of sound and technical support is very poor. Wish I could see an improvement here.
- COW's projector sometimes turns off during use

Cloverdale

- The library's audiovisual equipment is limited to vhs players not many DVD players [and limited DVD's.]

Data and Statistical Resources

Total=8

Surrey

- Well, the data and statistical research that I was looking for for a few essays was not available on the databases and made it more difficult to support my ideas throughout my essay.
- Need to make it easier to access and find more statistical data. Often the website just points me to statscan therefore there is no point in using library website for looking up data. But they are good with directing you to websites to find data. So it could be better but it is not that bad.
- Just wanted to note that while you have many great resources, each time I have gone to research something it has been extremely hard to find statistics or history on things and with the online help no one ever responded the three times I tried. They responded in regards to telling me they were looking for things, but never returned.
- I have not had an easy time using those resources and with the statistical resources not enough but to say I have not used those resources often enough to make a proper judgment.

Richmond

- Data and Stats might still need to find the most update and accurate in Stat Can or link to other resource outside of the library resources.
- Despite extensive searches, very limited information (data, statistics, etc.) relevant to projects.
- [I am satisfied with almost everything!!].. but I think data and statistical tools should be enhanced!! It is useful.

Langley

- [There are not enough Electronic books available to us at Kwantlen.] Also, there is not enough statistical information available to us at Kwantlen. Nor is there any way to show us how we can access these resources

Subject Guides

Total=4

Surrey

- [The print book collection seems to be too small for the specific essay topics I've had to cover. Ex. China's treaty ports in the 19th century. I had to drive to UBC to borrow books from their library because the interlibrary book loans take up to two weeks. Then I had to drive back to UBC to return them because I did not borrow them through the interlibrary system.] Subject guides are very unhelpful. Nothing I am searching for ever comes up.
- Wish we could have more detail about the subject guide on the library website. [Also hope we could have an opportunity to borrow webcam, projector, etc. from the library when needed for a project as well if we could have more than 2hrs to book a study room would be great!]
- I find the subject guides inconsistent and hard to utilize effectively. They don't seem to guide you to relevant and/or useful information.

- As a history student, I'm not very satisfied with the subject guides. I don't want to click aimlessly through links with titles that sound like they might be something I'm looking for just to end up on some random website I could have found using Google, or in the middle of the research database, which I would have gone to directly if I wanted to be there.

Citation Style Guides

Total=11

Surrey

- The citation guides do not contain any information on citing government document like the Charter of Rights, bills, cases, or statutes. If these guides do exist, they're not easy to find (neither for me or the librarians since I asked a number of them for help).
- The library citation style guides can be a bit confusing especially when a student's textbook also provides how to do the citations and they are different from the citation the library provides us.
- Some of the citation guides in the booklet were quite confusing to follow. I often didn't know if I was reading the city or state because they were usually abbreviated, and some were just confusing to follow.
- I was not satisfied with the library citation style guides because the last time I have used them, they were not updated. Also, more examples on how to use a certain style in writing would be more helpful than just having one or two. But I do understand that having more examples mean more paper will be used but online citation style guides should have more examples.
- For instance, there was a point when the APA style guide had not been updated and, as a first year student, was forced to find the correct APA usage on my own (where I really had no idea what I was doing).
- [For history students it is almost impossible to find any good books as resources and it is a hassle to get them brought in from ubc or sfu.] The citation styles are not always in depth enough, or are not laid out well.
- I feel like citation guides need to be more thorough and up to date. since citation is almost the most important part some of the time.[I also don't find there are enough print journals or articles and they aren't shared in a timely manner between campuses. More copies of books/journals would be very useful. Also - I didn't say I was unsatisfied, but online journal access could be better - meaning access to more articles and journals would be wonderful.]
- Need more [of a variety of online databases, electronic books, and] access to online- detailed, citation style guides. Overall, more sources to obtain information from should be made accessible to online
- [The aren't too many leisure books/novels,] and the style guides have gone out of date on occasion so I stopped using them (weren't revised with last year's APA, for example).

Richmond

- [The BC building code is not available online unless you are at the school location. This would be more helpful if it's available at home as well, like UBC has.] The APA citation guide is not great - this should be re-done with more examples, without us having to refer to a huge book for the info. The examples provided are not great.

Langley

- [Difficult to find relevant articles,] library citation style guides very complex and difficult to use.

Computers

Total=7

Surrey

- [--need more copies- one book with holds makes it unavailable all term. --need updated DVDs education material-collection not current e.g. psychology, psychiatry, medical!] --not enough computers available/ [not satisfactory staff to]
- There's always a class in the computer lab. I never seem to get the chance to use the computer lab.

Richmond

- During day time, many students are having a hard time to look for a computer to work on assignments or researches due to the lack of computers.
- [I don't think Kwantlen has enough electronic books, and] there could be more computer labs around the school.
- Inadequate computer labs and computers. [Also, printers should print both side (duplex printing).]
- More computers, especially in Richmond campus. It's packed during peak hours and the turnover is quite a wait.
- The library needs to get more computers...every time I'm in the library, there's always a lineup for computers. I believe that if you get more computers, it will encourage students to use library resources more.

Printing/Photocopying

Total=2

Surrey

- [There needs to be more digital cameras/camcorders available at each campus. The printer at the Richmond Campus must be updated (any PDF file freezes it up and takes far too long to print)]

Richmond

- [Inadequate computer labs and computers.] Also, printers should print both side (duplex printing).

Library Hours

Total=5

Surrey

- Wish library opened earlier on Sunday.
- Unsatisfied, b/c need to go to other school's to study; library is not open 24 hours or a study area available for 24 hours.
- Need longer library hours during the weekend especially during midterms and final exams.
- I am very UNSATISFIED with the library hours on Sunday's. At the VERY least the library should be open earlier on Sunday's. 1pm is too late in the day to hold group meetings. Kwantlen need to step it up and compete with other universities such as SFU which are open 24hours. I understand we cannot do the same, however we should look into extended at the very least our Sunday hours.

Richmond

- [Difficult to retrieve research data on online databases. Gives a very broad search.] Library should be open 24 hrs.

Other Negative Comments

Total=35

Surrey

- [There are not enough resources pertaining to the Environmental Protection Technology Diploma program.] I find the library website difficult to navigate sometimes, because it loops back to the same pages.
- When looking for the 3 listed unsatisfactory, it has taken a long time and in many cases information was not found.
- When doing a paper it is difficult to find resources which are applicable, I usually have to take small sections of many books/articles to develop concrete ideas.
- The library website could be better organized. There is a lot of information and it can be overwhelming.
- Sometimes specific subjects are hard to locate or the wording does not match my wording.

- Some of the websites that are described as leading to published research papers are either defunct, or do not have a consistent number of articles to search for. I think just a SINGLE SEARCHBOX should have multiple functions, including being able to search for journals, articles, books, videos/DVDs, ebooks, citations guides, and various other informations. [More textbooks would also be great to be added to the library arsenal.]
- Overall, as a first year student, I am not a big fan of the Langley campus library. It is an okay place to study, but I would rather do all my studying at home. This semester I have chosen all my courses at the Surrey campus because of the impressive library it has.
- Not comprehensive enough
- Need more outlets at the Richmond library. Very hard to find an area to study in which has outlets.
- It's sort of disheartening to see such a beautiful library (like at Surrey) with so many empty shelves... it is not a University library... it is still a college library, a little country college.
- It would be nice if there were more resources in the library since the students are paying a great deal of library fees.
- Interlibrary loans are difficult to book online. Usually have to go into library and bug the staff for help a lot to find research material.
- I'm not sure how the system works for obtaining journal articles online, but it would be nice to be able to obtain a greater amount for writing papers.
- I don't find the system of requesting interlibrary loans easy to use, you have to click on 5 links to be able to request a journal article. It is not user friendly.
- ...because these categories are limited compared to other Universities.

Richmond

- At times, my search results are very vague despite my search words being quite specific. Maybe there could be something to narrow the results down?
- I do not find the library website easy to navigate.
- [I take out a large number of books every semester. Then, I purchase the books you do not have. The research librarians are wonderful and most helpful!] However, the people working behind the counter do not understand how the library and the ordering system works. More training is needed for these people [and more books are desperately needed for your shelves].
- It is very difficult find useful and proper information that is expected in student's works.
- It's confusing to navigate through the library online menu sometimes. I often have to use google to find Kwantlen's own page, or need assistance.
- Not enough selection or what was there was irrelevant.
- Nothing seems accessible, for people who have no idea where to find things and how to find things the people who work at the library are of no help. The whole setting of the library is confusing, I don't know where to find anything without feeling lost.
- Not having enough study areas and rooms. Also, noise problems. Each partitioned study cells are so dark to study.
- Overall in comparison with other universities I've attended I find the library very lacking in resources. It's maybe equivalent to what I had I'm high school 7 years ago.
- overall, I don't use library resources a lot, find it too complicated to find anything there, [plus for the online research whether it is images or periodicals, only 3 people can log in, and this is very inconvenient, so that is why I don't use that resource.]
- should get more
- Some of the resource are hard to find.
- The electronic catalogue search is poorly designed and needs to be revamped. What's the point of putting it online if the back button on web browsers doesn't even work with it?
- The library website is not that organized, very hard to find what I need to find sometimes.
- We need more resources for all of the above.
- Would like to see more sources in these areas

Langley

- Your Online library website is very confusing, and unhelpful. Tried typeing in a simple key-word or fraze of a book I knew you had and it came up with nothing?
- The online library catalogue is extremely hard to use.
- There isn't that many resources, why we do have I am satisfied with but they are very limited.
- Haven't found the stuff I need.

Other Positive and Neutral Comments

Total=78

Surrey

- Within the research databases I was able to find what I needed with ease.
- Very satisfied.
- VERY SATISFIED.
- Very easy to find and resources were legible.
- [Unsatisfied with print periodicals because some are out of date or limited] and satisfied with library citation because they are useful/ helpful.
- The staff at the library are always polite and helpful. It
- The research database is excellent. I usually use the citation guides and online resources available on the library's website, and I'm very happy with those services.
- The resources on the library's website are very resourceful and I use them on a regular basis.
- The online periodicals are very helpful and help save time.
- the COWS are a very useful tool.
- The citation guide and online databases help me with my nursing research papers. Provide sufficient information.
- Satisfied because when I need resources there are available.
- Satisfied.
- Print book collection. I'm always am able to find several books on a topic I'm researching. Never not been able to find a book. I was left.... SATISFIED!
- Online chat is the most greatest thing.
- Never use the library much at all.
- Not applicable.
- No.
- NA (11x)
- Library citation style guides -- I always refer to the online version and it's so helpful.
- It was very helpful in the course I took last year to have the citation style guides and the online research databases!!
- I was able to gain quick access and with the librarians help was on my way to properly format my essay. I had not yet taken an English course so this was very helpful.
- I really find the research databases very helpful in almost all of my classes.
- I have been able to find anything that I might be looking for
- I don't want to
- I don't use the library resources materials, printed books that often, but when I need to use them I find it easy, they almost always were available. No complain.
- I am very satisfied with the print book collection. Every time I write an essay requiring printed book sources, I am never let down by the selection of books. I am also very satisfied with the online research database. If I do not have time to go to the library, I find the online research database a near equal alternative.
- I am very pleased with the online resources.
- I am satisfied with it.it is easy to use it and helpful.
- I am not unsatisfied with anything, I really like the bookstore.

- Have used many electronic journals for research papers.
- Everything is very organized and everyone is extremely helpful.
- Any kind of resource is always available in some kind of form. It could be electronic or print.
- [I think there could be an expansion of online periodicals and research databases.] Otherwise we have a great selection of books and periodicals.
- As a nursing student, I enjoy the large print book selection at Surrey's campus. I know exactly where to go in the library if I need a reference book for a nursing subject which is very helpful.

Richmond

- Extremely convenient to have the wide-range of online articles peer-reviewed accessible from home through Kwantlen database.
- Have not used the library.
- I am satisfied with almost everything!!..[but I think data and statistical tools should be enhanced!! It is useful].
- I am satisfied with library resources because it can research whatever that needs to be researched with ease.
- I believe that certain aspects of the library are very important and have thus helped me in my early studies last semester.
- I do a lot of research and I find all the library resources very helpful and useful.
- I have not used any of this service.
- I have nothing to complain about what I have used.
- I have used the online periodicals for numerous papers. The variety is good and the material is usually up to date, meaning the research I use is accurate.
- I like that the library is organized and easy to guide myself around. [The only thing that could be improved would be the variety, preferably newer sources; some of the selections are rather outdated.]
- I use book and online resources most often, and I'm satisfied with them. [But it's better to have more DVD or video ones.]
- I take out a large number of books every semester. Then, I purchase the books you do not have. The research librarians are wonderful and most helpful! [However, the people working behind the counter do not understand how the library and the ordering system works. More training is needed for these people and more books are desperately needed for your shelves].
- Library citation style guides are very useful. Some more structure to help students write papers and essays, Outlines and helpful guides for papers and essays would help.
- Library provides a wide range of sources which are very helpful.
- resources are very relevant and are very useful
- They got a lot of stuff.
- Whenever I need something the Librarians at the Richmond campus are more than happy to help, they even make suggestions regarding my topics.
- N/A (6x)
- Nothing (2x)

Langley

- Reason I was very satisfied or satisfied is because when looking and using those resources I did not have a problem at all
- Everything I've wanted I have been able to find and it was exactly what I was looking for, so it made my experience a good one so I am very satisfied.
- I've never had a problem finding good resources from the library that strongly relate with my assignments.
- I love the library! It has so many resources and the librarians are so nice and helpful. It's a nice clean quiet place to study and do homework.
- I am very satisfied so far with the all the resources that I have accessed in the library. The librarians are also very helpful.

- No, resources are plentiful and library staff are very willing to give you a hand.
- It's really important to have good resources on how to cite because it's something you use for almost all of your classes.
- None.

Appendix D: Reasons for Satisfaction with Library Facilities & Services

Q 9. Which one of the above Library services are you **MOST SATISFIED** with and why:

Library Hours

Total=203

Surrey

- I like the extended hours for the Surrey library, ie, open on Sunday, [but wish that were the case at Langley campus as well. Living in Abbotsford, it's not always convenient to get to Surrey.]
- [Askaway is a great resource for students and is very helpful when you have no one else to consult. It's an excellent resource. Study space is great, but at times it is not used for studying as well as computers. Some students just sit and chat at the study areas or go on facebook for hours. Some students may need the computers for projects and important study and they are not available. However most of the time students can usually find some. Librarians at the checkout and reference are very helpful and kind.] Library hours are great, however if time on Sundays was more maybe 2 hours it would be great as some students have classes five days a week and can't use the services, and tend to go on weekends. [Overall, I am very satisfied with the library service and think it is great.]
- [3rd floor - I like how it is silent!] And the hours are good too.
- [Availability of computers, printing, and] library hours.
- Library hours --> longer hours are exactly what we need as students.
- As a student who also part of the working world it is important to be able to use the library at various times of the day and week. The current hours work well.
- Better library hours than before.[would appreciate later hours at the Langley campus].
- Everything is good.. except the library hours [and computers]..which need some improvement
- Extended hours of operation during the weekday are extremely helpful for students who work full-time or have evening classes.
- Greatly satisfied with the new library hours.
- HOURS [and cleanliness. never messy and] open all day!
- Hours of library because it is available to me in the evenings as well as day.
- Hours of library. So I can fit in time around my schedule.
- Hours of operation. (2)
- Hours of operation - very convenient.
- Hours of operation - very flexible.
- Hours of operation [and general study space] are great.
- Hours of operation [and Library cleanliness] most definitely meet my levels of approval.
- Hours of operation are fine. But more hours during the weekends would be nice.
- Hours of operation are great.
- Hours of operation are perfect.
- Hours of operation as I have access during my late classes.
- Hours of operation is very nice, you never know if late night studying or research is handy.
- hours of operation needs to be long enough to help students and good staff to support the students
- Hours of operation, and availability of books I'm looking for.
- Hours of operation, for the are very wide.
- Hours of operation,[cleanliness, large study space, group rooms and quiet areas] are very helpful to me as I am an international student and I really like all these things available in a college.
- Hours of operation.
- Hours of operation. Even though I have oddly timed, late classes the library is still usually open when I need it.
- Hours of operation. They took into account what we wanted and utilized it.
- Hours of the library are great because they accommodate people who are working both early and late
- Hours, since most libraries never open past 9, but this one is open until 11.

- Hours/days open.
- [How clean the areas are and how there's always a computer around when I need one.] Also the hours of operation are fairly good.
- Good hours.
- Hours.
- Hrs. of operation [& cleanliness].
- I am most satisfied by the library's hours as it seems to be open whenever I need it to be.
- I am most satisfied with library hours of operation [and cleanliness] because it helps me a lot to concentrate on my studies especially in quiet zone on 3rd floor.
- [I am most satisfied with the resources available to us as students in the library.] As well as the extended library hours. I wish the library was open a bit later during exam periods, then students wouldn't have to go study elsewhere (like sfu)].
- I am most satisfied with the extended library hours because it makes it easier to use the services before, during, and after school.
- I am most satisfied with the hours of operation because they are open late and are open on Saturdays.
- I am most satisfied with the hours of operation of the library because every time I need it to be open, it always is. I come quite early to school and it's comforting to know I have the library to stay in and to keep me entertained. Also, I'm happy the library allows food as long as we don't make a mess. It has been remarkably clean inside, which I value.
- I am most satisfied with the hours the library is open.
- I am most satisfied with the library hours because it fits my study schedule perfectly.
- I am most satisfied with the library hours of operation because it allows me to come to the school early before class to just sit and study in a quiet atmosphere.
- I am most satisfied with the library hours of operation.
- I am most satisfied with the hours of the hours. The fact that it is open til 11 helps students who have work and late classes.
- I am satisfy with the operation hours because the library is open on the weekend.
- I am satisfied with the library services at Kwantlen. The only thing that I would like is longer hours of operation, [and more quiet study areas. A lot of times I hear too many students just chit chatting away.]
- I am satisfied with the overall library hours [and cleanliness.] earlier library wasn't open on weekends, but now it is.
- I am very satisfied with the library's hours of operation because I have always been able to use the library when I needed to, even on the weekends.
- [I enjoy the quiet areas for computer use.] I miss the 7 a.m. opening, 7:30 a.m. is ok
- I hope library opens longer hours, especially on the weekends. [Library computers are usually busy, so they should have more computers around the library, since we have more space.]
- I like that it has long hours.
- I like that the libraries have changed their operating hours to be open later. I find it difficult to study at home (two small children running around), so the extended hours really help.
- I like that the library is open until 11pm [and the completely quiet study is the most important thing of all].
- I like the fact the library is open so late in Surrey.
- I like the library hours, I think they make the library very available to students.
- I love that the library is open most of the time that I need it to be open. I can just sit there and cram away rather than worrying when the library is going to close.
- I most satisfied with reference service desk hour because I get answered in a short time.
- I'm happy with hours provided for students.
- I'm most satisfied with library times because I have a class which runs late and it's nice to have a place to study, read, or occupy my time waiting for my bus.
- I'm satisfied with library hours of operation because it's easy for me to study in library in weekends.

- I'm satisfied with the library hours of operation. I'm glad that I don't have to go to other universities to study during the weekends ever since the change of operation hr.
- [Personal assistance by the staff, Availability of computers and] extended library hours helped me to prepare well last semester.
- Library hour of operation is very satisfactory. I can study in the library till late night. Moreover, Library also opened on weekends which is also very good.
- Library hours
- Library hours - decent during the winter terms.
- Library hours [and quiet space upstairs to study.]
- Library hours [and study rooms].
- Library hours are good.
- Library Hours because I can still go to work and make it to the library.
- Library hours because sometimes I can't make it in during the early day hours.
- Library hours because your allowed to stay for a long time to complete your project.
- Library hours of operation.
- Library Hours of Operation.
- Library hours of operation [Availability of computers]
- Library hours of operation are flexible with my classes.
- Library hours of operation as I'm a full-time student and I work part-time the ability to stay late at the library is necessary for me.
- Library hours of operation because it is convenient.
- Library hours of operation especially the time when the library opens. I can still use the Library very early in the morning even before my class starts.
- Library hours of operation,[Quiet area to study, availability of computers ,Printing ,Photocopying.] All these services are very very unique and of utmost importance. I am totally satisfied with the above mentioned services.
- Library hours of operation.
- Library hours of operation. I am only able to be at school in the evenings and having the library open late is great!
- Library hours of operation. They are always open when I need it during the times I'm at school.
- Library hours of operation..because they are convenient.
- Library hours of operations.
- Library hours. I have never had an issue with not being able to go to the library due to their hours.
- Library hours. Til 11pm!? That's perfect. I really like knowing that if I need it, I can go there even if it's at night.
- Library weekday hours are very helpful so I am able to get access to books when I need them.
- Library's hours of operation. Any time I need the library, it is open for me.
- Library's open late.
- Most satisfied with the awesome library hours.
- Mostly hours of operation: whenever I need to go there it's open.
- Open on Sundays, this makes me very happy.
- Opening hours.
- Operation levels. I don't have all resources at home and when I need a reference the library is my first stop and is always open when I go.
- [Overall, the library has proved a good place for focused study and for group assignments.] I am happy is it open on the weekends.
- That is opens early, [and I use the study rooms a lot.]
- Reference desk hours [and cleanliness] because I have never had a problem with one of those two yet.
- Reference service desk hours because they have been always helpful whenever I needed assistance.
- [The general study area. Surrey Library is a nice place to be.] It's open late, [has lots of tables and chairs in various arrangements (i.e. group, individual etc) and there are so many windows!]

- The hours are good [and there's room to sit].
- The hours of operation, gives us a lot of flexibility.
- The hours of operation are getting better and I commend the library for that. I am pleased to find that it is open on Sundays and longer hours during the week. One issue I have to voice is my annoyance at weekend hours. Weekends are usually the time that students would work to complete assignments. I enjoy studying at the Kwantlen library but I find I have to pack up my belongings and move to SFU Surrey library to continue my work.
- The hours of operation are very convenient. It helps a lot and saves time especially when you live farther away.
- The hours of operation for the library because it is opened early
- The hours of operation makes it very convenient for one to borrow and research any day of the week.
- The hours of operation, needs to be extend later into the night due to working schedules and group work. It closes way too early.
- the hours of operation, the library is usually open before my morning class it gives me time for last minute studying.
- The hours of operation, [the resources available such as the quiet room, study rooms, computers and Learning Centre].
- The hours of operations [and the intercampus loan service] are great.
- The hours the library is open. The fact that it is open even on Sunday means a lot. As the library is a great place to meet with groups that our teachers keep putting us in it is important to have a meeting place to be able to go to that has the resources there when you need them.
- The hours. Although I haven't stay until closing. if I were to stay until closing it would provide me with ample time to study.
- The hours. It always seems open. I think the library is great for that.
- The increase in hours of operation to include Sundays.
- The library hours are now up to par. I've only ever seen it closed once when I needed it! Luckily that time I had a secondary place in which to study, so no harm done.
- The library hours are the most satisfying. The fact that the library is open on weekends definitely helps.
- The library hours are very useful.
- The library hours give plenty of time to either research or work as a group, which is very helpful. It's the first location chosen to meet people and work together.
- The library hours, as studying and doing research is essential for a student's grade, so providing an area where one can easily do so is always good.
- The library is always open when I need access to any library resources. I am very happy to see the library open on weekends. [The research session taught by a librarian was very useful. I learned exactly how to use the research database and find what I need.]
- The library's hour of operation allow it to be accessible to me whenever I need to study.
- The library's hours of operation because they are open for 15 hours of the day.
- The library's hours of operation make it easier to study outside of class.
- The most satisfying part of the library is [the cleanliness and] the hours of operation. It's the place I feel most comfortable being in!
- [There is usually a computer available to use, the library is usually kept fairly quiet,] and the hours are decent.
- Very satisfied with the weekday hours being open until 11pm!

Richmond

- Am very happy the libraries are open later and on Sundays.
- [General study space] but still needs more hours of operation during the summer semesters etc.
- Good hours of operation.
- Hour of operation: early enough and late enough to fit everyone's needs.
- Hours.
- Hours and availability of staffs members are good.

- Hours [and cleanliness] I am most satisfied with [but the library needs better interlibrary loans and study space].
- Hours are good [and librarians are helpful.]
- Hours are great [and access to printing stations is very useful, could be cheaper though].
- Hours because the extended hours are very helpful.
- Hours of operation coincide with my schedule.
- Hours of Operation in the library: - I don't have to worry about what time to go because it's mostly open when I am at school and after class.
- Hours of Operation, being able to stay late is a good thing.
- Hours of operation.
- Hours of operation. Keep it and/or extend it.
- Hours of operation. Most times are open.
- Hours of operation. Open early and closed late. Please don't ever change this!!
- Hours of operations because it will give us more time to do what we need to do inside the library like studying and group meetings.
- Hours, [printing, photocopying, intercampus loaning:] very convenient.
- Hours/cleanliness.
- Hours-I work fulltime.
- I am most satisfied with the hours of the library as the library is open so much that there is a time when any student can use it, no matter the times of their classes. And it has open time on the weekend in which students can come and utilize it.
- I am most satisfied with the libraries hours.
- I am very pleased that the hours of operation were increased. I hope you stay open on Sundays as well.
- I am very pleased with [the cleanliness of the library as well as] the hours of operation. [Having a clean library makes learning and studying in the library that much more enjoyable.] The hours of operation are great, because I have that option of staying late and studying in the library. if the Richmond library could transform to be somewhat similar to the Surrey library(the 3rd floor in particular) that would be very much appreciated.[like I mentioned on the previous page the reference librarians are awesome, for the same reasons mentioned. they are always willing to help. and are quick with providing help.]
- I am very satisfied with the library hours of operation because it is open anytime I need to use it.
- I find the hours are very accommodating and fitting of my schedule.
- I think the operation hours is long enough for students to access.
- I'm most satisfied with the hour of operation, because it closes late daily so we can spend our times there after class.
- I'm most satisfied with the hours of operation because most of my classes are at night and I would want to go to the library to search for a book after class.
- I'm most satisfied with the hours of operation despite that sometimes I can't seem to study bec. of the things I mentioned above which I find very unsatisfactory.
- I'm most satisfied with the hours of operation the library keeps, it works well with my schedule.
- Library hours.
- Library hours always there when I need it.
- Library Hours [and Cleanliness despite the construction] at the Richmond Library.
- Library hours and operations.
- Library hours because classes are not all at the same time and the library is available at all times that I am at school.
- Library hours for Friday is satisfactory, but for Saturday and Sunday, not very much.
- Library hours of operation.
- Library hours of operation.
- Library hours of operation. It gives more time for student to stay at library.
- Library hours of operation allow students more time to study.

- Library hours of operation [and printing] because most of my classes are at night and the library is still open [and usually I have to print something off before class.]
- Library hours of operation are great.
- [Printing, availability of computers,] hours of operation because [printing is always available,] the hours are long [and there are always computers to use.]
- OPENING HOURS. THE HOURS OF OPENING IS GOOD.
- Satisfied the library hours were extended.
- The extended library hours on Saturday and Sunday
- The hours of operation are great and there is lots of quiet study space.
- The hours of operation work quite well with my schedule.
- The hours of the library are very satisfying, work great with studying.
- The hours, being open late is nice for project work but more hours on the weekend would be even better!
- The library can open very early and close in late, so I can spend more time there.
- The library has never been closed when I needed it, so the hours are very good.
- The library hours [and the library assistance is exceptional.]
- The library hours of operation I guess.
- The library hours work for me but unfortunately at the Richmond Campus with the construction I feel that it is hard to give accurate ratings.
- The Library is always open when I am at school.
- the library is open long hours, allowing students to find material when needed.
- The new library hours in Richmond campus gives more opportunity to do research for student that takes courses at night.

Langley

- Hours of operation.
- HOURS OF OPERATION ARE VERY CONVIENENT.
- Hours of operation because my schedule is not straight forward, so no matter when I go the library is always open.
- [I like the extended hours for the Surrey library, ie, open on Sunday,] but wish that were the case at Langley campus as well. Living in Abbotsford, it's not always convenient to get to Surrey.
- Library hours of operation because I have never had an issue when it comes to not being able to study because the library was closed.
- Library hours. They are always open when I am there.
- The hours of operation, quiet study space, and cleanliness.
- The hours- very convenient.
- [Better library hours than before.] Would appreciate later hours at the Langley campus.

Cloverdale

- Hours of operation because I can use it in the evenings late
- Hours resources
- The hours of operation coincide with 100 percent of the time I spend on campus, so I can use the resources whenever.
- The hours of operations are very satisfying because it creates opportunities for everyone. I am also pleased with the study rooms.

Library Cleanliness

Total=134

Surrey

- [HOURS and] cleanliness. Never messy [and open all day!]
- [Hours of operation and] Library cleanliness] most definitely meet my levels of approval.

- [Hours of operation,] cleanliness, [large study space, group rooms and quiet areas] are very helpful to me as I am an international student and I really like all these things available in a college.
- How clean the areas are [and how there's always a computer around when I need one. Also the hours of operation are fairly good.]
- Cleanliness. (60
- Cleanliness [and availability of group study rooms]
- Cleanliness [and general study space]. I find library clean [and there is always enough room for student to sit and study.]
- Cleanliness [and space to study.]
- Cleanliness [and the general study spaces are good].
- Cleanliness, [assistance by reference librarians, printing made extremely easy].
- Cleanliness, because it creates a better work environment.
- Cleanliness. I have never seen the library dirty.
- Cleanliness. I have never seen an area of the library incredible dirty.
- [General study space and] cleanliness.
- How clean the library is, [I always get a computer to work on, very friendly library staff.]
- [Hrs. of operation&] cleanliness.
- I am most satisfied with [library hours of operation and] cleanliness because it helps me a lot to concentrate on my studies especially in quiet zone on 3rd floor.
- I am most satisfied with cleanliness. I am glad we are allowed to eat in this library, and it is still very clean.
- I am most satisfied with the cleanliness because it would be difficult and would not want to spent time in it if it were a mess.
- I am most satisfied with the cleanliness of the library.
- I am satisfied with the overall [library hours and] cleanliness. [Earlier library wasn't open on weekends, but now it is.]
- I am very happy with the cleanliness because it is very clean compared to other school's study areas.
- I am very satisfied with the cleanliness [and peaceful environment of the library. I'm glad for some areas for quiet study and the availability of assistance if needed.]
- I am very satisfied with the cleanliness of the library [it is always a good place to go and study there are quite rooms and group rooms, and there is always a place where u can study around. Computers are always available for me I have never had to wait for it.]
- [I get help when I ask for it by the ladies at the attending desk.] And the library is clean [and I haven't of yet had a problem with the hours so they work great.]
- I like clean washrooms and clean libraries. I can't study or get comfortable or even concentrate if the work area is messy, and dirty bathrooms are really gross.
- [I like that we have study rooms to block out the noise from the rest of the library.] Our library is also very clean.
- I like the cleanliness [and computers].
- I like the look and general cleanliness of the library. Very sharp looking. [Also appreciate the printing services.]
- I LOVE how clean the library always is. That really makes me feel at ease and comfortable, that is important to me and definitely enhances the studying experience as I study there often.
- I was most satisfied with the cleanness.
- I'm most satisfied with the cleanliness of the library. The books are always neat and tidy, and there's never any garbage lying around anywhere.
- [I'm satisfied with the librarians, the little that I use them]. The library is clean, as it should be but the washrooms are sometimes not clean because they aren't in working order. [We have lots of computers which is good.]
- IT IS VERY CLEAN, [AND UPSTAIRS IS A GOOD PLACE TO WORK QUIETLY].
- [It's nice to have a place for quiet study (3rd floor) and group study. I'm glad they were separated.] It's clean, but it can be cold.

- Libraries (Surrey and Langley are the only ones I've used) are always clean and there are an abundance of resources and materials.
- Library cleanliness. (3)
- Library cleanliness . . because this sets up for a good study environment.
- Library cleanliness has never failed.
- Library cleanliness is satisfied. This is the good part,[quite study rooms and availability of group study rooms is most satisfied.]
- Library cleanliness is the most important aspect for me, [if the library staff did not do such a wonderful job with organization books would never be found.]
- Library cleanliness! Very well maintained, beautiful, relaxing environment that facilitates learning.
- Library cleanliness, the library is always clean and there is very few litter around.
- Library cleanliness. It's always clean, which is nice!
- Library cleanliness. It's consistently clean.
- Library cleanliness. The janitors work real hard.
- Library Cleanliness. The library is always spotless.
- Library cleanliness. Many of the librarians are seen wiping down desks for sanitary reasons.
- [Librarians are very helpful.] Library is always very clean.
- [The staff I've dealt with at the checkout counter and the reference librarians are always very helpful. The general study area is a good size.] The library always looks very clean and tidy.
- Library is always clean, clean environment makes studying more relaxed.
- Library is always very clean and tidy. I am very happy with this.
- Library is clean.
- Most often the library is always fairly clean and don't have to worry about my books or my items getting dirty from someone else eating.
- Often very clean [and the librarians are very nice and helpful.]
- [Reference desk hours and] cleanliness because I have never had a problem with one of those two yet.
- The cleanliness is very good.
- The cleanliness of the library has never been an issue to me, it's always kept very tidy!
- The cleanliness of the library. [The study rooms are also good.]
- The cleanliness of the Surrey campus library, makes it an attractive place to study.
- The cleanliness, always clean no garbage left lying around.
- The general cleanliness [and quiet areas.]
- The Janitors are doing a great job of keeping the library relatively sanitary. [Also, I don't know where I'd be if it weren't for the printer and photocopier at the library...it definitely makes life easier.]
- The library cleanliness [and the printing abilities.] [How clean the library is, very well determines why I enjoy the library. It is a great place to go do work without worrying about any messy tables or computers. [The printing has been awesome every time I need something done.]Great job!
- The library is always clean [and people respect the quiet study areas].
- The library is always clean.
- The library is always very clean, which makes it more comfortable.
- The library is clean.
- The library is generally a clean place to study.
- the library is usually very clean [and it is often clear where to go when you want to study depending on if you want group study, quiet study or general study]
- The library is very clean and easy to concentrate
- The library is very clean, and seems to be a nice environment. (Have only used it a few times as my course was only for a week.
- The most satisfying part of the library is the cleanliness [and the hours of operation.] It's the place I feel most comfortable being in!
- [There are always free computers, and] the washrooms are esp clean.
- Very clean, [good service and helpful staff.]

- The overall atmosphere. Very clean, [quiet and information (from staff) is readily available to me.]
- The place is kept tidy, keep it up.

Richmond

- Clean.
- Cleanliness because it makes you want to study.
- Cleaning I think.
- Cleanliness - pretty clean.
- Cleanliness- self-explanatory.
- Cleanliness. The library is kept quite clean overall.
- Cleanliness... Even though the Richmond library is a mess, I understand they are renovating and I can see that they are trying to keep it all relatively clean.
- [Hours and] cleanliness I am most satisfied with [but the library needs better interlibrary loans and study space]
- I am mostly satisfied with the constant cleanliness of the library, [and the availability of computers.]
- I am very pleased with the cleanliness of the library [as well as the hours of operation.] Having a clean library makes learning and studying in the library that much more enjoyable. [the hours of operation are great, because I have that option of staying late and studying in the library. if the Richmond library could transform to be somewhat similar to the Surrey library(the 3rd floor in particular) that would be very much appreciated. Like I mentioned on the previous page the reference librarians are awesome, for the same reasons mentioned. they are always willing to help. and are quick with providing help.]
- It is very clean, and some areas are peaceful and silent. I do appreciate that indeed.
- Library cleanliness because I like things neat and tidy.
- Library cleanliness is always perfect.
- Library cleanliness, because it is always, kept clean and most people don't leave any garbage around.
- Library cleanliness, because it is good.
- Library cleanliness.
- [Library Hours] and Cleanliness despite the construction at the Richmond Library.
- Library is pretty clean.
- Most satisfied with cleanliness because it is really important and you do a good job.
- The library is always nice and clean, [and I am always able to use the photocopiers when I need to. And I find the staff helpful and prompt in getting course reserves.]
- The cleanliness.
- The cleanliness of the library is awesome.
- The library is always clean.
- The library cleanliness.
- The library is always clean :) [I'm most satisfied with the print and copy stations as they are always available for use.]
- The library is generally clean.
- The library is very clean.
- The library is very clean and organized.
- [When finding items, the librarians on staff are very helpful.] In addition, [more study space and] cleanliness can be improved.

Langley

- Always clean [and quiet].
- Cleanliness.
- How clean the Langley Library is.
- I am most satisfied with the cleanliness of the library, [however, if it was more quiet, I think I could get more studying done properly.]
- I'm satisfied that the library is clean [and the librarians are there to help.]
- It's usually pretty clean in the library.

- Library cleanliness. It's nice not to be in a messy place and all the money I pay to go to school I don't want to have it look like a dump.
- Library is clean.
- [The amount of quiet study space,] the cleanliness [and the librarian assistance.]
- The clean, [quiet] space that is given to students to study in.
- The cleanliness [and quietness] because it provides a great environment for studying or doing homework.
- The cleanliness of the library... it's very important to me.. if it were dirty I would never be in there.
- The cleanliness of the library. It is always well organized and generally clean.
- The libraries are kept very clean [and there is always lots of tables and space to study at.]
- The library in general, it's always very clean, [very quiet and there's plenty of places to choose from as far as where to sit.]
- [The staff is wonderful,] library is clean and easy to access.
- I am most satisfied with the library's cleanliness as the Langley campus library always seems so clean and well looked after.

Cloverdale

- Cleaness, because it is nice to be able to find what you want easily.
- Cleanliness.
- Library cleanliness and general atmosphere.
- The cleanliness [and the availability of computers.]

Study Rooms/General Study Space

Total=207

Surrey

- [Askaway is a great resource for students and is very helpful when you have no one else to consult. Its an excellent resource.] Study space is great, but at times it is not used for studying as well as computers. Some students just sit and chat at the study areas or go on facebook for hours. Some students may need the computers for projects and important study and they are not available. However most of the time students can usually find some. [Librarians at the checkout and reference are very helpful and kind. Library hours are great, however if time on Sundays was more maybe 2 hours it would be great as some students have classes five days a week and can't use the services, and tend to go on weekends. Overall, I am very satisfied with the library service and think it is great.]
- [Ability to print and photocopy,] as well as the general study space.
- A lot of study areas, [quiet] and group.
- All the area to study.
- Because Study Space area is on Level 3 only etc.
- [Computer areas and] study areas.
- [Hours of operation and] general study space are great.
- [Hours of operation, cleanliness],large study space, group rooms [and quiet areas] are very helpful to me as I am an international student and I really like all these things available in a college.
- [Cleanliness and] availability of group study rooms.
- [Cleanliness and] general study space.[I find library clean and] there is always enough room for student to sit and study.
- [Cleanliness and] space to study.
- [Cleanliness and] the general study spaces are good.
- General availability of space to study and the ability to book study rooms for groups is great.
- General space to study. The open setup is nice and facilitates an active learning environment.
- General study space.
- General study space [& Quiet area to study: Always find a quiet place to do homework and study.]
- General study space: because it gives me a place to go and study without interruption.
- General study space [and cleanliness].

- General study space because I've never had a problem finding an appropriate space for a study group to meet and discuss.
- General Study space because there is always a seat to study in.
- General study space! There's lots of places where you can study.
- General Study Space, there is a lot of room and availability/.
- General study space. Great place to study; quiet and clean. I don't mind if people talk because the library has provided a quiet study area as well.
- General study space. The library is big and there are lots of places to curl up and study.
- General study space..
- Good mix of "talking areas", group study rooms, [and "silent" areas!] Allows for various types of course work to be completed in library.
- Group study areas and general study areas. I really like the online booking system to use the group rooms. It helps plan meetings. I like being able to always find a place to sit down and study if I am in between classes or waiting for a ride.
- Group study room.
- Group Study Room because it provides a space for all students to do presentation
- Group study rooms. (6)
- Group study rooms - a place for groups to discuss projects/meetings.
- Group study rooms - having more available has helped a lot.
- Group study rooms allows people who are there to study to get away from the noise.
- Group study rooms [and quiet areas.] (Almost need more group study areas).
- Group study rooms are easy to book and use and are a great place for a group of people to work on something together.
- Group study rooms are great! It would be even better if we had access to a computer in each of the group study rooms, for access to information that might be required there and then.
- Group study rooms are incredibly convenient when preparing for presentations.
- Group study rooms are very convenient.
- Group study rooms because they provide a clean study space, with an appropriate size to fit a small group.
- Group study rooms, easy to book.
- Group Study rooms, which allow people to work in a quiet area away from people to express their thoughts on projects or debates that they are doing.
- Group study rooms...they are upstairs, quiet and effective.
- Group Study rooms: They provide space in which to do group work that otherwise would not be available on campus. Having a whiteboard in each room also facilitates group work. The only suggestion I would have it so have more group study rooms.
- Group study space.
- Having group study rooms is very useful when doing projects, but booking the rooms is not always as easy or straight-forward.
- Having the library as a space to study as well as all a student's resources in one place is a major benefit.
- I am most satisfied with the large amount of study space. I especially enjoy studying on the second floor in the entrance foyer, though I wish it was a silent study area.
- I am most satisfied with the study rooms and, over all, the availability of study rooms. They have been very useful in providing a great place where I, and fellow classmates, can get together to study or work on projects together. The availability of plugs is also of great use in these rooms.
- I am most satisfied with the study space available in the library ranging from comfortable individual areas, to group rooms, [to quiet areas.] They're all great!
- I am most satisfied with the Surrey campus and the amount of area there is for groups to work together even if a study room is not booked. [The Richmond campus currently and previous is horrible for studying due to lack of seating and outlets to plug in computers.]

- I am satisfied with the amount of space available for studying and the overall silence in the library while trying to study.
- I am satisfied with the quiet study rooms and study space in general.
- I am very satisfied with study areas [and computer] availabilities in the library because [you have people to help you with questions and] its a good place for group meetings with friends for studying.
- I am very satisfied with the amount of space to study [and with the service staff.]
- [I am very satisfied with the cleanliness of the library] it is always a good place to go and study there are [quite rooms and] group rooms, and there is always a place where u can study around. [Computers are always available for me I have never had to wait for it.]
- I appreciate the comfortable chairs [and also the designated quiet study areas it allows me to get maximal work accomplished].
- I enjoy [the quiet study areas, when they are quiet, as well as] the group study rooms which allow us to study in groups or work on projects without bothering other students.
- I find that the library is a great place to study so I would say that I am most satisfied with the general study space. [There are a lot of areas to study in the back that are much quieter which makes it easier to focus.]
- [I find the library staff extremely helpful and knowledgeable.] I also enjoy the layout of the library with all the different areas to study - laptop bar, [silent study] etc.
- I like how the renovations have allowed for more group study rooms.
- I like how there is a entire level devoted to study area.
- I like that we have study rooms to block out the noise from the rest of the library. [Our library is also very clean.]
- I like the group study areas upstairs, makes it a quiet environment to work in.
- I like the study rooms but I think we should have more.
- I love the layout of it and the amount of rooms is sufficient and useful.
- I most satisfied with group study rooms, it's nice to have somewhere to go that's quiet and won't disturb others.
- I mostly satisfied with study rooms [and computer availability for those who do not have access to it at their homes].
- I really like the group study rooms, the system works great and the rooms are an inviting place to do work.
- I'm most satisfied with the areas of study around the library. Multiple desk almost ensure that there is a place to sit and study or do homework.
- I'm satisfied with the fact that we have a good system for booking study rooms [and that the third floor has been effective in helping students concentrate in silence.]
- I'm satisfied with the overall layout and facilities the Surrey library provides.
- It's a big library with lots of space to study.
- It's nice to have a place for [quiet study (3rd floor) and] group study. I'm glad they were separated. [It's clean,] but it can be cold.
- [Library cleanliness is satisfied. This is the good part,] quite study rooms and availability of group study rooms is most satisfied.
- [The staff I've dealt with at the checkout counter and the reference librarians are always very helpful.] The general study area is a good size. [The library always looks very clean and tidy.]
- Large areas for either group or independent study.
- [Library hours and] study rooms.
- Love the study rooms.
- Most satisfied with the amount of space to study.
- Most satisfied with the General study space because it's a great place to study there's always room somewhere.

- Most satisfied with the general study space. I appreciate the mixture of individual study area on the third floor and the group tables on the first and second. Generally there is almost always an empty space in one of the areas.
- [Printing and] study area [-more printers have been placed in the library, and] more study area is available now with bigger desks.
- New group study rooms have been very helpful.
- Overall space, quietness, and atmosphere of the library.
- Overall, the library has proved a good place for focused study and for group assignments.[I am happy is it open on the weekends.]
- Quiet study rooms because everyone needs a quiet place to study.
- Quiet study rooms. [The third floor provides for quiet study time.]
- [Quiet study zone is good and important, as well as] the group study rooms. They give us the changes to study alone or discuss in groups.
- Sometimes the group study rooms are filthy. Which is extremely annoying when you have booked the room.
- Space the library has.
- space to study because there is always room somewhere in the library to study and it is not crowded
- Studying space.
- Study area because there's usually a desk available.
- Study areas. (2)
- Study areas and study rooms.
- Study areas because there always seems like there is somewhere to sit. its can quiet or not quiet, you can choose.
- Study areas, there is lots of room and I'm always able to find someplace to study.
- Study rooms are an excellent thing to have.
- Study rooms are good for having team meetings tend to be available when I needed them.
- Study rooms, they give me a private place to work.
- Study space.
- Study space is always available and the environment in general is ideal for studying.
- Study space provided [as well as computers provided], anytime I have needed them they have been available :-)
- Study space, since there are a lot of places to go.
- Study spaces, there are ample and they are very helpful.
- Studying Space because there are so many areas to study and it is quiet!
- Surrey – [it has the largest selection of books] and there are more rooms to have group sessions.
- [That is opens early,] and I use the study rooms a lot.
- Satisfied with the facilities in general, it is a great place to study quietly. [The help I have received from librarians have always been amazing!]
- The amount of space to study/meet because that's what I use most.
- The areas to study in the library, I spend about 6 hours in the library on Monday's because of the way my class schedule is so it is very important to have places to study, and I have been pretty satisfied so far, especially since the renovations at Surrey.
- The availability of [computers - I have yet to see someone waiting to use one. And] the study space, you never have to look too far to find someplace comfortable to study. [And the Silent study are up on the third floor is my favourite place!]
- The availability of [computers,] general, [and quiet] study space are the best areas provided by the school - especially on the Surrey campus. [The Richmond and Langley campuses would be scored very differently, but] Surrey is doing well.
- The availability of study rooms [and computers.]
- The available study areas in the main floor.
- [The cleanliness of the library.] The study rooms are also good.

- The general study area. Surrey Library is a nice place to be.[It's open late,] has lots of tables and chairs in various arrangements (i.e. group, individual etc) and there are so many windows!
- The general study areas. When I have brought my own laptop and don't need to use the library's computers, I like having a lot of space to be able to study on my own or in a group. The library gives me the ability to do that.
- The general study space.
- The general study space because it is never a worry that I won't be able to find a place to study.
- The general study space. Because it is important to be able to study in a library, where you find your reference.
- The group study rooms are great. There is no other place on campus to have a quiet place to focus on assignments with others.
- The group study rooms, provide a place to study without the trouble to coordinating a house.
- The group study rooms. Having those rooms make it very easy to get together with group members for projects and what not.
- [The hours are good and] there's room to sit.
- [The hours of operation,] the resources available such as the [quiet room,] study rooms, [computers and Learning Centre].
- [The interlibrary loans and checkout/reference services were extremely helpful and exceeded expectations.] The study areas and facilities were also fairly clean and provides a good environment to work in.
- The large amounts of study area.
- The library is a great open space with levels for any type of study and learning. I think the library is doing a great job. I'm only in my 2nd year and haven't done much research, but the research I have done has been successful with the library's resources.
- The library is a great study spot. I like that there are [quiet areas and] areas to study as a group.
- [The library is usually very clean] and it is often clear where to go when you want to study depending on if you want group study, quiet study or general study.
- [The number of computers available for student use and] the amount of tables/areas for studying/group work.
- The space provided to either study or get together with a group.
- The space. Different areas for working.
- The space/capacity.
- The study areas at the Surrey campus [and the inter library loans.]
- The study rooms are really good. I like how we can book them online.
- The study rooms were very important when needing time away from all the noise to sit quietly and study for a little while. It really did help my grades and improve my study skills.
- The study rooms, because it is a great way to have some quiet time to study and do projects without getting distracted.
- The studying space and how there is different levels to assist different styles of studying.
- The Surrey campus always seems to have study rooms available when I need them. I have not used the study rooms at the Richmond campus, so I cannot comment on them.
- The Surrey campus library is beautiful. I spent a lot of time there. [The staff is amazing and helpful] and there is always space to work in any type of environment needed. Great place.
- The Surrey library offers a lot of great study spaces for both individuals and groups.
- There is a lot of study space.
- There is a lot of study space, which is great! [Also the silent floor is very useful!]
- [use of computers as well as quiet study areas]/group rooms.
- Variety of study areas, for individual or group studying.
- When the group study rooms ARE available, they are very helpful for group projects.

Richmond

- General study space [but still needs more hours of operation during the summer semesters etc.]

- Group study rooms.
- Group study rooms ...need these almost every week for group meetings.
- Group study rooms always seem to be easily available.
- Group study rooms [and quiet areas to study].
- Group study rooms are very helpful and usually available.
- Group study rooms because they are a good place to work when you need a quiet space.
- Group study rooms, because they allow for groups to work together in an area, rather than have to find some place outside of campus.
- Group study rooms: can do our project at quiet place.
- [Hours and cleanliness I am most satisfied with] but the library needs better [interlibrary loans and] study space.
- I am most satisfied with study rooms because it allows project partners to have their own room, with library resources and other material to work on their project.
- I am most satisfied with the study area [and computers.]
- [I am newly back at Kwantlen after a long break from school, there have been so many improvements since I was last a student and more coming,] I am very impressed with the study space and lab space for group work, etc.
- I am overall satisfied with the library excepting the study space as I have indicated.
- I could usually find a place to study in the library before the renovations. I hope there will be more emphasis on study area rather than out of date print reference material. (When it comes to academic study, material seems to become out-dated soon after it reaches print.)
- I guess the study rooms.
- I love that I have the option to [use a quiet study area or] engage in group study in the same spot on campus. [The librarians are helpful most of the time too! I wish there were more computers/printers/copiers but that's understandable].
- I really love the quiet that students maintained in the library, but I am sometimes afraid to go there because a lot of my friends lost their personal belongings like cell phones in the library. I guess if there are some open study areas that do not trying to separate students with personal "squares".
- I'm most satisfied with group study rooms. And now the new study rooms are great!
- should have more study rooms [and computers]
- Study room is bright and clean, which provide us with a nice environment to study.
- Study rooms are very important, especially for team meetings working on a project
- Study space.
- The [computers and] space.
- The group study rooms are great! They are nice because you can easily pre book them to arrange meeting place for a group project or an area to study in with classmates.
- The new study rooms in Richmond are GREAT. They are nice and quiet, you can't hear the room next to yours. Whiteboards may be handy for brainstorming, though.
- The study area, how it is most of the time quiet. But it should be larger.
- The study rooms because they have been useful for me when I really need to focus on studying.
- [When finding items, the librarians on staff are very helpful.] In addition, more study space [and cleanliness] can be improved.
- [I am most satisfied with the Surrey campus and the amount of area there is for groups to work together even if a study room is not booked.] The Richmond campus currently and previous is horrible for studying due to lack of seating and outlets to plug in computers.

Langley

- General area of space. I find the space very thought out because there are several tables to work on and couches to sit on.
- General use for studying is very important and almost all the time the library is very quiet.
- Group study rooms are very important as they are great for study.

- I am most satisfied with the amount of space available for studying because I am often waiting for the person I carpool with to finish class and I prefer to study while I wait.
- I love that it has been quiet when I've needed it to be. The group study rooms were very helpful but sometimes they are over crowded with too many chairs.
- I really like the ample amount of thinking and study space you give!
- I'm satisfied with the overall library services. Maybe some campuses need to expand more (Langley) with group study table and rooms.
- [Librarians are helpful] although I would like to see more of a library in Langley. Study rooms allow for easy access for group assignments
- Quiet study rooms for group projects.
- Study rooms are great and often available and I love the fact that you can book a study room through the computer. Makes it much more time efficient and easy to plan group projects.
- Study space, lots of it
- study space, lots of it
- The amount of space is actually quite surprising in such a small looking space.
- The general study space is good because there are plenty of desks around the library.
- The group study rooms because they provide a clean, quiet place to do group projects.
- [The Librarians are great always willing to help out even with more than one student.] I enjoy the group study areas, the quiet study areas [and computers.] Nice place to study or catch up.
- [The libraries are kept very clean and] there is always lots of tables and space to study at.
- The libraries general study space. It is a big room with plenty of areas to study and finish homework. you can work in peace and quiet easily.
- The library in general, [it's always very clean,] very quiet and there's plenty of places to choose from as far as where to sit.
- There is a lot of study space for students and I like that best about the library. If some people are talking too loud, you can always go to the other side of the library.
- work space, I like to have a lot of space to work and I can always find an empty table that I can use to myself.

Cloverdale

- Group study rooms, place to meet that is quiet and has table space.
- The group study rooms are outstanding because they are spacious and quiet.

Quiet Study

Total=144

Surrey

- In surrey only...the availability of quite areas to study.
- 3rd floor - I like how it is silent! [And the hours are good too.]
- 3rd floor quiet area. good study area with no distractions.
- A lot of study areas, quiet [and group.]
- A nice clean place to study I love the top floor in Surrey!
- [Hours of operation, cleanliness, large study space, group rooms and] quiet areas are very helpful to me as I am an international student and I really like all these things available in a college.
- General quiet study area because it is a great place to do homework without distractions.
- [General study space &] Quiet area to study: Always find a quiet place to do homework and study.
- [General study space. Great place to study;] quiet and clean. I don't mind if people talk because the library has provided a quiet study area as well.
- [Good mix of "talking areas", group study rooms, and] "silent" areas! Allows for various types of course work to be completed in library.
- [Group study rooms and] quiet areas. (Almost need more group study areas).
- Having a quiet place to work [and having computers available to use].

- Having [availability of computers and] quiet work areas to study. Thank you.
- However the library third floor is always quiet and is a great place to study!
- I always find [a computer to work on and] a nice quiet area to study!
- I am most satisfied with a quiet area to study, it is very important to provide a quiet place to study and concentrate and I believe the silent room is an excellent place and many students benefit from it.
- I am most satisfied with the Library's 3rd floor Quiet Study Area. I prefer a very quiet area for my studies and the 3rd floor is perfect!
- I am most satisfied with the quiet area to study especially the one in Surrey campus. It is very spacious and most students follow the rules.
- I am most satisfied with the quiet area to study. It is the perfect place to get away from noise distractions so I can concentrate on my homework. I like that on the Surrey campus the quiet area is glass enclosed so there is no ambient noise.
- I am most satisfied with the quiet study area at Surrey Campus. [There is nothing like that at Richmond Campus - it's a shame. and there needs to be more electrical outlets at Richmond Campus to plug laptops into.]
- I am most satisfied with the quiet study area available for students. There is always a place for me to go study in between classes.
- I am most satisfied with the quiet study area. I love that everyone respects each other on the third floor and there is a huge amount of space on the 1st and 2nd floor for group work.
- I am most satisfied with the quiet study areas because it makes it easy for me to do my work.
- I am most satisfied with the quite areas provided to study in.
- I am most satisfied with the study space available in the library [ranging from comfortable individual areas, to group rooms, to] quiet areas. They're all great!
- I am most satisfied with the Surrey campus' designated Silent Study Space.
- I am most satisfied with the third floor quiet study because it allows students to study better.
- I am satisfied with the library services at Kwantlen. The only thing that I would like is [longer hours of operation, and] more quiet study areas. A lot of times I hear too many students just chit chatting away.
- I am very satisfied with [the cleanliness and] peaceful environment of the library. I'm glad for some areas for quiet study [and the availability of assistance if needed.]
- [I am very satisfied with the cleanliness of the library] it is always a good place to go and study there are quite rooms [and group rooms, and there is always a place where u can study around. Computers are always available for me I have never had to wait for it.]
- I am very satisfied with the Quiet Area to Study. The Quiet Area to Study makes it easier to concentrate and focus and reduces the amount of distractions to a comfortable degree.
- I am very satisfied with the Surrey library's third floor. It's very quiet there now because they have separated the computer area and the quiet study tables.
- I appreciate [the comfortable chairs and also] the designated quiet study areas it allows me to get maximal work accomplished.
- I enjoy the quiet areas for computer use. [I miss the 7 a.m. opening, 7:30 a.m. is ok].
- I enjoy the quiet study areas, when they are quiet, [as well as the group study rooms which allow us to study in groups or work on projects without bothering other students.]
- I like that students abide by the rules of the Quiet Study Area, creating a relaxing, soothing environment to study in. Therefore it is the service I am most satisfied with.
- I find that the library is a great place to study [so I would say that I am most satisfied with the general study space.] There are a lot of areas to study in the back that are much quieter which makes it easier to focus.
- [I like that the library is open until 11pm] and the completely quiet study is the most important thing of all
- I love that the 3rd floor is completely silent!
- I love the quiet 3rd floor. VERY helpful for studying when need to really focus on work.
- I LOVE the whole-floor quiet study area, and I was pleasantly surprised to find that most (all?) of the tables also have power for laptops. A+ on that one!

- I love third floor it's nice and quiet!
- I really appreciate the quiet study area. if there were more areas like that available in the library it would be beneficial to students
- I'm most satisfied with the quiet study area because it helps me finish my work or lets me study without any distractions.
- I'm satisfied with the fact [that we have a good system for booking study rooms and] that the third floor has been effective in helping students concentrate in silence.
- [IT IS VERY CLEAN, AND] UPSTAIRS IS A GOOD PLACE TO WORK QUIETLY.
- It's a quiet area to study with a decent amount of space.
- It's nice to have a place for quiet study (3rd floor) [and group study. I'm glad they were separated. It's clean, but it can be cold.]
- [Library cleanliness is satisfied. This is the good part,] quite study rooms [and availability of group study rooms] is most satisfied.
- [Library hours and] quiet space upstairs to study.
- [Library hours of operation,] Quiet area to study, [Availability of computers ,Printing ,Photocopying.] All these services are very very unique and of utmost importance. I am totally satisfied with the above mentioned services.
- Like the third silent floor.
- Most Satisfied with the quiet study area on the 3rd floor at the Surrey campus. However, it would be nice to put some larger tables all year round rather than just during final exam period :)
- Probably the quiet area, the third floor at the Surrey campus is a really good place.
- Quiet area to study. (4)
- Quiet area to study, I like how there are 2 floors of quite area studies. Especially on the very top where it is dead quite, so you have lots of time to study and do homework.
- Quiet areas.
- Quiet space, noise control / no cell policy has worked well.
- Quiet study area.
- Quiet study area.
- Quiet study area - it is very nice to have a quiet floor on the Surrey campus.
- Quiet study area on third floor.
- Quiet study areas, necessary to accomplish studying.
- Quiet study areas. They are comfortable and usually accessible.
- [Quiet study rooms.] The third floor provides for quiet study time.
- Quiet study space.
- Quiet study zone is good and important, [as well as the group study rooms.] They give us the changes to study alone or discuss in groups.
- Quiet study area where students can concentrate on their studies.
- Quite study space in the Surrey library.
- The 3rd floor quiet study area is very useful.
- [The availability of computers - I have yet to see someone waiting to use one. And the study space, you never have to look too far to find someplace comfortable to study.] And the Silent study are up on the third floor is my favourite place!
- The availability of [computers, general, and] quiet study space are the best areas provided by the school - especially on the Surrey campus. [The Richmond and Langley campuses would be scored very differently, but] Surrey is doing well.
- [The computer availability is really good and the reliability of them is great.] Also the 3rd level quiet study area is a godsend.
- The [general cleanliness and] quiet areas.
- The huge quiet study area. Although more outlets for laptops, and better furniture would be appreciated. Not just a jungle of mix and match desks and chairs.

- [The hours of operation,] the resources available such as the quiet room, [study rooms, computers and Learning Centre].
- The library is a great study spot. I like that there are quiet areas [and areas to study as a group.]
- [The library is always clean and] people respect the quiet study areas.
- The quiet are of study. I like how it is on the 3rd floor and it gives you a area where you can focus.
- The quiet area to study because that is very essential in doing your homework. However, in the Surrey campus, you have to climb up a lot of stairs before getting to that quiet area.
- THE QUIET AREA TO STUDY IS HUGE AND IT HELPS ME FOCUS ON WHAT I'M STUDYING FOR.
- The quiet areas to study, one can always find a place.
- The quiet place where students can study because it helps students to focus.
- The quiet room is awesome.
- The quiet study area because it gives me a space to just focus on my studies
- The quiet study area because it makes studying so much easier and it makes me focus better.
- The quiet study area in the Surrey campus.
- The quiet study area is a very good place to study.
- The quiet study area is quite large and I can always manage to find a spot. I am most satisfied with the desks that are up there on that floor, they allow me to focus.
- The quiet study area on the 3rd floor.
- The quiet study area on the third floor of the library is a wonderful place to retreat to. I appreciate that even with the construction it is still a peaceful zone.
- The quiet study area. It is important for independent study because other than the third level, the library is pretty noisy.
- The quiet study area. Students can study without being bothered by cell phone and others' chat.
- The quiet study area's and rooms are very helpful.
- The quiet study space is really helpful and there is typically always available space for me.
- The quietness of the 3rd floor and the space needed to spread out- be on your own, and study. I can get a lot done in that atmosphere.
- The silent area in the 3rd floor is great, although the construction is a nuisance.
- The third floor study area on the Surrey campus is the perfect place to study without distraction.
- There is a lot of study space, which is great! Also the silent floor is very useful!
- There is always a lot of open, quiet space in the library to do work.
- There's always a quiet place to study.
- Third floor quiet study area - I like being able to go somewhere silent.
- [use of computers as well as] quiet study areas/group rooms.
- Would like to see quite area like Surrey Campus.
- [There is usually a computer available to use,] the library is usually kept fairly quiet, [and the hours are decent.]
- The overall atmosphere. [Very clean,] quiet [and information (from staff) is readily available to me.]
- [I find the library staff extremely helpful and knowledgeable.] I also enjoy the layout of the library with all the different areas to study - laptop bar, silent study etc.

Richmond

- [I am most satisfied with the quiet study area at Surrey Campus.] There is nothing like that at Richmond Campus - it's a shame. And there needs to be more electrical outlets at Richmond Campus to plug laptops into.
- A quiet are to study, it is nice to have a place on campus where you can go and study in peace.
- Group study rooms and quiet areas to study.
- I am most satisfied with the "Quiet are to study" because in the library I can always find a quiet space to study because there is plenty.
- I am the most satisfied with the quiet space for studying the library provides because it is the only place on campus where you are guaranteed silence to read and study.

- I like the ability to be able to go somewhere to study that is nice and quiet.
- I like the library in that it's quiet and distraction-free, a perfect place to study, just wished there was more desk/cubicles available.
- I love that I have the option to use a quiet study area or engage in group study in the same spot on campus. [The librarians are helpful most of the time too! I wish there were more computers/printers/copiers but that's understandable].
- Quiet area to study. (2)
- Quiet area to study-- everybody needs this at some point or another!
- Quiet area to study because I need peace when I'm reading or writing.
- Quiet areas to study because it provides a better environment to study if looking to read away from home, distractions, and noise.
- Quiet space.
- Quiet area to study.
- Quiet area to study [& printing/ photocopying].
- Satisfied with the study space, very quiet.
- The availability of quiet spaces to study has been my biggest satisfaction with Kwantlens Library.
- The thing I am most satisfied with is the quiet study space, they are always easy to find.
- [The printing and photocopying is a must and easy to use,] and the quiet area is always pretty quiet.

Langley

- [Availability of computers] and quiet area to study.
- I am most satisfied with many study cubicles that are provided and that they are situated in the more quiet parts of the library.
- [I am most satisfied with the cleanliness of the library, however,] if it was more quiet, I think I could get more studying done properly.
- Quiet and clean study space.
- Quiet areas in which to study.
- Some quiet study areas available.
- The amount of quiet study space, [the cleanliness and the librarian assistance.]
- Always [clean] and quiet.
- The [clean,] quiet space that is given to students to study in.
- The [cleanliness] and quietness because it provides a great environment for studying or doing homework.
- The fact that it's a quiet place to go and work on my homework in between classes.
- The quiet area to study because there are times when it's nice to have a quiet area to focus in.
- There is a lot of room for quiet study.
- There is always a quiet, private place to study at around the back. :)

Computers

Total=132

Surrey

- Always a computer available.
- Availability of computers on the Surrey campus is very good, [yet Langley can be difficult to secure a spot.] It is important to me to have a computer available at all times, even if it is to check email or other fairly non time consuming needs.
- I'm totally satisfied with the availability of computers [and the librarians availability, even on chat.] It is so much easier to find a book now.
- Availability of computers.
- Availability of computers.
- Availability of computers.
- Availability of computers.
- Availability of computers - there always seems to be one available.

- availability of computers at the Surrey campus.
- availability of computers in the Surrey campus. there seems to always be free computers. [however, when I was in Richmond last semester, I was disappointed in such little amount of computers].
- Availability of computers is most satisfactory according to me because I had never waited for using the computer and there are no timings for them.
- Availability of computers is the one that I am most satisfied because computers are always available at the library.
- Availability of computers, it's important when you are in an emergency.
- Availability of computers, there are many computers I never had to wait for one yet.
- Availability of computers. Bringing my own laptop has become a hassle, especially with the many heavy books I have to carry to school, so having a lot of available computers is very resourceful.
- Availability of computers. There is usually a free computer when I need it.
- Availability of computers: I have never had to wait to use a computer!
- Availability of computers--I've never had to wait for one.
- Available computers.
- Availability of computers, [printing, and library hours.]
- Computer areas [and study areas].
- Computer availability - many computers available.
- Computer availability as there is usually at least one available.
- Computer availability.
- Computer rooms for the convenience of dropping in.
- Computers.
- Computers [and front desk] as they are easy to use [and very useful if your lost.]
- Computers are needed for university.
- Computers are plentiful, [librarian a big help].
- Everything is good.. except [the library hours and] computers..which need some improvement.
- How clean the areas are and] how there's always a computer around when I need one. [Also the hours of operation are fairly good.]
- [Having a quiet place to work and] having computers available to use.
- Having availability of computers [and quiet work areas to study.] thank you.
- [how clean the library is,] I always get a computer to work on, [very friendly library staff.]
- I am most satisfied with the [Librarian and] availability of computers for students.
- I always find a computer to work on [and a nice quiet area to study]!
- I am impressed with the computer access, awesome.
- I am most satisfied with the availability of computers as I have never had a problem finding a computer
- I am most satisfied with the availability of computers. There is usually one available for use when the occasion calls for it, and there are usually a lot of people taking advantage of the service which tells me that it is worth having and maintaining.
- I am most satisfied with the availability of the computers as I do not have to bring my laptop with me to school.
- I am most satisfied with the computers offered by the library. There are plenty all over the library and it is very easy to find a vacant computer.
- I am most satisfied with the availability of computers. When I need to print off an essay, or wish to work on a project, it is very important for me to get to a computer right away before I lose motivation
- I am the most satisfied with the number of computers. I have never been without using a computer when I visit the library.
- I am very satisfied with [study areas and] computer availabilities in the library [because you have people to help you with questions and it's a good place for group meetings with friends for studying.]
- I am very satisfied with the amount of computer the library offers on different floors.

- [I am very satisfied with the cleanliness of the library it is always a good place to go and study there are quite rooms and group rooms, and there is always a place where u can study around.] Computers are always available for me I have never had to wait for it.
- [I hope library opens longer hours, especially on the weekends.] Library computers are usually busy, so they should have more computers around the library, since we have more space.
- I like the [cleanliness and] computers.
- I mostly satisfied with [study rooms and] computer availability for those who do not have access to it at their homes.
- I like the number of and availability of computers.
- [I'm satisfied with the librarians, the little that I use them. The library is clean, as it should be but the washrooms are sometimes not clean because they aren't in working order.] We have lots of computers which is good.
- I am satisfied most with the abundance of computer availability. It allows me to get what I want done faster
- [Personal assistance by the staff, Availability of computers [and extended library hours] helped me to prepare well last semester.
- internet access
- It's not listed above, but at the Surrey campus it's nice to finally have enough plugs for laptops.
- [Library hours of operation] Availability of computers
- [Library hours of operation, Quiet area to study]Availability of computers, [Printing, Photocopying.] All these services are very very unique and of utmost importance. I am totally satisfied with the above mentioned services.
- Lots of computers available.
- Lots of computers, I don't usually have to wait.
- Many computers are available.
- [Printing] and Computer.
- [Study space provided] as well as computers provided, anytime I have needed them they have been available :-)
- Satisfied with the nice computers and the availability on each floor.
- The availability of computers - I have yet to see someone waiting to use one. [And the study space, you never have to look too far to find someplace comfortable to study. And the Silent study are up on the third floor is my favourite place!]
- The availability of computers has always been satisfying. I have never had any issues finding a computer to use.
- The availability of computers, [general, and quiet study space are the best aeas provided by the school - especially on the Surrey campus. [The Richmond and Langley campuses would be scored very differently, but] Surrey is doing well.
- The availability of [study rooms and] computers.
- The availability of computers. It's great because it's free and you don't have to bring your own computer every day.
- The computer accessibility.
- The computer availability is really good and the reliability of them is great. [Also the 3rd level quiet study area is a godsend.]
- The computer labs. They're usually free and open.
- The computers, [printing, and photocopying] keep my life very organized and are a lifesaver at times!
- [The hours of operation,] the resources available such as the [quiet room, study rooms,] computers and Learning Centre
- The fact that there is always a computer free, so you can print or do research without waiting
- The number of computers available for student use [and the amount of tables/areas for studying/group work.]
- Use of computers [as well as quiet study areas/group rooms].

- There always are computers available when I need them this provides easy access.
- there are always free computers, [and the washrooms are esp clean]
- There are lots of computers available.
- There is usually a computer available to use, [the library is usually kept fairly quiet, and the hours are decent.]

Richmond

- Access to computers, although there aren't nearly enough.
- Although the computer room is pretty full I always have had access to a computer.
- Availability of computers.
- Availability of computers.
- Availability of computers.
- Availability of computers [and printing.] I've never had a problem getting a computer quickly [and being able to print a project.]
- Availability of computers because I've always been able to get on one when I needed to.
- Availability of computers, there is always a computer then when I need one.
- Availability of computers. I can use the computer any time when I need.
- Being able to get on a computer is very important as I did not have Microsoft 2007 at home which I needed for one of my courses.
- Computer lab.
- Computer availability because there are an adequate amount of computers and they are usually available.
- Computer available for use, [and printing/copying machines].
- Computer lab.
- Computer room provides a place where I can both study and work on assignments, and engage with my personal agenda.
- Computer use.
- Computers are always available, important for quick research and printing.
- Computers are more up to date compared to the learning centre.
- I am most satisfied with the [study area and] computers.
- I am mostly satisfied with [the constant cleanliness of the library, and] the availability of computers.
- I am satisfied with the availability of computers in the library because I can always find one.
- [I love that I have the option to use a quiet study area or engage in group study in the same spot on campus. The librarians are helpful most of the time too!] I wish there were more computers/[printers/copiers] but that's understandable.
- I mostly need [copy machine and] computer, and these two things work very well and so I am satisfied with most of the questions.
- I suppose that the new computer lab in Richmond campus is too small which means that it is hard to find a computer on library.
- Lately computers have always been available when I have needed them, which has been a relief. There used to never be enough computers.
- Lots of computers available to students.
- Lots of computers.
- [Printing and] Computers.
- [Printing,] availability of computers, [hours of operation because printing is always available, the hours are long and] there are always computers to use.
- should have more [study rooms and] computers
- The computers [and space].
- The availability of computers. Whenever I need one their always available.
- The use of computers is the best thing about the libraries.
- There are always lots of computers available.
- There is always an available computer.

- [Availability of computers in the Surrey campus. there seems to always be free computers.] however, when I was in Richmond last semester, I was disappointed in such little amount of computers.

Langley

- Again the availability of the computers.
- Availability of computers [and quiet area to study].
- Availability of computers [on the Surrey campus is very good], yet Langley can be difficult to secure a spot. It is important to me to have a computer available at all times, even if it is to check email or other fairly non time consuming needs.
- Available computers, the learning center is sometimes too busy.
- Availability of computers.
- Availability of computers because they is always ones available either outside or in the lab.
- Computer availability.
- Computer use.
- [I have been satisfied with the help in the Library,] and the availability of computers.
- I like the amount of computers available.
- I would say the availability of the computers has been quite useful, and every time being in the library there always tends to be a spot.
- [The Librarians are great always willing to help out even with more than one student.] I enjoy the [group study areas, the quiet study areas and] computers. [Nice place to study or catch up.]

Cloverdale

- Computer's because it goes with my course and it can be used for a lot of research.
- Computers. There is always one available.
- [The cleanliness and] the availability of computers.
- the availability of the computers every time I have come in here to use a computer I have always had one available which has been very convenient.

Printing/Photocopying

Total=124

Surrey

- A lot of printing and photocopying options. Great for a quick print, before a class.
- Ability to print and photocopy, [as well as the general study space.]
- Availability of [computers,] printing, [and library hours.]
- [Cleanliness, assistance by reference librarians,] printing made extremely easy.
- I am very satisfied with the copying and printing. It is a very quick process and the printer is rarely ever jammed.
- [I like the look and general cleanliness of the library. Very sharp looking.] Also appreciate the printing services.
- I like how we can put money on your Kwantlen card so you can print any time.
- I really like the printing and photo copying, it's pretty efficient, however, too expensive for my tastes, ill usually go to the psych lab to print things because of this.
- I'm glad that there is a place where I can print and photocopy for a decent price.
- [Library hours of operation, Quiet area to study, Availability of computers ,]Printing ,Photocopying. All these services are very very unique and of utmost importance. I am totally satisfied with the above mentioned services.
- Most satisfied with the availability of printers for the library so there is not a long wait.
- Most satisfied with the printing and photocopying.
- Photocopy.
- Photocopy because it is so convenient.
- Photocopying - easy to use.

- Photocopying, and printing.
- Printer and photocopying because I have neither at home.
- Printing. (4)
- Printing - Lots of areas for printing. Makes time and life easier. Thanks.
- Printing, Photocopying, Quiet area to study.
- Printing ... This is most convenient.
- PRINTING ALWAYS GOES FAST AND THE SYSTEM IS VERY GOOD FOR MEETING STUDENT DEMANDS AND TIME CONSTRAINTS.
- Printing [and Computer]
- Printing and photo - copying , because we can print our notes at the last minutes also before the class.
- Printing and photo copying available whenever I need.
- Printing and photocopy.
- Printing and Photocopying.
- Printing and photocopying is affordable and convenient.
- Printing and photocopying is very easy with makes me satisfied.
- Printing and photocopying, because if you need things printed in a pinch it's nice to have that option.
- Printing and photocopying, cheap and they never run out of paper or toner.
- Printing and photocopying, it is nice to have them right in the vicinity of the computers that you are working on.
- Printing and photocopying.
- Printing [and study area] -more printers have been placed in the library, [and more study area is available now with bigger desks.]
- Printing is a great importance. My printer broke at home so I was very fortunate to have access at kwntlen to print in black and white and colour. Thank a bunch.
- Printing is a smooth system.
- Printing is huge and important so I can get my projects in and it's help me alot with failure.
- Printing services are adequate.
- Printing services are great now! Love all the comfy chairs to study in too!
- Printing, it is easy, cheap and convenient.
- Printing, it's quick and straight forward.
- Printing, lot of printers to use and cheap to print..
- Printing. Always available.
- Printing. It has always worked for me when I have needed it.
- Printing/photocopying: very easy to use.
- The addition of more printers and the ability to retrieve printing from any location is excellent.
- [The computers,] printing, and photocopying keep my life very organized and are a lifesaver at times!
- The color printers.
- [The Janitors are doing a great job of keeping the library relatively sanitary.] Also, I don't know where I'd be if it weren't for the printer and photocopier at the library...it definitely makes life easier.
- [The library cleanliness and] the printing abilities. [How clean the library is, very well determines why I enjoy the library. It is a great place to go do work without worrying about any messy tables or computers.] The printing has been awesome every time I need something done. Great job!
- The photocopiers are super easy to use. I just miss the enormous staplers that used to be there.
- The printing access. The printing facilities at the library are very accessible and quick to use.
- The printing and photocopying.
- The printing and photocopying is by far the most satisfying.
- The printing because it's easy and quick, but it is expensive when you are printing there all the time.

Richmond

- Availability of [computers and] printing. I've never had a problem [getting a computer quickly and] being able to print a project.]

- Being able to print in an emergency.
- [Computer available for use,] and printing/copying machines.
- [Hours are great] and access to printing stations is very useful, could be cheaper though.
- [Hours,] printing, photocopying,[intercampus loaning:] very convenient.
- I am very satisfied by the photocopying because it is a service I have used time and time again. The place is never crowded, there are multiple photocopiers and the most important thing is that its function is easy to use. Additionally it provides me a convenient location to photocopy notes from my classmates.
- I am very satisfied with the quality of the printers and the photocopiers... No comments. [I like the wide variety of books that helped me a lot in my studies.]
- I have used printing and copying a lot and had no problem.
- [I love that I have the option to use a quiet study area or engage in group study in the same spot on campus. The librarians are helpful most of the time too!] I wish there were more [computers/] printers/copiers but that's understandable.
- I mostly need copy machine [and computer,] and these two things work very well and so I am satisfied with most of the questions.
- I use the printing and photocopying services the most [and the staff at the library are very helpful and kind.]
- I'm most satisfied with the printing and photocopying. However, I'm hoping that the cost for printing and photocopying can decrease by a little. It costs a lot when we need to print a large amount of materials.
- I'm very satisfied with the quality and efficiency of printing at school. Coloured printing is top notch
- [Library hours of operation] and printing because most of my classes are at night and the library is still open and usually I have to print something off before class.
- Photocopying. (3)
- Photocopying and helpful sessions with librarians booked by instructors to help me get acquainted with library resources.
- Photocopying, faster and safer.
- Photocopying. it is cheap, it could be free, but it is helpful.
- Photocopying/printing.
- Photocopying: the library has colour photocopy and it is the only place in the school that offers this service.
- Photocopying; very convenient!
- Printer and photocopy, they always work!
- Printing. (3)
- Printing - it is made very easy for us to use our smart cards and print when we need to.
- Printing & photocopying... always a good thing to have!
- Printing [and Computers.]
- Printing and photocopy.
- Printing and photocopying.
- Printing and photocopying because its easily accessible.
- printing and photocopying used a lot year round for most of my courses
- Printing because it has been very helpful when I was in a rush to have something printed.
- Printing because it is very convenient.
- Printing services. Never had any problems with printers or not being able to print.
- Printing, [availability of computers, hours of operation] because printing is always available, [the hours are long and there are always computers to use.]
- Printing, it's very convenient for when I forget to print at home.
- Printing. I don't have a printer.
- Printing.. Because I always need to print things fast.
- Printing/photocopying. Affordable and reliable.
- Printing and Photocopying I believe printing and photocopying is the most IMPORTANT item up there because so far most of my life at the library is printing out assignments or photocopying them.

- [Quite area to study] & printing/ photocopying.
- The ability to print and photocopy in the library.
- the availability of the printing stations.
- The ease of access to printing.
- [The library is always nice and clean, and] I am always able to use the photocopiers when I need to. [And I find the staff helpful and prompt in getting course reserves.]
- The photocopier does a decent job.
- The printer usually works well but we could use more color printers.
- The printers are very useful; however, it is impossible to find a computer to print at certain times.
- The printing and photocopying is a must and easy to use, [and the quiet area is always pretty quiet.]
- The printing and photocopying stations are fast and reliable.
- The printing/photocopier because I find it the most useful.
- [The library is always clean :)]I'm most satisfied with the print and copy stations as they are always available for use.

Langley

- Photocopying: The number of photocopiers allows for multiple people to photocopy as much as they require without having to make others wait to use the machine.
- Printing.
- Printing and photocopying has always been available.
- Printing and Photocopying; are always available, and I do not have regular access to them otherwise
- printing really helps out when projects are due
- -Printing, because I can print. -Photocopying, because I can photocopy. [-Help from librarians, to find magazines and books for assignments.]
- Printing. Affordable and quick.
- The photocopying is fantastic, its inexpensive and allows you to get the bits you need so you can make notes and go back to it.
- The printing and photocopying services and unparalleled.
- There is always access to a photocopier, which is very critical for music students.

Cloverdale

- Printing. It was quick and easy and quite reasonably priced.

Employees

Total=210

Surrey

- [Askaway is a great resource for students and is very helpful when you have no one else to consult. Its an excellent resource. Study space is great, but at times it is not used for studying as well as computers. Some students just sit and chat at the study areas or go on facebook for hours. Some students may need the computers for projects and important study and they are not available. However most of the time students can usually find some.] Librarians at the checkout and reference are very helpful and kind. [Library hours are great, however if time on Sundays was more maybe 2 hours it would be great as some students have classes five days a week and can't use the services, and tend to go on weekends. Overall, I am very satisfied with the library service and think it is great.]
- A woman working at the Surrey checkout desk was quite friendly.
- Again the staff are excellent.
- Assistance Whenever I ask something, I will get my answers.
- Assistance by checkout counter staff because I had some positive experience of them helping me out.
- Assistance by checkout counter staff because they are always easy to talk to and are very helpful.
- Assistance by checkout counter staff is the service that I am most satisfied with since they are always willing to provide assistance in a positive manner.

- Assistance by checkout counter staff and Assistance by reference librarians.
- Assistance by librarians because it helps you if you're working on a project you've never done before, like a research essay.
- Assistance by reference librarians - very helpful.
- Assistance by reference librarians (in person, by email, by phone) because they are really helpful whenever I ask for help.
- Assistance by reference librarians because they actually help you find books.
- Assistance by reference librarians because when you go to a different campus sometimes you're not used to it.
- Assistance by staff.
- Assistance by the reference librarians - they are always will to help you with anything.
- Assistance from Librarian: always there to help out.
- Assistance from the librarians.
- Assistance at checkout counter because staff is friendly and approachable.
- Checkout counter staff are very friendly and knowledgeable.
- [Computers and] front desk as they are [easy to use and] very useful if your lost.
- [Computers are plentiful,] librarian a big help.
- [Cleanliness,] assistance by reference librarians, [printing made extremely easy].
- Front desk staff are always very helpful and friendly.
- Help from library workers.
- Help is always available when I need it.
- Help on how to research, because I was clueless until shown by a staff member.
- [How clean the library is, I always get a computer to work on,] very friendly library staff.
- I always get good assistance from the front desk, and librarians, so I'd say that is what I'm most satisfied with.
- I am most satisfied with quality of customer service by checkout counter staff.
- I am most satisfied with staff assistance. Anytime I have a question, the service/counter staff do an excellent job.
- I am most satisfied with the assistance from the reference librarians. The Lady who helped me was very informative.
- I am most satisfied with the Librarian [and availability of computers for students.]
- I am most satisfied with the librarian's assistance in person. They are always so helpful and go out of their way. They should also be in charge of teaching research methods for papers and citation workshops.
- I am satisfied with the help of the librarians I think that they are essential.
- [I am very satisfied with study areas and computer availabilities in the library] because you have people to help you with questions [and it's a good place for group meetings with friends for studying.]
- I am very satisfied [with the amount of space to study and] with the service staff.
- [I am very satisfied with the cleanliness and peaceful environment of the library.] I'm glad for [some areas for quiet study and] the availability of assistance if needed.
- I appreciate when there are library staff to assist with locating information whether it be in books or online.
- I find the library staff extremely helpful and knowledgeable. [I also enjoy the layout of the library with all the different areas to study - laptop bar, silent study etc.]
- I get help when I ask for it by the ladies at the attending desk. [And the library is clean and I haven't of yet had a problem with the hours so they work great.]
- I have always found the checkout staff to be very pleasant, helpful and professional. Kudos!
- I suppose I would be most satisfied with the checkout counter staff. I have never had to wait too long and have always found the service rendered to be speedy and efficient.
- I think that when there is someone at the desk to assist, they are always very helpful and approachable. They have seemed generally interested to help.

- I'm satisfied with the librarians, the little that I use them. [The library is clean, as it should be but the washrooms are sometimes not clean because they aren't in working order. We have lots of computers which is good.]
- [Library cleanliness is the most important aspect for me,] if the library staff did not do such a wonderful job with organization books would never be found.
- Librarians are quite knowledgeable and friendly.
- Librarians are very helpful. [Library is always very clean.]
- Librarians have been knowledgeable and helpful toward student inquiries.
- Librarians/employees. They are helpful and quick.
- Library Assistance - always perfect.
- Library assistance is always prompt and helpful.
- Lots of people to help when stranded.
- Love the help I got with searching databases. Very useful.
- Most satisfied with the assistance from reference librarians. They are always glad to help when it is difficult to find a book. Especially helpful with newer students.
- Overall, the librarians are helpful and always available esp online.
- people/staff,
- Personal assistance by the staff, [Availability of computers and extended library hours helped me to prepare well last semester.]
- Reference librarian assistance (though I use this as an employee, not as a student - would the service be different if I were using it as a student?) - has been excellent! Very responsive and knowledgeable.
- Reference librarians, who have always tried very hard to help me when I need assistance.
- Service counter. Librarians/staff very friendly.
- The assistance at the checkout counter when you have questions about something
- The assistance by checkout counter staff. it seems to be where I go for any questions and they always seem to have the answers.
- The assistance of the librarians.
- The checkout counter staff are always very informative, helpful and friendly.
- The checkout counter staff is always readily available and helpful.
- The Checkout staff are always friendly and helpful.
- The email help that you can get from a librarian.
- The help desk.
- The help from the librarians whenever I have any questions or need help to find research material
- The help I receive from the librarian [and the use of equipment and space.]
- The help of the librarians! Very friendly and helpful, always!
- The help that I have received from the librarians in getting the resources I need.
- The help, they really know what they're doing. It's awesome!
- The librarian I dealt with was very helpful with finding information I needed for my topic.
- The librarian is very helpful, together with assistant of the checkout counter.
- -The librarians are definitely very useful and the resources in the library are awesome. Keep up the great work!
- The librarians are very helpful.
- The librarians are very helpful. As a new student I was not overwhelmed because I got all the assistant I needed especially in how do start and do my research projects.
- The librarian's help.
- The librarians rock! What a wonderful resource!
- The only good thing about the library is the information desk. These people are very helpful and I am glad that they are there.
- The reference librarian because they are very helpful with almost everything.
- The reference librarians are accessible and knowledgeable.
- The service is terrific. People are helpful.

- The staff are very helpful.
- The staff at the library checkout services. They accommodated me for my library card, when it wasn't working, they answered questions I had when I was checking out books and the query was relevant to another section of the library.
- The staff is always so eager to help and very informative. It really makes the library an easier place to navigate with their help :)
- The staff I've dealt with at the checkout counter and the reference librarians are always very helpful. [The general study area is a good size. The library always looks very clean and tidy.]
- The thing I am most satisfied with is the helpfulness of the librarians. They are always willing to help and will help students find whatever they're looking for.
- With the "person" contact for any questions that I have.
- [Often very clean and] the librarians are very nice and helpful.
- [Satisfied with the facilities in general, it is a great place to study quietly.] The help I have received from librarians have always been amazing!
- The A/V and checkout counter staff in [Langley and] Surrey have been very helpful and pleasant!
- The availability of the staff helping us in Kwantlen in the library and study areas with what we need.
- The [interlibrary loans and] checkout/reference services were extremely helpful and exceeded expectations. [The study areas and facilities were also fairly clean and provides a good environment to work in.]
- [The Surrey campus library is beautiful. I spent a lot of time there.] The staff is amazing and helpful [and there is always space to work in any type of environment needed. Great place.]
- [Very clean,] good service and helpful staff.
- [The librarians are very nice in Langley.] Surrey not so much and I don't know about Richmond
- [The overall atmosphere. Very clean, quiet and] information (from staff) is readily available to me.

Richmond

- Audiovisual people were very helpful when I needed assistance.
- [Interlibrary loans] and audio video assistance checkout desk.
- Assistance.
- Assistance by checkout counter staff because they are always willing to help, and are always friendly.
- Assistance by checkout counter staff can be really helpful for charging the cards, and quickly check in/out the resources.
- Assistance by checkout counter staff, they are very kind!
- Assistance by checkout counter staff, very nice and helpful.
- Assistance by check-out counter staff.
- Assistance by check-out staff was always available for help.
- Assistance by the library staff.
- Check out service. Always someone there to help me take out books.
- checkout counter staff are always very friendly and helpful
- Checkout staff are friendly.
- Counter staff: friendly and helpful.
- Everyone's really nice.
- I am most satisfied with the assistance from the checkout staff, they have always been extremely polite and helpful and always seem very cheery as well as knowledgeable
- I am most satisfied with the overall morale of the library staff. They have had to deal with a lot of stress due to the renovations and are on their last thread of patience but always get the job done effectively & efficiently whilst having a smile on their faces.
- I have always been very satisfied with the staff at all campuses; they are extremely friendly and very helpful.
- [I use the printing and photocopying services the most and] the staff at the library are very helpful and kind.

- Any help that has to do with research and citation. I found these to be VERY helpful with all subject courses and projects.
- [Hours are good and] librarians are helpful.
- I am most satisfied with the assistance by the librarians because they offer much needed help
- I am most satisfied with the assistance of the reference librarians. they are extremely helpful and knowledgeable also very respectful
- [I am very pleased with the cleanliness of the library as well as the hours of operation. having a clean library makes learning and studying in the library that much more enjoyable. the hours of operation are great, because I have that option of staying late and studying in the library. if the Richmond library could transform to be somewhat similar to the Surrey library (the 3rd floor in particular) that would be very much appreciated.] Like I mentioned on the previous page the reference librarians are awesome, for the same reasons mentioned. They are always willing to help. And are quick with providing help.
- I am very satisfied with the reference librarians who are very helpful and courteous.
- Help from librarians.
- [I love that I have the option to use a quiet study area or engage in group study in the same spot on campus.] The librarians are helpful most of the time too! [I wish there were more computers/printers/copiers but that's understandable]
- Library staff are very pleasant and helpful.
- Library staff both in person and online are very helpful.
- Library staff have been very helpful in assisting with retrieving information and printing.
- Most of the staffs are friendly.
- Most satisfied with the librarians, they are very helpful.
- People working in library are very nice and helpful.
- People working there are very helpful and friendly.
- [Organization of books and] finding help.
- Probably the librarian that answers and directs students to where they need to go.
- Service at the checkout desk Awesome! Staff is always very nice and helpful!
- Staff are polite and helpful.
- Staffs are very helpful and friendly.
- the assistance at the checkout counter by staff, they are always friendly and helpful
- The assistance by your library staff really helps.
- The counter staff are very helpful while I have any questions.
- The counter staff was helpful in getting me set up with a printer.
- The helpful staff.
- The helpfulness of the library staff. They are always doing the best they can to help us out.
- The helpfulness by the library staff is excellent.
- The helpfulness of the staff because they are truly helpful.
- The ladies at the checkout are very helpful.
- The librarians at the desk in the library are very helpful and kind and polite when answering questions or helping to find information.
- [The library hours and] the library assistance is exceptional.
- [The library is always nice and clean, and I am always able to use the photocopiers when I need to.] And I find the staff helpful and prompt in getting course reserves.
- The librarians at the desk in the library are very helpful and kind and polite when answering questions or helping to find information.
- The library staff are usually available to help anyone. They are very helpful.
- The library staff remain a tremendous resource, very helpful and attentive to the needs of all students throughout renovations. They should be celebrated for their patience and persistence.
- The library's facilities and services are overall very satisfactory because of the [availability of books and] assistance by staff.
- The staff are always helpful, always trying to help, and no matter how silly the question they always assist

- There seems to always be someone at the checkout desk.
- When finding items, the librarians on staff are very helpful. [In addition, more study space and cleanliness can be improved.]
- With the assistance of the librarian, every time I have problem they want to help extensively, even if it take certain amount of their time.
- Yes. The library staffs are always willing to help me.

Langley

- Assistance by checkout counter staff. They go above and beyond the call of duty to be helpful.
- Always find great help with anything in the library.
- any assistance required by the library staff has always been prompt and courteous
- Check-out counter staff are helpful and are of great service to the library experience in general
- Helpful staff
- Helpfulness of the library staff.
- I am most satisfied with the library checkout staff's assistance when I've needed help.
- Library counter staff is helpful.
- The assistance provided by the Langley Campus librarians...this covers everything from the checkout [to the research/reference desk.] They are very helpful and pleasant!!!
- The Library staff have been so very kind and helpful!
- The Staff are wonderful. Friendly, patient and very knowledgeable about the library, the books and they help to make life much easier for people needing info in a hurry. Love the staff.
- The staff at the counter is very friendly and helpful.
- The staff is very helpful.
- The staff is wonderful, [library is clean and easy to access.]
- Umm...Staff?
- Very helpful staff.
- Assistance by librarians Alison and Jean in Langley campus was very very helpful and knowledgeable.
- Assistance by reference librarians.
- Assistance by librarians, they really help when it comes to finding difficult material for essays etc.
- I am satisfied with all the librarians. They are always eager to help and determined to get the right information.
- [I am very satisfied with the resources available at the library] and also have always found the staff to be extremely helpful.
- I have been satisfied with the help in the Library, [and the availability of computers.]
- [I like everything about the library and] they have been very helpful when I needed the help
- I'm most satisfied with how kind and helpful most of the librarians are, especially the ones at the Langley campus.
- I'm most satisfied with the librarian desk assistance, every time I have asked for help I have been very kindly helped.
- I'm satisfied that [the library is clean and] the librarians are there to help.]
- Librarians are helpful [although I would like to see more of a library in Langley. Study rooms allow for easy access for group assignments].
- Librarians are the best; they can help with everything and are willing to talk as long as it takes to help students.
- librarians help.
- Most of the librarians are quite helpful and pleasant.
- one on one librarian assistance with research.
- Overall service and knowledge of librarians is exceptional.
- Personal assistance by reference librarian. She was kind and patient and made me feel at ease.
- Personal service is always fantastic. Everyone always has a smile and is ridiculously eager to help. I find this more true at the Langley library.

- [-Printing, because I can print. -Photocopying, because I can photocopy.] -Help from librarians, to find magazines and books for assignments.
- Received good service from the librarians.
- [The amount of quiet study space, the cleanliness and] the librarian assistance.
- The assistance provided by the Langley Campus librarians...this covers everything [from the checkout] to the research/reference desk. They are very helpful and pleasant!!!
- The helpfulness of the librarian's.
- The Langley campus library staff is amazing. They are always ready and willing to help with almost anything!
- The Librarians are great always willing to help out even with more than one student. [I enjoy the group study areas, the quiet study areas and computers. Nice place to study or catch up.]
- The librarians are very nice in Langley. [Surrey not so much and I don't know about Richmond].
- With the librarians help with using the data bases and how to use the online tools.
- Working with the librarians:)
- The A/V and checkout counter staff in Langley [and Surrey] have been very helpful and pleasant!

Cloverdale

- Assistance by checkout counter staff, because they were always helpful.
- Assistance by checkout counter staff, they are nice, friendly and willing to help.
- I find the checkout staff to be very helpful and efficient.
- The assistance that is received by the library staff.
- Friendly help by the librarians.
- The staff members, extremely friendly and knowledgeable of library and where everything is and will sit down with you to show you step by step on how to do something on the computer.

Ask Away

Total=19

Surrey

- "Ask away" Because I've always found the answers to my questions.
- "Ask away" chat reference service. I've written papers or have done research over the weekend while I was at home, and when I discovered this feature I was able to get help and answers I needed right away which was very helpful instead of having to wait until Monday.
- "Ask away" is a great resource! Keep up the good work. Extending the hours it is available would be great too.
- Ask Away chat reference service.
- Ask a librarian service.
- Ask Away is an amazing service. I was really impressed with the help I got.
- Askaway because it's super helpful when off campus.
- Askaway is a great resource for students and is very helpful when you have no one else to consult. Its an excellent resource. [Study space is great, but at times it is not used for studying as well as computers. Some students just sit and chat at the study areas or go on facebook for hours. Some students may need the computers for projects and important study and they are not available. However most of the time students can usually find some. Librarians at the checkout and reference are very helpful and kind. Library hours are great, however if time on Sundays was more maybe 2 hours it would be great as some students have classes five days a week and can't use the services, and tend to go on weekends. Overall, I am very satisfied with the library service and think it is great.]
- I appreciate the "Ask Away" service the most because the response is prompt and the person is always helpful. It also makes it convenient if I'm at home and would like a quick question answered.
- I was very very satisfied with the online "ask a librarian" option on the Kwantlen website. It was very helpful.
- The ask away chat service is very useful and I am very satisfied with the help of the librarians.

- The online ask a Librarian, allowed me to get help quickly while away from campus, they really helped me out.
- I'm totally satisfied with [the availability of computers and] the librarians availability, even on chat. It is so much easier to find a book now.
- The online chat system. It helps us to get information rather than coming in person. Nice job. Keep up the good work.
- Online help.

Richmond

- Ask Away chat reference was fantastic. Answered my question in a professional and timely fashion. I wish I received the answer within 2 hours, but you can't have everything.
- Ask away, it's convenient and helpful.
- I am most satisfied with getting help with the librarians on the chat, as its super helpful.
- The "Ask Away" chat service is really easy to use and really works!

Library Research Sessions

Total=28

Surrey

- 30 minute personal research consultation with librarian was awesome... totally explained APA to me and spent double the 30 minutes with me.. thanks for the help... got an A+!
- 30 research session.
- I am most satisfied with the library research sessions as it helped me learn how to use databases. These sessions are a great for first year students who do not know how to use databases or cite sources.
- I definitely feel as though the research session that the instructors books is very satisfying because that is how we learn any new ways of navigating around the library website, or it refreshes our memories on how to do things.
- I like how are teachers can book a research session. They are very helpful in showing us what resources we have available.
- I once booked a session with a librarian and although she told me some things I learned from many library research sessions, she also taught me some vital searching methods and tried to cater to what I wanted and needed. I would definitely do it again or recommend other students to book a session with a librarian, I only wish I had used it sooner in my nursing program instead of in my last few semesters.
- I was very impressed, and happy, with the librarian research session; it was very informative and helped a bunch with getting familiar with such a complex and vase system of research and knowledge.
- In my 5 years of attending Kwantlen, I might have asked the librarian for assistance maybe about 5 times. I've also been forced to take that library tutorial 230598623509236 times. Waste of time? I can see their assistance mainly needed by 1st year students. Thus, because I can't be dissatisfied, I'm extremely satisfied with their help - even though I haven't often needed it.
- Library research session booked by instructor. She knew case law extremely well, and taught me enough to hopefully get my assignment done in time
- Library research sessions booked by your instructor and taught by a librarian.
- Library research sessions booked by your instructor and taught by a librarian. In my opinion I think librarians are doing a great up demonstrating how to do library research. The atmosphere is great. I don't feel any pressure because librarians are patient. Plus the touch screen projector (I dunno what exactly what it's called) is amazing!
- Library research sessions booked by your instructor and taught by a librarian-the librarian was very thorough and informative.
- Research sessions on navigating journals as this is an essential tool for any academic degree.
- [The library is always open when I need access to any library resources. I am very happy to see the library open on weekends.] The research session taught by a librarian was very useful. I learned exactly how to use the research database and find what I need.

- The library research session booked by my instructor was extremely helpful. I already knew a lot of the material that was covered, but I still learned a lot about finding research material in Kwantlen's library.
- The library research sessions booked by my instructor and taught by a librarian because it gave me a understanding of how to research in post-secondary.
- The study sessions taught by librarians are fantastic. They are very helpful and it's good to know how to use the research database.

Richmond

- 30 minute personal research consultation with a librarian - was useful information.
- I am most satisfied with Library research sessions booked by your instructor and taught by a librarian because it taught me how to do research faster.
- I was most satisfied with the library research booked by my instructors and taught by a librarian because it's informative and helped me figure out how to use the search engine and I didn't have to make time for it in my busy life because it was during class.
- I'm most satisfied by the library research sessions booked by my instructor and taught by a librarian. The librarian was effectively able to show the class how to use the online databases. It was taught quite well.
- Library research sessions booked by your instructor and taught by a librarian.
- Library research sessions booked by your instructor and taught by a librarian; it is useful, and librarians are well-prepared and stick to the subject.
- Library research sessions booked by your instructor and taught by librarian - very important, especially for new students.
- Research session was helpful.

Langley

- 30 minute session with the librarian. It's very informative and they help you understand how to use library resources.
- Library research sessions booked by your instructor and taught by a librarian - It helped when doing research papers.
- Research consultation with a librarian. The service I was given was exceptional.

Inter-campus/ILL

Total=48

Surrey

- I am most satisfied with the efficiency of the inter-campus and interlibrary loan services, as they operate very much "behind-the-scenes" and provide excellent assistance to students.
- I find the interlibrary and inter-campus loan services very organized and reliable.
- I'm most satisfied with the interlibrary loans as they arrive quickly to my campus of choosing.
- Inter-campus loan service because it doesn't take very long for books to be transferred in between campuses which is really helpful on saving the students time.
- Inter-library loan service. Good job.
- Inter-campus and interlibrary loan service. Since it makes doing research papers a lot easier when I have access to different resources.
- Inter-campus library loans as materials are delivered efficiently and quickly
- Inter-campus loan service. I was able to get a book I needed from another campus within a few days, and it was a valuable resource to writing my paper.
- Inter-campus loan service; easy to use and fast.
- inter-campus loan service; [equipment availability to students in different campuses]
- Inter-campus loans arrive quickly and I like being notified by email when the book arrives.
- Interlibrary and inter-campus loans. They're quick as a rule...
- Interlibrary loan service.

- Interlibrary loan. Many times Kwantlen's research data bases do not have online copies of an article I need, so requesting it from other universities that do have it is important for me.
- Interlibrary loans.
- Interlibrary loans.
- Interlibrary loans - and being able to bring books back to any campus.
- Interlibrary Loans tend to be quick.
- Loan services.
- Love intercampus/interlibrary loans systems because it gives me more options when researching different subjects and it's easy to use.
- [Library availability of books and check-out and] inter-campus loaning are extremely useful and easy to access.
- [The hours of operations and] the intercampus loan service are great.
- The interlibrary loans [and checkout/reference services] were extremely helpful and exceeded expectations. [The study areas and facilities were also fairly clean and provides a good environment to work in.]
- The interlibrary loans for online journal articles. They are easy to get and very fast.
- The interloans between campus's as I had ordered a book and from Richmond and it reached Surrey extremely quickly.
- [The study areas at the Surrey campus and] the inter library loans.

Richmond

- Access to books from other libraries saved me a lot of time.
- Being able to borrow books from other school. Great for finding special items. Having them delivered directly to our school is a big plus.
- [Hours and cleanliness I am most satisfied with] but the library needs better interlibrary loans [and study space].
- [Hours, printing, photocopying,] intercampus loaning: very convenient.
- I am most satisfied with the interlibrary loans because of how fast it can be.
- I am most satisfied with the interlibrary loan service as I can access books from different campuses.
- I do appreciate the intercampus loan system. I generally put a hold on books so that I can pick them up at whichever campus I am at for my next class. The system is fast and from here, seems wonderfully efficient.
- I really like the inter-campus loan system. It has allowed me to make use of resources from other campuses that are in some way unavailable at the campus I attend.
- Inter library loan system is great! I use it all the time.
- Intercampus and interlibrary loan service because it makes it much more convenient for anyone attending more than one campus.
- Intercampus library loan, very efficient and convenient.
- Intercampus loan service It makes it more convenient for students.
- Intercampus loans.
- Interlibrary loans. Speedy service.
- Interlibrary loan.
- Interlibrary loan is good.
- Interlibrary loan is very efficient; I don't have to go to other campus if it's not available on my main campus.
- Interlibrary loan makes research easier.
- Interlibrary loans [and audio video assistance checkout desk].
- The intercampus loan service has never let me down.

Langley

- I found the intercampus loan system very easy to use and could find the book I was looking for
- The intercampus loan service because I cannot make it to other campuses, and my campus does not have a lot of resources.

Audiovisual Equipment

Total=7

Surrey

- I love that I can rent a camera when I need one. 8D.
- [Intercampus loan service;] equipment availability to students in different campuses.
- [The help I receive from the librarian and] the use of equipment and space.
- The availability of audio/visual equipment available.
- The availability to use the audiovisual equipment.

Richmond

- Availability of audiovisual equipment because it works and it is available as long as I request it on time.
- What I like about the library is that it offers audiovisual eqpt like COW's etc...

Miscellaneous

Total=57

Surrey

- I am most satisfied with the online databases.
- Kwantlen Surrey appears to be a great library, [but Richmond is absolutely terrible at the moment.]
- [Askaway is a great resource for students and is very helpful when you have no one else to consult. Its an excellent resource. Study space is great, but at times it is not used for studying as well as computers. Some students just sit and chat at the study areas or go on facebook for hours. Some students may need the computers for projects and important study and they are not available. However most of the time students can usually find some. Librarians at the checkout and reference are very helpful and kind. Library hours are great, however if time on Sundays was more maybe 2 hours it would be great as some students have classes five days a week and can't use the services, and tend to go on weekends.] Overall, I am very satisfied with the library service and think it is great.
- Availability of resources.
- Because it's good.
- Everything.
- Everything is good.
- Everything is good.
- I am most satisfied with the resources available to us as students in the library. [As well as the extended library hours. I wish the library was open a bit later during exam periods, then students wouldn't have to go study elsewhere (like sfu)].
- I don't use most of the other aspects of the library, as a 4th year student they do not pertain to me because I have learnt them.
- I love the Surrey campus library. It is really nice after the reno.
- I'm not really unsatisfied with any of the services.
- keep in doing the good thing and have more to give.
- Libraries are attractive.
- Most satisfied? None; I find them all the same and good enough.
- N/A (2)
- None.
- None of the above.
- Not very satisfied with any service compared to other reputable Universities in BC.

- Overall satisfaction with the Library's facilities and services.
- Service.
- Surrey – it has the largest selection of books [and there are more rooms to have group sessions.]
- That we are able to take out and return books to any campus in Kwantlen.
- The appearance of the library is the most satisfying. I love how big and open the library is and the layout.
- The library is sleek, modern and aesthetically pleasing.
- The library is the only attractive area on campus. Because of Kwantlen's inability to structure its timetables around the needs of its students, many students must spend dozens of unnecessary hours on campus every week. They need an attractive, quiet place to wait.
- The ones I marked most satisfied because they are the ones I preferred most.

Richmond

- All of them.
- I am newly back at Kwantlen after a long break from school, there have been so many improvements since I was last a student and more coming, [I am very impressed with the study space and lab space for group work, etc.]
- I am satisfied with all the services that are being provided by the faculty.
- I have not used the library enough to know which service I am most satisfied with.
- I like the availability of academic journals, and being able to go in and find the right materials.
- I love the on line database.
- [Kwantlen Surrey appears to be a great library,] but Richmond is absolutely terrible at the moment.
- Tutors are very friendly.
- The atmosphere of the library is OK.
- Many services.
- N/A.
- None.
- Nothing stands out too much; it's a pretty solidly good library.
- Overall I think Kwantlen's Library's facilities and services are excellent. They provide a great amount of resources and area in which a person can use to get their assignments done.
- Easy to access!
- [I am very satisfied with the quality of the printers and the photocopiers... No comments.] I like the wide variety of books that helped me a lot in my studies.
- Organization of books [and finding help.]
- Library availability of books [and check-out and inter-campus loaning are extremely useful and easy to access.]

Langley

- I am most satisfied with the overall library's facilities and services.. because everything I need is right there
- I am very satisfied with the resources available at the library [and also have always found the staff to be extremely helpful.]
- I found this survey hard to follow - could not see the headings and had to keep scrolling up.
- I like everything about the library [and they have been very helpful when I needed the help]
- N/A.
- Please refer to my previous page respond. Thanks.
- The library has been very good. I have only had one person in there who was extremely rude.
- The collection of books.

Cloverdale

- Library's facilities and services.
- Overall satisfaction. They run a tight ship.
- Very well done.

Appendix E: Reasons for Dissatisfaction with Library Facilities & Services

Q8. If you indicated **VERY UNSATISFIED or **UNSATISFIED** with any of the above Library services, please explain:**

Library Hours

Total=155

Surrey

- [I am not very satisfied with the price and the way printing and photocopying works. As a student who consistently needs financial aid from the government, having to pay \$0.10 per page is a fair price. However, when teachers require their students to print 5 to 10 pages a day for homework or assignments, the price becomes insanely difficult to pay. This must change. If a course requires the student to constantly print or copy pages and pages of worksheets and assignments (on top of books and the tuition fees they have already paid) then the library MUST provide an exception to these students in a way of giving them discounts. On the other hand, the way printing and photocopying works also needs improvement. Because printing and photocopying here in the library requires a student to use their student ID, one who does not have a student card cannot then use this resource. For instance, if one did have a student ID card but has left it at home and is in need of printing a few pages, they have two choices: get someone to print for them or not print at all. Now, for someone who may be too shy to approach someone would most likely not print at all. While many will ask for someone's student card in this situation, few will not. Therefore, to accommodate those who will not, there should be an online way of printing/photocopying where one does not have to manually take their card into the printing machine.] On another note, library hours of operation must be extended once again. I know that they have just extended it but with Kwantlen's enrollment increasing enrollments (http://www.bcclocalnews.com/Richmond_southdelta/Richmondreview/news/103744609.html), more students will need the library to study on the days they will be available (Fridays and Saturdays). [It will also be greatly appreciated if parking during the weekends can be reduced.]
- [I am satisfied with all the above, except at times, I feel like people do not respect others around them while they are trying to study. For example, since the study rooms on the third floor are not soundproof, many voices echo through the walls, thus making it difficult to study.] Also, library hours could be extended longer during exam weeks.
- [I wish that we didn't have to pay for every paper that we need to print or photocopy. I understand that obviously there are cost associated with the printing and photocopying service (i.e., ink, electricity so on) but our tuition is already so high. The amount of money we pay towards KSU is already astronomical....why can't they take some funds and put it towards our printing and photocopying. I do not like Douglas College as a school but at least they give out 300 papers to each student every semester.] The hours are good during Mondays to Friday; however, it would be good if it were open longer on Saturdays and Sundays.
- [In the fall I went to Richmond campus and there was very little room for studying, I am very satisfied with the studying space at the Surrey campus, I use the 3rd floor, if I am studying in the library, There was a lack of computers in the Richmond campus, I have seen students line up to get a computer,] At the Surrey campus would like to have the library open a bit sooner (this is so when you arrive at campus early, you have somewhere to go that is warm.
- [Library is clean, plenty of areas to study, lots of group study rooms.] Open late, [always someone for assistance.]
- [Need a diverse areas to study whether it be on your own or with a group; need more places to study.] Library hours should be longer.
- [Study rooms are always full] should be open longer on Sundays.
- [The quiet study area is never quiet. The patrons using this area often have their phones on, eating or having conversations with others in this area. I think it could be a great space if it was monitored or had better signage to remind people what silence is.] Is there a chance of the library being open 24hours 2 days a week? [Also bathrooms are not great. One ply toilet paper- really??]

- [The totally enjoy the most of the services offered at the Library and it helps me a great deal with my courses.] The only area I would recommend for improvement is the library hours on Friday evenings.
- [There are never enough computers, quiet space or areas for group work in the library. Around exam time there are never any group study rooms available.] As well, the hours that the library is open on Sundays should be extended.
- [Unsatisfied with the noise level in the lower floors. There are a bunch of people that seem to just hang out together and do neither studying nor reading.] Still not satisfied with the hours of operation on the weekends. Later hours would be nice as a place to study. A security guard (instead of a librarian) is the only necessary staff in the later hours to watch out for stolen books. [Loud beeping of card readers is totally unnecessary - one beep, or a quieter beep, or even removing it altogether would be great.]
- Again, I believe the library needs to make the transition from a college library to a university library and I think this is reflected strongly in the hours of operation. [We could also use more study rooms. Also, I'm less dissatisfied with the lack of quiet study space, and more with the janitors not respecting that quiet study space. They are on their phones, talking loudly to each other in person and on their radios and they bang around up there like it's a junk yard not a quiet study space.]
- Again, I believe the library needs to make the transition from a college library to a university library and I think this is reflected strongly in the hours of operation. [We could also use more study rooms. Also, I'm less dissatisfied with the lack of quiet study space, and more with the janitors not respecting that quiet study space. They are on their phones, talking loudly to each other in person and on their radios and they bang around up there like it's a junk yard not a quiet study space.]
- Better library hours needed such as until 12:00am. [Also more available study rooms for longer periods of time.]
- Can we ever have 24 hr operated library?
- Closing early on Friday, Saturday and only being open for 4 hours on Sundays is pathetic. If we want to be a real University we should start acting like one. Students don't stop needing the library on the weekend, quite the opposite actually. [Also the availability of group study rooms is not great. This is all to do with the Surrey campus because the Richmond library shouldn't even be called a library, it is a cave. There is no room to do anything, no areas to work, no areas to meet with groups, nothing. and this is before the renovations started, not just because there are currently reservations happening. Unless they plan on knocking the ceiling out and expanding the library upwards, that library will always be a cave. A last comment on the Surrey library is that there should be a staff member that frequents the back area downstairs, or signs that say even though talking is ok playing your music out loud and swearing non-stop is not encouraged.]
- Could be open later on Sundays.
- Everything about the library is good and it's the perfect atmosphere the only thing I believe needs to change is the hour of operation. If it could be extended in some ways on weekdays and maybe weekends to a longer period of time as people would love to come in and get some work done.
- Extend the library hours on Saturdays Sundays too because some students work full time Monday to Friday and Saturdays and Sundays could be their time to study and if they can't have access to Kwantlen's they go to SFU's.
- Hours are not long enough, especially around exam time!
- Hours are too short.
- Hours on the weekend would be used if they were longer, though I know it wouldn't be extremely busy there.
- Hours to be extended.
- I am unsatisfied by the hours of operation. Library study rooms should be open 24 hours, but the library itself, the checkout counters etc. can be closed.
- I am unsatisfied with the hours the library is open. I feel weekend hours should be a bit more early and a bit later. 11am to 8pm would be awesome!
- I am unsatisfied with the Library's hours of operation. Other universities such as SFU and UBC have places where students can go for quiet study 24 hours per day, 7 days per week. If Kwantlen truly wants to call itself a University and compete with some of the top schools, make locations for quiet study available to

students 24/7. The weekend library hours of operation are even more pathetic. If you are going to keep it open for only 4-5 hours a day on the weekend, you might as well just have it closed on weekends and let students know that the public library is open for the same hours.

- I appreciate library hours being extended but think they should be extended further (ideally 1am but minimum midnight). [The availability of computers becomes an issue during peak hours and exam time.]
- I feel that the library should be open longer hours especially during exam time. (1 week for midterms, 2 weeks for finals) The hours on Friday nights, Saturdays and Sundays need to be extended. Kwantlen students have to resort to other available libraries such as SFU Surrey.
- I find that the library hours do not match those of other universities. SFU in Surrey central is open all night and allows its students to have a quiet place to study very late. The study rooms are very limited and are often occupied.
- I find the hours of the library adequate except for the weekend. Kwantlen is the only university I know that is only open for 6 hours on Saturday and 4 on Sunday! I often travel to SFU to study on weekends because they are open until 10pm on the weekends...why can't Kwantlen do the same? [I also have trouble finding any study rooms, computers, quiet study areas and study areas in general when needed...especially at the Richmond campus!]
- I spend most of my weekends at school doing assignments for my classes and I find that the weekends closes very early and does not give me a whole lot of time to complete my assignments. I would very much appreciate if times were extended.
- I think that if the library was open later on weekend and Friday evenings it would be heavily utilized. I personally would even use the library later during the week as well.
- I think the library should be open much later on the weekends.
- I think the library should be opened later until 10pm or 11pm.
- I want the library to be opened LATER!!! I know thats crazy, but why not?
- I wish that the hours were longer on the weekends. I like the weekday hours where it's open till 11, it should be until 11 week long.
- I wish the library hours were longer on weekends like open until later time.
- -I wish the library was open 24 hours. Can you have the library open until 11pm Sunday-Saturday or at least Friday?
- I wish the library was open longer on Sundays maybe 10 – 5.
- I would like the Library to be open late at least until 1am or possibly later. I find it easier for myself to study late night.
- I would like the library to be open longer hours on the weekend.
- I would the library to be open for longer as it is not enough. We need a local place that is open past 11pm [and also vending machines or a coffee place.]
- I would very much appreciate the hours of operation to be extended in the morning. For example, the library opens at 7:30 on weekdays; however, it would be useful if the library were open at 7:00. Sometimes having half an hour to prepare for class is not enough; whereas one full hour would be excellent.
- I'd like library hours to be extended. I believe as a generation we have adapted to working later in the evenings and staying up late. The library closes at 11 and even earlier on weekends. It's a shame when I have to go to SFU Surrey which is open 24/7 with food/coffee available for me to keep working till 1am. A 1 am library close time would be good for weekdays and 11pm for weekends. I feel that me and my friends are always getting 'kicked out' at 11 and you lose your train of thought and work ethic. [Also, cafeteria food sucks so when you leave to get food, it is time consuming. We need proper burgers etc! The group study rooms are always booked or taken up. I wish there were more? At times the study spaces are packed, but I'm not sure if you guys can do much about that. Libraries need to change, almost everyone has a laptop, we all research online, everyone is wired digitally, most of us dont NEED print books or articles for research. Focus on making online research databases easy to use and easy to find articles online. Also, at busy times we need more printers, when printers stop working, the down time is amazing. I'm surprised IT can't fix them faster, I'm not an IT student but even I know how to fix a paper jam/ink replacement in 5 minutes.]

- It needs to be open longer on weekdays and it need to be open more often on weekends.. I pay for the services here... but use sfus library services. Kwantlen is doing a horrible job considering the library is given a million dollars from coast capital.
- It would be great if the library had longer hours.
- It would be nice if the library opens till late on weekend too. Or at least for more hours than right now.
- It would be nice if the library's hours on the weekend were longer. The library is a good place to meet up for group projects but it makes it difficult when the hours are so short on Sundays when most group members are available.
- Kwantlen is continuing to gain University status and more degree programs, the library should be acting as any University library should. Weekend hours are minimal, giving students a lack of choice when they are able to study. The library should also be open later at nights, 11 pm is not sufficient. [When it comes to study space and quiet study areas, Kwantlen, does not have enough facilities, even the Surrey Campus. The 3rd floor is never completely quiet and the design is not ideal for students to work, cubicles are not ideal for studying in, more tables are needed. The rest of the "quiet study areas" besides the 3rd floor are NEVER quiet. The amount of area is insufficient as usually it is hard to find a spot anywhere in the library to study, unless one get there early. The librarians are not trained in using the equipment properly. Not all need to have the training but need at least general knowledge so that equipment does not get broken while they try to help students, such as the microfilm machine.]
- Library hours are not great for Fri Sat and Sunday because that's when people do most of their studying it should be open later.
- Library hours are not great for fri sat and sunday because that's when people do most of their studying it should be open later.
- Library hours could be better on the weekends. More quiet study areas would be nice.
- Library hours need to be longer.
- Library hours NEED to increase. Sunday hours are terrible, should be longer. Weekday library hours should be open later than 11pm.
- Library hours of operation: The library needs to be available to students 24 hours a day, at least 8:00am to Midnight every day including Sundays.
- Library hours on weekends could be improved because not everyone can stay back late at the library during week days... or just because of the weather and other reasons..so weekend library hours can benefit those students who like to study quietly on the weekends. Right now it's open only for 5 or 6 hours...If it can open from 9-6..it would be better! [Computers are veryyy slow...and they get stuck..key boards don't work ...not everyone can get on the computer! It's hard to do work on these computers..
- Library hours should be a lot later especially during exam time. I shouldn't have to go to SFU to study for my exams/write papers.
- Library hours. Needs to be open later on Friday, Saturdays, and Sundays on the Surrey [and Langley] Campus. [2] The Surrey campus library is too open and creates echo and loudness. 3) There are not enough study rooms.]
- Library hours-needs to be study area open 24 hours.
- Library is not open long enough on weekends during exams. [Group study rooms can only be booked for 2 hours at a time.]
- Library needs to be open later.
- Library not open long enough, [not enough group study rooms.]
- Library not open long enough. [Not enough places to study quietly, always too full. Group study rooms too small and always booked, have to reserve 2 weeks in advance, never available on drop ins. Computer always full. Printing and photocopying TOO EXPENSIVE compared to other schools. Not enough resources available overall.]
- Library should be open 24 hours like other universities for example SFU so us Kwantlen student don't have to go all the way SFU to study. It is very uncomfortable to study at school which you don't even go to and we get treated differently in terms of sources like group study room and internet which we cannot access.
- Library should be open later, [and there should be another computer lab available.]
- Library should be open later. (3)

- Library should be open much later.
- Library should open for more time on Sunday and Saturdays. People who can't study at home have nowhere to go other than library.
- Library should stay open till 12 am Monday= Thursdays.
- Longer hours in the weekends [library feels like a chat place sometimes (too loud) computer keyboards not clean.]
- Need longer hours on Sunday.
- Need longer hours on weekends!!
- Need longer hours on weekends, especially Sundays.
- Need longer weekend hours. [Main floor and level two can be quieter. Very satisfied with level three. Study rooms are too bare and boring.]
- Once again, the library business hours are the least appealing thing about the library. Please refer to previous comment on first page.
- Should be extended.
- Terrible weekend hours :[(Study areas are very loud, room cleanliness is terrible).]
- The campuses could use longer study hours especially around finals.
- The hours of operation during the weekdays could be extended to midnight for those needing to put in the extra study time. I'm sure it will make the difference for those that are sincere to their grades.
- The hours of operation on the weekends need to improve. For a university it should be open majority of the day to allow students a place to study. This is normal practice at universities and polytechnic universities such as BCIT.
- The hours of operation should be longer over the weekend.
- The hours of operations are very restricted on weekends. On Sundays where alternatives such as public libraries are closed the library is only open 4 hours. [The cost of printing is rather excessive, with cost of toner/paper/maintenance under \$0.02 combined; a rate of \$0.05 would still be profitable yet not excessive.]
- The hours of the library are never enough. It needs to be open later and earlier. Maybe even 24 hours access with a student card. [Also we need free printing and photocopying per semester like 300 sheets of paper per semester like Douglas College has something like that.]
- The libraries should be open longer on weekends.
- The library could be open longer on the weekends, [it could be MUCH cleaner, and there could be more computers.]
- The library could be open more hours for greater convenience. [The group study rooms must be soundproofed.]
- The library has been under construction for a while, limiting the space to study and the quietness of the building. At the Richmond campus there were limited study rooms available and with the shortage of space they were always taken. I also needed to get photocopying done once and it took 20 minutes because the front desk helper wasn't sure where the printer had been moved to during construction. She simply seemed annoyed that I was asking for help.
- The library hours are not long enough. I find that many Kwantlen students study at SFU because it's open 24/7. Perhaps the hours can be extended. [Also, I found the library at the Richmond campus difficult to work in because of the loud construction and cramped space.]
- The library hours are VERY limited. Prefer to have longer hours 7 days a week. [And group study rooms need to be more available for students when needed. Printing and Photocopying could be cheaper, like 5cents a page.]
- The library hours compared to other top universities is almost pathetic.
- The library hours do not work for students, they need to have it open to at least 2am. [The printing and photocopying cost is too expensive and there's always huge lineup.]
- The library hours need to be extended on the weekends. Otherwise students resort to the sfu campus, when we have a university campus in Surrey. The hours NEED to be extended in order for students to better prepare for classes

- The library hours need to be extended till later at least during examination periods. Students from Kwantlen are always at SFU Surrey and it is VERY difficult for Kwantlen students to get study rooms so we have to sit out in the halls and study. It would be very beneficial to have Kwantlen open till at least 2am so that students have access to study till late.
- The library hours of operation could be extended more, especially during exam period.
- The library is not open early enough on Sunday.
- The library is not open long enough, especially on weekends. Kwantlen as a university has the worst library hours compared to other universities. The library should be open the same on Saturday and Sunday as the week days. Most students spend their weekends studying and the 4 hours available at the library is not enough.
- The library needs to open for longer hours. [Also the library could be cleaner especially because people are allowed to eat in the library there is sometimes a lot of garbage left on tables.]
- The library should be open 24 hours a day and 7 days a week, excluding holidays.
- The library should be opened on the weekends the same hours as during the week. I think, though, the campus itself should always remain open, especially the library.
- Unsatisfied with library hours. Especially for the weekend, the library should be open later into the night. Many students, including myself, work daytime and by the time we finish work (on Saturday or Sunday) the library has already closed. Ideally the library should be open late into the night till 3am on all days. Or simply making it 24 hours would be great.
- Unsatisfied with library hours. They need to be extended, especially on the weekends. Preferably have regular hours on the weekends as well.
- Unsatisfied with the hours of operation, library closes too early, ESPECIALLY during exam time.
- Unsatisfied - Library Hours - I feel they could be open later or around the clock....At least during midterm weeks and finals.
- Very unsatisfied with library hours. As many people in my degree program work full-time it is most convenient to meet on weekends. This become difficult when the library closes at 4pm on Saturdays and only open 1pm - 5pm on Sundays.
- With its operational hours specially Saturday and Sunday.
- Would like later hours during midterm and final exam periods.

Richmond

- [Every time I've gone into the library there has been no room to study. Tables and cubicles are always full.] Also, the hours of operation aren't very late compared to other universities.
- [I don't not think there is enough space for students to study; I feel there should be more computers, and more study rooms. I really dislike when people take up computer space to chat, or browse facebook. I think such sites should be banned from use on school computers.] The weekend hours should be extended, to include Sundays. [Most importantly outlets for laptops should be more accessible.]
- [Library research sessions are painfully slow... Treat us like we're elementary students. It would be best to quickly describe what each task is that you're looking to complete and go through all the steps without stopping, if someone gets lost, they'll ask. Computers are difficult to get- and the lab upstairs is gone which makes it more busy... Study rooms are ALWAYS booked up, we need more of them. Front desk counter is alright but they've led me on a half hour hunt for a computer lab upstairs which was not there anymore.] And I wish the library was open late everyday (public libraries close early on Sundays too, so there's no place to study quietly).
- [Study space is small and crowded; typically around mid-day, there are no free study spaces in the library. Same goes for computers, but that maybe the rush hours when all the computers are full.] Extended Sat/Sun hours would be helpful specially for those who work part or most of the weekend.
- For the hours of operation, it would be better if the library is open from 10 am to 5pm on Sunday. [Sometimes, the printer takes money but doesn't print anything. I am unsatisfied with the cleaning staff that start vacuuming at 9pm while I want to focus (it's pretty annoying).]
- Hours are extremely restricted on Friday-Sunday.

- Hours are not on par with other universities. [Richmond campus library is lacking in quiet study areas, and the ones that are there are cramped.]
- Hours of operation are too short. School in general needs to be open longer hours and on Sundays.
- I am impressed with the library hours, I used to go to Kwantlen, and they close the library at 9pm.
- I am unsatisfied with the library hours. They should extend the hours!
- I prefer it will last longer on Saturday and Sunday.
- [I tend to study after classes, in the library. It is a wonderful place to go, before I drive home, while thoughts and ideas accumulated during a lecture are fresh in my mind.] I would love the library to be open longer on Fridays nights and on weekends. The weekend hours are terrible – [and I have noted over and over that booking a room for study on the weekend is often not possible as the rooms are full. Counter checkout staff have, more than once, led me astray in trying to find books. Asking if a book could be held for me for two extra days when I did not bring my card with me garnered an angry explanation of how the lending service works - the book was not held but was almost immediately put back out. Why is it that interlibrary loans from SFU are simply ignored? I do not know if the loans are not forwarded or if it is SFU that ignores them but I have never received a reply on a request nor have I have received the item/article asked for. On the other hand, UBC is wonderful and requests are generally granted almost instantly.]
- I'm just a little bit unsatisfied with the library hours of operations. I would strongly recommend that library on Saturdays have longer operations.
- It would be nice if the library hours were longer.
- Later hours on weekends.
- Library hours - 7am would be a much better time to open, there are usually several students waiting for the 7:30 opening then rushing to print assignments before an 8am class. [A quiet study space and the amount of space available to study in is limited by the construction. Assistance my reference librarian - The first and only question I will ever ask a librarian at Kwantlen was rudely answered "that's not my job". Apparently helping Kwantlen students is not the librarian's job.]
- Library hours should be longer, especially on Friday, Saturday and Sunday. Study rooms should be available for bookings longer than 2 hours.
- Library hours should be open longer, till at least midnight. There should be more group study rooms.
- Library should be always be open.
- Library should have more hours of operation during weekends. [There are always people talking in the library; a quiet study area should be established.]
- -Need more opening hours -should be able to book study rooms longer than 2 hours.
- Needs to be open later – [NO PLACES TO STUDY IN RICHMOND LIBRARY - Computer Room is TINY and always full - Some checkout staff are rude and need to smile once in a while - Library research sessions taught by librarians make everyone want to sleep; need better presentations skills to engage audience; Inter-campus loan service not fast enough; Generally, nobody goes to the librarians/staff for help bc there is no clear benefit; MORE STUDY SPACE NEEDED.]
- No open enough time on the weekend. [No enough computers available for usage.]
- [Nothing is every available when I come in and] they close too early.
- The hours of operation need to be extended, or there needs to be a silent study area for student when the rest of the library is closed. Maybe have a way to third floor for studying. Also there is a lack of group study rooms.
- The library has been extremely helpful; however, it would be better if the library's at each campuses had longer hours.
- The library hours need to be extended because it doesn't accommodate many students.
- The operating hours could open longer during weekends. Sometimes student would like to come to school library and study. For instance, like Sunday the school library only opens at 1pm and close at 5pm then actually the student won't able to have much of the study done at school. [In addition, in the study area, some of the students are just talking in the study area which is really disturbing others who really want to study in the library].

- The Richmond campus advertise its library is open during Sundays, as part of the reason our library cost increase. But when bunch of us went to library in a Sunday afternoon at November 2010, the library was closed, and all of us had to study in our cars, then forced to move to Boston pizza to practice our presentation, which was horrible with all the loud music and distraction. We only went to the library that day because we were told it opens during SUNDAYS. [As for printing, the available printing machines are 2, and it can be troublesome during end of semester, where everyone tries to print out reports. And the money charged for printing and photocopying is expensive.]
- Unsatisfied with library hours it's better to be 24 hrs.

Langley

- [The Langley campus has no quiet study area] and library hours are too short on weekends.
- [The survey should be campus specific to be relevant as they are completely different. I rated the library at the Langley Campus in mind. Not enough group or silent study space in Langley. I have a choice of hard table and chair or crappy old couch. Not even one laptop friendly arm chair - Surrey has a hundred. Not enough group rooms. Class research time is very important but ineffective both times - not librarian's fault. The 2 lazy professors did not effectively communicate requirements when they sluffed off the class.] Langley library hours are very poor. They should at least be extended the last 4 weeks in a semester!!!! The hours are sleepy, it would have made a difference in school selection had I thought to inquire.
- [There is nowhere at all at the Langley campus that is a comfortable quiet place to study!!! The library has little booths to study but they are very uncomfortable and can't be sat in for longer than an hour. Furthermore, someone can come and sit right beside you and start talking very loud, disrupting your quiet study time.] Also, at the Langley campus the library isn't open long enough.
- Could be open later, [could be a bigger library with more room for study areas].
- Don't understand why the library is closed on weekends. This is the time when students do their work for those who have to work after school. libraries should be open regular hours on weekends
- Hours of operation are unbelievable. I've had instances where the library is not open until a half hour before first class.
- I am satisfied with the library hours because it covers most of the day however, it would be nice to see libraries open later.
- It would be much better if the library had longer hours.
- Keep it open longer on Saturdays and open it up on Sundays. [It is not a quiet place to study. Computers are jammed next to each other and your space is encroached upon. Need more space and more computers. People come in to meet up with each other cause there is nowhere else for people to meet up. There are not enough rooms for students to go to. Line ups to print.]
- Library hours. Needs to be open later on Friday, Saturdays, and Sundays on the [Surrey and] Langley Campus. [2) The Surrey campus library is to open and creates echo and loudness. 3) There are not enough study rooms.]
- Libraries need to be open longer. they do not compete with sfu's or ubc's which are open 24hrs
- Library needs to be open later!
- Library should be open during weekends as well. Where else could students go to study other than the place they used to go during week days? Longer hours of operation would make the library better too. 24 /7 library= straight A's at school
- Library should be open every day of the week.
- The hours in Langley suck! The Library needs to be open later and more on weekends. [Computers are hit and miss, you are usually fine in Langley, but it is hard to find a computer in Surrey in peak hours.]
- The hours of operation should reflect the hours of which students attend class as well as weekends. Sundays there is nowhere to study except someone's house. Coffee shops are noisy and public libraries are sometimes full. [The Langley library isn't at all inviting to study in... poor natural light, no comfortable seating. Very front loaded... all the computers are at the front of the room and studying desks at the back by the windows and not at all comfy.]

- The library needs to be open later on weekends especially Sunday. I find most groups are only able to meet on the weekends. [There also needs to be more study rooms available at peak times. It is very difficult to book a room sometimes.]
- The library should be open way later than it is.
- Unsatisfied with hour of operation because it is not open late enough and I am often asked to leave at closing time. Unsatisfied with quiet place to study because rules about cell phone are not enforced well and loud individuals are neither asked to keep it down or leave.

Cleanliness

Total=33

Surrey

- [It would be great if a library member could walk through the silent 3rd flr in Surrey just to remind people to stay quiet. It is unbelievable how much people talk in there! Also, a sign should be put up on that staff door up there on the east side; they always come out chatting very loudly.] Also, would it be possible to have paper towels and spray bottles with cleaner around the study rooms? I'd wipe the desks before I sat down if it was an option; people often leave food stuff etc on the tables. [Finally, a sign should be put up in the Richmond library at the checkout area. A woman was rude to me there after I waited on the west side of the counter, thinking that this was the checkout, only for her to bark that it was something else. Not impressed with that.]
- [Libraries seem to be too loud,] and especially at the Surrey campus people seem to not understand what a garbage can is for.
- [Longer hours in the weekends library feels like a chat place sometimes (too loud)] computer keyboards not clean.
- [Richmond library very unclean.] Study rooms for both Richmond and Surrey campus always filled with litter. [Intercampus option difficult to understand on library website.]
- [Terrible weekend hours :(Study areas are very loud,] room cleanliness is terrible.
- [The library could be open longer on the weekends,] it could be MUCH cleaner, and there could be more computers.
- [The library needs to open for longer hours.] Also the library could be cleaner especially because people are allowed to eat in the library there is sometimes a lot of garbage left on tables.
- [There never enough computers around,] and those available are very dirty, particularly the keyboards. [The cost for printing/photocopying is WAY too high for students, it should be lower. And the service provided by certain staff at the check out counter are terrible. The setup of the study space is uncoordinated, need to be improved. Interlibrary loans need to be faster, it takes too long to get material and the time period that it held, needs to be extended.]
- Garbage left by the computers.
- I found most of the keyboards are dirty. Need to be clean.
- I think Kwantlen Surrey does a thorough job of keeping their library very clean. Although, the washrooms could be cleaned up more often.
- It's very clean [and quiet] which is perfect for studying [and at the same time you can chat with your friends too. It's always laid out in a very good, easy, accessible way.]
- Kwantlen bathrooms, including those in the libraries, are always disgusting. It has not improved in the 4 years I've been at Kwantlen which is further unfortunate.
- Library Cleanliness - electric socket areas are disgusting and filled with litter, the bathrooms are terrible and often soiled in one way or another. [Printing & Computer Availability - there should be a quick print station accessible to students if all other computers are taken (which they often are) and the computers should load USB ports quicker if possible, or at least accept all types.]
- Library is clean, [plenty of areas to study, lots of group study rooms. Open late, always someone for assistance.]
- Most of the time the library is filthy (garbage, sticky). [Study rooms are always occupied. The third floor is usually full of groups that talk and are disruptive with no one to stop them.]

- Some of the keyboards are dirty.
- The bathrooms are often dirty with paper towels on the floor and the stalls being messy. [Photocopying and printing are pricey and there should be more than one printing area as the lines become quite long. Interlibrary loans sometimes do not come on time and the new system of getting them sent to your email seems to take longer than when you got a hard copy.]
- The cleanliness of the study rooms could be better.
- The computers and desks for studying aren't cleaned on a daily basis for I always study in the same spot, and it's not cleaned OR DISINFECTED!!
- The Library is always clean and organized. [There are so many places to sit with tables so students can study easier.]
- The library is not very clean! The study tables are never wiped or if they ever are it's not proper! [Librarians need to be more polite, one of them is extremely rude!]
- The library is usually very clean but the washroom are not. Sometimes the tables are not clean either, usually papers are left or they are sticky.
- The washrooms are not very clean.
- There could be more cleaning done. [There could be more areas for quiet study since there seems to be a lot of socializing taking place in the library and therefore taking up tables that could be used more effectively.]
- Worried about cleanliness of keyboards and mice of the computers. [Sometimes looking for study rooms on the Richmond Campus and find that they're all occupied.]

Richmond

- (Comments mostly aimed towards Richmond campus) Tables are generally not clean, [space feels cramped, quiet areas are constantly disturbed by cell phones, Study rooms are too small for group use and there are not enough, generally not enough computers available.]
- Areas around computers and the computers themselves could be much cleaner.
- Chairs in library are filthy and many stains.
- I find that since allowing food/drink in the library, the cleanliness has gone down. Also I find that the general study space and quiet area to study are not conducive for studying bec. area is not clean and [people are inconsiderate by being loud or on their cell phone.] Also people use the study rooms and eat and don't clean up after themselves.
- Quite dusty.
- Richmond library very unclean. Study rooms for both Richmond and [Surrey] campus always filled with litter. [Inter-campus option difficult to understand on library website.]
- The washrooms (female) are the worst I have ever seen. The library washrooms stink, unclean, and honestly.... disgusting. [The new computer lab does not even come close to the number of computers a University library should have. I have been into to library computer lab 4 times without any luck finding computer.]

Study rooms/General Study Space

Total=192

Surrey

- [Again, I believe the library needs to make the transition from a college library to a university library and I think this is reflected strongly in the hours of operation.] We could also use more study rooms. [Also, I'm less dissatisfied with the lack of quiet study space, and more with the janitors not respecting that quiet study space. They are on their phones, talking loudly to each other in person and on their radios and they bang around up there like it's a junk yard not a quiet study space.]
- [Always problems with printers, study area is never quiet,] people fight over study rooms.
- [Better library hours needed such as until 12:00am.] Also more available study rooms for longer periods of time.

- [Closing early on Friday, Saturday and only being open for 4 hours on Sundays is pathetic. If we want to be a real University we should start acting like one. Students don't stop needing the library on the weekend, quite the opposite actually.] Also the availability of group study rooms is not great. This is all to do with the Surrey campus because the Richmond library shouldn't even be called a library, it is a cave. There is no room to do anything, no areas to work, no areas to meet with groups, nothing. And this is before the renovations started, not just because there are currently reservations happening. Unless they plan on knocking the ceiling out and expanding the library upwards, that library will always be a cave. [A last comment on the Surrey library is that there should be a staff member that frequents the back area downstairs, or signs that say even though talking is ok playing your music out loud and swearing non-stop is not encouraged.]
- [I don't like that the library in Surrey is so loud. The quiet 3rd floor is great but overall everything is too loud.] It's great that there are group study rooms but there should also be private study rooms. I like to book a room to study with 1 or 2 others and it is very distracting if a large group has booked a room near us. Whether it would require making certain rooms for large group discussions/study and certain rooms for quiet group study. It is the most frustrating part about the library at Surrey for me.
- [I find the hours of the library adequate except for the weekend. Kwantlen is the only university I know that is only open for 6 hours on Saturday and 4 on Sunday! I often travel to SFU to study on weekends because they are open until 10pm on the weekends...why can't Kwantlen do the same?] I also have trouble finding any study rooms, [computers], quiet study areas and study areas in general when needed...[especially at the Richmond campus!]
- [I never knew we had an ability to loan audio stuff from the library, would recommend having an email send or mention on the library that this service is available.] I wish we had more room to do group projects [and have an access to more computers plus an ability to scan stuff to ourselves (emails).]
- [I prefer free printing/photocopy service for the students.] And I wish there were a lot more group study room.
- [I'd like library hours to be extended. I believe as a generation we have adapted to working later in the evenings and staying up late. The library closes at 11 and even earlier on weekends. It's a shame when I have to go to SFU Surrey which is open 24/7 with food/coffee available for me to keep working till 1am. A 1 am library close time would be good for weekdays and 11pm for weekends. I feel that me and my friends are always getting 'kicked out' at 11 and you lose your train of thought and work ethic. Also, cafeteria food sucks so when you leave to get food, it is time consuming. We need proper burgers etc!] The group study rooms are always booked or taken up. I wish there were more? At times the study spaces are packed, but I'm not sure if you guys can do much about that. [Libraries need to change, almost everyone has a laptop, we all research online, everyone is wired digitally, most of us don't NEED print books or articles for research. Focus on making online research databases easy to use and easy to find articles online. Also, at busy times we need more printers, when printers stop working, the down time is amazing. I'm surprised IT can't fix them faster, I'm not an IT student but even I know how to fix a paper jam/ink replacement in 5 minutes.]
- [In Richmond, unsatisfied with the] space to study/[computer availability.] In Surrey, I am very satisfied with these.]
- [In the fall I went to Richmond campus and there was very little room for studying,] I am very satisfied with the studying space at the Surrey campus, I use the 3rd floor, if I am studying in the library, [There was a lack of computers in the Richmond campus, I have seen students line up to get a computer, At the Surrey campus would like to have the library open a bit sooner (this is so when you arrive at campus early, you have somewhere to go that is warm.)]
- [It's very clean and quiet which is perfect for studying and at the same time you can chat with your friends too.] It's always laid out in a very good, easy, accessible way.
- [Kwantlen is continuing to gain University status and more degree programs, the library should be acting as any University library should. Weekend hours are minimal, giving students a lack of choice when they are able to study. The library should also be open later at nights, 11 pm is not sufficient.] When it comes to study space [and quiet study areas,] Kwantlen, does not have enough facilities, even the Surrey Campus. [The 3rd floor is never completely quiet and] the design is not ideal for students to work, cubicles

are not ideal for studying in, more tables are needed. [The rest of the "quiet study areas" besides the 3rd floor are NEVER quiet.] The amount of area is insufficient as usually it is hard to find a spot anywhere in the library to study, unless one get there early. [The librarians are not trained in using the equipment properly. Not all need to have the training but need at least general knowledge so that equipment does not get broken while they try to help students, such as the microfilm machine.]

- [Library hours. Needs to be open later on Friday, Saturdays, and Sundays on the Surrey and Langley Campus. 2) The Surrey campus library is to open and creates echo and loudness.] 3) There are not enough study rooms.
- [Library is clean,] plenty of areas to study, lots of group study rooms. [Open late, always someone for assistance.]
- [Library is not open long enough on weekends during exams.] Group study rooms can only be booked for 2 hours at a time.
- [Library not open long enough,] not enough group study rooms.
- [Library not open long enough.] Not enough places to study quietly, always too full. Group study rooms too small and always booked, have to reserve 2 weeks in advance, never available on drop ins. Computer always full. [Printing and photocopying TOO EXPENSIVE compared to other schools. Not enough resources available overall.]
- [Library research sessions booked by instructor are usually a waste of time.] Not enough space to sit and do work [or use computers] when needed.
- [Most of the time the library is filthy (garbage, sticky).] Study rooms are always occupied. [The third floor is usually full of groups that talk and are disruptive with no one to stop them.]
- [Need longer weekend hours. Main floor and level two can be quieter. Very satisfied with level three.] study rooms are too bare and boring.
- [Not a very good selection of equipment for rental in the audiovisual, a lot of loud people and] sometimes hard to find a seat.
- [Our library is so loud that it is more of a place to hang out than to actually study unless you are on the third floor.] It is also usually very busy and hard to find a seat.
- [Photocopying and printing should be double sided, and cheaper would be better. Some staff are not friendly at all.] There should be more group study rooms, and they should be taken good care off, in terms of repairs and cleaning. [Quiet area is not so quiet, maybe if there were individual sound proof rooms that would be nice, or some way of eliminating all the noises when people move around, carpeting would help I think... like a sound proof room.]
- [Quiet areas are not as quiet as you expected and] I wish there were more study rooms available.
- [Sometimes it's frustrating to have to wait for comps.] The quietest area to study is also the most uncomfortable. [As I stated earlier, photocopying and printing is rather expensive at Kwantlen and for no good reason.]
- [The group study rooms at the Langley Campus are usually always full and are aesthetically displeasing.] The study space available to students is best at the Surrey Campus because there is a sufficient amount but there is also a variety of study space including tables for group work, individual study areas, and comfy chairs. [The individual study areas at all campuses are intimidating and make students feel confined, I personally need to be in a well-lit, open space, in order to get the most out of my study period. The amount of computers is unsatisfying at the Richmond Campus, there are rarely free computers for students who need to print or do assignments. It is irritating to see students on Facebook and other sites like it while others need to use a computer for school assignments.]
- [The library hours are VERY limited. Prefer to have longer hours 7 days a week.] And group study rooms need to be more available for students when needed. [Printing and Photocopying could be cheaper, like 5cents a page.]
- [The Library is always clean and organized.] There are so many places to sit with tables so students can study easier.
- [The library is loud, even in the quiet areas.] Rarely can I get a room for private studying, or group. It needs to be more narrated.
- [The library is not very quiet unless you] book a group room, which are always full.

- [The Surrey library has much better service than the Richmond library.] It also of course has better student spaces.
- [There are not enough computers available or general space available at the Richmond campus, the] Surrey campus has the best environment [but when I'm at Richmond, I don't feel the need to want to stay and do my studies there. As well as printing and photocopying is not very satisfying because I know that at other post-secondary locations such as "Douglas College" allows their students to print/photocopy up to 600 pages for free. I feel that this should be a benefit from paying a high amount of fees from tuition.]
- [There never enough computers around, and those available are very dirty, particularly the keyboards. The cost for printing/photocopying is WAY too high for students, it should be lower. And the service provided by certain staff at the checkout counter are terrible.] The setup of the study space is uncoordinated, [need to be improved. Interlibrary loans need to be faster, it takes too long to get material and the time period that it held, needs to be extended.]
- [Too often all the computers are being used when I also need to use one.] Group study rooms are too small and stuffy if the doors are closed for quiet. Quiet areas aren't [quiet...nor] comfortable. need smaller areas, carpet, plants, [noise absorbers...someone to monitor occasionally...can get rowdy groups sometimes. I always have to wear earplugs.]
- [Worried about cleanliness of keyboards and mice of the computers. Sometimes looking for study rooms on the Richmond Campus and find that they're all occupied.]
- Although I did not indicate unsatisfied, it is often difficult to find study space on the first and second floors of the library.
- Every time I go onto the second floor, I see half of the rooms used by just one person. This really irritates me and is an inconvenience to me and my group members when we need a study room. Then there are times when people just sit in the rooms and chat... NEED MORE STUDY AREA ON THE SECOND FLOOR PLEASE... Even if Kwantlen can get some rooms on the third floor or something.
- Group rooms are often used by individual people, creating an inefficient use of the space as often, groups have to attempt to collaborate surrounded by everyone else. Individual people should not be allowed to use the study rooms. [The library session was only somewhat useful. She only taught online research and didn't take us out into the actual stacks at all. I know my teacher was upset as she'd apparently asked for that specifically.]
- Group study areas are limited.
- Group study rooms are always booked. Some people take your room and don't leave when they have not booked the room. Overall need more study rooms!
- Group Study Rooms are difficult to book because if you need one for 6 people, often the room designated for 6 people is too small. Should be able to book them for more than 2 hours at a time. Should have to be booked in order to use.
- Group study rooms are too small.
- Group study rooms- many ppl book them then don't use and when you need one they're not available online to be booked for a legit purpose... pain in the ass.
- Group study rooms were always completely booked or in use when I needed to use them.
- I am a little unsatisfied with the availability of [computers] and study rooms, whenever I go in the library there is rarely, a [computer] or a study room available.
- I enjoy the Surrey campus library very much. I find it very comfortable to study effectively in the library [and find the staff very friendly and helpful.]
- I feel that the library would benefit from having more group study rooms, as they fill up extremely fast. [It would also be nice to have a couple of more photocopiers in the library as well.]
- I find that most if the time when I use the library to study that they're aren't very many places to sit. [And when I do find a place to sit it's near a table of noisy people talking about their weekend. I use the library to get away from my own noise at my own house.]
- I find that the study area is always full, and if I have a group meeting that needs a table I cannot find access. The rooms are always booked, so I have no chance to sit anywhere other than the quiet area.
- I have had trouble booking a room when I needed one or had to leave to go to another. Just some mild frustration.

- I like to meet my peer groups in the library for studying.
- I miss the cubicles on the second floor study area. They made it easier to study/work without being distracted. Now everything is "open", which makes it very difficult at times to not be distracted by all the movement going on around me.
- I wish there were more open study areas available as well as student study rooms. Overall, though I'm somewhat satisfied these with library services.
- I would like to add that the Surrey campus library is a great place to study with sufficient study rooms available [and quiet areas. The Richmond library is a different story. I do not use the Richmond library for anything except printing services since there is rarely a place to study that is quiet.]
- I would prefer to have more study spaces because there isn't very many spaces [as well as quiet areas.] Having more study rooms is very useful and I have to book way in advance to get a room, so if Kwantlen had more rooms it would be more convenient. [There aren't many computers available, so having more provided would be great!]
- It would be nice to have more tables and areas in which to study on the bottom and middle floor. Replace those bulky and confining armchair type seats for more tables and seating. The more room available the better.
- It's usually hard to find an empty chair [or computer available. There was a problem in the way my account was set up and couldn't check out books. Front desk didn't know what the problem was. I was able to access my Kwantlen site. They sent me to IT department who said everything was fine and sent me back to the counter this time they solved the problem however my email info got deleted and I wasn't receiving library emails.]
- I've found that with the group study rooms, they are often occupied by people who haven't booked them, or who don't want to leave after their scheduled time
- Lack of quiet areas to study. Need to find ways to prevent students from talking on their cell phones or chit chatting with their friends. Not enough computers provided in the library. There are too many unoccupied computers at the fashion / journal labs. Some of these should be available to ALL students. We pay tuition too! Library equipments should be available for students on presentation days. Printing is free for fashion and journalist students but yet all the students in another programs have to pay. Are these students not as important or do they have more money to spare?
- More desks available, sometimes the library is really full. [It is also difficult to use the online system, Make it more easy to use.]
- More space for quiet study, and nicer looking.
- More study room times should be available.
- My above selections are based on the Surrey campus library. [The Langley library is completely different. It seems old, whereas] the Surrey campus one is new and more comfortable to be at.
- Need [more computers] and space to study the tables are always taken, especially when people bring their own computers in takes up more space.
- Need a diverse areas to study whether it be on your own or with a group; need more places to study. [Library hours should be longer.]
- Need more [computers and] space to study the tables are always taken, especially when people bring their own computers in takes up more space.
- Need more space to study [and better interlibrary loan service. Also, there needs to be more printers and photocopiers.]
- Need more study area and better seating system in the study areas.
- Need more study rooms. [Library needs to be more quiet in general, too many people talk in common areas, its distracting.]
- Need more study space [and computers. Need to have more photocopiers and make sure they are working properly.]
- Not enough group study rooms at times. [Lots of noise in quiet study areas. Printer/photocopier have not been working numerous times when need to print.]

- Not enough or long enough times for group study rooms/ [too many computers down at a time, not enough. inter campus/library loans take too long to get there/ printing and photocopy too expensive! we're students!!!]
- Not enough rooms or space to study quietly.
- Not enough study rooms they are always booked [computers always taken.]
- Not enough study rooms.
- Some of the services such as [computers or] study space is very limited
- Some of the services such as [computers] or study space is very limited
- Sometimes it is difficult to find empty tables to study at.
- Study chairs are not the best, could use better cushioning / support. Power outlets are lacking in some locations.
- Study rooms are almost completely booked so one must book in advance, which can be inconvenient. [Library research sessions can be irrelevant to students who have already participated in these sessions. Printing is expensive! The photocopiers are complicated and I spent at least 10 minutes waiting for assistance.]
- Study rooms are always full [should be open longer on Sundays.]
- Surrey campus gets an A. [However Richmond, as it undergoes renovation, is extremely substandard. Even so, from the looks of it, it doesn't even appear that they're enlarging the study space for students, and merely shifting things around. Relative to its size (compared to Surrey campus / Surrey library size ratio), Richmond's library is extremely small. It doesn't have the comfortable spacious feel that Surrey's has. This is what Richmond grossly lacks. If possible, they should bust out the exterior wall of the Richmond library and extended the library outward; taking over the leftover grass area just outside of it. Right now, Richmond library's computer lab is horrendous; it gets filled with students so fast because of its compact/compressed size. The air inside gets stale extremely fast.]
- The group study rooms do not have computers which is extremely frustrating.
- The group study rooms should have at least one computer in side of them. It would make doing projects much easier. Not everyone has a laptop. Also, the booking system for the study rooms on occasion does not book the time properly.
- The study areas are not very large, and usually quite full, leaving several students insufficient space to study or work.
- The times I have went to the library to study there has been no room to study/[computers have been all full. I once went to a librarian for assistance who was no help at all and I was standing for a good 15min before she said "oh you need to go to the room over there to ask". When I approached the learning center the women was on the phone discussing her weekend plans instead of helping me I was very UNSATISFIED! especially when I was a new student and that was my first impression of the Kwantlen Surrey campus library]
- There are never enough [computers,] quiet space or areas for group work in the library. Around exam time there are never any group study rooms available. [As well, the hours that the library is open on Sundays should be extended.]
- There is not enough room to study, [and the places available to study are often too noisy. It costs too much to print and photocopy items.]
- There needs to be more study rooms available for students.
- There should be more space available for people who study in groups, for instance the third floor in the Surrey campus should be a study group room.
- Through the day there is barley anywhere to sit in the library. All study tables are just about always taken. [Library is usually very loud on 1st and 2nd floor.] Study rooms are rarely available. Always booked. Not enough rooms.
- Unsatisfied with study rooms because they are used when they are not booked and it takes a long time to ask groups in there to leave when it is not designated to them.
- When working in groups it is sometimes hard to find a table to use or a study room available - there is not enough space for groups.

Richmond

- (Comments mostly aimed towards Richmond campus) [Tables are generally not clean,] space feels cramped, [quiet areas are constantly disturbed by cell phones,] Study rooms are too small for group use and there are not enough, [generally not enough computers available.]
- [Closing early on Friday, Saturday and only being open for 4 hours on Sundays is pathetic. If we want to be a real University we should start acting like one. Students don't stop needing the library on the weekend, quite the opposite actually. Also the availability of group study rooms is not great.] This is all to do with the Surrey campus because the Richmond library shouldn't even be called a library, it is a cave. There is no room to do anything, no areas to work, no areas to meet with groups, nothing. and this is before the renovations started, not just because there are currently reservations happening. Unless they plan on knocking the ceiling out and expanding the library upwards, that library will always be a cave. [A last comment on the Surrey library is that there should be a staff member that frequents the back area downstairs, or signs that say even though talking is ok playing your music out loud and swearing non-stop is not encouraged.]
- [Hours are not on par with other universities.] Richmond campus library is lacking in quiet study areas, and the ones that are there are cramped.
- [I find the hours of the library adequate except for the weekend. Kwantlen is the only university I know that is only open for 6 hours on Saturday and 4 on Sunday! I often travel to SFU to study on weekends because they are open until 10pm on the weekends...why can't Kwantlen do the same?] I also have trouble finding any study rooms, [computers,] quiet study areas and study areas in general when needed...especially at the Richmond campus!
- [Library hours should be longer, especially on Friday, Saturday and Sunday.] Study rooms should be available for bookings longer than 2 hours.
- [Library hours should be open longer, till at least midnight.] There should be more group study rooms.
- [Library research sessions are painfully slow... Treat us like we're elementary students. It would be best to quickly describe what each task is that you're looking to complete and go through all the steps without stopping, if someone gets lost, they'll ask. Computers are difficult to get- and the lab upstairs is gone which makes it more busy...] Study rooms are ALWAYS booked up, we need more of them. [Front desk counter is alright but they've led me on a half hour hunt for a computer lab upstairs which was not there anymore. And I wish the library was open late everyday (public libraries close early on Sundays too, so there's no place to study quietly)]
- [Needs to be open later] - NO PLACES TO STUDY IN RICHMOND LIBRARY – [Computer Room is TINY and always full - Some checkout staff are rude and need to smile once in a while - Library research sessions taught by librarians make everyone want to sleep; need better presentations skills to engage audience; Inter-campus loan service not fast enough; Generally, nobody goes to the librarians/staff for help bc there is no clear benefit;] MORE STUDY SPACE NEEDED
- [Not enough computers,] not enough study rooms and [actually being quiet in the quiet study areas needs some form of enforcement actions.]
- [Quiet areas,] group study rooms, [computers, printing, photocopying:] I wish there was more availability/ less line ups and waiting times [also: I do not like the "recall" policy. I book I took out was recalled well before my original due date and I did not have enough time to use it.]
- [Richmond campus does not have enough computers for students to use in the lab. Quiet study areas are not that quiet.] Please add more seats and desks for us to study.
- [The computers are always taken,] along with any desks to study at thus there is nowhere to study in the library. [Also, it's hard to figure out how to print stuff with your card and you have to pay for it, which I don't like but it is understandable.
- [The group study rooms at the Langley Campus are usually always full and are aesthetically displeasing. The study space available to students is best at the Surrey Campus because there is a sufficient amount but there is also a variety of study space including tables for group work, individual study areas, and comfy chairs.] The individual study areas at all campuses are intimidating and make students feel confined, I personally need to be in a well-lit, open space, in order to get the most out of my study period. [The amount of computers is unsatisfying at the Richmond Campus, there are rarely free computers for

students who need to print or do assignments. It is irritating to see students on Facebook and other sites like it while others need to use a computer for school assignments.]

- [The hours of operation need to be extended, or there needs to be a silent study area for student when the rest of the library is closed.] Maybe have a way to third floor for studying. Also there is a lack of group study rooms.
- [The Richmond campus library is under-construction. (The sound of construction is also VERY disruptive as it is heard in other classrooms.)] The current study space is always full. [The research sessions are wasteful of time.]
- [There are definitely not enough computer labs at the Richmond campus. It is absolutely ridiculous to have classes being taught in the library. If there aren't enough labs outside of the library then there shouldn't be excessive classes scheduled. Students expect to have the lab available... a huge downfall at Richmond. Thoroughly disappointed.] Also study space is lacking at the Richmond campus. [Along with that goes the wireless internet connection which everyone has difficulty with when using their personal computers. It is very slow, and when there isn't a computer lab to use, this gets very frustrating.] Have a good day :)
- [There aren't enough desks available in the quiet study area and the "quiet study" isn't exactly the most quiet place in the library there is too much noise from outside the library and in the library... the light bulbs themselves make so much noise.] The new study rooms are very tiny and feel like a jail cell. At least the old ones had a view.
- [Worried about cleanliness of keyboards and mice of the computers.] Sometimes looking for study rooms on the Richmond Campus and find that they're all occupied.
- Always too busy and no space to study.
- Every time I've gone into the library there has been no room to study. Tables and cubicles are always full. [Also, the hours of operation aren't very late compared to other universities.]
- General study space, lack of space during more busy hours (Richmond Campus)
- Group study rooms are too small.
- Group study rooms aren't always enough. The rooms established are often occupied.
- Group study rooms provide students a place to discuss for their team presentations, and it also help students to cowork in their study.
- I don't not think there is enough space for students to study; I feel there should be [more computers, and] more study rooms. [I really dislike when people take up computer space to chat, or browse facebook. I think such sites should be banned from use on school computers.] The weekend hours should be extended, to include Sundays. [Most importantly outlets for laptops should be more accessible.]
- I tend to study after classes, in the library. It is a wonderful place to go, before I drive home, while thoughts and ideas accumulated during a lecture are fresh in my mind. [I would love the library to be open longer on Fridays nights and on weekends. The weekend hours are terrible -] and I have noted over and over that booking a room for study on the weekend, is often not possible as the rooms are full. [Counter checkout staff have, more than once, led me astray in trying to find books. Asking if a book could be held for me for two extra days when I did not bring my card with me garnered an angry explanation of how the lending service works - the book was not held but was almost immediately put back out. Why is it that interlibrary loans from SFU are simply ignored? I do not know if the loans are not forwarded or if it is SFU that ignores them but I have never received a reply on a request nor have I have received the item/article asked for. On the other hand, UBC is wonderful and requests are generally granted almost instantly.]
- I understand that the Richmond campus is small but the lack of study space is the biggest let down.
- I wish there were more.
- I'm not unsatisfied but there needs to be more study space in the Richmond Kwantlen library, [and stricter rules on people facebooking or playing loud music/games.]
- In Richmond, unsatisfied with the space to study/[computer availability. In Surrey, I am very satisfied with these.]
- In the fall I went to Richmond campus and there was very little room for studying, [I am very satisfied with the studying space at the Surrey campus, I use the 3rd floor, if I am studying in the library, There was a

lack of computers in the Richmond campus, I have seen students line up to get a computer, At the Surrey campus would like to have the library open a bit sooner (this is so when you arrive at campus early, you have somewhere to go that is warm.)

- In the Richmond campus (this, however, may be due to the fact that it is currently under construction), there aren't enough individual desks to study at in the library.
- Individual study spaces are often completely full and there are not a lot of power outlets available in which to run laptops from. Should consider installing power outlets in the cubicles as well as on/off lights. The new group study rooms are a great improvement, but having more available would be even better.
- Lack of study space, study rooms, [availability of computers, assistance, printers, photocopiers, and other facilities and services.]
- More group study rooms/ more variety in set up would be great. It would help with rehearsing for presentations.
- No more study desks?
- No space to study, [computer lab is always full or booked for the useless research sessions].
- Not enough space for study area.
- Not enough study area table/chair in Richmond Campus.
- Not enough study rooms or computers available.
- Not enough study rooms!
- Not enough study spaces.
- Richmond campus- never enough [computers or] group study rooms.
- Richmond campus: group study rooms a now have glass instead of wall, it's very distracting when people keep walking around. Quiet study place is always soo cold, in general the whole library is always extremely cold. [Computer lab is smaller, not always easy to find computers, also very crowded.]
- Richmond library is too small, not enough study areas.
- Should increase the number of study spaces. Everything I try studying in the library, I have a hard time for a study spaces.
- Sometimes it is very difficult to find a study room for group meeting and most of the time a study room for group of 8 is occupied by single person. There is couple of time the Richmond Librarian is too always friendly to students.
- Study room not enough.
- Study rooms were often filled up and unavailable. [Also was difficult to find a quiet study area even within the "designated area".]
- Study space is small and crowded; typically around mid-day, there are no free study spaces in the library. [Same goes for computers, but that maybe the rush hours when all the computers are full. Extended Sat/ Sun hours would be helpful specially for those who work part or most of the weekend.]
- Study space is small and crowded; typically around mid-day, there are no free study spaces in the library. [Same goes for computers, but that maybe the rush hours when all the computers are full. Extended Sat/ Sun hours would be helpful specially for those who work part or most of the weekend.]
- That was wrong to do renovations a close the study room at the Richmond campus while finals last December.
- The above chosen unsatisfied services are mainly because the lack of numbers we currently have. For example, we could use [more computers (sometimes it's always fully occupied),] more study rooms, more general study space.
- The available space for studying is very limited and the current available study room/group meeting rooms are not enough. [Furthermore, not much computer is available for use if there is a class taken place in the computer room.]
- The general study area at the Richmond Campus is very small and sometimes unavailable.
- The Kwantlen library used to be my primary study facility as I need a quiet area to study. The area was not ideal, as the desks were spread out awkwardly, but the desks and general study space was satisfactory. Within the past year, the study space has been limited to perhaps 30 desks at most, all grouped tightly together far away from library staff to maintain a quiet working environment. Often a man who is not a

Kwantlen student comes into the library and sleeps in one of the booths from library opening to closing hours, and also utilizes the computer stations that do not require Kwantlen login information. At one point I was logged into a computer and walked off to the printer, and when I came back he was on my computer and had opened up a website that I could not understand as it was in a foreign language. I was felt very uncomfortable by this encounter, and I feel afraid studying in the library in the evenings when there are fewer people in the library and the library staff are located so far away from the quiet study area.

- The library in Richmond campus is really dark, small, and really old. The atmosphere does not motivate studying at all. The low ceiling combining with the weak lighting there makes students very sleepy. It's just too cozy.
- The library is very small...on any given school day it is difficult to find any space at all to study...students are sitting on floors in book aisles.
- The lighting over the carrels is suffice, if the lighting was brighter or more natural. It's tough trying to study when the lighting is dim, because I find myself tempted to takes naps instead of studying. Having a brighter study area makes studying and reading easier. [It would be nice if the Richmond campus library, where I go, had a larger computer lab. The reason is that I have found myself needing to either print or do school work to have the library full of people. Also the fact the science computer and other computer labs have been given to the fashion department. I know a lot of biology and science students who either need the computers to print lab reports or handouts and arrive to the library to have people on facebook or doing non school related stuff. Perhaps as a suggestion, there can be separate computer labs. That way when a computer does become available I don't have to be distracted by people listening to their music, or find myself needing a computer to have people playing games, watching you tube videos, or doing other stuff.]
- The Richmond library only has the small cubicles available for study. I prefer a table like the Surrey library.
- The school including the library don't have enough study area and [access to enough computers.] The study rooms are always booked and never available for when I like to use it.
- The space to study is very small. [And the number of computers is limited.]
- The study area in the Richmond campus library was very small at times it was full.
- The study space in the library and the Richmond campus overall is horrible. [Computer availability is also a major problem.]
- The study space, the study rooms, [and the availability of the computers,] because there are not enough little cubicles for study space! Even before the renovations started. There is always a wait [for a free computer in the computer lab,] as well as with group study rooms.]
- There are not enough [computers] available or general space available at the Richmond campus, [the Surrey campus has the best environment but] when I'm at Richmond, I don't feel the need to want to stay and do my studies there. [As well as printing and photocopying is not very satisfying because I know that at other post-secondary locations such as "Douglas College" allows their students to print/photocopy up to 600 pages for free. I feel that this should be a benefit from paying a high amount of fees from tuition.]
- There are not enough group study rooms or large tables to work on homework.
- There are not enough group study rooms. (2)
- There are not enough space for all the students.
- There are not enough study rooms to students.
- There are very few comfortable areas to sit, save for 2 couches which are usually occupied, and often the study desks and computers will be full as well. They are also in a very cramped environment.
- There aren't enough study rooms!
- There is just not enough general study space in the Richmond Library overall [not to mention if there is any quiet study space. Also, when the computer lab is booked for a class session, there is just not enough computer to use after the computer lab on the third floor of Richmond campus is closed. I have to wait for an available computer to use outside of the lab or in the Learning Centre, and the wait can be very very long.]
- There is never any open rooms; always booked.
- There is never study rooms available, if you need one you have to book it weeks in advance.

- There is no general quiet space to study except for the study room which has to be booked. [There are rarely any computers available in the computer lab. In addition; there are instructors that will need to use the lab as well.]
- There isn't enough space to study. There should be a big table or tables in order to be able to study. [The computer lab is extremely small and always crowded, so it is impossible to use it. No one comes and checks the study rooms. I was studying there for two hours, and no one came to silence two groups that were just joking around and being extremely loud.]
- There needs to be more study areas available not just in the library but also in other areas of the Richmond campus.
- There should be more study rooms.
- We need more study rooms in Richmond.
- Well there should be more room; there isn't a whole lot of room so sometimes it can be difficult to find a place to study.
- While there are usually plenty of areas to sit there are rarely unused outlets for me to plug in my laptop. I would very much prefer to use my laptop rather than the library computers, since that is where all of my previous work and research is, but I only have so much battery life.
- Would like to see more space allocated for studying, with upgraded chairs. Sat on some chairs that had stains on them, and seat was wobbling. Need to get better chairs. Also, some study stations had gum stuck underneath. Yuck. Study desks are too close together.

Langley

- [Could be open later,] could be a bigger library with more room for study areas.
- [Keep it open longer on Saturdays and open it up on Sundays. It is not a quiet place to study. Computers are jammed next to each other and your space is encroached upon.] Need more space [and more computers.] People come in to meet up with each other cause there is nowhere else for people to meet up. There are not enough rooms for students to go to. [Line ups to print.]
- [My above selections are based on the Surrey campus library.] The Langley library is completely different. [It seems old, whereas the Surrey campus one is new and more comfortable to be at.]
- [The hours of operation should reflect the hours of which students attend class as well as weekends. Sundays there is nowhere to study except someone's house. Coffee shops are noisy and public libraries are sometimes full.] The Langley library isn't at all inviting to study in... poor natural light, no comfortable seating. Very front loaded... all the computers are at the front of the room and studying desks at the back by the windows and not at all comfy.
- [The library needs to be open later on weekends especially Sunday. I find most groups are only able to meet on the weekends.] There also needs to be more study rooms available at peak times. It is very difficult to book a room sometimes.
- Having a clean quiet place for me to do my studies is an extremely important thing for me that I value having a place like that to go to.
- I think because I am at Langley this semester I am not satisfied with these 3. The Langley library doesn't have as much room or space to study alone or in a comfortable quiet place. The cubicles are "clinical" and hard to study in comfortably. Also, I feel more chairs and places to just read are needed. [Also the Langley campus lacks the computer power that the Surrey campus has. It's very small. The loan services between campuses could be faster.]
- I think there should be more space available for group studying.
- Is there is nowhere to study except someone's house. Coffee shops are noisy and public libraries are sometimes full. The Langley library isn't at all inviting to study in... poor natural light, no comfortable seating. Very front loaded... all the computers are at the front of the room and studying desks at the back by the windows and not at all comfy.
- Not enough study rooms, they are always busy and sometimes with only one person in them.
- Reason I put unsatisfied is because there is a lack of such space.
- Space is extremely limited. Usually full when I would like to use (mid-day). [Can be quite loud at times.]

- The group study rooms at the Langley Campus are usually always full and are aesthetically displeasing. [The study space available to students is best at the Surrey Campus because there is a sufficient amount but there is also a variety of study space including tables for group work, individual study areas, and comfy chairs. The individual study areas at all campuses are intimidating and make students feel confined, I personally need to be in a well-lit, open space, in order to get the most out of my study period. The amount of computers is unsatisfying at the Richmond Campus, there are rarely free computers for students who need to print or do assignments. It is irritating to see students on Facebook and other sites like it while others need to use a computer for school assignments.]
- The survey should be campus specific to be relevant as they are completely different. I rated the library at the Langley Campus in mind. Not enough group or silent study space in Langley. I have a choice of hard table and chair or crappy old couch. Not even one laptop friendly arm chair - Surrey has a hundred. Not enough group rooms. [Class research time is very important but ineffective both times - not librarian's fault. The 2 lazy professors did not effectively communicate requirements when they sluffed off the class. Langley library hours are very poor. They should at least be extended the last 4 weeks in a semester!!!! The hours are sleepy, it would have made a difference in school selection had I thought to inquire.]
- There is nowhere at all at the Langley campus that is a comfortable quiet place to study!!! The library has little booths to study but they are very uncomfortable and can't be sat in for longer than an hour. [Furthermore, someone can come and sit right beside you and start talking very loud, disrupting your quiet study time. Also, at the Langley campus the library isn't open long enough.]

Quiet Study

Total=132

Surrey

- [Again, I believe the library needs to make the transition from a college library to a university library and I think this is reflected strongly in the hours of operation. We could also use more study rooms.] Also, I'm less dissatisfied with the lack of quiet study space, and more with the janitors not respecting that quiet study space. They are on their phones, talking loudly to each other in person and on their radios and they bang around up there like it's a junk yard not a quiet study space.
- [Always problems with printers,] study area is never quiet, [people fight over study rooms.]
- [As previously mentioned, the inter-library loan service is terrible. I, as well as my peers, have waited longer than the time of arrival indicated and have had to use other materials because the books arrived late. The fact is, it is faster to go to the outside schools, set-up accounts with them, and borrow the books directly. Even though it means traveling to the other institutions, it is not worth the ten day wait of the inter-library loan.] I am also unsatisfied with the quiet area study since I have never seen the 'quiet' aspect reinforced unless it's on the third floor. The second floor, as for my understanding, is to not be as loud as the first. It's just as bad.
- [Closing early on Friday, Saturday and only being open for 4 hours on Sundays is pathetic. If we want to be a real University we should start acting like one. Students don't stop needing the library on the weekend, quite the opposite actually. Also the availability of group study rooms is not great. This is all to do with the Surrey campus because the Richmond library shouldn't even be called a library, it is a cave. There is no room to do anything, no areas to work, no areas to meet with groups, nothing. And this is before the renovations started, not just because there are currently reservations happening. Unless they plan on knocking the ceiling out and expanding the library upwards, that library will always be a cave.] A last comment on the Surrey library is that there should be a staff member that frequents the back area downstairs, or signs that say even though talking is ok playing your music out loud and swearing non-stop is not encouraged.
- [During peak hours, there are no computers available]. Although there is a place for quiet study, the library overall shouldn't be a place for loud parties. Some groups in study rooms are so loud, they can be heard quite clearly in other study rooms when both room's doors are closed. [I appreciate the booked sessions with the librarians; however some people need that session more than others. In that case, it

becomes a boring class and in fact a waste of class time for those who know how to research. Perhaps it should be mandatory in first year courses but certainly not in 3rd and 4th year courses.]

- [I find that most if the time when I use the library to study that they're aren't very many places to sit.] And when I do find a place to sit it's near a table of noisy people talking about their weekend. I use the library to get away from my own noise at my own house.
- [I have had difficulties finding a computer to work on some papers.] Also, sometimes the library gets very noisy especially when it's the time when classes start or end.
- [It's great to have printers, photo copiers, staplers and everything else that are a necessity] I know the "quiet area" is being reconstructed right now but it would have been nice to put aside another quiet space for students during this time. studying doesn't stop because of construction
- [Kwantlen is continuing to gain University status and more degree programs, the library should be acting as any University library should. Weekend hours are minimal, giving students a lack of choice when they are able to study. The library should also be open later at nights, 11 pm is not sufficient.] When it comes to [study space and] quiet study areas, Kwantlen, does not have enough facilities, even the Surrey Campus. The 3rd floor is never completely quiet [and the design is not ideal for students to work, cubicles are not ideal for studying in, more tables are needed.] The rest of the "quiet study areas" besides the 3rd floor are NEVER quiet. [The amount of area is insufficient as usually it is hard to find a spot anywhere in the library to study, unless one get there early. The librarians are not trained in using the equipment properly. Not all need to have the training but need at least general knowledge so that equipment does not get broken while they try to help students, such as the microfilm machine.]
- [Library hours. Needs to be open later on Friday, Saturdays, and Sundays on the Surrey and Langley Campus.] 2) The Surrey campus library is too open and creates echo and loudness. [3] There are not enough study rooms.]
- [Longer hours in the weekends library] feels like a chat place sometimes (too loud) [computer keyboards not clean.]
- [More computers at each library (or spaces with plugs for laptops) would be helpful. It can be hard to get a hold of some audiovisual equipment such as digital camcorders without booking far in advance. The printer at the Surrey campus is excellent, however, those at Richmond are terrible (they jam up on any PDF file and take far too long to print, 1 ten page journal article = 20-30 mins). The photocopiers available are not bad but must be maintained more frequently (for instance the auto-feed option often jams), also copiers that could staple and/or hole punch would be great.] The silent study floor at Surrey is wonderful, [however, in Richmond no one makes an effort to enforce any type of silent area (or even quiet area).]
- [Most of the time the library is filthy (garbage, sticky). Study rooms are always occupied.] The third floor is usually full of groups that talk and are disruptive with no one to stop them.
- [Need longer weekend hours.] Main floor and level two can be quieter. Very satisfied with level three. [Study rooms are too bare and boring.]
- [Need more study rooms.] Library needs to be more quiet in general, too many people talk in common areas, its distracting.
- [Never enough computers especially during finals;] "quiet study" spaces are ALWAYS filled with chatty young girls who will not shut up and then when students complain to staff nothing is done about it - I never try to study in the library anymore because of this. [Also, photocopying is too expensive.]
- [Not a very good selection of equipment for rental in the audiovisual,] a lot of loud people [and sometimes hard to find a seat.]
- [Not enough group study rooms at times.] Lots of noise in quiet study areas. [Printer/photocopier have not been working numerous times when need to print.]
- [Photocopies and printing could still be cheaper. Computers often dirty.] 3 floor "no speak" area not really "no speak" It would be nice if librarians took a walk a few times a day to enforce or remind students to be silent.
- [Photocopying and printing should be double sided, and cheaper would be better. Some staff are not friendly at all. There should be more group study rooms, and they should be taken good care off, in terms of repairs and cleaning.] Quiet area is not so quiet, maybe if there were individual sound proof rooms that

would be nice, or some way of eliminating all the noises when people move around, carpeting would help I think... like a sound proof room.

- [Printing and photocopying should be free.] Because of the construction hard to find a quiet place.
- [Terrible weekend hours] :(Study areas are very loud, [room cleanliness is terrible].
- [The help of staff is not very good. I find that there is hardly anyone sitting at the help desk in the centre of the library which is frustrating. Photocopying costs too much.] There are no quiet rooms where you can go without other people around. The bottom floor is too loud because that's where people hang out by the computer area.
- [The library could be open more hours for greater convenience.] The group study rooms must be soundproofed.
- [The printing is too expensive. For 10 cents I expect it to be in colour.] Too much noise which prevents study.
- [The Sun Ray computers don't read some USBs and] the first floor's computers are in a noisy space. There should be more computer on the upper floors where it's quieter. [Printing is expensive.]
- [There could be more cleaning done.] There could be more areas for quiet study since there seems to be a lot of socializing taking place in the library and therefore taking up tables that could be used more effectively.
- [There is not enough room to study,] and the places available to study are often too noisy. [It costs too much to print and photocopy items.]
- [Through the day there is barley anywhere to sit in the library. All study tables are just about always taken.] Library is usually very loud on 1st and 2nd floor. [Study rooms are rarely available. Always booked. Not enough rooms.]
- [Too often all the computers are being used when I also need to use one. Group study rooms are too small and stuffy if the doors are closed for quiet.] Quiet areas aren't quiet...[nor comfortable.] need [smaller areas, carpet, plants,] noise absorbers...someone to monitor occasionally...can get rowdy groups sometimes. I always have to wear earplugs.
- [When I was at the Surrey Campus, I didn't like the front counter service. She was rude and made me feel like I don't know anything!] Even though we have a quiet area, most of time people's phone is ringing or people are talking on the phone. [I believe that we don't have enough computers.]
- Areas marked quiet study time are often NOT quiet. Groups of students are using the quiet study areas and distracting those people who do want to study. [Individual study rooms are very important and useful!]
- Because the top floor silent floor is no longer a silent study area.
- General study area is too loud.
- General study area- too many people just chat all the time.
- Hard to find areas to study where it is quiet.
- I am satisfied with all the above, except at times, I feel like people do not respect others around them while they are trying to study. For example, since the study rooms on the third floor are not soundproof, many voices echo through the walls, thus making it difficult to study. [Also, library hours could be extended longer during exam weeks.]
- I am unsatisfied with quietness of the library. Usually when I go to work at the library there are students talking .Like you are a caffe shop.
- I can bear the noise, but actually it really hard to find a no-noise place to reading.
- I can never find a quiet place, even where it's supposed to be quiet. And sometimes people are wildly loud without anyone stepping in.
- I don't like that the library in Surrey is so loud. The quiet 3rd floor is great but overall everything is too loud. [It's great that there are group study rooms but there should also be private study rooms. I like to book a room to study with 1 or 2 others and it is very distracting if a large group has booked a room near us. Whether it would require making certain rooms for large group discussions/study and certain rooms for quiet group study. It is the most frustrating part about the library at Surrey for me.]
- I find in the Surrey Campus the library can be too loud sometimes. It would be nice not to always have to go up to the third floor to have peace and quiet. [On the other hand, the Langley library is perfect. As

soon as you enter there it is peace and quiet and you feel like you can study.] The Surrey Campus library is a little too distracting. [Also, with the computers I always find it hard to find one available if I need to use one.]

- I find that even if the library is supposed to be quiet, a lot of students still chat, and I find it difficult to get a lot of work done. There should be stricter rules applied to students who are working in groups to book a study room.
- I hate how people still continue to talk on the 3rd floor of the library. It clearly says "shut up" but some people are obnoxiously loud when I'm trying to study for exams.
- I know the third is under construction, so it is noisy, but everywhere people are using their cell-phone and you do not seem to care.
- I sometimes find it hard to find a quiet spot to read books in. I notice that people are gathering around the tables talking and giggling instead of studying. One time there was a group of girls even painting their nails! The smell was annoying and distracting me from studying.
- I think the library's quiet section should be more comfortable instead of a floor with a few tables and chairs there should be comfortable seating, so that students can student comfortable for long periods of time in the quiet section.
- I understand there is a quiet area to study, but I still don't think the general area should be a place to socialize. I think there should be someone walking around ensuring people are not above a murmur. No one wants to hear an annoying laugh across the room as if she was in a shopping centre. The library, no matter where we are sitting, is a place to study and learn, not gossip about what you did last night. [Also, we need more printers and photocopiers.]
- I want to say that, Library is not that quiet area, as it should be.
- I would like to add that the Surrey campus library is a great place to study with [sufficient study rooms available and] quiet areas. The Richmond library is a different story. I do not use the Richmond library for anything except printing services since there is rarely a place to study that is quiet.]
- I would prefer to have [more study spaces because there isn't very many spaces as well as] quiet areas. [Having more study rooms is very useful and I have to book way in advance to get a room, so if Kwantlen had more rooms it would be more convenient. There aren't many computers available, so having more provided would be great!]
- I'm not very unsatisfied, but I would prefer there to be more quiet areas for study [and more computers available.]
- In the corner of the first floor is where I study. It is always loud. There is never a time where I can study for a full hour and not have obnoxious conversations going on?
- Is it ever possible to get away from the annoying cell-phone or social blabber that interrupts your concentration, especially when the library should be a study place and not a coffee-shop?
- It is difficult to find a quiet area, [most times there is no availability of computers and it would be more helpful if more librarians were present for assistance in helping to locating references.]
- It is often very loud in the library. There are not many quiet places.
- It would be great if a library member could walk through the silent 3rd flr in Surrey just to remind people to stay quiet. It is unbelievable how much people talk in there! Also, a sign should be put up on that staff door up there on the east side; they always come out chatting very loudly. [Also, would it be possible to have paper towels and spray bottles with cleaner around the study rooms? I'd wipe the desks before I sat down if it was an option; people often leave food stuff etc on the tables. Finally, a sign should be put up in the Richmond library at the checkout area. A woman was rude to me there after I waited on the west side of the counter, thinking that this was the checkout, only for her to bark that it was something else. Not impressed with that.]
- It's very [clean and] quiet which is perfect for studying and at the same time you can chat with your friends too. It's always laid out in a very good, easy, accessible way.
- Lack of quiet areas to study. Need to find ways to prevent students from talking on their cell phones or chit chatting with their friends. [Not enough computers provided in the library. There are too many unoccupied computers at the fashion / journal labs. Some of these should be available to ALL students. We pay tuition too! Library equipments should be available for students on presentation days. Printing is

free for fashion and journalist students but yet all the students in another programs have to pay. Are these students not as important or do they have more money to spare?]

- Libraries seem to be too loud, [and especially at the Surrey campus people seem to not understand what a garbage can is for.]
- My only problem with the noise level in the study areas are the people that constantly talk, whether it's to people next to them or on their phones. It would help if there was someone monitoring and reminding students that certain areas need to be a quiet studying area.
- Our library is so loud that it is more of a place to hang out than to actually study unless you are on the third floor. [It is also usually very busy and hard to find a seat.]
- People don't respect the QUIET study areas always.
- Quiet area to study [availability of computers.]
- Quiet area to study is fantastic in theory but every time I go up to the third floor to quietly study there are a bunch of people talking loudly or someone on their phone. Apparently this area cannot be properly maintained by placing a sign up. It needs to be maintained by security or other individuals. The "quiet zone" is NEVER quiet. [The interlibrary lending takes way too long. It needs to be quicker or adequate books need to be provided by Kwantlen. Photocopying and printing are too expensive.]
- Quiet area. I've gone up to the 3rd floor many times, and there are always people talking or on the phone. It's loud and distracting.
- Quiet areas are not as quiet as you expected [and I wish there were more study rooms available.]
- Surrey campus library has too many people just talking too loud which makes it difficult to concentrate.
- The "quiet" study area is not enforced, it is never quiet.
- The "quiet" study areas have large tables where groups will sit and talk loudly.
- The library at the Surrey campus is huge and quiet. I can also have a good study session.
- The library can get very loud at times. Friends go as a hang out spot and socializing time rather than to study.
- The library is loud, even in the quiet areas. [Rarely can I get a room for private studying, or group. It needs to be more narrated.]
- The library is not very quiet [unless you book a group room, which are always full.]
- The only thing that bothers me is that the silent study area is under construction still and they have had music playing on several occasions. It is disrespectful.
- The quiet study area is never quiet. The patrons using this area often have their phones on, eating or having conversations with others in this area. I think it could be a great space if it was monitored or had better signage to remind people what silence is. [Is there a chance of the library being open 24hours 2 days a week? Also bathrooms are not great. One ply toilet paper- really??]
- The Quiet Study Areas ought to be monitored on a schedule by a librarian to ensure it is being used for its purpose.
- The silent area should be somewhat monitored, people are always talking in there and there is no one from the library to help. [Also, there are never enough computers during peak times, and there's always 3 or 4 with frozen keyboards.]
- The study rooms are not sound proof or quite enough, people are sometimes having loud conversations about what they are going to do on Friday night and etc. with their friends on the second floor.
- The supposed "quiet study areas" always have GROUPS of students talking to each other, or talking on their cellphones, when all of these can be done just downstairs, or even better, outside. Really hope there will be a separate room for "quiet study areas" where it restricts more than one person at a desk or computer!
- The Surrey campus library is far too loud to even focus. If the library enforced the fact that a library is meant to be "quiet" and reminded students to hush up in there it would be a much more productive work environment. If students wish to chat they should do so at the cafeteria. I shouldn't have to go to the caf to get work done, I should be able to do so in the library.
- The third floor is so noisy and people are always talking on there. [There needs to be more group study room, they always seem to be reserved.]
- The third floor of the library is supposed to be the quiet area but people chat, laugh and make noise.

- There is always someone in the cubicles making noise and pretending to 'whisper'. It's not quiet. So what a lot of people do is book rooms just for themselves. Just 1 person in the study room. That's not fair for the study groups that want to study together. And the library isn't too concerned about this.
- There is no enforcement of the silent floor and, not counting the construction noise that has been going on for three semesters now, the constant talking by a very few students on that floor makes it useless as a silent study area. Suggest permanent signage, enforcement by staff, and removal of PC speakers on that floor.
- There is no quiet area to study. The 3rd floor is undergoing reno's so where is there for us to go? I must book study rooms just so I can get some work done, which is not fair to students who may need the rooms for group work. [Inter-library loans may as well not exist. I often need them as articles are often not available at Kwantlen. When I make a request I only get the loan about 10% of the time.]
- There should be more places reserved for quiet study time.
- Too many people talking and disrupting other students. Usually younger students.
- Unsatisfied with the noise level in the lower floors. There are a bunch of people that seem to just hang out together and do neither studying nor reading. [Still not satisfied with the hours of operation on the weekends. Later hours would be nice as a place to study. A security guard (instead of a librarian) is the only necessary staff in the later hours to watch out for stolen books. Loud beeping of card readers is totally unnecessary - one beep, or a quieter beep, or even removing it altogether would be great.]
- With all the construction on campus lately, there isn't anywhere to quietly study in the library. People are too loud on the first and second floors, and there's construction on the third floor. [Also the availability of computers is kinda low. I can never get a computer during the day, it's usually too busy.]

Richmond

- (Comments mostly aimed towards Richmond campus) [Tables are generally not clean, space feels cramped,] quiet areas are constantly disturbed by cell phones, [Study rooms are too small for group use and there are not enough, generally not enough computers available.]
- [Availability of computers] and Quiet area to study: [sometimes the computers are not enough during the busy time. Also, when people open the music in computer, even they put on the headphones, the music will come out loudly and making noise.]
- [I find that since allowing food/drink in the library, the cleanliness has gone down. Also I find that the general study space and quiet area to study are not conducive for studying bec. area is not clean and] people are inconsiderate by being loud or on their cell phone. [Also people use the study rooms and eat and don't clean up after themselves.]
- [For the hours of operation, it would be better if the library is open from 10 am to 5pm on Sunday. Sometimes, the printer takes money but doesn't print anything.] I am unsatisfied with the cleaning staff that start vacuuming at 9pm while I want to focus (it's pretty annoying).
- [Hours are not on par with other universities.] Richmond campus library is lacking in quiet study areas, [and the ones that are there are cramped.]
- [I would like to add that the Surrey campus library is a great place to study with sufficient study rooms available and quiet areas.] The Richmond library is a different story. I do not use the Richmond library for anything except printing services since there is rarely a place to study that is quiet.
- [I'm not unsatisfied but there needs to be more study space in the Richmond Kwantlen library,] and stricter rules on people [facebooking or] playing loud music/games.]
- [Library should have more hours of operation during weekends.] There are always people talking in the library; a quiet study area should be established.
- [More computers at each library (or spaces with plugs for laptops) would be helpful. It can be hard to get a hold of some audiovisual equipment such as digital camcorders without booking far in advance. The printer at the Surrey campus is excellent, however, those at Richmond are terrible (they jam up on any PDF file and take far too long to print, 1 ten page journal article = 20-30 mins). The photocopiers available are not bad but must be maintained more frequently (for instance the auto-feed option often jams), also copiers that could staple and/or hole punch would be great. The silent study floor at Surrey is wonderful, however,] in Richmond no one makes an effort to enforce any type of silent area (or even quiet area).

- [Not enough computers, not enough study rooms and] actually being quiet in the quiet study areas needs some form of enforcement actions.
- [Richmond campus does not have enough computers for students to use in the lab.] Quiet study areas are not that quiet. [Please add more seats and desks for us to study.]
- [Study rooms were often filled up and unavailable.] Also was difficult to find a quiet study area even within the "designated area".
- [The hours of operation need to be extended, or] there needs to be a silent study area for student when the rest of the library is closed. [Maybe have a way to third floor for studying. Also there is a lack of group study rooms.]
- [The operating hours could open longer during weekends. Sometimes student would like to come to school library and study. For instance, like Sunday the school library only opens at 1pm and close at 5pm then actually the student won't able to have much of the study done at school.] In addition, in the study area, some of the students are just talking in the study area which is really disturbing others who really want to study in the library.
- [There is just not enough general study space in the Richmond Library overall] not to mention if there is any quiet study space. [Also, when the computer lab is booked for a class session, there is just not enough computer to use after the computer lab on the third floor of Richmond campus is closed. I have to wait for an available computer to use outside of the lab or in the Learning Centre, and the wait can be very very long.]
- [There isn't enough space to study. There should be a big table or tables in order to be able to study. The computer lab is extremely small and always crowded, so it is impossible to use it.] No one comes and checks the study rooms. I was studying there for two hours, and no one came to silence two groups that were just joking around and being extremely loud.
- I find the people using the library seem to forget that it is a 'quiet zone' and have their phones ringing and talking loudly. This disrupts the study of everyone.
- I have been to the libraries on all of the campuses. Richmond Library is the only quiet library. [At all others, if I wish to study, I have to put headphones in and crank the volume louder than if I were walking down the street in order to drown out the noise.
- It is hard to find quiet area to study in Richmond campus, especially during final exam.
- People talking to each other loudly in the study areas all the time.
- Quiet areas, [group study rooms, computers, printing, photocopying:] I wish there was more availability/ less line ups and waiting times [also: I do not like the "recall" policy. I book I took out was recalled well before my original due date and I did not have enough time to use it.]
- Some students chat or talk on the phone when they are using the computers.
- Students are talking on the phone and chatting and it's difficult to study. The staff should make more efforts to make the library a cleaner and more quiet place, students that want to talk on the phone and socialize should be asked to leave, go the outside areas.
- The Richmond campus does not have a quiet study area in the library.
- There aren't enough desks available in the quiet study area and the "quiet study" isn't exactly the most quiet place in the library there is too much noise from outside the library and in the library... the light bulbs themselves make so much noise. [The new study rooms are very tiny and feel like a jail cell. At least the old ones had a view.]
- There should be more enforcement of the "no talking". Students are often very loud in the library, talking in person or on cell phones and it makes it very distracting when trying to study.
- Unsatisfied with quiet study areas because students don't respect these areas and talk on cell phones or wear headphones with loud music.

Langley

- [I don't think there are enough computers in Surrey] and I find the libraries too loud.
- [I find in the Surrey Campus the library can be too loud sometimes. It would be nice not to always have to go up to the third floor to have peace and quiet.] On the other hand, the Langley library is perfect. As soon as you enter there it is peace and quiet and you feel like you can study. [The Surrey Campus library is a little too distracting. Also, with the computers I always find its hard to find one available if I need to use one.]
- [Keep it open longer on Saturdays and open it up on Sundays.] It is not a quiet place to study. [Computers are jammed next to each other and your space is encroached upon. Need more space and more computers. People come in to meet up with each other cause there is nowhere else for people to meet up. There are not enough rooms for students to go to. Line ups to print.]
- [Space is extremely limited. Usually full when I would like to use (mid-day).] Can be quite loud at times.
- [There is nowhere at all at the Langley campus that is a comfortable quiet place to study!!! The library has little booths to study but they are very uncomfortable and can't be sat in for longer than an hour.] Furthermore, someone can come and sit right beside you and start talking very loud, disrupting your quiet study time. [Also, at the Langley campus the library isn't open long enough.]
- [Unsatisfied with hour of operation because it is not open late enough and I am often asked to leave at closing time.] Unsatisfied with quite place to study because rules about cell phone are not enforced well and loud individuals are neither asked to keep it down or leave.
- At the Langley campus there aren't really quiet places to study, TOO NOISY.
- I dislike the amount of talking in the computer area where work is also done.
- I don't believe that the[re] is enough, quiet or group study area in the Langley campus.
- I have come to school many times and gone to the quiet sections of the library to study but there is always someone talking and being irritating. It's a major distraction, especially when I'm trying to study.
- It is my belief that at least some section of the library should be a quiet zone. It helps students focus on what they are studying. It is hard however when nobody seems to care about the noisy environment. It actually turns me off from studying in the library, which should be the complete opposite of what the library should be.
- Often times I find the library too noisy to study unless you go the very back and the cubicles are often already occupied. Sometimes the cafeteria is quieter. [Also there are a lot of services I haven't used because I didn't know they were available. Now how do I learn how to use them?]
- The Langley campus has no quiet study area [and library hours are too short on weekends.]
- The library does not necessarily need to be dead quiet but there are individuals that should be asked to be quieter and more respectful.
- There is a distinct lack of quiet in the library. There should be some recourse that staff could take. Ask those with a lack of respect to remove themselves.

Computers

Total=141

Surrey

- [I appreciate library hours being extended but think they should be extended further (ideally 1am but minimum midnight).] The availability of computers becomes an issue during peak hours and exam time.
- [I find in the Surrey Campus the library can be too loud sometimes. It would be nice not to always have to go up to the third floor to have peace and quiet. On the other hand, the Langley library is perfect. As soon as you enter there it is peace and quiet and you feel like you can study.] The Surrey Campus library is a little too distracting.] Also, with the computers I always find its hard to find one available if I need to use one.
- [I find the hours of the library adequate except for the weekend. Kwantlen is the only university I know that is only open for 6 hours on Saturday and 4 on Sunday! I often travel to SFU to study on weekends because they are open until 10pm on the weekends...why can't Kwantlen do the same?] I also have

trouble finding any [study rooms], computers, [quiet study areas and study areas in general] when needed...[especially at the Richmond campus!]

- [I never knew we had an ability to loan audio stuff from the library, would recommend having an email send or mention on the library that this service is available.] I wish we had [more room to do group projects and have an access to] more computers [plus an ability to scan stuff to ourselves (emails).]
- [I would prefer to have more study spaces because there isn't very many spaces as well as quiet areas. Having more study rooms is very useful and I have to book way in advance to get a room, so if Kwantlen had more rooms it would be more convenient.] There aren't many computers available, so having more provided would be great!
- [In Richmond, unsatisfied with the space to study/]computer availability. In Surrey, I am very satisfied with these.
- [It is difficult to find a quiet area,] most times there is no availability of computers [and it would be more helpful if more librarians were present for assistance in helping to locating references.]
- [Lack of quiet areas to study. Need to find ways to prevent students from talking on their cell phones or chit chatting with their friends.] Not enough computers provided in the library. There are too many unoccupied computers at the fashion / journal labs. Some of these should be available to ALL students. We pay tuition too! [Library equipments should be available for students on presentation days. Printing is free for fashion and journalist students but yet all the students in another programs have to pay. Are these students not as important or do they have more money to spare?]
- [Library Cleanliness - electric socket areas are disgusting and filled with litter, the bathrooms are terrible and often soiled in one way or another. Printing &] Computer Availability – [there should be a quick print station accessible to students if all other computers are taken (which they often are) and] the computers should load USB ports quicker if possible, or at least accept all types.
- [Library hours on weekends could be improved because not everyone can stay back late at the library during week days... or just because of the weather and other reasons..so weekend library hours can benefit those students who like to study quietly on the weekends. Right now it's open only for 5 or 6 hours...If it can open from 9-6..it would be better!] Computers are veryyy slow...and they get stuck..key boards don't work ...not everyone can get on the computer! It's hard to do work on these computers..
- [Library not open long enough. Not enough places to study quietly, always too full. Group study rooms too small and always booked, have to reserve 2 weeks in advance, never available on drop ins.] Computer always full. [Printing and photocopying TOO EXPENSIVE compared to other schools. Not enough resources available overall.]
- [Library research sessions booked by instructor are usually a waste of time.] Not enough space to [sit and do work or] use computers when needed.
- [Library should be open later,] and there should be another computer lab available.
- [Not enough or long enough times for group study rooms/] too many computers down at a time, not enough. [inter campus/library loans take too long to get there/ printing and photocopy too expensive! we're students!!!]
- [Not enough study rooms they are always booked] computers always taken.
- [Quiet area to study] availability of computers.
- [The hours in Langley suck! The Library needs to be open later and more on weekends. Computers are hit and miss, you are usually fine in Langley,] but it is hard to find a computer in Surrey in peak hours.
- [The library could be open longer on the weekends, it could be MUCH cleaner, and] there could be more computers.
- [The printers and] (or) networks seem to be down about 20% of the time when I need it - can be very inconvenient!
- [The silent area should be somewhat monitored, people are always talking in there and there is no one from the library to help.] Also, there are never enough computers during peak times, and there's always 3 or 4 with frozen keyboards.
- [There are not enough computers available or general space available at the Richmond campus, the] Surrey campus has the best environment [but when I'm at Richmond, I don't feel the need to want to stay and do my studies there. As well as printing and photocopying is not very satisfying because I know that at

other post-secondary locations such as "Douglas College" allows their students to print/photocopy up to 600 pages for free. I feel that this should be a benefit from paying a high amount of fees from tuition.]

- [When I was at the Surrey Campus, I didn't like the front counter service. She was rude and made me feel like I don't know anything! Even though we have a quiet area, most of time people's phone is ringing or people are talking on the phone.] I believe that we don't have enough computers.
- [With all the construction on campus lately, there isn't anywhere to quietly study in the library. People are too loud on the first and second floors, and there's construction on the third floor.] Also the availability of computers is kinda low. I can never get a computer during the day, it's usually too busy
- At peak times computer availability is quite limited making it difficult to access internet.
- Availability of computer. I think they should have more computers for students to use. I think they don't have enough computers in library.
- Availability of computers - sometimes. Especially during essay deadlines, there are no computers available. Many of these students have laptops beside them and they are still using the library computers which is unfair for the students that are unable to afford a laptop. It is understandable if they need to print something, but to be playing on Facebook and etc. is a nuisance.
- Availability of computers: all computers seem to all be taken unless you get there very early or very late.
- COMPUTERS ARE NEVER READILY AVAILIABLE AND I FIND I STRUGGLE WHEN I DON'T HAVE MY LAPTOP WAITING AND AM NOT ABLE TO COMPLETE THE AMOUNT OF WORK I SHOULD HAVE. LAST MINUTE COMPUTER NEEDS SOMETIMES ARE UNSATISFACTORY DUE TO DEMAND AND AMOUNT IN LIBRARY.
- During peak hours, there are no computers available. [Although there is a place for quiet study, the library overall shouldn't be a place for loud parties. Some groups in study rooms are so loud, they can be heard quite clearly in other study rooms when both room's doors are closed. I appreciate the booked sessions with the librarians, however some people need that session more than others. In that case, it becomes a boring class and in fact a waste of class time for those who know how to research. Perhaps it should be mandatory in first year courses but certainly not in 3rd and 4th year courses.]
- Every time I've needed a computer, I was able to find one. [I was also very pleased with the "Ask Away" chat service. I was having trouble finding sources for an essay and the librarian was extremely helpful.]
- I am a little unsatisfied with the availability of computers [and study rooms,] whenever I go in the library there is rarely, a computer or a [study room] available.
- I am satisfied with the library in Surrey. There are many computers and they process very quickly. [However, I am not happy with the availability of computers in the library in Richmond campus. I understand the library is under renovation, and that's probably why I can't find ONE computer available every time I walk in there. Hopefully things will change after the reconstruction is done!]
- I attend both the Richmond and Surrey campus. Surrey has excellent computer availability, [but Richmond's is terrible. The lab is often at full capacity, and there are times when an instructor books the lab, so there are barely any computers available on campus. This may be fixed once the renovations are complete.]
- I do not need computers, have my own laptop on campus
- I don't think there are enough computers in Surrey [and I find the libraries too loud.]
- I have had difficulties finding a computer to work on some papers. [Also, sometimes the library gets very noisy especially when it's the time when classes start or end.]
- I know that you have an ample amount of computers in the library. They are not all being used for school purposes. Perhaps you should have a social networking floor of area where those computers could be used for that purpose. I believe in social networking but not when all the computers are taken and people are looking to use one for school related projects.
- I am unsatisfied with the availability of computers, not because of the number of computers available, but because of problems I've encountered using them. There are several with keyboard issues. One in the 2nd row from the front, left hand side from the user's perspective, wouldn't type "c" last time I tried to use it, for example. Another issue I have both is and isn't the library's fault, at the same time. If I've gone to the library to use a computer, then it's a day I've left my laptop at home, and I genuinely need a computer to do my work. I don't want to sit down beside some very chatty girls who are laughing at a friend's facebook profile. I don't want to find that the only available computer doesn't have a chair because those chatty

girls are sitting 3 to a computer. Yes, we are all adults, and students should be responsible and respectful. Unfortunately though, especially with the first year students, they're still stuck in high school mode and they do need reminders. Perhaps a librarian could walk down the computer section every hour or something and politely remind such students that they're in a library?

- I've been unsatisfied with the availability of computers because at peak times it's impossible to find a computer. I bet computers are the most used tool in the library, so why so few of them?
- I'm not very unsatisfied, but I would prefer there to be more [quiet areas for study and more] computers available.
- It's usually hard to find an empty [chair or] computer available. [There was a problem in the way my account was set up and couldn't check out books. Front desk didn't know what the problem was. I was able to access my Kwantlen site. They sent me to IT department who said everything was fine and sent me back to the counter this time they solved the problem however my email info got deleted and I wasn't receiving library emails.]
- Kwantlen is continuing to gain University status and more degree programs, the library should be acting as any University library should. Weekend hours are minimal, giving students a lack of choice when they are able to study. The library should also be open later at nights, 11 pm is not sufficient. [When it comes to study space and quiet study areas, Kwantlen, does not have enough facilities, even the Surrey Campus. The 3rd floor is never completely quiet and the design is not ideal for students to work, cubicles are not ideal for studying in, more tables are needed. The rest of the "quiet study areas" besides the 3rd floor are NEVER quiet. The amount of area is insufficient as usually it is hard to find a spot anywhere in the library to study, unless one gets there early. The librarians are not trained in using the equipment properly. Not all need to have the training but need at least general knowledge so that equipment does not get broken while they try to help students, such as the microfilm machine.]
- More computers are needed; they fill up quite fast.
- More computers at each library (or spaces with plugs for laptops) would be helpful. [It can be hard to get a hold of some audiovisual equipment such as digital camcorders without booking far in advance. The printer at the Surrey campus is excellent, however, those at Richmond are terrible (they jam up on any PDF file and take far too long to print, 1 ten page journal article = 20-30 mins). The photocopiers available are not bad but must be maintained more frequently (for instance the auto-feed option often jams), also copiers that could staple and/or hole punch would be great. The silent study floor at Surrey is wonderful, however, in Richmond no one makes an effort to enforce any type of silent area (or even quiet area).]
- More computers, faster processors required.
- Need diverse areas to study whether it be on your own or with a group; need more places to study. [Library hours should be longer.]
- Need more [study space and] computers. [Need to have more photocopiers and make sure they are working properly.]
- Need more computers [and space to study the tables are always taken, especially when people bring their own computers in takes up more space.]
- Need more computers for students.
- Never enough computers especially during finals; ["quiet study" spaces are ALWAYS filled with chatty young girls who will not shut up and then when students complain to staff nothing is done about it - I never try to study in the library anymore because of this. Also, photocopying is too expensive.]
- Not enough computers when there are classes in the lab, hard to get a computer sometimes.
- Not enough computers.
- Not many computers.
- Some of the services such as computers [or study space] is very limited
- Sometimes it's frustrating to have to wait for comps. [The quietest area to study is also the most uncomfortable. As I stated earlier, photocopying and printing is rather expensive at Kwantlen and for no good reason.]
- The Sun Ray computers don't read some USBs [and the first floor's computers are in a noisy space. There should be more computer on the upper floors where it's quieter. Printing is expensive.]

- The times I have went to the library to study [there has been no room to study/]computers have been all full. [I once went to a librarian for assistance who was no help at all and I was standing for a good 15min before she said "oh you need to go to the room over there to ask". When I approached the learning center the women was on the phone discussing her weekend plans instead of helping me I was very UNSATISFIED! especially when I was a new student and that was my first impression of the Kwantlen Surrey campus library
- There are barely ever any computers available for use.
- There are never enough computers, [quiet space or areas for group work in the library. Around exam time there are never any group study rooms available. As well, the hours that the library is open on Sundays should be extended.]
- There are times when there isn't computers available or some of the computers don't work.
- There aren't enough computers on the library's main floor.
- There never enough computers around, [and those available are very dirty, particularly the keyboards. The cost for printing/photocopying is WAY too high for students, it should be lower. [And the service provided by certain staff at the checkout counter are terrible. The setup of the study space is uncoordinated, need to be improved. Interlibrary loans need to be faster, it takes too long to get material and the time period that it held, needs to be extended.]
- There should be more computers in the library because sometimes do not find one to use.
- Too often all the computers are being used when I also need to use one. [Group study rooms are too small and stuffy if the doors are closed for quiet. Quiet areas aren't quiet...nor comfortable. need smaller areas, carpet, plants, noise absorbers...someone to monitor occasionally...can get rowdy groups sometimes. I always have to wear earplugs.]

Richmond

- (Comments mostly aimed towards Richmond campus) [Tables are generally not clean, space feels cramped, quiet areas are constantly disturbed by cell phones, Study rooms are too small for group use and there are not enough,] generally not enough computers available.
- [Assistance by reference librarians, don't really help much.] Need more computers.
- [I am satisfied with the library in Surrey. There are many computers and they process very quickly.] However, I am not happy with the availability of computers in the library in Richmond campus. I understand the library is under renovation, and that's probably why I can't find ONE computer available every time I walk in there. Hopefully things will change after the reconstruction is done!
- [I don't not think there is enough space for students to study]; I feel there should be more computers, [and more study rooms.] I really dislike when people take up computer space to chat, or browse facebook. I think such sites should be banned from use on school computers. [The weekend hours should be extended, to include Sundays.] Most importantly outlets for laptops should be more accessible.
- [I find the hours of the library adequate except for the weekend. Kwantlen is the only university I know that is only open for 6 hours on Saturday and 4 on Sunday! I often travel to SFU to study on weekends because they are open until 10pm on the weekends...why can't Kwantlen do the same?] I also have trouble finding any [study rooms,] computers, [quiet study areas and study areas in general] when needed...especially at the Richmond campus!
- [I'm not unsatisfied but there needs to be more study space in the Richmond Kwantlen library,] and stricter rules on people facebooking or [playing loud music/games.]
- [In the fall I went to Richmond campus and there was very little room for studying, I am very satisfied with the studying space at the Surrey campus, I use the 3rd floor, if I am studying in the library,] There was a lack of computers in the Richmond campus, I have seen students line up to get a computer, [At the Surrey campus would like to have the library open a bit sooner (this is so when you arrive at campus early, you have somewhere to go that is warm.)
- In Richmond, unsatisfied with the [space to study/]computer availability. [In Surrey, I am very satisfied with these.]
- [Lack of study space, study rooms,] availability of computers, [assistance, printers, photocopiers, and other facilities and services]

- [Library research sessions are painfully slow... Treat us like we're elementary students. It would be best to quickly describe what each task is that you're looking to complete and go through all the steps without stopping, if someone gets lost, they'll ask.] Computers are difficult to get- and the lab upstairs is gone which makes it more busy... [Study rooms are ALWAYS booked up, we need more of them.] Front desk counter is alright but they've led me on a half hour hunt for a computer lab upstairs which was not there anymore. [And I wish the library was open late everyday (public libraries close early on Sundays too, so there's no place to study quietly)]
- [Needs to be open later – NO PLACES TO STUDY IN RICHMOND LIBRARY] - Computer Room is TINY and always full – [Some checkout staff are rude and need to smile once in a while - Library research sessions taught by librarians make everyone want to sleep; need better presentations skills to engage audience; [Inter-campus loan service not fast enough; Generally, nobody goes to the librarians/staff for help bc there is no clear benefit; MORE STUDY SPACE NEEDED.]
- [No space to study,] computer lab is always full or booked for the useless research sessions.
- [Printers often out of order, lack of color printing, out of paper...] usb connection takes too long to connect.
- [Quiet areas, group study rooms,] computers, [printing, photocopying:] I wish there was more availability/ less line ups and waiting times [also: I do not like the "recall" policy. I book I took out was recalled well before my original due date and I did not have enough time to use it.]
- [Richmond campus: group study rooms a now have glass instead of wall, it's very distracting when people keep walking around. Quiet study place is always soo cold, in general the whole library is always extremely cold.] Computer lab is smaller, not always easy to find computers, also very crowded.
- [Study space is small and crowded; typically around mid-day, there are no free study spaces in the library.] Same goes for computers, but that maybe the rush hours when all the computers are full. [Extended Sat/ Sun hours would be helpful specially for those who work part or most of the weekend.]
- [The available space for studying is very limited and the current available study room/group meeting rooms are not enough.] Furthermore, not much computer is available for use if there is a class taken place in the computer room.
- [The general space, quiet study area and group study rooms I find are too small, too loud and there isn't very many group rooms but I think that will change with the renovations.] And I find that I can't get access to computers because people are using them for facebook and such when other students need to do work.
- [The group study rooms at the Langley Campus are usually always full and are aesthetically displeasing. The study space available to students is best at the Surrey Campus because there is a sufficient amount but there is also a variety of study space including tables for group work, individual study areas, and comfy chairs. The individual study areas at all campuses are intimidating and make students feel confined, I personally need to be in a well-lit, open space, in order to get the most out of my study period.] The amount of computers is unsatisfying at the Richmond Campus, there are rarely free computers for students who need to print or do assignments. It is irritating to see students on Facebook and other sites like it while others need to use a computer for school assignments.
- [The lighting over the carrels is suffice, if the lighting was brighter or more natural. It's tough trying to study when the lighting is dim, because I find myself tempted to takes naps instead of studying. Having a brighter study area makes studying and reading easier.] It would be nice if the Richmond campus library, where I go, had a larger computer lab. The reason is that I have found myself needing to either print or do school work to have the library full of people. Also the fact the science computer and other computer labs have been given to the fashion department. I know a lot of biology and science students who either need the computers to print lab reports or handouts and arrive to the library to have people on facebook or doing non school related stuff. Perhaps as a suggestion, there can be separate computer labs. That way when a computer does become available I don't have to be distracted by people listening to their music, or find myself needing a computer to have people playing games, watching you tube videos, or doing other stuff.
- [The space to study is very small.] And the number of computers is limited.

- [The study space in the library and the Richmond campus overall is horrible.] Computer availability is also a major problem.
- [The study space, the study rooms, and] the availability of the computers, [because there are not enough little cubicles for study space! Even before the renovations started.] There is always a wait for a free computer in the computer lab, [as well as with group study rooms.]
- [The washrooms (female) are the worst I have ever seen. The library washrooms stink, unclean, and honestly.... disgusting.] The new computer lab does not even come close to the number of computers a University library should have. I have been into to library computer lab 4 times without any luck finding computer.
- [There are very few comfortable areas to sit, save for 2 couches which are usually occupied, and often the study desks and] computers will be full as well. They are also in a very cramped environment.
- [There is just not enough general study space in the Richmond Library overall not to mention if there is any quiet study space.] Also, when the computer lab is booked for a class session, there is just not enough computer to use after the computer lab on the third floor of Richmond campus is closed. I have to wait for an available computer to use outside of the lab or in the Learning Centre, and the wait can be very very long.
- [There is no general quiet space to study except for the study room which has to be booked.] There are rarely any computers available in the computer lab. In addition; there are instructors that will need to use the lab as well.
- [There isn't enough space to study. There should be a big table or tables in order to be able to study.] The computer lab is extremely small and always crowded, so it is impossible to use it. [No one comes and checks the study rooms. I was studying there for two hours, and no one came to silence two groups that were just joking around and being extremely loud.]
- Availability of computer, computer room is so small, cannot find computer to use.
- Availability of computers [and Quiet area to study:] sometimes the computers are not enough during the busy time. Also, when people open the music in computer, even they put on the headphones, the music will come out loudly and making noise.
- Computers are often not available when I wanted to do quick search of library books.
- Especially with teachers booking the lab I often find there are no computers available...but I just go upstairs and use the lab so it's not that big of a deal.
- Few computers at Richmond campus, not a lot of work areas either.
- I am most unsatisfied with the lack of available computers, especially if a teacher has booked the computer lab for a class, leaving other students with a very limited number of computers to use. Regardless, the lab seems to get filled very quickly with too few computers and too many students.
- I am unsatisfied with availability of computers because if there is a class in the lab there are no computers left for other students to work on or print their homework from. It is frustrating!
- In Richmond, unsatisfied with [the space to study/] computer availability. In Surrey, I am very satisfied with these.
- More computers are required at Richmond the availability is almost non-existent!
- Need more computers and printers!
- Need more computers.
- [No open enough time on the weekend.] No enough computers available for usage.
- Not enough computers available [and staffs--help to find books.]
- Not enough computers available to students and updated computers to say the least.
- Not enough computers on Richmond Campus. This was true even before the renovations.
- Not enough computers, [not enough study rooms and actually being quiet in the quiet study areas needs some form of enforcement actions].
- Not enough computers.
- On the Richmond campus it is difficult to get on a computer, since the lab seems to always be full.

- People are always on the computers doing things like playing games or surfing the web; things unrelated to studying or researching. There should be someone there to enforce the library policies of using the computers only for school purposes.
- PLEASE with the limited number of computers, the website "facebook" should be blocked so that people who really need to do work can access a computer. Many times I can't find a computer because people are looking at clothes or youtube or on facebook. [Also, only drinks allowed would be great, loud eating noises are disturbing to those studying.]
- Richmond campus does not have enough computers for students to use in the lab. [Quiet study areas are not that quiet. Please add more seats and desks for us to study.]
- Richmond campus- never enough computers or [group study rooms].
- Sometimes it's hard to get a free computer.
- Sometimes, the library computer lab is not available and there's so few computer outside to be used by students. There's should be at least one completely open lab for students without being used as classroom from time to time.
- The Above chosen unsatisfied services are mainly because the lack of numbers we currently have. For example, we could use more computers (sometimes it's always fully occupied), [more study rooms, more general study space.]
- The availability of computers are very limited at the library. More computers available at the library will be very helpful and very satisfactory.
- The availability of computers are very limited at the library. More computers available at the library will be very helpful and very satisfactory.
- The availability of computers are very limited at the library. More computers available at the library will be very helpful and very satisfactory.
- The computers are always taken, [along with any desks to study at thus there is nowhere to study in the library. Also, it's hard to figure out how to print stuff with your card and you have to pay for it, which I don't like but it is understandable.]
- The school including the library don't have [enough study area and] access to enough computers. [the study rooms are always booked and never available for when I like to use it.]
- There are always many students using the computers and rarely many seats left when I go there. [The interlibrary loan is pretty difficult to use and takes a long time to get the books. I do appreciate if there would be a personal research consultation, but I never heard of any formal ones that I can attend. The photocopying service is pretty good now, but I sometimes get lost about which function to use. Hence if there's a simple reference page around it would be a lot more helpful.]
- There are definitely not enough computer labs at the Richmond campus. It is absolutely ridiculous to have classes being taught in the library. If there aren't enough labs outside of the library then there shouldn't be excessive classes scheduled. Students expect to have the lab available... a huge downfall at Richmond. Thoroughly disappointed. [Also study space is lacking at the Richmond campus.] Along with that goes the wireless internet connection which everyone has difficulty with when using their personal computers. It is very slow, and when there isn't a computer lab to use, this gets very frustrating. Have a good day :)
- There are insufficient computers available during the school day to work on. Also, whenever the library computer lab is booked there are *no* open computer labs for the general student population when there are classes in the other general labs.
- There are never any computers available when I go to the lab.
- There are no or little computers available.
- There are not enough computers available [or general space available] at the Richmond campus, [the Surrey campus has the best environment but] when I'm at Richmond, I don't feel the need to want to stay and do my studies there. [As well as printing and photocopying is not very satisfying because I know that at other post-secondary locations such as "Douglas College" allows their students to print/photocopy up to 600 pages for free. I feel that this should be a benefit from paying a high amount of fees from tuition.]
- There are not enough computers for student use at the Richmond campus period. There used to be before the upstairs computer lab got taken over, but now if a student wants internet access they have to rely on a laptop (not always affordable) or a very long wait.

- There are several computer rooms around campus; however at times there are classes where I can't access one. Couldn't there be a compromise that some students can use under a circumstance of some sort?
- There is not enough computers, one more computer lab would be perfect, so when there is class in one, the other one would be free for other students to use, plus they are very small.
- There is usually no computers at busy times.
- We need more computers.

Langley

- [I think because I am at Langley this semester I am not satisfied with these 3. The Langley library doesn't have as much room or space to study alone or in a comfortable quiet place. The cubicles are "clinical" and hard to study in comfortably. Also, I feel more chairs and places to just read are needed.] Also the Langley campus lacks the computer power that the Surrey campus has. It's very small. [The loan services between campuses could be faster.]
- [Keep it open longer on Saturdays and open it up on Sundays. It is not a quiet place to study.] Computers are jammed next to each other and your space is encroached upon. Need more space and more computers. [People come in to meet up with each other cause there is nowhere else for people to meet up. There are not enough rooms for students to go to. Line ups to print.]
- [The hours in Langley suck! The Library needs to be open later and more on weekends.] Computers are hit and miss, you are usually fine in Langley, [but it is hard to find a computer in Surrey in peak hours.]
- At the Langley campus there has been a few times where any of the computers were unavailable for a fairly long duration of time
- Computer availability is often limited, especially during the times of a semester when it is most crucial. [Several times I requested journal articles from interlibrary loans and did not receive the article or an email explaining why I did not receive the article. Printing can often be time consuming given the limited number of printers per campus and there is often a lineup.]
- Computers are often really busy
- Need more computers at Langley Campus library. Over lunch period the seats fill up pretty quick and near the end of the day as well.
- The availability of computers, if the university is moving more programs to this campus in following semester there will need to be an increase in the number of computers and space for them or there will be constant overcrowding

Printing/Copying

Total=122

Surrey

- [I feel that the library would benefit from having more group study rooms, as they fill up extremely fast.] It would also be nice to have a couple of more photocopiers in the library as well.
- [I never knew we had an ability to loan audio stuff from the library, would recommend having an email send or mention on the library that this service is available.] I wish we had [more room to do group projects and have an access to more computers plus] an ability to scan stuff to ourselves (emails).
- [I think I still don't understand the inter campus and interlibrary loan,,,) I hope the printing and photocopying can be cheaper.
- [I understand there is a quiet area to study, but I still don't think the general area should be a place to socialize. I think there should be someone walking around ensuring people are not above a murmur. no one wants to hear an annoying laugh across the room as if she was in a shopping centre. the library, no matter where we are sitting, is a place to study and learn, not gossip about what you did last night.] Also, we need more printers and photocopiers.
- [I'd like library hours to be extended. I believe as a generation we have adapted to working later in the evenings and staying up late. The library closes at 11 and even earlier on weekends. It's a shame when I have to go to SFU Surrey which is open 24/7 with food/coffee available for me to keep working till 1am. A

1 am library close time would be good for weekdays and 11pm for weekends. I feel that me and my friends are always getting 'kicked out' at 11 and you lose your train of thought and work ethic. Also, cafeteria food sucks so when you leave to get food, it is time consuming. We need proper burgers etc! The group study rooms are always booked or taken up. I wish there were more? At times the study spaces are packed, but I'm not sure if you guys can do much about that. Libraries need to change, almost everyone has a laptop, we all research online, everyone is wired digitally, most of us don't NEED print books or articles for research. Focus on making online research databases easy to use and easy to find articles online.] Also, at busy times we need more printers, when printers stop working, the down time is amazing. I'm surprised IT can't fix them faster, I'm not an IT student but even I know how to fix a paper jam/ink replacement in 5 minutes.

- [Lack of quiet areas to study. Need to find ways to prevent students from talking on their cell phones or chit chatting with their friends. Not enough computers provided in the library. There are too many unoccupied computers at the fashion / journal labs. Some of these should be available to ALL students. We pay tuition too! Library equipments should be available for students on presentation days.] Printing is free for fashion and journalist students but yet all the students in another programs have to pay. Are these students not as important or do they have more money to spare?
- [Lack of study space, study rooms,] availability of [computers, assistance,] printers, photocopiers, and other facilities and services.]
- [Library Cleanliness - electric socket areas are disgusting and filled with litter, the bathrooms are terrible and often soiled in one way or another.] Printing & Computer Availability - there should be a quick print station accessible to students if all other computers are taken (which they often are) [and the computers should load USB ports quicker if possible, or at least accept all types.]
- [Library not open long enough. Not enough places to study quietly, always too full. Group study rooms too small and always booked, have to reserve 2 weeks in advance, never available on drop ins. Computer always full.] Printing and photocopying TOO EXPENSIVE compared to other schools. [Not enough resources available overall.]
- [More computers at each library (or spaces with plugs for laptops) would be helpful. It can be hard to get a hold of some audiovisual equipment such as digital camcorders without booking far in advance.] The printer at the Surrey campus is excellent, [however, those at Richmond are terrible (they jam up on any PDF file and take far too long to print, 1 ten page journal article = 20-30 mins). The photocopiers available are not bad but must be maintained more frequently (for instance the auto-feed option often jams), also copiers that could staple and/or hole punch would be great. The silent study floor at Surrey is wonderful, however, in Richmond no one makes an effort to enforce any type of silent area (or even quiet area).]
- [Need more study space and computers.] Need to have more photocopiers and make sure they are working properly.
- [Never enough computers especially during finals; "quiet study" spaces are ALWAYS filled with chatty young girls who will not shut up and then when students complain to staff nothing is done about it - I never try to study in the library anymore because of this.] Also, photocopying is too expensive.
- [Not all librarian staff know the various citation styles and instead divert you to the Kwantlen website or library seminar classes. Most of the library seminar classes are held in the mornings rather than after 7 pm.] There aren't many photocopying/printing guides.
- [Not enough group study rooms at times. Lots of noise in quiet study areas.] Printer/photocopier have not been working numerous times when need to print.]
- [Not enough or long enough times for group study rooms/ too many computers down at a time, not enough. inter campus/library loans take too long to get there/] printing and photocopy too expensive! we're students!!!
- [Quiet area to study is fantastic in theory but every time I go up to the third floor to quietly study there are a bunch of people talking loudly or someone on their phone. Apparently this area cannot be properly maintained by placing a sign up. It needs to be maintained by security or other individuals. The "quiet zone" is NEVER quiet. The interlibrary lending takes way too long. It needs to be quicker or adequate books need to be provided by Kwantlen.] Photocopying and printing are too expensive.

- [Sometimes it's frustrating to have to wait for comps. the quietest area to study is also the most uncomfortable.] As I stated earlier, photocopying and printing is rather expensive at Kwantlen and for no good reason.
- [Study rooms are almost completely booked so one must book in advance, which can be inconvenient. Library research sessions can be irrelevant to students who have already participated in these sessions.] Printing is expensive! The photocopiers are complicated and I spent at least 10 minutes waiting for assistance.
- [The bathrooms are often dirty with paper towels on the floor and the stalls being messy.] Photocopying and printing are pricey and there should be more than one printing area as the lines become quite long. [Interlibrary loans sometimes do not come on time and the new system of getting them sent to your email seems to take longer than when you got a hard copy.]
- [The help of staff is not very good. I find that there is hardly anyone sitting at the help desk in the centre of the library which is frustrating.] Photocopying costs too much. [There are no quiet rooms where you can go without other people around. The bottom floor is too loud because that's where people hang out by the computer area.]
- [The hours of operations are very restricted on weekends. On Sundays where alternatives such as public libraries are closed the library is only open 4 hours.] The cost of printing is rather excessive, with cost of toner/paper/maintenance under \$0.02 combined, a rate of \$0.05 would still be profitable yet not excessive.
- [The hours of the library are never enough. It needs to be open later and earlier. Maybe even 24 hours access with a student card.] Also we need free printing and photocopying per semester like 300 sheets of paper per semester like Douglas College has something like that.
- [The library hours are VERY limited. Prefer to have longer hours 7 days a week. And group study rooms need to be more available for students when needed.] Printing and Photocopying could be cheaper, like 5 cents a page.]
- [The library hours do not work for students, they need to have it open to at least 2am.] The printing and photocopying cost is too expensive and there's always a huge line up.
- [The library session booked by my instructor was too boring and lengthy.] The printing can be costly.
- [The Sun Ray computers don't read some USBs and the first floor's computers are in a noisy space. There should be more computer on the upper floors where it's quieter.] Printing is expensive.
- [There are not enough computers available or general space available at the Richmond campus, the Surrey campus has the best environment but when I'm at Richmond, I don't feel the need to want to stay and do my studies there.] As well as printing and photocopying is not very satisfying because I know that at other post-secondary locations such as "Douglas College" allows their students to print/photocopy up to 600 pages for free. I feel that this should be a benefit from paying a high amount of fees from tuition.
- [There is not enough room to study, and the places available to study are often too noisy.] It costs too much to print and photocopy items.
- [There is not enough room to study, and the places available to study are often too noisy.] It costs too much to print and photocopy items
- [There are never enough computers around, and those available are very dirty, particularly the keyboards.] The cost for printing/photocopying is WAY too high for students, it should be lower. [And the service provided by certain staff at the check out counter are terrible. The setup of the study space is uncoordinated, needs to be improved. Interlibrary loans need to be faster, it takes too long to get material and the time period that it held, needs to be extended.]
- Always problems with printers, [study area is never quiet, people fight over study rooms.]
- always problems with printers, [study area is never quiet, people fight over study rooms]
- Certain amount of printing or photocopying should be free like other colleges offer.
- I am not very satisfied with the price and the way printing and photocopying works. As a student who consistently needs financial aid from the government, having to pay \$0.10 per page is a fair price. However, when teachers require their students to print 5 to 10 pages a day for homework or assignments, the price becomes insanely difficult to pay. This must change. If a course requires the student to constantly print or copy pages and pages of worksheets and assignments (on top of books and the tuition

fees they have already paid) then the library MUST provide an exception to these students in a way of giving them discounts. On the other hand, the way printing and photocopying works also needs improvement. Because printing and photocopying here in the library requires a student to use their student ID, one who does not have a student card cannot then use this resource. For instance, if one did have a student ID card but has left it at home and is in need of printing a few pages, they have two choices: get someone to print for them or not print at all. Now, for someone who may be too shy to approach someone would most likely not print at all. While many will ask for someone's student card in this situation, few will not. Therefore, to accommodate those who will not, there should be an online way of printing/photocopying where one does not have to manually take their card into the printing machine. [On another note, library hours of operation must be extended once again. I know that they have just extended it but with Kwantlen's enrollment increasing enrollments (http://www.bcclocalnews.com/Richmond_southdelta/Richmondreview/news/103744609.html), more students will need the library to study on the days they will be available (Fridays and Saturdays). It will also be greatly appreciated if parking during the weekends can be reduced.]

- I am unsatisfied to the fact that we have to pay for printing and photocopying, because we already pay for library fees in our tuition.
- I am unsatisfied with the printing and photocopying because there is a fee. I prefer it to be free of charge so that I can use it more often.
- I believe students already have enough expenses to cover, such as expensive books, parking and so on, it would be nice if every student could have a limit to how many pages they can print for free. If students want to print past that certain limit, then you should charge the 10 cents per page.
- I do not think students should have to pay to use the printers and photocopiers! We pay enough in tuition and other fees; we do not need more things to pay for.
- I find it unfair that we have to pay for printing and photocopying because we students already pay so much library fees and where does that money go? I would really like to know. [As well, the people at the library checkout should do their job properly because I had returned all my books on time and they told me that I was missing a book. I went to them and informed them that I do not have the book and I RETURNED ALL THE BOOKS. One of the ladies at the checkout counter said for ME to go check on the book shelf if the books is there and it was. They should do their job properly by making sure that all books are scanned into the computer and the student shouldn't have to look for the book. We are paying them to do their job.] Overall, there should be no cost for printing or photocopying or it should be only five cents and the [checkout librarians should carefully do their job and not have the students do it for them.]
- I find that printing costs are too expensive. I would prefer a dual scanning and printing machine that way I don't have to waste paper in printing out material I photocopy.
- I find that sometimes the waits for printing and photocopying can be very long.
- I find there are a lot of little technical errors that occur with the printers/photocopiers. I have been stuck a few times having to go home to print something out to continue with my work because the printers aren't connected or the card readers are not working - this service could definitely use a lot of improvement.
- I had to print off an essay and the printer wouldn't work even though I tried from every computer and every different printer.
- I have had numerous problems with printing and photocopying, including horrible lines for the use of the machines.
- I prefer free printing/photocopy service for the students. [And I wish there were a lot more group study room.]
- I think that the photocopying should be cheaper for the students same as the printing costs.
- I wish that we didn't have to pay for every paper that we need to print or photocopy. I understand that obviously there are cost associated with the printing and photocopying service (i.e., ink, electricity so on) but our tuition is already so high. The amount of money we pay towards KSU is already astronomical....why can't they take some funds and put it towards our printing and photocopying. I do not like Douglas College as a school but at least they give out 300 papers to each student every semester. [The

hours are good during Mondays to Friday; however, it would be good if it were open longer on Saturdays and Sundays.]

- I wish you could use a usb to print right from the print room with a credit card instead of the "card" system which I don't even know what that is... because I do most of my work from a laptop and sometimes wish to print on campus.
- It's great to have printers, photo copiers, staplers and everything else that are a necessity [I know the "quiet area" is being reconstructed right now but it would have been nice to put aside another quiet space for students during this time. studying doesn't stop because of construction.]
- Just a note: photocopying and printing is good, but could not find a hole-puncher or stapler (nonautomatic one).
- Library should charge free or photocopying cheaper than 10 cents a page. [The 3 week loan period is not good if you are taking a book out for the whole semester.]
- Photocopiers are generally finicky [and at certain campuses (e.g. Langley) double sided photocopying is not available and when is, it is difficult to figure out, staff is also not well versed in using the photocopiers in my experience and usually are of little assistance when trouble.]
- Photocopies and printing could still be cheaper. [Computers often dirty. 3 floor "no speak" area not really "no speak" It would be nice if librarians took a walk a few times a day to enforce or remind students to be silent.]
- Photocopying and printing should be double sided, and cheaper would be better. [Some staff are not friendly at all. There should be more group study rooms, and they should be taken good care off, in terms of repairs and cleaning. Quiet area is not so quiet, maybe if there were individual sound proof rooms that would be nice, or some way of eliminating all the noises when people move around, carpeting would help I think... like a sound proof room.]
- Photocopying and Printing: Each student should get a fixed amount of photocopying/printing per student. Douglas offers 300 pages a semester. I would happy with 50 pages black and white a semester.
- Photocopying could be more affordable.
- PRINTING AND COPYING SHOULD BE FREE.
- Printing and photocopying should be free. [Because of the construction hard to find a quiet place.]
- Printing and Photocopying too expensive.
- Printing because not only did I not know how to use it, there was nowhere explaining, and it overall seemed really complicated.
- Printing is a disaster. Half the time, sent print jobs do not show up on the printing console. The system needs to be upgraded and/or fixed.
- Printing is convenient but too costly.
- Printing is easy and quick with the student card.
- Printing is expensive.
- Printing is somewhat expensive. I know it's fairly standard for printing fees but students pay a lot of tuition and maybe that should discount the fees.
- Printing often does not work and figuring out which printer which computer and then there is no paper, swallows money or just plain will not print. It is annoying because usually printing last minute so very frustrating.
- Printing should be free, Douglas is less expensive to attend and they receive free prints.
- Printing/photocopying too expensive.
- Printing: automation of paying for your print card to be refilled would significantly change the wait time and convenience at the library. For example, SFU Surrey has machines that allow you to deposit funds into your print card.
- Students should have a limited number of printing and photocopying that should be free.
- The photocopiers need to be serviced regularly especially if students can't un jam them (I would know since I was a photocopier repair technician for five years before coming to Kwantlen). I have all three machines jam or double feed on me while trying to copy about \$15.00 worth of information. (and the woman working the front desk was not used to unjamming the machines, so once she unlocked them I helped her and tried to teach her how it was done without damaging the fuser.)

- The price of Photocopying is kind of high. If someone had to photocopy more than 15 pages than the price starts to become quite steep for just simple black and white page photocopying.
- The printers [and (or) networks] seem to be down about 20% of the time when I need it - can be very inconvenient!
- The printers don't work sometimes. The printers often charge me to print two pages when there should be only one. The other page is blank.
- The printing is too expensive. For 10 cents I expect it to be in colour. [Too much noise which prevents study.]
- The printing procedure is confusing and time consuming and I am frequently running back to the checkout desk to get more money on my card.
- There should be more photocopier machines.
- Unsatisfied with printing/photocopying because it costs a lot. It's enough we have tuitions and many other payments. I think the photocopying/printing should be lowered deeply. Like 1 cent per paper.
- We should be allowed to print sheets that are required by the teacher - for free. And there should be more printers available.
- When you are using the library as your main source of photocopying and printing, it sure adds up. It is quite expensive in the long run.
- Your photocopiers don't have copy to file or SD card. BCIT does... they use CANON photocopiers.

Richmond

- [For the hours of operation, it would be better if the library is open from 10 am to 5pm on Sunday.] Sometimes, the printer takes money but doesn't print anything. [I am unsatisfied with the cleaning staff that start vacuuming at 9pm while I want to focus (it's pretty annoying).]
- [I indicated "Unsatisfied" for the group research sessions booked by an instructor and taught by a librarian, because the subject matter is extremely repetitive for some students [who have been through the tutorial before], without the option for an opt-out.] I also indicated "Unsatisfied" for printing at the Richmond campus, as colour copies of 11" x 17" printing is not possible, whereas it is available at the Surrey campus.
- [More computers at each library (or spaces with plugs for laptops) would be helpful. It can be hard to get a hold of some audiovisual equipment such as digital camcorders without booking far in advance.] The printer [at the Surrey campus is excellent, however, those] at Richmond are terrible (they jam up on any PDF file and take far too long to print, 1 ten page journal article = 20-30 mins). The photocopiers available are not bad but must be maintained more frequently (for instance the auto-feed option often jams), also copiers that could staple and/or hole punch would be great. [The silent study floor at Surrey is wonderful, however, in Richmond no one makes an effort to enforce any type of silent area (or even quiet area).]
- [Quiet areas, group study rooms, computers,] printing, photocopying: I wish there was more availability/less line ups and waiting times [also: I do not like the "recall" policy. I book I took out was recalled well before my original due date and I did not have enough time to use it.]
- [The computers are always taken; along with any desks to study at thus there is nowhere to study in the library.] Also, it's hard to figure out how to print stuff with your card and you have to pay for it, which I don't like but it is understandable.
- [The Richmond campus advertise its library is open during Sundays, as part of the reason our library cost increase. But when bunch of us went to library in a Sunday afternoon at November 2010, the library was closed, and all of us had to study in our cars, then forced to move to Boston pizza to practice our presentation, which was horrible with all the loud music and distraction. We only went to the library that day because we were told it opens during SUNDAYS.] As for printing, the available printing machines are 2, and it can be troublesome during end of semester, where everyone tries to print out reports. And the money charged for printing and photocopying is expensive.
- [There are always many students using the computers and rarely many seats left when I go there. The interlibrary loan is pretty difficult to use and takes a long time to get the books. I do appreciate if there would be a personal research consultation, but I never heard of any formal ones that I can attend.] The

photocopying service is pretty good now, but I sometimes get lost about which function to use. Hence if there's a simple reference page around it would be a lot more helpful.

- [Well to begin, the library staff are not very helpful. They are not available when we need help and when students can't find the books on the shelf they have to go away without the book. The librarians are sometimes not on their desk and there is no time clock on the desk to indicate when the librarian will return and this should be adhered to. So, if the librarian says that he/she will be coming back at 2:10, then he/she should come back at 2:10. Also, the front desk staff (checkout desk) are not very helpful. They say go to see the librarian at the information desk and the librarian is not there maybe if the librarian has to step out the checkout desk staff should be notified (even if it is only for 5 mins) basically there is no communication between the librarians and the checkout desk staff. and students go to the librarian desk only to find the librarian is not there and they have just wasted their time and there is no one there to help them.] Secondly, there should be one more printer in the back of the library where all the computers are kept (Not the computer lab) for colour printing, just in case there is a class in the lab or a lab closure and some other students want to print colour for their business reports, then they can do that on the colour printer at the back of the library - these comments are referring to the Richmond Campus Library. Lastly, there should be colour photocopying.
- Better quality printers and photocopiers would be beneficial.
- Colour photocopier is expensive, so the notice about the price should be more visible to users because I didn't notice that I was using the color one to make black & white photocopies! Sometimes people are in rush to photocopy and don't pay much attention which one is which.
- I am very unsatisfied with printing because I was unable to use my paper in the color printer to print my resume today and have been told that I don't really have a choice of paper.
- Price of the printing
- Printers often out of order, lack of color printing, out of paper... [usb connection takes too long to connect.]
- Printing and photocopying should be free for full time students. We already pay too much money to university. Especially, international student.
- Printing and photocopying should be made more affordable for students. One project handout for a class can cost up to \$10 or more. [The library research sessions are useless, they should be on a case by case basis for people who need them. I have had to sit through 4-5 of them for marks, even in 3rd year and 4th year classes.]
- Printing could be a little cheaper for students.
- Printing is slow and costly.
- Printing is so difficult because you can only use the one lab, which has limited computer availability - esp. if there is a class going on. Paper is always running out, color is WAY over prices, and only available in one area of school.
- Printing: not enough printers; sometimes jammed and most librarians don't know how to fix it.
- The only thing I could say is make it possible to print reverse side, and tabloid.
- The photocopying is expensive.
- The printer at the Richmond campus takes FOREVER to print PDF files!!
- The printers aren't very useful for projects where clear images are important. Would be nice to have availability to a better quality printer.
- The printing systems (machines) are too slow, and the directions aren't clear enough for the freshmen. The price of photocopying is a bit expensive, should lower the price.
- The system for photocopying at the Richmond campus is a bit confusing. There should be a clear set of instructions before we attempt to use it and waste our "library" dollars.
- There should be an option to automatically print on both sides of a sheet of paper.
- Very satisfied but wish printing and photocopy was cheaper!
- Would be great if printing/photocopying costs could be lower.

Langley

- [Computer availability is often limited, especially during the times of a semester when it is most crucial. Several times I requested journal articles from interlibrary loans and did not receive the article or an email explaining why I did not receive the article.] Printing can often be time consuming given the limited number of printers per campus and there is often a line up.
- [Keep it open longer on Saturdays and open it up on Sundays. It is not a quiet place to study. Computers are jammed next to each other and your space is encroached upon. Need more space and more computers. People come in to meet up with each other cause there is nowhere else for people to meet up. There are not enough rooms for students to go to.] Line ups to print.
- [Photocopiers are generally finicky] and at certain campuses (e.g. Langley) double sided photocopying is not available and when is, it is difficult to figure out, staff is also not well versed in using the photocopiers in my experience and usually are of little assistance when trouble.
- [Unsatisfied with the noise level in the lower floors. There are a bunch of people that seem to just hang out together and do neither studying nor reading. Still not satisfied with the hours of operation on the weekends. Later hours would be nice as a place to study. A security guard (instead of a librarian) is the only necessary staff in the later hours to watch out for stolen books.] Loud beeping of card readers is totally unnecessary - one beep, or a quieter beep, or even removing it altogether would be great.
- Assistance is sometimes needed for the copier machines and it can be hard to find good assistance. [The TV's can get booked up quickly and there are not too many around if your school work depends on watching a DVD that you cannot take out of the library.]
- Copying is very expensive.
- I am satisfied with the printing/photocopying but feel the cost can be lower. We are already paying a lot for student loan and textbooks and broke from the student loans.
- I am unsatisfied with printing, I think there should be a flat monthly rate and you can have unlimited printing, sometimes you have no money on your card and have something important to print.
- Printing and photocopying is too expensive.
- Printing and photocopying should be free; I am tired of having to wait until I'm home because I can't afford to load up my account.
- Printing and photocopying should not cost money.
- Printing has to be cheaper. WE ARE STUDENTS!

Cloverdale

- Price of the printing.

Construction

Total=35

Richmond

- [Library hours - 7am would be a much better time to open, there are usually several students waiting for the 7:30 opening then rushing to print assignments before an 8am class.] A quiet study space and the amount of space available to study in is limited by the construction. [Assistance my reference librarian - The first and only question I will ever ask a librarian at Kwantlen was rudely answered "that's not my job". Apparently helping Kwantlen students is not the librarian's job.]
- [Surrey campus gets an A.] However Richmond, as it undergoes renovation, is extremely substandard. Even so, from the looks of it, it doesn't even appear that they're enlarging the study space for students, and merely shifting things around. Relative to its size (compared to Surrey campus / Surrey library size ratio), Richmond's library is extremely small. It doesn't have the comfortable spacious feel that Surrey's has. This is what Richmond grossly lacks. If possible, they should bust out the exterior wall of the Richmond library and extended the library outward; taking over the leftover grass area just outside of it. Right now, Richmond library's computer lab is horrendous; it gets filled with students so fast because of its compact/compressed size. The air inside gets stale extremely fast.

- [The library hours are not long enough. I find that many Kwantlen students study at SFU because it's open 24/7. Perhaps the hours can be extended.] Also, I found the library at the Richmond campus difficult to work in because of the loud construction and cramped space.
- At the Richmond campus, the studying space is very limited with tight seating and very cramped space. It was RIDICULOUS how the construction happened during school hours which interrupted with students studies. The new computer lab is cramped with tight seating and d'l'm lighting. There is not enough study space and quiet study area whatsoever.
- Did the renovations have to start with the fall term? Why didn't it start in the summer when there are less students?
- Due to construction in the Richmond campus, study desks have been sorely lacking, some students have resorted to just sitting in between bookstacks on the floor. During finals time puts students in a difficult spot. Probably hard to find an alternative in this situation though.
- Due to renos, Richmond library has been very hard to find a computer or a place to study (especially in a group) and it is often too loud / messy to study without disruption.
- General study area is very limited. There are not enough seats and tables for students to study. I rarely ever do find a spot in the library to study because there's never a spot available. The library is so loud with all the construction going on but I am hoping for all the construction to be done soon. There isn't enough study rooms and the rooms are so small. The old study rooms were bigger and had a nicer atmosphere to it compared to the new rooms.
- I attend both the Richmond and Surrey campus. [Surrey has excellent computer availability, but] Richmond's is terrible. The lab is often at full capacity, and there are times when an instructor books the lab, so there are barely any computers available on campus. This may be fixed once the renovations are complete.
- I attend Richmond Campus and the construction has been ridiculous. I feel like there should be a moratorium on loud construction during peak hours and that construction should be conducted through the evenings and over the weekends. And, also, more construction should have taken place during summer.... Regarding mess: I think it's more of a mutual respect thing than anything else; however, there should be staff that monitors this... Kids need to clean up after themselves!
- I can't remember how the library was before all the construction.
- I understand that due to the current renovations the group study spaces are limited & the same goes with general study space. I sincerely hope they are building more study rooms & study booths. :)
- In Kwantlen Richmond, the library looks disgusting with all the construction, it is noisy, it is impossible to find a group room without being kicked out, and they need more study areas.
- In Richmond campus very noisy and messy right now with all construction going on. Will be very nice once done!
- In the Richmond campus (this, however, may be due to the fact that it is currently under construction), there aren't enough individual desks to study at in the library.
- It has just been a bit hard to study during the renovation times that have been through 2 semesters, but overall satisfied!
- It might be because of the renovations taking place but I'm finding it hard to find a spot to sit down and study. I've resorted to studying in the cafe with headphones on. There just isn't enough seating midday.
- Mostly due to Library Renovations. Group study rooms are not very sound proof and are located right next to the quiet study spaces. There have been some difficulties with printing, but may have been resolved by now.
- Not your fault; Study room unavailability is due to renovations.
- Our campus has construction going on during peak class time, not only is it disruptive in the library, you can also hear it loudly in class. It's a very small library with little study space
- Renovations and need more study place.
- That was wrong to do renovations a close the study room at the Richmond campus while finals last December.
- The construction is very distracting and disruptive. and is taking a long time

- The construction of the library has provided a horrible study environment. Not only the immediate area within and around the library was affected, but classrooms on the 3rd floor were overwhelmed with noise coming from the library.
- The current renovations makes the library a not suitable study area. There isn't enough table space for doing projects.
- The current state of the library (Richmond) is chaotic. It is not a space conducive to study or research.
- The general space, quiet study area] and group study rooms I find are too small, too loud and there isn't very many group rooms but I think that will change with the renovations. [And I find that I can't get access to computers because people are using them for facebook and such when other students need to do work.]
- The library has been under construction for a while, limiting the space to study and the quietness of the building. At the Richmond campus there were limited study rooms available and with the shortage of space they were always taken. I also needed to get photocopying done once and it took 20 minutes because the front desk helper wasn't sure where the printer had been moved to during construction. She simply seemed annoyed that I was asking for help.
- The library has been under construction for the entirety of last semester and now this one too. There is no quiet space in there and it is messy, unorganized and very cold.
- The library is under construction so I guess it's not too fair to say whether it is messy or not.
- The library renovations have been tremendously disruptive to both our class time (noise traveling out of the library, into our classroom on the second floor) and our ability to use library services and study areas outside of lecture time. The scheduling of renovations was poorly planned, commencing in the first week of school and as a student, also working part time time to pay for my education, I feel frustrated and disappointed in Kwantlen for allowing this to happen throughout our school semester.
- The Richmond campus is very lacking in study space, study rooms, computers, and space in general. Though the library is undergoing construction I do not see it being enough to accommodate all of the students at the campus.
- The Richmond campus library is under-construction. (The sound of construction is also VERY disruptive as it is heard in other classrooms.) [The current study space is always full. The research sessions are wasteful of time.]
- Understandable because it's under construction, but space in the library right now is very limited.
- Unsatisfied with the ongoing renovation going on during school hours. Some librarians are not helpful. The library needs to have more study areas and a more cozy atmosphere.

Employees

Total=34

Surrey

- [I find it unfair that we have to pay for printing and photocopying because we students already pay so much library fees and where does that money go? I would really like to know.] As well, the people at the library checkout should do their job properly because I had returned all my books on time and they told me that I was missing a book. I went to them and informed them that I do not have the book and I RETURNED ALL THE BOOKS. One of the ladies at the checkout counter said for ME to go check on the book shelf if the books is there and it was. They should do their job properly by making sure that all books are scanned into the computer and the student shouldn't have to look for the book. We are paying them to do their job. [Overall, there should be no cost for printing or photocopying or it should be only five cents and the] checkout librarians should carefully do their job and not have the students do it for them.
- [I understand there is a quiet area to study, but I still don't think the general area should be a place to socialize. I think there should be someone walking around ensuring people are not above a murmur. No one wants to hear an annoying laugh across the room as if she was in a shopping centre. The library, no matter where we are sitting, is a place to study and learn, not gossip about what you did last night.] Also, we need more printers and photocopiers.

- [It is difficult to find a quiet area, most times there is no availability of computers and] it would be more helpful if more librarians were present for assistance in helping to locating references.
- [It's usually hard to find an empty chair or computer available.] There was a problem in the way my account was set up and couldn't check out books. Front desk didn't know what the problem was. I was able to access my Kwantlen site. They sent me to IT department who said everything was fine and sent me back to the counter this time they solved the problem however my email info got deleted and I wasn't receiving library emails.
- [Kwantlen is continuing to gain University status and more degree programs, the library should be acting as any University library should. Weekend hours are minimal, giving students a lack of choice when they are able to study. The library should also be open later at nights, 11 pm is not sufficient. When it comes to study space and quiet study areas, Kwantlen, does not have enough facilities, even the Surrey Campus. The 3rd floor is never completely quiet and the design is not ideal for students to work, cubicles are not ideal for studying in, more tables are needed. The rest of the "quiet study areas" besides the 3rd floor are NEVER quiet. The amount of area is insufficient as usually it is hard to find a spot anywhere in the library to study, unless one gets there early.] The librarians are not trained in using the equipment properly. Not all need to have the training but need at least general knowledge so that equipment does not get broken while they try to help students, such as the microfilm machine.
- [Lack of study space, study rooms, availability of computers, assistance, printers, photocopiers, and other facilities and services.]
- [Library is clean, plenty of areas to study, lots of group study rooms. Open late,] always someone for assistance.
- [Photocopying and printing should be double sided, and cheaper would be better.] Some staff are not friendly at all. [There should be more group study rooms, and they should be taken good care of, in terms of repairs and cleaning. Quiet area is not so quiet, maybe if there were individual sound proof rooms that would be nice, or some way of eliminating all the noises when people move around, carpeting would help I think... like a sound proof room.]
- [The library is not very clean! The study tables are never wiped or if they ever are it's not proper!] Librarians need to be more polite, one of them is extremely rude!
- [The times I have went to the library to study there has been no room to study/computers have been all full.] I once went to a librarian for assistance who was no help at all and I was standing for a good 15min before she said "oh you need to go to the room over there to ask". When I approached the learning center the woman was on the phone discussing her weekend plans instead of helping me I was very UNSATISFIED! especially when I was a new student and that was my first impression of the Kwantlen Surrey campus library
- [There never enough computers around, and those available are very dirty, particularly the keyboards. The cost for printing/photocopying is WAY too high for students, it should be lower.] And the service provided by certain staff at the check out counter are terrible. [The setup of the study space is uncoordinated, need to be improved. Interlibrary loans need to be faster, it takes too long to get material and the time period that it held, needs to be extended.]
- Always problems with printers, [study area is never quiet, people fight over study rooms.]
- I enjoy the Surrey campus library very much. I [find it very comfortable to study effectively in the library and] find the staff very friendly and helpful.
- I was very satisfied that I had not booked an appointment yet the librarian was available to help me start researching and taking the steps with me to find peer reviewed books.
- People from the library are sometimes not polite to students.
- Some staff members need to have a better attitude towards helping students.
- Sometimes I feel as though the library staff are cranky. I understand that it is frustrating dealing with incompetent people all day, but some of us truly would like your help.
- The help of staff is not very good. I find that there is hardly anyone sitting at the help desk in the centre of the library which is frustrating. [Photocopying costs too much. There are no quiet rooms where you can go without other people around. The bottom floor is too loud because that's where people hang out by the computer area.]

- The Surrey library has much better service than the Richmond library. [It also of course has better student spaces.]
- Very little help from the librarians, even when they are otherwise not doing anything.
- When I was at the Surrey Campus, I didn't like the front counter service. She was rude and made me feel like I don't know anything! [Even though we have a quiet area, most of time people's phone is ringing or people are talking on the phone. I believe that we don't have enough computers.]

Richmond

- [I tend to study after classes, in the library. It is a wonderful place to go, before I drive home, while thoughts and ideas accumulated during a lecture are fresh in my mind. I would love the library to be open longer on Fridays nights and on weekends. The weekend hours are terrible - and I have noted over and over that booking a room for study on the weekend, is often not possible as the rooms are full.] Counter checkout staff have, more than once, led me astray in trying to find books. Asking if a book could be held for me for two extra days when I did not bring my card with me garnered an angry explanation of how the lending service works - the book was not held but was almost immediately put back out. [Why is it that interlibrary loans from SFU are simply ignored? I do not know if the loans are not forwarded or if it is SFU that ignores them but I have never received a reply on a request nor have I have received the item/article asked for. On the other hand, UBC is wonderful and requests are generally granted almost instantly.]
- [It would be great if a library member could walk through the silent 3rd flr in Surrey just to remind people to stay quiet. It is unbelievable how much people talk in there! Also, a sign should be put up on that staff door up there on the east side; they always come out chatting very loudly. Also, would it be possible to have paper towels and spray bottles with cleaner around the study rooms? I'd wipe the desks before I sat down if it was an option; people often leave food stuff etc on the tables.] Finally, a sign should be put up in the Richmond library at the checkout area. A woman was rude to me there after I waited on the west side of the counter, thinking that this was the checkout, only for her to bark that it was something else. Not impressed with that.
- [Library hours - 7am would be a much better time to open, there are usually several students waiting for the 7:30 opening then rushing to print assignments before an 8am class. A quiet study space and the amount of space available to study in is limited by the construction.] Assistance by reference librarian - The first and only question I will ever ask a librarian at Kwantlen was rudely answered "that's not my job". Apparently helping Kwantlen students is not the librarian's job.
- [Library research sessions are painfully slow... Treat us like we're elementary students. It would be best to quickly describe what each task is that you're looking to complete and go through all the steps without stopping, if someone gets lost, they'll ask. Computers are difficult to get- and the lab upstairs is gone which makes it more busy... Study rooms are ALWAYS booked up, we need more of them.] Front desk counter is alright but they've led me on a half hour hunt for a computer lab upstairs which was not there anymore. [And I wish the library was open late everyday (public libraries close early on Sundays too, so there's no place to study quietly).]
- Assistance by reference librarians, don't really help much. [Need more computers.]
- [Needs to be open later – NO PLACES TO STUDY IN RICHMOND LIBRARY - Computer Room is TINY and always full] - Some checkout staff are rude and need to smile once in a while – [Library research sessions taught by librarians make everyone want to sleep; need better presentations skills to engage audience; Inter-campus loan service not fast enough;] Generally, nobody goes to the librarians/staff for help bc there is no clear benefit; [MORE STUDY SPACE NEEDED.]
- [Not enough computers available] and staffs--help to find books.
- I have been to the library 3 times, once the librarian said she wud be right back to help me and after 20 mins I just left. The other time I asked for help cuz I don't know how to use numbers to find books, so the librarian told be to just look for the letters. After 10 mins of being lost I left. [When I asked for help on askaway, the librarian stopped answering me after a while.]
- The research/ library reference help seems to never be there when I need them. They always seems to be on a break or something else other than being at their desk

- Well to begin, the library staff are not very helpful. They are not available when we need help and when students can't find the books on the shelf they have to go away without the book. The librarians are sometimes not on their desk and there is no time clock on the desk to indicate when the librarian will return and this should be adhered to. So, if the librarian says that he/she will be coming back at 2:10, then he/she should come back at 2:10. Also, the front desk staff (checkout desk) are not very helpful. They say go to see the librarian at the information desk and the librarian is not there maybe if the librarian has to step out the checkout desk staff should be notified (even if it is only for 5 mins) basically there is no communication between the librarians and the checkout desk staff. and students go to the librarian desk only to find the librarian is not there and they have just wasted their time and there is no one there to help them. [Secondly, there should be one more printer in the back of the library where all the computers are kept (Not the computer lab) for colour printing, just in case there is a class in the lab or a lab closure and some other students want to print colour for their business reports, then they can do that on the colour printer at the back of the library - these comments are referring to the Richmond Campus Library. Lastly, there should be colour photocopying.]

Langley

- [REDACTED] Also it would be nice if you were more clear about due dates, because I don't see how a 2005 magazine needs to be back in 3 days, I would understand if it was of this year, but 6 years ago? Thank you
- Library staff are available and helpful
- The checkout counter staff is not as friendly or as helpful as the librarians. Sometimes they seem that they don't want to be there and make taking out a book more difficult than it needs to be. One example my friend and I were doing a research project together and had reserved a book from another campus the book came in and my classmate who's name it was under went to take it out when she realized she didn't have her card I asked to take it out in my name instead and that was not possible as the checkout lady did not have clearance to change the name... this put off our research until the Monday and it was sat. When we wanted to take out the book.

AskAway

Total=7

Surrey

- [Every time I've needed a computer, I was able to find one.] I was also very pleased with the "Ask Away" chat service. I was having trouble finding sources for an essay and the librarian was extremely helpful.
- Ask away has helped me sometimes however I have had times where the librarian was unable to help me.
- Every time I have used the "Ask Away" chat service, no one responded to my queries. Since my first year at Kwantlen I have not used it, so I don't know if it has changed, but I personally find that one gets a faster, more helpful response by e-mailing one's instructor. I ranked the chat service as "Unimportant" because while it could be useful if you could receive a response within an hour of posting a question (which never happened for me), it might be better to just ask your professor.

Richmond

- "Ask Away": They really couldn't help me with my problem. They couldn't give me any additional to what was already accessible online.
- [I have been to the library 3 times, once the librarian said she wud be right back to help me and after 20 mins I just left. The other time I asked for help cuz I don't know how to use numbers to find books, so the librarian told be to just look for the letters. After 10 mins of being lost I left.] When I asked for help on askaway, the librarian stopped answering me after a while.
- Ask away chat reference never heard that we even had that also never used it.

Langley

- Ask away personnel was not helpful. Hard to communicate very specific needs via this service.

Library Research Sessions

Total=27

Surrey

- [During peak hours, there are no computers available. Although there is a place for quiet study, the library overall shouldn't be a place for loud parties. Some groups in study rooms are so loud, they can be heard quite clearly in other study rooms when both room's doors are closed.] I appreciate the booked sessions with the librarians; however some people need that session more than others. In that case, it becomes a boring class and in fact a waste of class time for those who know how to research. Perhaps it should be mandatory in first year courses but certainly not in 3rd and 4th year courses.
- [Group rooms are often used by individual people, creating an inefficient use of the space as often, groups have to attempt to collaborate surrounded by everyone else. Individual people should not be allowed to use the study rooms.] The library session was only somewhat useful. She only taught online research and didn't take us out into the actual stacks at all. I know my teacher was upset as she'd apparently asked for that specifically.
- [Study rooms are almost completely booked so one must book in advance, which can be inconvenient.] Library research sessions can be irrelevant to students who have already participated in these sessions. [Printing is expensive! The photocopiers are complicated and I spent at least 10 minutes waiting for assistance.]
- I feel that too many instructors give/ask the library orientation and it's completely unnecessary by the 3rd and 4th years of study. A system or an agreement needs to be reached by the faculties so that the orientation is done in the first or second year only.
- I indicated "Unsatisfied" for the group research sessions booked by an instructor and taught by a librarian, because the subject matter is extremely repetitive for some students [who have been through the tutorial before], without the option for an opt-out. [I also indicated "Unsatisfied" for printing at the Richmond campus, as colour copies of 11" x 17" printing is not possible, whereas it is available at the Surrey campus].
- In most cases, very few people pay attention during those sessions. I think most people know how to search for the material they need and if they didn't, then they could ask a librarian on their own time. There is no point in making everyone sit through something they already know.
- Library research sessions booked by instructor are usually a waste of time. Not enough space to sit and do work or use computers when needed.
- Library research sessions booked by your instructor and taught by a librarian was good. Although, it is a bit of a class time waste because you can learn these research skills on your own or with the help of the instructor in only a few minutes during class.
- Not all librarian staff know the various citation styles and instead divert you to the Kwantlen website or library seminar classes. Most of the library seminar classes are held in the mornings rather than after 7 pm. [There aren't many photocopying/printing guides.]
- One of my instructors booked a research session taught by a librarian and it wasn't very informative. For citation she didn't explain anything and just asked us to use the guide.
- The consultation I had with a librarian was not as helpful as it could've been because the librarian was also required to help others who dropped by the counter with questions. This constantly interrupted us and dragged out the time so that I was there for almost an hour and a half after which had to leave despite still having some questions that were left unanswered.
- The library sessions booked by teachers are not very helpful.
- The library session booked by my instructor was too boring and lengthy. [The printing can be costly.]
- The research sessions are a horrible waste of time. The forced work environment is not conducive to good work/research. It is often difficult to retain any directions for future study, there are too many people trying to learn from one person who has neither the time nor the skill to teach them all effectively. Overall I find these sessions to be a general waste of time.
- The research sessions have too much information delivered too quickly, and I left them dreading ever having to use the research database system.

- To be honest, the library research sessions booked by instructors does not help as it is very distracting. Too many students do not care, and there should be options to block select websites to help the class focus.
- Using class time to teach students how to use a library - something they learnt how to do in grade school - is an embarrassing misuse of a student's tuition fees.

Richmond

- [Needs to be open later – NO PLACES TO STUDY IN RICHMOND LIBRARY - Computer Room is TINY and always full - Some checkout staff are rude and need to smile once in a while] - Library research sessions taught by librarians make everyone want to sleep; need better presentations skills to engage audience; [Inter-campus loan service not fast enough; Generally, nobody goes to the librarians/staff for help bc there is no clear benefit; MORE STUDY SPACE NEEDED.]
- [The Richmond campus library is under-construction. (The sound of construction is also VERY disruptive as it is heard in other classrooms.) The current study space is always full.] The research sessions are wasteful of time.
- [There are always many students using the computers and rarely many seats left when I go there. The interlibrary loan is pretty difficult to use and takes a long time to get the books.] I do appreciate if there would be a personal research consultation, but I never heard of any formal ones that I can attend. [The photocopying service is pretty good now, but I sometimes get lost about which function to use. Hence if there's a simple reference page around it would be a lot more helpful.]
- It was honestly pretty boring. I also think that many of us are very versatile with online materials and so the whole thing was very repetitive for us.
- Library research sessions - helpful but end up doing many times with different classes. Too repetitive. Rather attend only if specific to course material and related to projects.
- Library research sessions are painfully slow... Treat us like we're elementary students. It would be best to quickly describe what each task is that you're looking to complete and go through all the steps without stopping, if someone gets lost, they'll ask. [Computers are difficult to get- and the lab upstairs is gone which makes it more busy... Study rooms are ALWAYS booked up, we need more of them. Front desk counter is alright but they've led me on a half hour hunt for a computer lab upstairs which was not there anymore. And I wish the library was open late everyday (public libraries close early on Sundays too, so there's no place to study quietly)]
- The info sessions drag on and are very boring.

Langley

- [The survey should be campus specific to be relevant as they are completely different. I rated the library at the Langley Campus in mind. Not enough group or silent study space in Langley. I have a choice of hard table and chair or crappy old couch. Not even one laptop friendly arm chair - Surrey has a hundred. Not enough group rooms.] Class research time is very important but ineffective both times - not librarian's fault. The 2 lazy professors did not effectively communicate requirements when they sluffed off the class. [Langley library hours are very poor. They should at least be extended the last 4 weeks in a semester!!!! The hours are sleepy, it would have made a difference in school selection had I thought to inquire.]
- [There are always many students using the computers and rarely many seats left when I go there. The interlibrary loan is pretty difficult to use and takes a long time to get the books.] I do appreciate if there would be a personal research consultation, but I never heard of any formal ones that I can attend. [The photocopying service is pretty good now, but I sometimes get lost about which function to use. Hence if there's a simple reference page around it would be a lot more helpful.]
- The research session booked by your instructor should not be mandatory if you already know the system.

Interlibrary/Inter-campus Loans

Total=29

Surrey

- [I think because I am at Langley this semester I am not satisfied with these 3. The Langley library doesn't have as much room or space to study alone or in a comfortable quiet place. The cubicles are "clinical" and hard to study in comfortably. Also, I feel more chairs and places to just read are needed. Also the Langley campus lacks the computer power that the Surrey campus has. It's very small.] The loan services between campuses could be faster.
- [Not enough or long enough times for group study rooms/ too many computers down at a time, not enough.] Inter campus/library loans take too long to get there/ [printing and photocopy too expensive! we're students!!!]
- [Quiet area to study is fantastic in theory but every time I go up to the third floor to quietly study there are a bunch of people talking loudly or someone on their phone. Apparently this area cannot be properly maintained by placing a sign up. It needs to be maintained by security or other individuals. The "quiet zone" is NEVER quiet.] The interlibrary lending takes way too long. It needs to be quicker or adequate books need to be provided by Kwantlen. [Photocopying and printing are too expensive.]
- [Richmond library very unclean. Study rooms for both Richmond and Surrey campus always filled with litter.] Inter-campus option difficult to understand on library website.
- [The bathrooms are often dirty with paper towels on the floor and the stalls being messy. Photocopying and printing are pricey and there should be more than one printing area as the lines become quite long.] Interlibrary loans sometimes do not come on time and the new system of getting them sent to your email seems to take longer than when you got a hard copy.
- [There is no quiet area to study. The 3rd floor is undergoing reno's so where is there for us to go? I must book study rooms just so I can get some work done, which is not fair to students who may need the rooms for group work.] Inter-library loans may as well not exist. I often need them as articles are often not available at Kwantlen. When I make a request I only get the loan about 10% of the time.
- [There never enough computers around, and those available are very dirty, particularly the keyboards. The cost for printing/photocopying is WAY too high for students, it should be lower. And the service provided by certain staff at the checkout counter are terrible. The setup of the study space is uncoordinated, need to be improved.] Interlibrary loans need to be faster, it takes too long to get material and the time period that it held, needs to be extended.
- As previously mentioned, the inter-library loan service is terrible. I, as well as my peers, have waited longer than the time of arrival indicated and have had to use other materials because the books arrived late. The fact is, it is faster to go to the outside schools, set-up accounts with them, and borrow the books directly. Even though it means traveling to the other institutions, it is not worth the ten day wait of the inter-library loan. [I am also unsatisfied with the quiet area study since I have never seen the 'quiet' aspect reinforced unless it's on the third floor. The second floor, as for my understanding, is to not be as loud as the first. It's just as bad.]
- Every time I try to use inter-campus loan service the time it tells me it will take is usually at least 30 days if not more which does not allow enough time to read it and use the information in whatever project or paper I had originally wanted it for.
- I don't understand how the interlibrary loan thing works and when I needed something once, I couldn't find any clear instructions on the website.
- I requested an interlibrary loan online, but did not realize that I was put in a queue and was 5th!!!! It was not clear on the website and is a pretty bad service I feel.
- I think I still don't understand the inter-campus and interlibrary loan,,, [I hope the printing and photocopying can be cheaper.]
- If I request an article from another university, it usually arrives within a reasonable amount of time.
- Inter-campus and inter-library loans take much too long. If I need a book for research, I typically need it within a few days at the latest. The library has not gotten my books even once in a timely manner.
- Interlibrary loan seems to be a chore with books arriving much too late to be useful.

- Interlibrary loans are extremely unreliable. It would be a great service if the requested material would actually show up.
- Interlibrary/campus loans are near impossible to do from home. Need to go into library and get staff assistance every time.
- Not a big fan of interlibrary loans: time consuming and deadlines cannot be met.
- The interlibrary loan service needs to be improved. I used this service last semester and never received my book that I needed to write a paper.
- The interlibrary loan takes way too long; more books should be available at the KPU campuses.
- The only time I've ever asked for assistance was with an intercampus loan (bringing in a book from one campus to another) and I was told to go do it on-line. While I appreciate the fact that so much can be done on line, I had my 4 year old son and an armful of stuff with me. I'm not convinced the librarian wasn't able to help me. I was very frustrated.

Richmond

- [I tend to study after classes, in the library. It is a wonderful place to go, before I drive home, while thoughts and ideas accumulated during a lecture are fresh in my mind. I would love the library to be open longer on Fridays nights and on weekends. The weekend hours are terrible - and I have noted over and over that booking a room for study on the weekend is often not possible as the rooms are full. Counter checkout staff have, more than once, led me astray in trying to find books. Asking if a book could be held for me for two extra days when I did not bring my card with me garnered an angry explanation of how the lending service works - the book was not held but was almost immediately put back out.] Why is it that interlibrary loans from SFU are simply ignored? I do not know if the loans are not forwarded or if it is SFU that ignores them but I have never received a reply on a request nor have I have received the item/article asked for. On the other hand, UBC is wonderful and requests are generally granted almost instantly.
- [Needs to be open later – NO PLACES TO STUDY IN RICHMOND LIBRARY - Computer Room is TINY and always full - Some checkout staff are rude and need to smile once in a while - Library research sessions taught by librarians make everyone want to sleep; need better presentations skills to engage audience;] Inter-campus loan service not fast enough; [Generally, nobody goes to the librarians/staff for help bc there is no clear benefit; MORE STUDY SPACE NEEDED.]
- [Printing and photocopying should be made more affordable for students. One project handout for a class can cost up to \$10 or more.] The library research sessions are useless, they should be on a case by case basis for people who need them. I have had to sit through 4-5 of them for marks, even in 3rd year and 4th year classes.
- [Quiet areas, group study rooms, computers, printing, photocopying: I wish there was more availability/ less line ups and waiting times] also: I do not like the "recall" policy. I book I took out was recalled well before my original due date and I did not have enough time to use it.
- [There are always many students using the computers and rarely many seats left when I go there.] The interlibrary loan is pretty difficult to use and takes a long time to get the books. [I do appreciate if there would be a personal research consultation, but I never heard of any formal ones that I can attend. The photocopying service is pretty good now, but I sometimes get lost about which function to use. Hence if there's a simple reference page around it would be a lot more helpful.]
- [There are always many students using the computers and rarely many seats left when I go there.] The interlibrary loan is pretty difficult to use and takes a long time to get the books. [I do appreciate if there would be a personal research consultation, but I never heard of any formal ones that I can attend. The photocopying service is pretty good now, but I sometimes get lost about which function to use. Hence if there's a simple reference page around it would be a lot more helpful.]

Langley

- [Computer availability is often limited, especially during the times of a semester when it is most crucial.] Several times I requested journal articles from interlibrary loans and did not receive the article or an email explaining why I did not receive the article. [Printing can often be time consuming given the limited number of printers per campus and there is often a lineup.]

- [There are always many students using the computers and rarely many seats left when I go there.] The interlibrary loan is pretty difficult to use and takes a long time to get the books. [I do appreciate if there would be a personal research consultation, but I never heard of any formal ones that I can attend. The photocopying service is pretty good now, but I sometimes get lost about which function to use. Hence if there's a simple reference page around it would be a lot more helpful.]

Miscellaneous

Total=44

Surrey

- [I am not very satisfied with the price and the way printing and photocopying works. As a student who consistently needs financial aid from the government, having to pay \$0.10 per page is a fair price. However, when teachers require their students to print 5 to 10 pages a day for homework or assignments, the price becomes insanely difficult to pay. This must change. If a course requires the student to constantly print or copy pages and pages of worksheets and assignments (on top of books and the tuition fees they have already paid) then the library MUST provide an exception to these students in a way of giving them discounts. On the other hand, the way printing and photocopying works also needs improvement. Because printing and photocopying here in the library requires a student to use their student ID, one who does not have a student card cannot then use this resource. For instance, if one did have a student ID card but has left it at home and is in need of printing a few pages, they have two choices: get someone to print for them or not print at all. Now, for someone who may be too shy to approach someone would most likely not print at all. While many will ask for someone's student card in this situation, few will not. Therefore, to accommodate those who will not, there should be an online way of printing/photocopying where one does not have to manually take their card into the printing machine. On another note, library hours of operation must be extended once again. I know that they have just extended it but with Kwantlen's enrollment increasing enrollments (http://www.bccolnews.com/Richmond_southdelta/Richmondreview/news/103744609.html), more students will need the library to study on the days they will be available (Fridays and Saturdays).] It will also be greatly appreciated if parking during the weekends can be reduced.
- [I would the library to be open for longer as it is not enough.] We need a local place that is open past 11pm] and also vending machines or a coffee place.
- [I'd like library hours to be extended. I believe as a generation we have adapted to working later in the evenings and staying up late. The library closes at 11 and even earlier on weekends. It's a shame when I have to go to SFU Surrey which is open 24/7 with food/coffee available for me to keep working till 1am. A 1 am library close time would be good for weekdays and 11pm for weekends. I feel that me and my friends are always getting 'kicked out' at 11 and you lose your train of thought and work ethic. Also, cafeteria food sucks so when you leave to get food, it is time consuming. We need proper burgers etc! The group study rooms are always booked or taken up. I wish there were more? At times the study spaces are packed, but I'm not sure if you guys can do much about that.] Libraries need to change, almost everyone has a laptop, we all research online, everyone is wired digitally, most of us don't NEED print books or articles for research. Focus on making online research databases easy to use and easy to find articles online. [Also, at busy times we need more printers, when printers stop working, the down time is amazing. I'm surprised IT can't fix them faster, I'm not an IT student but even I know how to fix a paper jam/ink replacement in 5 minutes.]
- [Lack of quiet areas to study. Need to find ways to prevent students from talking on their cell phones or chit chatting with their friends. Not enough computers provided in the library. There are too many unoccupied computers at the fashion / journal labs. Some of these should be available to ALL students. We pay tuition too!] Library equipments should be available for students on presentation days. [Printing is free for fashion and journalist students but yet all the students in another programs have to pay. Are these students not as important or do they have more money to spare?]
- [Library not open long enough. Not enough places to study quietly, always too full. Group study rooms too small and always booked, have to reserve 2 weeks in advance, never available on drop ins.

Computer always full. Printing and photocopying TOO EXPENSIVE compared to other schools.] Not enough resources available overall.

- [Library should charge free or photocopying cheaper than 10 cents a page.] The 3 week loan period is not good if you are taking a book out for the whole semester.
- [More computers at each library (or spaces with plugs for laptops) would be helpful.] It can be hard to get a hold of some audiovisual equipment such as digital camcorders without booking far in advance. [The printer at the Surrey campus is excellent, however, those at Richmond are terrible (they jam up on any PDF file and take far too long to print, 1 ten page journal article = 20-30 mins). The photocopiers available are not bad but must be maintained more frequently (for instance the auto-feed option often jams), also copiers that could staple and/or hole punch would be great. The silent study floor at Surrey is wonderful, however, in Richmond no one makes an effort to enforce any type of silent area (or even quiet area).]
- [More desks available, sometimes the library is really full.] It is also difficult to use the online system, Make it more easy to use.
- [The quiet study area is never quiet. The patrons using this area often have their phones on, eating or having conversations with others in this area. I think it could be a great space if it was monitored or had better signage to remind people what silence is. Is there a chance of the library being open 24hours 2 days a week?] Also bathrooms are not great. One ply toilet paper- really??
- 3/4 classes I was enrolled in last semesters none of the required or optional texts were not a part of the collection of any of the campus libraries.
- 3/4 classes I was enrolled in last semesters none of the required or optional texts were not apart of the collection of any of the campus libraries
- 8p
- All the services are available in some kind of way.
- Have never had the need to use the audio equipment.
- Have not used library very much overall and did not know of all the services which are available.
- I never knew we had an ability to loan audio stuff from the library, would recommend having an email send or mention on the library that this service is available. [I wish we had more room to do group projects and have an access to more computers plus an ability to scan stuff to ourselves (emails).]
- If I have a book due on Saturday. I'd like to be able to bring it in my first class on Monday or Tuesday w/out fines. It's not economically friendly to drive 45 minutes in and back home from school on a week end day.
- If I'm not satisfy, that means it needs improvement!
- Loan service, not long enough.
- Make me.
- N/A (10)
- No.
- None.
- Not a very good selection of equipment for rental in the audiovisual, [a lot of loud people and sometimes hard to find a seat.]
- Not particularly liking resources available, need more.
- The cost of overdues is pretty high.
- The issue that arises when wanting to come to the Surrey Campus library is parking, limited parking spaces prohibits myself and many others from coming to the library all the time.
- The totally enjoy the most of the services offered at the Library and it helps me a great deal with my courses. [The only area I would recommend for improvement is the library hours on Friday evenings.]
- Very satisfied.

Richmond

- [PLEASE with the limited number of computers, the website "facebook" should be blocked so that people who really need to do work can access a computer. Many times I can't find a computer because people are looking at clothes or youtube or on facebook]. Also, only drinks allowed would be great, loud eating noises are disturbing to those studying.
- I am satisfied with all of these because the library is able to provide these services for my needs.
- No.
- Nothing is every available when I come in and they close too early.
- Nothing to complain about, having been in it since it's been updated.
- See previous note.
- Some books that can help us are on other schools or universities.
- Unsatisfied with things I find not useful.
- You don't need to have a designated person to do this job.

Langley

- [Assistance is sometimes needed for the copier machines and it can be hard to find good assistance.] The TV's can get booked up quickly and there are not too many around if your school work depends on watching a DVD that you cannot take out of the library.
- [REDACTED] Also it would be nice if you were more clear about due dates, because I don't see how a 2005 magazine needs to be back in 3 days, I would understand if it was of this year, but 6 years ago? Thank you
- [Often times I find the library too noisy to study unless you go the very back and the cubicles are often already occupied. Sometimes the cafeteria is quieter.] Also there are a lot of services I haven't used because I didn't know they were available. Now how do I learn how to use them?
- N/A
- Several times the instructors have complications getting the equipment to work or work properly but they have to take care of it on their own. Also as far as availability, we might always have a cow available but the speakers only whisper. Booo.
- Well basically I am unsatisfied with these, why? Because I think they could be better.

Appendix F: New Library Services - Other

Question 13 - New services - If you selected "Other" [new services], please explain:

Books

Total=24

Surrey

- [A diverse set of databases with a variety of articles and] electronic books available online are needed.
- Find more electronic books.
- Have an access to more online books! Oh, also a better checkout or hold web, it always kicks me out.
- Have online books that may be already checked out that are a priority to have.
- Having more electronic books so that people aren't missing out on information from a book that someone else has borrowed. Also, it's environmentally friendly.
- I find it very confusing to find books. Maybe when we search books on the Kwantlen website, we could get a map that tells us exactly where it is?
- I would like the library to have more textbooks that teacher's require students to have. They don't need to be taken out but just to have them at the library.
- I would like to be able to have [more online journals and] perhaps electronic books available to the students.
- I think students would benefit from being able to access more resources for writing great essays and papers either in the library or online.
- I would like to be able to read materials like books online incase that particular book is signed out and not available.
- I would like to see more books [and journals] online instead so that I can access them even from home.
- More books.
- More books & course texts made available electronically.
- More books in ebook format.
- Need more selection of eBooks and Books.
- More online books available [and more research articles/journals available online].
- More online [journals] or books.
- More print text available electronically and online.
- Most of the books, [articles, journals and documents] should be available online [and "ask away" hours should be extended from 9pm to 11pm].
- The library should possess an extensive and exhaustive reference section.. online. [For special research, students should rely on the SFU, UBC, and Vancouver Public libraries. Kwantlen does not require its own mediocre collections. Eliminate the collections and use the added floor space for more computer work stations.]

Richmond

- May be online textbook access.
- More non academic reading for pleasure.

Langley

- Books to be balanced evenly between all 3 libraries.

Cloverdale

- Free online textbooks.

Databases/Journals

Total=15

Surrey

- A diverse set of databases with a variety of articles [and electronic books] available online are needed
- Access to databases that are available elsewhere (ie other universities); decrease ILL loans which take more time and aren't usually worth the effort. Much easier (and cheaper) to be able to read through an electronic file to see if the data would be useful before you have it brought in (if you need to at all)
- Access to more journal articles.
- Have access to more articles online so we don't have to borrow from other campuses.
- I would like to be able to have more online journals [and perhaps electronic books] available to the students.
- I would like to see more [books and] journals online instead so that I can access them even from home.
- [More online books available and] more research articles/journals available online.
- More online journals [or books].
- More print text available electronically and online.
- Most of the [books,] articles, journals and documents should be available online [and "ask away" hours should be extended from 9pm to 11pm].
- Research databases.
- We need increased access to periodicals and if this is not possible, then at least we need inter-library loans to actually come through when requested.

Richmond

- More online journals!
- I would like to be able find most of my resources online.

Cloverdale

- Need to subscribe more Online scientist publications or articles

Computers

Total=32

Surrey

- Add a third location to use a computer.
- Add more computers!
- Availability of computers.
- I would like a computer to be available in the group study rooms.
- I would like to be able to use faster computers...! [I would like to be able to have longer library hours on the weekend. Opening late on weekdays does not benefit all students. And I think all students have a right to have enough available to them when we pay for this! If other students can get extended hours on weekdays ...why not weekends for the other half? Lib. hours are the most important! Early morning to evenings..."late hours are already there for weekdays (till 9 or 10 pm)..not everyone can stay late...they like early hours (10am - 6pm?)" on weekends.. It benefits them!]
- It would be nice if there were enough computers at the Surrey campus library. The majority of them are being used for students to check their facebook accounts. I would appreciate it if there were either more computers or priority given to students with an academic purpose.
- Library computers are too slow in process. They need to upgrade to windows 7 or high processor computers. There is no water machine from where we can purchase water. Thanks
- Maybe more computers first.
- more computers.
- More computers - sort of self-explanatory, we need them, another lab maybe.
- More computers are needed.
- More computers available.

- More computers!! Surrey library is always packed!
- More computers, especially on the third floor.
- More computers and keeping them clean :)
- Some students take up computers for social networking, so it's a hassle to find computers that aren't being used. Therefore, I recommend that there should be a time limit for student who aren't doing work on the computers.

Richmond

- Availability of [group study rooms and available] computers for students with no personal computers and laptops. This would reduce the rate of students occupying computer labs when there is a lecture.
- Computers that are solely for finding the books in the libraries. May enter any information (i.e. Title, author, subject, year, etc...)
- Get more computers for students to use for research because sometimes a class is using the entire computer lab area in the library.
- I would like more computers, perhaps a second computer lab :D
- If possible to have more computers, that would be great, because last time I almost can't find any computer to use.
- More computers.
- More computers and also sofas in the library, so we can read and be comfortable.
- More computers in the library.
- More [group meeting rooms, and] computers available.
- More [study space and] computers.
- Offer the choice of some macs in the lab. Maybe five machines? Software that's preinstalled on it useful for projects.
- The Richmond campus' library has hardly and [study space or] computers. This needs lots of work.
- There should be more computers available [as well as more aesthetically pleasing furniture to make the libraries more inviting. Following the library on Twitter would be unnecessary and only encourage more distraction for students.]
- Updated computers.
- Would you make more computer seat in library?

Langley

- Need more computers in the Langley library.

Printing/Photocopying

Total=10

Surrey

- As stated before, printing and photocopying services needs to be improved [and so are the library hours.]
- Free printing of 200 pages per semester.
- High priority should be getting rid of the printing cost and photocopying cost.
- I see many times students have to wait for a print job in library as there are others printing at same time. How about introducing new printers which are sustainable and cheaper for students? I spend so many \$\$\$s on printing every semester for my class notes.
- I would like to be able to having printing/photocopying services for free as a benefit of being a Kwantlen student.
- There should be free photocopying and printing facility in the college.

Richmond

- I would like to be able to print from my own laptop.
- Printer at each computer would be nice.

Langley

- I would like the printing to be cheaper.
- I think every student should start out with a certain amount of free printing on their student card when entering first year of University. That way students won't waste the free printing privileges if they know it is limited.

Single Search

Total=3

Surrey

- Articles using a single searchbox.
- Being able to search for books and DVDs/videos in the same box.

Langley

- Simplicity. Make it easier to navigate. Hence why I am in support of the simplified, single searchbox.

Study Rooms/General Study Space

Total=27

Surrey

- Audiovisual in group rooms study.
- Availability of study rooms should be more.
- Being able to offer more space to study during the day. And having more help finding information for research projects.
- I want a group room availability more often for group project discussions!
- I think Kwantlen needs to expand their group study rooms and the hours for how long each group can stay there for.
- It would be great if there were a few more closed off group study rooms [and if the library hours on weekends open a bit earlier and closed a bit later.]
- Making 3rd floor quite study more organized to provide privacy and comfort.
- More booths and seats for studying- there's a lot of empty space in the library.
- More group study rooms.
- More group study rooms and study space.
- More seating!
- More study rooms maybe the ability to book a study room from your phone?
- More study space.
- More study space.

Richmond

- Availability of group study rooms [and available computers for students with no personal computers and laptops.] This would reduce the rate of students occupying computer labs when there is a lecture.
- I think the priority should be to have [more weekend hours and] more study rooms and space.
- More group meeting rooms, [and computers available.]
- More study space [and computers].
- More space for studying.
- I would like to be able to get a study room when I need one.
- I would like to have more study area (not even study room).
- More group study rooms than the previous 3 available.
- More study rooms should be added, hard to get a study room.
- Please get new chairs, and consider looking at the Richmond Brighthouse Public library study room as a model. Study rooms are separated from other areas of the library. No talking! Furniture is better quality.
- Replace the couch in the Richmond library.

- The Richmond campus' library has hardly and study space [or computers]. This needs lots of work.

Langley

- More study rooms in Langley campus.

Quiet Study

Total=8

Surrey

- Having a person walking around to keep the noise down.
- More quiet study space.
- We need more quiet areas in the library to study. The second floor is meant to be quiet but is still being used by loud people.
- Quiet study area is kind of crowded; it should be improved and cleaned more often. I happened to clean the desk a few times.
- Quieter space... Reinforce quite study spaces.

Richmond

- I would like there to be a quieter environment.
- Quiet environment, no cell phone usage regulations!!

Langley

- I would like to be able to sit in a comfortable chair surrounded by silence or near silence and study at the library.

Library Hours

Total=27

Surrey

- [As stated before, printing and photocopying services needs to be improved] and so are the library hours.
- Extended Library hours should be open 24 hours.
- I am hoping the hours of operation on weekdays will be expanded by 1 half hour earlier. I.E. opens at 7:00 as opposed to 7:30.
- I want longer library hours. Especially on the weekends, and if that is not possible then at least during exam time. You cannot call yourself a university and have college hours. We need a safe and secure place to study that provides an atmosphere where we have access to more study rooms and longer library hours.
- I would like it if the library was open on the weekend as well.
- I would like the library to be open late.
- [I would like to be able to use faster computers....!] I would like to be able to have longer library hours on the weekend..opening late on weekdays does not benefit all students..and I think all students have a right to have enough available to them when we pay for this! If other students can get extended hours on weekdays ...why not weekends for the other half? Lib. hours are the most important! Early morning to evenings..."late hours are already there for weekdays (till 9 or 10 pm)..not everyone can stay late...they like early hours (10am - 6pm?)" on weekends.. It benefits them!
- Improving the library hours of operation should be the first priority!
- it would be great [if there were a few more closed off group study rooms and] if the library hours on weekends open a bit earlier and closed a bit later.
- It would be very helpful to have extended library hours especially during the weekdays, so students can study longer and still have access to resources such as the school computers, and books, etc.
- Library hours.
- Library hours. It should be opened earlier and closed later.
- Longer hours of operation.

- Longer hours on Sunday.
- Longer hours! I find myself as well as other students spending time working at the Surrey SFU campus because it is the only facility that is open late on the weekends.
- Longer library hours.
- Longer library hours! Library should be open later and equal on all days except for maybe Sundays.
- More hours on Sundays and Saturdays.
- More hours on weekends.
- Opening for longer hours of Sundays.
- [SEARCH ENGINE for better scholarly articles!] Later open hours! [Better food available! Better WIRELESS internet, sometimes it's so slow I feel like I should go home to do my research.]
- The hours of the library especially during exam time. If they were a bit longer it would greatly be appreciated.

Richmond

- I think the priority should be to have more weekend hours [and more study rooms and space]
- Longer hours of operation.
- More Library hours on Sunday.
- Weekend or late night hours during midterms or finals.

Langley

- I would place a high priority on the service hours, they should be open longer and 7 days a week. Homework doesn't take days off, either should the library.

Other Comments

Total=77

Surrey

- All of the new services are in my opinion not worth undertaking. 1) Anyone that has used "Google advanced search" knows the more search boxes the better the results. One search box is like throwing a fistful of pebbles at a telephone pole. Sure some of the will hit, but overall how accurate were you? 2) Tagging should not be relied on students to do. It involves them doing more work - for nothing. What is the library staff there for? Besides, who is really going to double check the "tags" students place? That's what I thought! 3) Really? Twitter? I couldn't care less about the new book on hunger in the Sudan that the library has in stock. What I do care about is the author possibly coming in for a talk. That might get me to read the book.
- Because it's good.
- Facebook page
- Finishing construction ASAP.
- Focus on adding more content in the library.
- I didn't select other but for the love of god, you do NOT need a twitter account!
- I don't tweet.
- I would like a more concise list of my book choices when researching to print out. Three pages of info for 7 books is unnecessary. I just need to know the title, author, call #, and whether it's in stock or not.
- I would like to be able to get more help and assistance in learning center and I would like it if learning center hours get extended.
- I would like to be able to keep a history of books and articles I used through my Kwantlen account.
- I would like to have more proficient tutors at the learning center to assist the students.
- If possible, an iphone app to access Kwantlen library database.
- IPHONE LIBRARY APP :)
- It would be cool if there was an app I could download from my phone.
- Limiting time for students who only use computers for non-school related work.
- Maybe directive signs to what the letters entail on the bookshelves.

- More librarians to help with direct research.
- [Most of the books, articles, journals and documents should be available online] and "ask away" hours should be extended from 9pm to 11pm.
- Not important.
- Not too sure.
- Nothing needs to be done.
- Personal research monkeys.
- Personally don't need to use any of these services during my studies here. Not now at least.
- SEARCH ENGINE for better scholarly articles! [Later open hours!] Better food available! Better WIRELESS internet, sometimes it's so slow I feel like I should go home to do my research.
- Selected other by mistake.
- Since I don't know what you mean by 'add tags' I put 'low priority'.
- Sometimes, less is more. Before adding new services that may or may not be beneficial, focus on improving existing, simpler services. Longer hours, accessible book collections, online databases and statistics information would be worth more than "tags", or "tweets". A library is a place to study and provide a place for information - focus on having information and having the environment open.
- Text message reminding when borrowed materials are about to due.
- The "My Library Account" link on the Library front page (<http://www.Kwantlen.ca/library.html>) should be larger and in a place that can be spotted easily, like the "My Kwantlen" button on the Kwantlen WebReg page (<http://www.Kwantlen.ca/webreg.html>)
- [The library should possess an extensive and exhaustive reference section.. online.] For special research, students should rely on the SFU, UBC, and Vancouver Public libraries. Kwantlen does not require its own mediocre collections. Eliminate the collections and use the added floor space for more computer work stations.
- The search function on the online catalogue is not very good. Last semester, doing research on the Battle of Britain, I was searching "Luftwaffe" and "German Air Force" and came up with very few sources. I went to the stacks myself, and found more. I drifted to a section I wasn't familiar with and found exactly what I was looking for, including two books titled "Air Power in the Age of Total War" and "Why Air Forces Fail."
- There is always room for improvement such as having self-checkouts for the library books rather than having to line up.
- There is no other regarding Library development.
- They are important.
- We need self-checkouts.
- Well a lot of people have devices of the electronic type which should be compatible with the plug in devices... even a Kwantlen usb port should be sold in the bookstore for quick access.
- Well the only thing that I would love our library to have is a library like Irving Library or something that kinda looks like Hogwarts...
- What would be the point of having a Twitter account for the Kwantlen Library???? Twitter is so useless and I feel this would be a waste of time and resources.
- You didn't give me an option about other....that's a weird question.

Richmond

- A better search apparatus. Perhaps run by Google or another trusted search engine.
- Any method through the Internet is fine for me!
- Apple apps.
- Because I thought I was supposed to and you can't unclick it...
- Don't know.
- Facebook.
- Facebook Kwantlen.
- Facebook page.
- Faster internet connection, it lags a lot during "student rush hour".
- Finish renovations.

- Fix your broken online search catalogue. If I cannot use the back button to return to my search results, it's becomes a time-consuming process to research every time.
- FYI - if you created a KPU twitter page - no-one would care. There's no point to this.
- I do not use twitter so the Kwantlen library being on twitter would not apply to me.
- I think it would be great to have a place where you can drop off book suggestions so the staff can look over the suggestions and decide if it would benefit the library to get a copy.
- I would like to use the Richmond campus library, but it's under renovation, I think it's a high priority to complete that ASAP.
- I would not follow Kwantlen Library on Twitter.
- It's for below, most of the people tend to have multiple handheld devices. The question should allow people to select multiple devices.
- Just able to follow the Kwantlen library on Twitter? What about other websites like facebook?
- Kwantlen Shore.
- Library Blackberry app - to search for books whenever.
- Maybe I will just ask my friends for places where they find books.
- More personalized librarian assistance.
- Not sure what you meant by that.
- On fb.
- Other means comfort of library, make it as our "third" place.
- Richmond library or downtown library.
- There should be [more computers available as well as] more aesthetically pleasing furniture to make the libraries more inviting. Following the library on Twitter would be unnecessary and only encourage more distraction for students.

Langley

- An ability to use All Flash Drives, Memory cards or anything else along that matter... Even if we could sync our laptops to the printers to send print jobs. That would be fantastic.
- It was an accident, and it won't let me unclick it.
- It was an accident.
- I would like the library to have a "James Cameron's Avatar" background, and have a lot of cool plants to decorate the library and even little pet animals to be in a room.
- Being able to do what I want!
- Computer courses and keyboard typing skills should be given in library to students who are weak in it or need help with it.
- Facebook would be good because I use it more than twitter.
- Perhaps it's good to link with Facebook due to the immense numbers of users.
- More educational movies related to our areas of study. Videos, DVD, vhs, etc.

Cloverdale

- I think the help and resources available make it easy to find and use resources available in the library.
- I like clicking things.

Appendix G: Other comments

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

Books

Total=11

Surrey

- Carry text books required in courses w/ high enrollment rates.
- It would also be greatly appreciated if there were [psychology journals and] Punjabi books.
- I think we could improve our book collection.
- Would like to see some more current books.
- Library should have more books.
- Overall the library is ok. Book [and database] resources could be expanded [and the computer/printer services should be maintained. Aesthetic appearance could be improved also, making the environment more comfortable to work in.]
- So far so good. But I would like more science/fantasy novels if you please.

Richmond

- We need more new chemistry and biology books.
- More books [and equipments like computer and printer. quiet study environment more study rooms longer open hour].
- Please have all paper books available online.

Langley

- More books in the Langley library, all the good books seem to be in Surrey or Richmond.

Databases/Journals

Total=4

Surrey

- Access to a wider variety of online journals would be helpful.
- It would also be greatly appreciated if there were psychology journals [and Punjabi books].
- Overall the library is ok. [Book and] database resources could be expanded [and the computer/printer services should be maintained. Aesthetic appearance could be improved also, making the environment more comfortable to work in.]
- More Journal articles provided online.

AV Equipment

Total=2

Surrey

- Allow students to borrow audiovisual equipment including laptops.
- Availability of laptops.

Computers

Total=43

Surrey

- Can you get some new keyboards in? Lately, I have been experiencing a lot of difficulties to find a computer with a functional keyboard.
- Get more computers!
- Have more computers available during break.

- I like the Surrey library a lot. There are [a lot of quiet places to study], ample computers [and the staff is really helpful. I would just like the weekend hours to be longer.]
- I personally feel it would be great if the library had more computers in quiet locations as the main ground floor area is extremely loud at time... [Overall, I am very pleased with the library.]
- I think adding some computers to the third floor quiet area would be helpful.
- I think computers at the library are slow when accessing the memory stick.
- If there can be wise use of computers in library instead of using for social networking.....
- Increase the number of computers and the time limits.
- Just computers in the group study rooms.
- Overall the library is ok. [Book and database resources could be expanded and] the computer/printer services should be maintained. [Aesthetic appearance could be improved also, making the environment more comfortable to work in.]
- MORE COMPUTERS
- More computers compatible with USBs, [more seating]
- More computers.
- Nope. I just hope more computers will be available for us to use.
- There should be more computers [and study rooms for group meetings].
- Hard to get a computer at the Surrey campus at some times.

Richmond

- I know the Richmond Campus is renovating. However I hope to see more computers available for use in the future. I went there January 18th around 5pm. I noticed that 4 computers were unavailable for use because they were broken, and only 2 computers were available- one that was reserved for 30 minute use, and the other for normal use. Had I arrived 15 minutes later I wouldn't have been able to complete my work.
- I would hope to see more computers at the Richmond Library when the renovations are complete as we recently (over the last year) lost the computer lab on the third floor, and when there were classes in the Library lab, there were no available computers for research, or simple, quick printing.
- The Richmond campus has less computers available in the library, so it's harder to find a free computer.
- You need updated computer programs if it is to be considered a University.
- There are too many people go to Kwantlen, so I think if possible, that we can get more computers!
- The Richmond campus needs more computers.
- The Richmond campus library should [more light, and] more computers. [The study area should be rearranged to be more study-motivating. There should be group-study rooms.]
- The Richmond campus should [expand its study spaces in the library or] add more computers because it is full at times
- More [meeting room,] computers [and printing station.]
- more [study room], more computers are available for students, and the computer lab need to have more space
- [More space and] more computers, [preferably printers as well] will be nice to have.
- [More desks for students to study and] more computers.
- More computers, [rooms and study area,] and power outlets for every desk space if I decide to use my own laptop
- More computers [and printers] would be helpful, especially during the middle of the day.
- more [books and] equipments like computer [and printer. quiet study environment more study rooms longer open hour]
- Please add some more computers. We pay so many fees in addition to our tuition. Richmond took out the third floor computer lab which only leaves one in the library.. and there still aren't enough there
- Perhaps more computers [and space to study]
- Need more computers at Richmond.
- Need [bigger hours], more computers, [and maybe more group research rooms]. Biggest problem is hours and lack of computers though.

- In order to improve the library, I would recommend more facilities and a bigger area (ie. more computers, [more printers and photocopiers, more study rooms/space]).
- Extend the computer lab in Richmond Campus.
- Computer lab space!!
- At the Richmond campus, more computers in lab, [more study space, less cramped study area seating with more privacy.]

Langley

- The library computers sometimes have issues with headphones; an individual may plug in a set of headphones and the computer will still make noise through its external speakers.
- ALLOW ALL FLASHDRIVES TO BE ABLE TO WORK ON THE COMPUTERS.

Cloverdale

- Need new computers. These computers are too slow.

Printing/Photocopying

Total=24

Surrey

- Allow students to have printing/photocopying services for free! That way, students will want to come to the library more often!
- Free printing. You can limit the number of pages though.
- [having the library open longer during weekdays (for ex at 6am especially during exams)] also printing should be cheaper
- I think they need to improve on printing facilities (making it less expensive) [and scanning and uploading electronic books so that we can be paperless.]
- If photocopying and print was cheaper it would be better for a lot of students.
- Lower printing rates.
- Make printing and photocopying large amounts of sheets cheaper.
- More printing machine.
- Need more black and white photocopiers in the Surrey library, they are very busy and always in use.
- Need to get rid of the printing and photocopy cost or least lower.
- Overall the library is ok. [Book and database resources could be expanded and] the computer/printer services should be maintained. [Aesthetic appearance could be improved also, making the environment more comfortable to work in.]
- Printing can get a little confusing and frustrating with line-ups and continuously having to re-stock money on my card.
- Reduce price for printing.

Richmond

- The photocopy is too expensive; it should be 5c per page.
- More [meeting room, computers and] printing station.
- Cheaper printing.
- In order to improve the library, I would recommend more facilities and a bigger area (ie. [more computers,] more printers and photocopiers, [more study rooms/space])
- More [computers and] printers would be helpful, especially during the middle of the day.
- More [books and] equipments like [computer and] printer. [Quiet study environment more study rooms longer open hour].
- [More space and more computers], preferably printers as well will be nice to have.
- Printing can be cheaper.
- Free photocopying if possible.

Langley

- I would like to be able to print off my lab top in the library.
- I would like the printing to be cheaper.

Study Rooms/General Study Space

Total=58

Surrey

- At the Surrey campus, I think it would be good to post the day's schedule for each study room outside of the corresponding room. This would let students know 1) if they needed to leave the room right after their time ends (ie- if another group is coming in right after) and 2) if the room is booked at all (ie- if students without a booking could use it).
- [Be open longer] and have the third floor look more appealing by getting better furniture (quiet study area).
- Expand on the general study room, and add more tables if possible. If a group does not have a room booked then it is quite difficult to find any workspace!
- Control the study rooms properly, and let the study groups get a priority before the single students. They book the room for 2 or more, but its just one person. The rooms should be checked physically.
- I think that more individual seating is always helpful. However I am quite satisfied with what I've seen/experienced.
- I think the 3rd floor of the library, should be better organized. This could be improved by setting up the tables and chairs nicely not like they were just thrown in there.
- Comfy chairs on the quiet floor, for relaxed reading.
- Improve overall library space dynamics. Make general spaces in library more accessible.
- It would be better if there was more tables because there have been times when I have gone into the library with some people and we can't get a table because they are all full, and all the study rooms were full.
- It would only improve the ambiance of the space to have more comfy chairs! Maybe a designated reading area where there are also foot rests? Please?
- [More computers compatible with USBs,] more seating.
- More study rooms at Surrey campus.
- More study space, I find people just go in with friends to sit between classes.
- PLEASE add more study room to the Surrey Library. They are always full and with all the group assignments, students need an area to talk and work on them, without disrupting other students
- [The construction going on at Richmond campus constantly is kind of a bummer. Since it takes away quiet study time before tests and quizzes.] I really enjoy the Surrey library its big and spacious, lots of room to study and research.
- The second and third floors of the Surrey library are very heavily used (a good thing) but it would be great to have more study carrels and/or easy chairs to accommodate more people.
- The sitting areas could be quartered off creating a more isolated environment from distraction when studying.
- There should be more [computers and] study rooms for group meetings.
- [This survey helps, please talk to students in the library. They will all tell you, wireless sucks because it is slow, no place to eat, later opening hours, better search engines to find proper articles, and] more study 'rooms' or large desks for group study.] I've been here for almost 4 years, those are the problems I've noticed.]
- How about more ergonomic reading chairs or workstations? Although I do commend you on the ones you currently have. [2] PLEASE PLEASE PLEASE...install some kind of water fountain!]
- [This survey helps, please talk to students in the library. They will all tell you, wireless sucks because it is slow, no place to eat, later opening hours, better search engines to find proper articles, and] more study 'rooms' or large desks for group study. [I've been here for almost 4 years, those are the problems I've noticed.]

Richmond

- Richmond library needs a LOT more study rooms.
- The Richmond campus should expand its study spaces in the library [or add more computers] because it is full at times.
- The Richmond campus library should more light, [and more computers]. The study area should be rearranged to be more study-motivating. There should be group-study rooms.
- The Richmond campus library (and campus in general) needs to be expanded.
- The Library should build more spaces for locating computers and study desks. Both aren't providing enough....
- The library needs to be much bigger.. it is simply too small.
- The library at the Richmond campus needs to be bigger...to accommodate all the students...
- Please get new chairs. Also, consider looking at the Richmond Brighthouse Public library study room as a model. Study rooms are separated from other areas of the library. Better lighting. Not too dark, but not too bright. [And this is a designate quiet area. Consider putting sign up "Quiet area".] At the Richmond public library, at Brighthouse and Ironwood, furniture in study room is more comfortable. Most times, I study at the public library due to factors above (instead of Kwantlen).
- more study room,[more computers] are available for students, and the computer lab need to have more space
- More space [and more computers, preferably printers as well] will be nice to have.
- More meeting room, [computers and printing station.]
- More group study areas or rooms.
- More desks for students to study [and more computers.]
- More couches and study areas are badly needed.
- More common study spaces, since there are quiet study spaces, it's also helpful to have study spaces where low level of noises are allowed, so students can ask questions without having to fight for a study room.
- [Maybe have 3 checkout counters open during rush hours. Reminds stupids to throw away their garbages instead of leaving them behind.] More Study Rooms.
- More comfortable seating in the Richmond library would be nice, the two couches are not enough
- More [computers], rooms and study area, and power outlets for every desk space if I decide to use my own laptop
- [more books and equipments like computer and printer. quiet study environment] more study rooms [longer open hour]
- Make. The library more comfortable, because there aren't any couches or somewhere to relax. The cafeteria is crowded, [and study areas are usually loud.] If there are going to be relaxing areas in the renovated library in Richmond, then I can't wait.
- Keep the group study areas away from the study corrals. More study corrals and perhaps a separate area for people with laptops, as they tend to have audio or close all the blinds and make it darker for those of us trying to study.
- I think there should be more private areas for single students.
- [I think that the only thing that is a little frustrating is the lack of quite space to be able to do homework] usually all the group rooms are filled up or booked.
- Perhaps [more computers and] space to study.
- Need [bigger hours, more computers, and] maybe more group research rooms. [Biggest problem is hours and lack of computers though.]
- In order to improve the library, I would recommend more facilities and a bigger area (ie. [more computers, more printers and photocopiers], more study rooms/space).
- Tables. I like the little study alcove/desks, but I find the privacy walls restrict the light. I only find this happens with the ones in the library.
- Renovations at Richmond library seem to be good overall, but there is a dire lack of couches.
- I prefer the older set-up of tables, although the library's not done yet so the tables might still be moved.

- Hurry up with construction please! and add tables for study not just cubicles.
- Comfortable seats would enhance the learning experience. Long hours of study with the current chairs does not give good ergonomics.
- At the Richmond campus, [more computers in lab], more study space, less cramped study area seating with more privacy.

Langley

- Add more space at the Langley library.
- Langley definitely needs more comfortable places to sit. the individual cubicles make it hard to study in pairs or groups of three - when a room is so closed off and segregated.
- More study rooms? [Better soundproofing areas... soundproof design. aka, have the quiet area around the corner (build a wall) so that they are further from the entrance.]
- I think the Langley Campus library needs to be a bit bigger. There aren't that many desks for people to work on unlike Surrey library
- The Langley library is very cramped by the service desk and printer. There are only a few larger tables to sit at. [Also, the computer room is quite loud at times with people playing music or speaking loudly across the room.]

Quiet Study Space

Total=29

Surrey

- [Again, the staff at the library are more than helpful and] again, the "quiet zone" needs to be policed more to ensure the quietness that area promises.
- I strongly recommended that Library should be quite area in all Level2 and level3. Mostly student do less group discussion and talking so loudly as they are sitting in Tim Horton etc. They should do their group study and also regard other students studying in the Library.
- Please enforce the complete Silent Study areas, frustrated with talking, phones ringing, during exam times!
- Have a security that will ensure quietness at all times.
- I hope that there will be stricter policy with regard to keeping the library quiet. Some students are very loud when they are in the library which is very disturbing.
- I would love it if someone would enforce the "talk quietly" rules like they do at other public libraries. It's quite maddening trying to work in here when large groups are practically yelling in the far corner.
- More quiet study areas since study rooms are usually booked.
- More quiet study space.
- [MORE STAFF on upper floors, mainly to protect us from theft and to] enforce quiet zone restrictions.]
- Quiet study areas, cleanliness.
- Reinforce the QUIET areas.
- Strict enforcement of quiet study areas.
- I think we should have a computer room where there should be no talking. And a quiet room for study where people cannot talk or use their computers and there are individual stations for people to sit and study.
- I like the Surrey library a lot. There are a lot of quiet places to study [, ample computers and the staff is really helpful. I would just like the weekend hours to be longer.]
- Some people make noise even when they know that they are disturbing other people.
- Surrey [and Richmond] libraries are great, I wish there were more resources in Richmond but I understand that it is a much smaller campus than Surrey. Quiet study in Surrey is my favourite, I use it a lot.

Richmond

- Richmond needs quiet area.
- The construction going on at Richmond campus constantly is kind of a bummer. Since it takes away quiet study time before tests and quizzes. [I really enjoy the Surrey library its big and spacious, lots of room to study and research.]
- [Please get new chairs. Also, consider looking at the Richmond Brighthouse Public library study room as a model. Study rooms are separated from other areas of the library. Better lighting. Not too dark, but not too bright.] And this is a designate quiet area. Consider putting sign up "Quiet area". [At the Richmond public library, at Brighthouse and Ironwood, furniture in study room is more comfortable. Most times, I study at the public library due to factors above (instead of Kwantlen).]
- More quiet study areas/tables to study on.
- [More books and equipments like computer and printer.] quiet study environment [more study rooms longer open hour]
- [Make. The library more comfortable, because there aren't any couches or somewhere to relax. The cafeteria is crowded, and] study areas are usually loud. If there are going to be relaxing areas in the renovated library in Richmond, then I can't wait.
- I think that the only thing that is a little frustrating is the lack of quite space to be able to do homework [usually all the group rooms are filled up or booked.]
- Have more quite study place with plug in for laptops will be better.
- Please make talkative people shut up. Even in the computer lab, some people are studying, others talking with friends over something fun online is very annoying. They can have fun at home.
- Once the construction is complete it might be better. I can NOT work with all that noise, either from machines or workers who don't realize that they are IN A LIBRARY!

Langley

- More study rooms? [Better soundproofing areas... soundproof design. aka, have the quiet area around the corner (build a wall) so that they are further from the entrant.]
- More quite rooms in Langley campus.
- Have quiet all around to study.
- More laptop outlets(the power input thingy), more of the enclose desks with seats for quiets studies like in Langley Campus for the Surrey Campus for the quiet study area.
- [The Langley library is very cramped by the service desk and printer. There are only a few larger table to sit at.] Also, the computer room is quite loud at time with people playing music or speaking loudly across the room.

Library Hours

Total=114

Surrey

- The hours of operation for sure please!
- Cut staff while simultaneously increasing hours of operation. The needs of library patrons are so limited that they can be fulfilled by a single employee.
- again as I stated earlier, I do believe many people who are more comfortable doing their research/studying outside of their own residence will appreciate the longer hours that they find at other universities, equally I think that Kwantlen should try and correct that as to offer their students with a very late night place to study.
- Aside from the 2 options given for Sundays hours, I think anytime between 10am and 10pm would be reasonable.
- Be open longer [and have the third floor look more appealing by getting better furniture(quiet study area).]
- Can library be open longer on Saturdays.
- Can we have 24hours service during the final time?

- During exams, I really think the library should have extended hours for studying.
- Extend hours during midterms and finals week.
- EXTEND library hours please! Thank you.
- EXTEND LIBRARY HOURS!!!
- Extend the hours of operation, especially on the weekend!!
- Extended hours on the weekends. Work towards having 24/7 hours of operation for the library.
- Friday evening hours.
- having the library open longer during weekdays (for ex at 6am especially during exams) [also printing should be cheaper]
- I believe the library should change the hours to earlier!! This would make a LARGE number of students happier!!! I have been attending KPU for almost 5 years...it is about time this change happens!
- I do not care about the Sunday hours for Surrey [and Richmond] libraries. There should be an Indifferent option.
- I don't go to campus on Saturdays or Sundays. Who does? Anyways, I wouldn't want to make the librarians stay until 11pm on a Sunday evening. That's horrendous. There are other library facilities that can accommodate students, otherwise, they can just go home at 6pm.
- I only want the library to be open for longer during the weekdays and also at the weekends. Students work and by the time we get off work we are unable to meet up at the school library as it is already closed. So often times we have to meet online and as a result we do not produce work of equal and quality caliber as each other.
- It would also be nice to see the main campuses ([Richmond and] Surrey) have their library hours aligned similarly to the hours of any other university, which are all open much later, 24 hours in some cases.
- It would also be helpful if the library was open on a 24 hour basis like many other universities
- [I am very impressed of our school library.] Especially when the closing times went till 11pm. If only the weekends were open longer. Or it would be a cool idea if one of the days such as a Friday, the library could be open all night long, such as the SFU Surrey study area. [Great Survey!]
- I think 10am-11pm on Sundays would be better than one or the other.
- I think hours for the library on a Sunday would be best at 11am to 8pm/10pm
- I think Kwantlen Library in Surrey should be 24 hours from Monday - Friday. It is a University not a college should be 24 hours like SFU.Thanks.
- I think students would benefit more having hours stay longer during the week.
- I wish all days for library were open till 11pm.
- I wish Surrey [and Langley] campus libraries were open on Saturday Sunday (longer hours as well) I work full time so it's hard to make it to the library early in the morning so it's difficult when it closes at 4pm on Saturdays and not open on Sundays.
- I would like it if the library could stay open longer.
- I would like to see Saturday and Sunday hours improved. As a student I resort to traveling to SFU Surrey to study on weekends because KPU does not accommodate my needs as well as other students in the same position as myself.
- I would love late-night hours. As I work during the day, night time is school time. It's also much quieter, which makes it a perfect time to get to real studying done. Even if you could try out a few "24-hour" times during exam week, that would be impressive. I realize that requires man-power, and may seem a waster if only a few people use it, but later night hours would be great (even midnight).
- I would not go to the library on Saturday or Sunday.
- If library hours on Sunday's are increased, then that would be great. All other services are great.
- [I think the Libraries of Kwantlen are very good but by adding few more things they can be prefect.] Library hours should be increased on weekends also.
- Just make the hours of operations longer for students who only have time late to study.
- KEEP IT OPEN UNTILL 11 PM ON WEEKDAYS.
- Keep the Surrey campus open till later if not 24 hours.
- Later hours on Sunday!

- Library should be open 24 hours and 7 days a week like SFU or I mean study area should be available 24 hours for students at Surrey campus.
- Longer hours for Surrey campus!
- Longer hours on Sundays.
- Longer hours!
- Longer hours.
- Love the idea for library open longer Sundays.
- My main concern are the hours. I feel I rarely use or want to use the library in the day time and I'm always finding somewhere to do my work or study at night. It would be very convenient to have it open late or 24/7 would even work better!
- Open longer on sundaes.
- Open Surrey later.
- Open the Surrey campus later.
- Opening hors should be longer on weekend.
- Please extend weekend library hours...10-6 pm ...would be good...early hours!! around 7-8 hours on weekends..
- Please make the library open 24hrs!!! I'll come every fucking day.
- Staying open on Saturday afternoons a bit longer - I was kicked out last Saturday at 4pm. I would Saturday mornings until 2 pm and Sunday I am not available in the mid-afternoons. So it would be nice to have the library open to 6 PM (nothing crazy late) on Saturdays.
- Sunday hours are little bit tight.
- Surrey campus library should open for more hours on Saturdays and Sundays.
- Surrey library needs to be open longer on weekdays.
- That is my main lack of satisfaction of the libraries. Not open for enough hours or at all on Friday-Sunday
- The extended library hours are one of the best changes that the library has made because it better accommodates students working hours.
- The hours of operation are great.
- The library could improve with longer hours of operation, for example 24 hours on weekdays, and until 11pm on weekends.
- The library provides a neutral and convenient place to meet when doing group work. Most of these meetings are scheduled for weekends so longer daytime hours on Sundays would be great.
- The library should be open longer on Sundays than either 10am - 6 pm or 1pm - 11pm. The library should be open the same hours as Monday to Friday.
- The Surrey campus should be open from 10am to 6pm. Then it would be the perfect library.
- They need to be open longer hours like SFU Surrey
- Try to keep it open 24/7 during exam periods.
- Yes the campus timing during the week also should be increased opening early and during the weekends.. 10 to 11p, sounds good.
- [I like the Surrey library a lot. there are a lot of quiet places to study, ample computers and the staff is really helpful.] I would just like the weekend hours to be longer.
- Needs to have longer operation hours ALL week!
- No, other than extending the library hours!
- [This survey helps, please talk to students in the library. They will all tell you, wireless sucks because it is slow, no place to eat,] later opening hours, [better search engines to find proper articles, and more study 'rooms' or large desks for group study. I've been here for almost 4 years, those are the problems I've noticed.]
- The 1 pm - 11 pm hours posited for [Richmond/] Surrey makes a lot of sense. Not a lot of people wake up early on Sundays and are more likely to sleep in, so the 1 pm opening time is perfect. The 11 pm closing time makes sense too because a lot of big projects are due the next day/morning. Also, 1-11 offers 10 solid hours of peace and quiet for me, whereas 10-6 only offers 8.

Richmond

- I do not care about the Sunday hours for [Surrey and] Richmond libraries. There should be an Indifferent option.
- It would also be nice to see the main campuses (Richmond [and Surrey]) have their library hours aligned similarly to the hours of any other university, which are all open much later, 24 hours in some cases.
- The campus itself should be opened longer, sometimes we have no place to work on our projects and the university is usually the only place to meet, because it's relatively quiet and has wifi, but they are not opened late.
- The 1 pm - 11 pm hours posited for Richmond/[Surrey] makes a lot of sense. Not a lot of people wake up early on Sundays and are more likely to sleep in, so the 1 pm opening time is perfect. The 11 pm closing time makes sense too because a lot of big projects are due the next day/morning. Also, 1-11 offers 10 solid hours of peace and quiet for me, whereas 10-6 only offers 8.
- Sunday hours are fine.
- Please have longer hours for Saturdays and Sundays.
- Open later on Saturdays as well on all campuses.
- Open hours should be longer.
- Longer Saturday hours.
- It would be nice to see the library open seven days a week.
- Increase library hours across the board.
- I would also like to see the libraries open later on Fridays and Saturdays. I believe that Kwantlen wants to encourage the enrollment of more mature students. Most of us work and our schedules are a bit more demanding than the average 20-something's.
- I think they can improve the library by opening it till midnight.
- I personally don't need the library open on weekends. As long as it is open weekdays during class hours that is good enough for me.
- I hope to see that Kwantlen would extend its hours till late as SFU and UBC so students have a place to study when their home is too noisy as public libraries don't open till late.
- I hope the library would be opening for longer times on weekends since I really love studying till late at night in the library.
- I hope the library can extend the office hours.
- How about Saturdays. I prefer on Saturdays school library can open later, like 10 p.m.
- How about 10am to 10pm for Saturday/Sunday hours? :)
- Although the Richmond library is available on Sundays, it is not available on Mon-Fri after 6pm. There are classes start at 7pm which means there is always a need for school library to operate for longer hours.
- [More books and equipments like computer and printer. quiet study environment more study rooms] longer open hour.
- Need bigger hours, [more computers, and maybe more group research rooms. Biggest problem is hours and lack of computers though.]
- If the Richmond campus opens on Sunday from 10am to 6pm I will go to school library to study every weekend. It is worth for me to study at school library unlike current operating hours.

Langley

- When there is so much available on line at home why make the librarians work on a Sunday. Not necessary.
- Vary hours of operations accordingly. For example, during exams, open earlier, or longer.
- SFU in Surrey has 24 use of study rooms with wifi. It would be nice if Kwantlen had extended hours that would allow students to make use of study rooms at odd times and around their work and home schedules.
- Please make this a priority. I am not the only one who is unhappy with the hours. Most importantly extend the hours when the library is most needed - the last four weeks in any semester. I have been kicked out so many times at 9.
- open later during the week

- Like previously stated they should be open every day and longer hours. There should also be 24 hour study rooms available around finals.
- Library hours of operation and study areas need to be improved.
- If the Langley library was open later on weekends I would use it.
- I would not use the Langley campus library on a Sunday because I live closer to the Surrey one but I imagine that others would find it useful to be open on Sunday for a couple hours.
- I would never expect the Library to be open until 11pm on a Sunday, however I don't like that the Langley campus is not open at all.
- I would extend the hours for Sundays at the Langley Campus, if they decide to open on Sundays, which is a good idea, to say: 12noon - 7pm.
- extended hours on Fridays/Saturdays would be useful.
- I strongly believe the library should be open on Sundays, even for a short period of time.
- I wish [Surrey and] Langley campus libraries were open on Saturday Sunday (longer hours as well) I work full time so it's hard to make it to the library early in the morning so it's difficult when it closes at 4pm on Saturdays and not open on Sundays.
- If I lived in Langley and used the Langley library, I would definitely use it if it were open on Sundays.
- I'm not a student at the Langley campus, nor can I get there easily, therefore I would not use it, but I support longer hours at the Library.
- Library hours should be extended on the Langley campus.
- I haven't been to the Langley Campus, if it is a nice location, I would definitely use it on Sundays.

Cloverdale

- Have the Cloverdale campus open on the weekends.
- They all generally stay longer or if just small study rooms where avail. until 11pm.
- I was surprised to find that the Cloverdale Campus is not open at all on Saturdays.

Employees

Total=13

Surrey

- Again, the staff at the library are more than helpful [and again, the "quiet zone" needs to be policed more to ensure the quietness that area promises.]
- I like the Surrey library a lot. [There are a lot of quiet places to study, ample computers and] the staff is really helpful. [I would just like the weekend hours to be longer.]
- Improve staff politeness (I get rude attitudes).
- MORE STAFF on upper floors, mainly to protect us from theft [and to enforce quiet zone restrictions.]
- One librarian is very unfriendly and not helpful. Very aggressive. Most others are fine. Consider that students are all types and ages and deserve both help and courtesy.
- Some of the checkout staff haven't been the nicest. They probably deal with a lot of stupidity every day but they could afford to be a little nicer.
- Staff should focus more on customer service since students are the main reason why they're working there in the first place.
- Staff to be more friendly.
- The staff are wonderful and very helpful.
- the Surrey library is efficient and extremely useful and also a pleasant environment to get work done please keep this up thank you
- Yes... In Surrey, I find the staff generally VERY UNHELPFUL. I think that the librarians and resource personnel know their jobs very well .unfortunately, for general questions about how to use the printers and other equipment we usually have to ask the counter staff.. and with only a few exceptions, they are not helpful. Most of them don't know how to use the printers properly, and when you ask them questions they look at you like you are speaking in a foreign tongue. Better training for your staff would be great. I should be able to ask about how to use the microfilm reader and they should know how to use it.. at least

just a little.. Which is more than they can now. I find myself helping people in the library all the time because the staff doesn't know the answer. Also, better use of space would be nice. For instance, in the microfilm room, having a table directly behind the reader sucks.

Richmond

- Nicer staff.

Langley

- I am very satisfied with [the resources at the library and] the assistance of the librarians in the Langley campus.

Cleanliness

Total=4

Surrey

- Better bathroom cleaning for men's washrooms.
- It could be cleaner to encourage long periods of study.
- Washrooms need to be a bit more hygienic and clean.

Richmond

- Clean up the washrooms regularly at the Richmond campus.

Other Comments

Total=139

Surrey

- [How about more ergonomic reading chairs or workstations? Although I do commend you on the ones you currently have.] 2) PLEASE PLEASE PLEASE...install some kind of water fountain!
- A slightly warmer temperature would be nice. When I'm in the library I often feel cold enough that I have to keep my jacket on. Otherwise only the lack of a vending machine inside the library for the ability to get a beverage without leaving is an issue I have.
- Air conditioning in the computer lab is quite cold on occasions, esp during winter.
- Because it's good.
- Can we please get a better phone reception in Surrey library!!!
- Desk lamps. Anything to absorb noise and to make it cheerier to spend those long hours there...different level lighting is much easier on the eyes. I get a lot of eye strain with the overheads.
- Electrical plugs in Quiet Study area. There aren't enough plugs at each table.
- Email everyone if there is a change of hours of operation
- Everything is good!
- Everything is well and good. There is nothing to improve.
- Faster inter library loans.
- Great job, I love the library.
- Have a suggestion box of a book you want?
- Help students be aware of the resources they have available within the library.
- I am satisfied with my overall experience with the library.
- I am very impressed of our school library. [Especially when the closing times went till 11pm. If only the weekends were open longer. Or it would be a cool idea if one of the days such as a Friday, the library could be open all night long, such as the SFU Surrey study area.] Great Survey!
- I like the new improvements and it has always been helpful when I needed it.
- I love the library it's great.
- I mentioned on the previous page.

- [I personally feel it would be great if the library had more computers in quiet locations as the main ground floor area is extremely loud at time...] Overall, I am very pleased with the library.
- I think they need to improve on printing facilities (making it less expensive) [and scanning and uploading electronic books so that we can be paperless.]
- I think the Libraries of Kwantlen are very good but by adding few more things they can be prefect. [Library hours should be increased on weekends also.]
- I would like to attend an orientation session as soon as possible.
- if possible more teachers rather than students in the learning centre, or 4th year+ students
- I'm very satisfied with the library services so far.
- It should smell like chocolate or cinnamon, not like silicon.
- Kwantlen library does NOT need to be on FB or twitter - it's silly. Also I like that the Surrey campus has the tutor center in the library and all the help in one spot.
- Library should be better monitored so students don't do things that they're not supposed to do in the library. (eating strong smelling food, talking to their friends, talking on the cell phones, watching movies on their laptops with the sound on high)
- Maybe it can be a break area for coffee or some snake, to refresh after hard-working.
- More fauna.
- My handheld device is currently a Windows7 Phone. My previous device was Android.
- N/A (3x)
- need better WI FI signal.
- Need's more \$1,000,000.00 sponsorships :)
- No (15x)
- No comments. (2x)
- No, overall it's well satisfied. Much better than others
- None. (2x)
- None as of now.
- None other than I have already stated. Thank you.
- None other than what has already been said.
- Not at this time.
- Nothing at all, library is great.
- Noting that I can think of. The library is doing great!
- Other than using the library for group study rooms I do not physically go there very often so any improvement to enhancing online services would be best.
- Overall it is a very nice library :)
- Overall the library is ok. [Book and database resources could be expanded and the computer/printer services should be maintained.] Aesthetic appearance could be improved also, making the environment more comfortable to work in.
- Overall service has been satisfactory.
- Should be able to access Kwantlen email using blackberry. I called IET and was told it is not possible
- Surrey and Richmond need more water fountains. Surrey only has one water fountain that is well hidden from all students. Students need water. When they get thirsty, the nearest water fountain are in the neighboring buildings. Even then, Kwantlen seems to "not" maintain their water fountains well; half of them don't seem to ever work. I find this really frustrating actually.
- Surrey [and Richmond] libraries are great, I wish there were more resources in Richmond but I understand that it is a much smaller campus than Surrey. [Quiet study in Surrey is my favourite, I use it a lot.]
- The ability to request interlibaray items for holding and sending from home on web. Would still have to use the staff and library to pick up stuff.
- The classes that first year instructor courses book for their students are really only helpful once, after you have taken them 5 or 7 times it is a little repetitive. Is it possible for students who have done the class more than 4 times to pass/ take the assignment & leave?
- The library has always been a great help for me. Thank you.

- The library is key to the success (and credibility) of any university; it need not attempt to be an office for everyone--with printing, photocopying and even internet services (beyond the location of journals). I really believe this. But what is key is stacks of books you can browse, a great room to be in with other studiers, quite or not really, so one can see a history of KW's own courses (note that medical info, for example, even out of date is fascinating), lots of current journals, periodicals, and approachable support staff who can talk you through all the systems, ways of searching, etc, and who can give tours and really function as the librarians they are trained to be.
- [The Richmond campus library needs to be expanded (which I did notice during the Fall 2010 semester).] I'm currently attending Kwantlen at the Surrey campus and I really love the library there. It's fantastic in terms of resources and space! I've never been to the Langley campus library, so I can't comment on that.
- The tutor learning center really needs an revolution. I don't know what kind of reward or payment system you guys have there. But many tutor I see that they just like to pretend the know everything in my course. And I just know they don't.
- The water on the fountain upstairs lacks pressure and water is always stale. It would be nice to have a water fountain where water is fresh and where one could refill one's bottle rather than drink off the fountain. A different type of dispenser would be appreciated.
- They need to install carpets on the 3rd floor. The place is cold and noise echos on that floor.
- This survey helps, please talk to students in the library. They will all tell you, wireless sucks because it is slow, no place to eat, [later opening hours], better search engines to find proper articles, and [more study 'rooms' or large desks for group study.] I've been here for almost 4 years, those are the problems I've noticed.
- This survey should ask students what campus they attend. I don't use the Langley campus so I will not use their library on Sunday but the students in Langley might want that and my response will skew the results.
- Turn the heat up on really cold days.
- Very good work is done there.
- Warmer running water in the bathrooms.
- Yes, I have a windows mobile 6.5 phone, you should also support this if you decide to come out with some 'app' thanks Karl'm
- I wish there are more decoration in the library. At the entrance of Surrey Campus library, there are a few art pieces that I really enjoy. I hope there are more art pieces in all Kwantlen libraries.

Richmond

- Yes make the lab sessions more interesting like a workshop and discussion instead of just lecture.
- The Richmond library is extremely cold, please, please, please do something about it.
- The late charges are ridiculous. Understandable if someone else needs them but in the case that a 4 dollar fashion magazine is late- it is beyond unreasonable to charge any more than the actual price of the item in late fees. And the notification system is preposterous. The first time I found out it was late was when I owed 16 dollars. No reminder that my book is due on that day, no buffer room (ie. Your item is due back today, please return it or late fees will start accumulating on your account in 2 days) AT MOST you should only be charged late fees up to the amount of the cost of the book, and those fees should be reduced to a small 'for library inconvenience fee' if/ when they are returned. There is no reason a 4 dollar magazine should be able to accumulate charges of 30 dollars and that this person may have their diploma withheld if they don't pay (btw there was a very valid and serious matter for which this book was not able to be returned on time)
- The computer lab needs more fresh air. It's too stuffy inside.
- The Richmond campus library needs to be expanded (which I did notice during the Fall 2010 semester). [I'm currently attending Kwantlen at the Surrey campus and I really love the library there. It's fantastic in terms of resources and space! I've never been to the Langley campus library, so I can't comment on that.]
- [Surrey and] Richmond libraries are great, I wish there were more resources in Richmond but I understand that it is a much smaller campus than Surrey. [Quiet study in Surrey is my favourite, I use it a lot.]
- Please improve the speed of internet.

- PLEASE block facebook off of the laptops and have a rule about those who are not doing work must leave the computers or bring their own laptop. As well, use of cellphones is very distracting in addition to crunchy food brought in. :)
- Offer more research advice seminars.
- Nope. (2x)
- None.
- No, I think I've already commented on any improvements I think could be done. Overall the libraries (Richmond & Surrey combined) are really good!
- No renovations to library doing school year, possibly do it in the summer time when there are less students attending school.
- No. (9x)
- N/A.
- Maybe have 3 checkout counters open during rush hours. Reminds stupids to throw away their garbages instead of leaving them behind. [More Study Rooms.]
- It is so loud right now. I know it's under construction right now but we can hear it all the way up on the third floor through all our classes. It so very distracting especially during exams and presentations.
- Invite professors and other professionals to lectures at the library.
- If there's a library or Kwantlen app for iPhone, it would be great.
- I would use my own personal lap top more often if there were more electrical outlets available.
- I would like to see an improvement in the "log in" mylibrary. When checking account or renewing...we continuously have to re-log in after accomplishing ONE task. It's annoying and sometimes students do not have time to log in over and over again just to accomplish something that would only take a few minutes to do. Please consider improving that part of the library. Thank-you.
- I think it was an extremely poor chose to have library construction during instruction hours. I have found the noise from construction at the Richmond campus library to be very disruptive.
- I hope the magazines can be borrowed for 5 days instead of 3 days.
- I have returned books but they were not signed out of my name, please educate staff on doing this properly.
- I don't really have any comments because I only go to the library on my study breaks during the week & not on weekends
- Hope we can have extended time for borrowing the book (longer time period)
- For checking out books, like other universities, students should be able to renew the item as many times as they want, with exception of book placed on hold.
- Finish the renovations already please.
- Finish the renovations quickly as possible because I think students are reluctant to use the library to study in right now because of possible noise.
- Finish the construction work going on in the library FASTER :).
- Do renovations during the summer where there are less students rather than fall semester.
- Development of an intercampus library search engine within the campus that uses a computer/s to find books quickly when in rush or just normally, in addition, one can enter any information (i.e. title, subject, author, year, etc...) of the book to find it quickly.
- 2hour loans of resource books, maybe it could be longer because sometimes I couldn't finish what I need/rushed my studies that I have to do.

Langley

- Upgrading the book shelves and general furniture, it is 2011 you know?
- The only big problem I have is being able to search and FIND a book. Also you need more or new ink for your recites because it's like reading through parchment paper. Or just new recite machines.
- OVERALL I THINK THE LIBRARY IS A GREAT PLACE TO BE IF YOU WANT QUIET LEARNING OR BROWSING TIME
- None that I can think of.
- None.

- No everything is great. Keep up the good work.
- Most days the Langley library is the best place to get work done. It is typically less crowded and therefore less noisy compared to the Surrey campus library.
- More in Langley!
- Langley should be utilized as a university facility more than it is...
- Keep up the dedication - it really makes a big difference!
- I would like the library to have a "James Cameron's Avatar" background, and have a lot of cool plants to decorate the library and even little pet animals to be in a room.
- I honestly brag to my friends at other universities about how awesome Kwantlen's library is.
- I am very satisfied with the resources at the library [and the assistance of the librarians in the Langley campus.]
- Enlarge the general area where the computers are and put a buffer or something so the noise level doesn't bother those who are studying.
- Are there any drop-in orientation sessions at the beginning of each semester for new students?

Appendix H: Detailed Frequencies - Importance of Library Resources

Print book collection

	Frequency	Percent
Very unimportant	56	2.4
Unimportant	37	1.6
Neither important nor unimportant	178	7.8
Important	752	32.8
Very important	920	40.1
N/A Have not used	353	15.4
Total	2296	100.0
Missing System	15	
Total	2311	

Electronic book collection

	Frequency	Percent
Very unimportant	58	2.5
Unimportant	35	1.5
Neither important nor unimportant	205	8.9
Important	648	28.2
Very important	882	38.4
N/A Have not used	466	20.3
Total	2294	100.0
Missing System	17	
Total	2311	

Print periodicals (magazines, newspapers, journals)

	Frequency	Percent
Very unimportant	54	2.4
Unimportant	74	3.2
Neither important nor unimportant	301	13.2
Important	802	35.1
Very important	652	28.5
N/A Have not used	401	17.6
Total	2284	100.0
Missing System	27	
Total	2311	

Online periodicals (magazines, newspapers, journals)

	Frequency	Percent
Very unimportant	59	2.6
Unimportant	29	1.3
Neither important nor unimportant	169	7.4
Important	612	26.7
Very important	1153	50.4
N/A Have not used	266	11.6
Total	2288	100.0
Missing System	23	
Total	2311	

Online research databases

	Frequency	Percent
Very unimportant	67	2.9
Unimportant	12	.5
Neither important nor unimportant	71	3.1
Important	431	18.8
Very important	1558	68.1
N/A Have not used	148	6.5
Total	2287	100.0
Missing System	24	
Total	2311	

Data and statistical resources

	Frequency	Percent
Very unimportant	57	2.5
Unimportant	36	1.6
Neither important nor unimportant	189	8.3
Important	634	27.8
Very important	922	40.5
N/A Have not used	440	19.3
Total	2278	100.0
Missing System	33	
Total	2311	

DVD and video collection

	Frequency	Percent
Very unimportant	52	2.3
Unimportant	141	6.2
Neither important nor unimportant	422	18.5
Important	621	27.2
Very important	346	15.1
N/A Have not used	704	30.8
Total	2286	100.0
Missing System	25	
Total	2311	

Online streaming videos

	Frequency	Percent
Very unimportant	51	2.2
Unimportant	121	5.3
Neither important nor unimportant	424	18.6
Important	553	24.2
Very important	425	18.6
N/A Have not used	707	31.0
Total	2281	100.0
Missing System	30	
Total	2311	

Audiovisual equipment (Computers on Wheels, DVD players, etc.)

	Frequency	Percent
Very unimportant	50	2.2
Unimportant	124	5.4
Neither important nor unimportant	326	14.3
Important	567	24.9
Very important	553	24.2
N/A Have not used	661	29.0
Total	2281	100.0
Missing System	30	
Total	2311	

Subject guides on the Library website

	Frequency	Percent
Very unimportant	61	2.7
Unimportant	43	1.9
Neither important nor unimportant	201	8.8
Important	737	32.2
Very important	1000	43.7
N/A Have not used	246	10.8
Total	2288	100.0
Missing System	23	
Total	2311	

Library citation style guides

	Frequency	Percent
Very unimportant	70	3.1
Unimportant	26	1.1
Neither important nor unimportant	139	6.1
Important	593	25.9
Very important	1270	55.5
N/A Have not used	189	8.3
Total	2287	100.0
Missing System	24	
Total	2311	

Appendix I: Detailed Frequencies - Satisfaction with Library Resources

Print book collection

	Frequency	Percent
Very unsatisfied	33	1.4
Unsatisfied	100	4.4
Neither satisfied nor unsatisfied	262	11.4
Satisfied	1046	45.7
Very satisfied	461	20.1
N/A Have not used	388	16.9
Total	2290	100.0
Missing System	21	
Total	2311	

Electronic books

	Frequency	Percent
Very unsatisfied	28	1.2
Unsatisfied	91	4.0
Neither satisfied nor unsatisfied	323	14.1
Satisfied	874	38.3
Very satisfied	311	13.6
N/A Have not used	656	28.7
Total	2283	100.0
Missing System	28	
Total	2311	

Print periodicals (magazines, newspapers, journals)

	Frequency	Percent
Very unsatisfied	22	1.0
Unsatisfied	77	3.4
Neither satisfied nor unsatisfied	337	14.9
Satisfied	888	39.2
Very satisfied	399	17.6
N/A Have not used	543	24.0
Total	2266	100.0
Missing System	45	
Total	2311	

Online periodicals (magazines, newspapers, journals)

	Frequency	Percent
Very unsatisfied	26	1.1
Unsatisfied	113	5.0
Neither satisfied nor unsatisfied	286	12.6
Satisfied	928	40.7
Very satisfied	543	23.8
N/A Have not used	382	16.8
Total	2278	100.0
Missing System	33	
Total	2311	

Online article index/research databases

	Frequency	Percent
Very unsatisfied	30	1.3
Unsatisfied	115	5.1
Neither satisfied nor unsatisfied	246	10.8
Satisfied	963	42.4
Very satisfied	677	29.8
N/A Have not used	239	10.5
Total	2270	100.0
Missing System	41	
Total	2311	

Data and statistical resources

	Frequency	Percent
Very unsatisfied	24	1.1
Unsatisfied	72	3.2
Neither satisfied nor unsatisfied	359	15.7
Satisfied	800	35.1
Very satisfied	370	16.2
N/A Have not used	657	28.8
Total	2282	100.0
Missing System	29	
Total	2311	

DVD and video collection

	Frequency	Percent
Very unsatisfied	16	.7
Unsatisfied	85	3.7
Neither satisfied nor unsatisfied	441	19.4
Satisfied	512	22.6
Very satisfied	213	9.4
N/A Have not used	1001	44.1
Total	2268	100.0
Missing System	43	
Total	2311	

Online streaming videos

	Frequency	Percent
Very unsatisfied	22	1.0
Unsatisfied	71	3.1
Neither satisfied nor unsatisfied	420	18.4
Satisfied	512	22.5
Very satisfied	205	9.0
N/A Have not used	1047	46.0
Total	2277	100.0
Missing System	34	
Total	2311	

Audiovisual equipment (Computers on Wheels, DVD players, etc.)

	Frequency	Percent
Very unsatisfied	21	.9
Unsatisfied	59	2.6
Neither satisfied nor unsatisfied	351	15.4
Satisfied	610	26.8
Very satisfied	304	13.4
N/A Have not used	930	40.9
Total	2275	100.0
Missing System	36	
Total	2311	

Subject guides on the Library website

	Frequency	Percent
Very unsatisfied	24	1.1
Unsatisfied	58	2.5
Neither satisfied nor unsatisfied	302	13.3
Satisfied	950	41.7
Very satisfied	588	25.8
N/A Have not used	354	15.6
Total	2276	100.0
Missing System	35	
Total	2311	

Library citation style guides

	Frequency	Percent
Very unsatisfied	27	1.2
Unsatisfied	58	2.6
Neither satisfied nor unsatisfied	218	9.6
Satisfied	895	39.5
Very satisfied	825	36.4
N/A Have not used	242	10.7
Total	2265	100.0
Missing System	46	
Total	2311	

Overall satisfaction with the Library's resources

	Frequency	Percent
Very unsatisfied	31	1.4
Unsatisfied	59	2.6
Neither satisfied nor unsatisfied	236	10.4
Satisfied	1169	51.5
Very satisfied	656	28.9
N/A Have not used	119	5.2
Total	2270	100.0
Missing System	41	
Total	2311	

Appendix J: Detailed Frequencies - Importance of Library Facilities & Services

Library hours of operation

	Frequency	Percent
Very unimportant	48	2.3
Unimportant	14	.7
Neither important nor unimportant	87	4.1
Important	552	25.9
Very important	1414	66.4
N/A Have not used	16	.8
Total	2131	100.0
Missing System	180	
Total	2311	

Library cleanliness

	Frequency	Percent
Very unimportant	49	2.3
Unimportant	26	1.2
Neither important nor unimportant	99	4.6
Important	780	36.6
Very important	1160	54.5
N/A Have not used	16	.8
Total	2130	100.0
Missing System	181	
Total	2311	

General study space

	Frequency	Percent
Very unimportant	49	2.3
Unimportant	16	.8
Neither important nor unimportant	56	2.6
Important	538	25.3
Very important	1440	67.7
N/A Have not used	27	1.3
Total	2126	100.0
Missing System	185	
Total	2311	

Quiet area to study

	Frequency	Percent
Very unimportant	49	2.3
Unimportant	22	1.0
Neither important nor unimportant	85	4.0
Important	411	19.3
Very important	1534	72.1
N/A Have not used	26	1.2
Total	2127	100.0
Missing System	184	
Total	2311	

Group study rooms

		Frequency	Percent
	Very unimportant	47	2.2
	Unimportant	37	1.7
	Neither important nor unimportant	167	7.9
	Important	562	26.4
	Very important	1197	56.3
	N/A Have not used	115	5.4
	Total	2125	100.0
Missing	System	186	
Total		2311	

Availability of computers

		Frequency	Percent
	Very unimportant	46	2.2
	Unimportant	35	1.6
	Neither important nor unimportant	116	5.5
	Important	543	25.6
	Very important	1351	63.6
	N/A Have not used	34	1.6
	Total	2125	100.0
Missing	System	186	
Total		2311	

Reference service desk hours

		Frequency	Percent
	Very unimportant	38	1.8
	Unimportant	41	1.9
	Neither important nor unimportant	270	12.7
	Important	921	43.4
	Very important	745	35.1
	N/A Have not used	106	5.0
	Total	2121	100.0
Missing	System	190	
Total		2311	

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

		Frequency	Percent
	Very unimportant	42	2.0
	Unimportant	34	1.6
	Neither important nor unimportant	228	10.7
	Important	810	38.1
	Very important	861	40.5
	N/A Have not used	151	7.1
	Total	2126	100.0
Missing	System	185	
Total		2311	

“Ask Away” chat reference service

		Frequency	Percent
	Very unimportant	43	2.0
	Unimportant	83	3.9
	Neither important nor unimportant	413	19.4
	Important	480	22.6
	Very important	422	19.8
	N/A Have not used	686	32.3
	Total	2127	100.0
Missing	System	184	
Total		2311	

Assistance by audiovisual services staff

		Frequency	Percent
	Very unimportant	42	2.0
	Unimportant	76	3.6
	Neither important nor unimportant	396	18.7
	Important	546	25.8
	Very important	366	17.3
	N/A Have not used	690	32.6
	Total	2116	100.0
Missing	System	195	
Total		2311	

Assistance by checkout counter staff

		Frequency	Percent
	Very unimportant	38	1.8
	Unimportant	33	1.6
	Neither important nor unimportant	251	11.9
	Important	912	43.1
	Very important	736	34.8
	N/A Have not used	145	6.9
	Total	2115	100.0
Missing	System	196	
Total		2311	

Inter-campus loan service

		Frequency	Percent
	Very unimportant	44	2.1
	Unimportant	37	1.7
	Neither important nor unimportant	239	11.3
	Important	545	25.7
	Very important	735	34.6
	N/A Have not used	523	24.6
	Total	2123	100.0
Missing	System	188	
Total		2311	

Interlibrary loan service

	Frequency	Percent
Very unimportant	42	2.0
Unimportant	43	2.0
Neither important nor unimportant	245	11.6
Important	523	24.7
Very important	732	34.6
N/A Have not used	530	25.1
Total	2115	100.0
Missing System	196	
Total	2311	

Availability of audiovisual equipment

	Frequency	Percent
Very unimportant	45	2.1
Unimportant	53	2.5
Neither important nor unimportant	373	17.7
Important	524	24.9
Very important	474	22.5
N/A Have not used	637	30.2
Total	2106	100.0
Missing System	205	
Total	2311	

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

	Frequency	Percent
Very unimportant	87	4.1
Unimportant	145	6.8
Neither important nor unimportant	418	19.7
Important	614	28.9
Very important	525	24.7
N/A Have not used	333	15.7
Total	2122	100.0
Missing System	189	
Total	2311	

30 minute personal research consultation with a librarian

	Frequency	Percent
Very unimportant	61	2.9
Unimportant	117	5.5
Neither important nor unimportant	375	17.7
Important	501	23.6
Very important	437	20.6
N/A Have not used	630	29.7
Total	2121	100.0
Missing System	190	
Total	2311	

Printing

		Frequency	Percent
	Very unimportant	51	2.4
	Unimportant	13	.6
	Neither important nor unimportant	88	4.1
	Important	518	24.4
	Very important	1376	64.8
	N/A Have not used	79	3.7
	Total	2125	100.0
Missing	System	186	
Total		2311	

Photocopying

		Frequency	Percent
	Very unimportant	51	2.4
	Unimportant	15	.7
	Neither important nor unimportant	92	4.4
	Important	555	26.3
	Very important	1307	61.8
	N/A Have not used	94	4.4
	Total	2114	100.0
Missing	System	197	
Total		2311	

Appendix K: Detailed Frequencies - Satisfaction with Library Facilities & Services

Library hours of operation

		Frequency	Percent
	Very unsatisfied	65	3.1
	Unsatisfied	174	8.2
	Neither satisfied nor unsatisfied	169	8.0
	Satisfied	991	46.7
	Very satisfied	698	32.9
	N/A Have not used	27	1.3
	Total	2124	100.0
Missing	System	187	
Total		2311	

Library cleanliness

		Frequency	Percent
	Very unsatisfied	33	1.6
	Unsatisfied	66	3.1
	Neither satisfied nor unsatisfied	175	8.2
	Satisfied	1057	49.8
	Very satisfied	765	36.1
	N/A Have not used	26	1.2
	Total	2122	100.0
Missing	System	189	
Total		2311	

General study space

		Frequency	Percent
	Very unsatisfied	56	2.6
	Unsatisfied	203	9.6
	Neither satisfied nor unsatisfied	241	11.4
	Satisfied	1000	47.1
	Very satisfied	569	26.8
	N/A Have not used	52	2.5
	Total	2121	100.0
Missing	System	190	
Total		2311	

Quiet area to study

		Frequency	Percent
	Very unsatisfied	80	3.8
	Unsatisfied	243	11.5
	Neither satisfied nor unsatisfied	233	11.0
	Satisfied	915	43.2
	Very satisfied	581	27.4
	N/A Have not used	68	3.2
	Total	2120	100.0
Missing	System	191	
Total		2311	

Group study rooms

		Frequency	Percent
	Very unsatisfied	54	2.6
	Unsatisfied	190	9.0
	Neither satisfied nor unsatisfied	247	11.7
	Satisfied	881	41.6
	Very satisfied	488	23.1
	N/A Have not used	257	12.1
	Total	2117	100.0
Missing	System	194	
Total		2311	

Availability of computers

		Frequency	Percent
	Very unsatisfied	71	3.3
	Unsatisfied	220	10.4
	Neither satisfied nor unsatisfied	327	15.4
	Satisfied	922	43.5
	Very satisfied	490	23.1
	N/A Have not used	91	4.3
	Total	2121	100.0
Missing	System	190	
Total		2311	

Reference service desk hours

		Frequency	Percent
	Very unsatisfied	23	1.1
	Unsatisfied	32	1.5
	Neither satisfied nor unsatisfied	284	13.5
	Satisfied	1034	49.0
	Very satisfied	475	22.5
	N/A Have not used	262	12.4
	Total	2110	100.0
Missing	System	201	
Total		2311	

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

		Frequency	Percent
	Very unsatisfied	23	1.1
	Unsatisfied	30	1.4
	Neither satisfied nor unsatisfied	271	12.8
	Satisfied	883	41.7
	Very satisfied	523	24.7
	N/A Have not used	388	18.3
	Total	2118	100.0
Missing	System	193	
Total		2311	

“Ask Away” chat reference service

		Frequency	Percent
	Very unsatisfied	21	1.0
	Unsatisfied	23	1.1
	Neither satisfied nor unsatisfied	294	13.9
	Satisfied	517	24.4
	Very satisfied	256	12.1
	N/A Have not used	1007	47.5
	Total	2118	100.0
Missing	System	193	
Total		2311	

Assistance by audiovisual services staff

		Frequency	Percent
	Very unsatisfied	19	.9
	Unsatisfied	18	.9
	Neither satisfied nor unsatisfied	308	14.6
	Satisfied	510	24.1
	Very satisfied	241	11.4
	N/A Have not used	1017	48.1
	Total	2113	100.0
Missing	System	198	
Total		2311	

Assistance by checkout counter staff

		Frequency	Percent
	Very unsatisfied	19	.9
	Unsatisfied	34	1.6
	Neither satisfied nor unsatisfied	272	12.9
	Satisfied	857	40.5
	Very satisfied	568	26.9
	N/A Have not used	365	17.3
	Total	2115	100.0
Missing	System	196	
Total		2311	

Intercampus loan service

		Frequency	Percent
	Very unsatisfied	24	1.1
	Unsatisfied	34	1.6
	Neither satisfied nor unsatisfied	260	12.3
	Satisfied	607	28.6
	Very satisfied	365	17.2
	N/A Have not used	832	39.2
	Total	2122	100.0
Missing	System	189	
Total		2311	

Interlibrary loan service

		Frequency	Percent
	Very unsatisfied	29	1.4
	Unsatisfied	39	1.8
	Neither satisfied nor unsatisfied	279	13.2
	Satisfied	571	27.0
	Very satisfied	320	15.2
	N/A Have not used	873	41.4
	Total	2111	100.0
Missing	System	200	
Total		2311	

Availability of audiovisual equipment

		Frequency	Percent
	Very unsatisfied	19	.9
	Unsatisfied	18	.9
	Neither satisfied nor unsatisfied	318	15.1
	Satisfied	534	25.4
	Very satisfied	261	12.4
	N/A Have not used	955	45.4
	Total	2105	100.0
Missing	System	206	
Total		2311	

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

		Frequency	Percent
	Very unsatisfied	33	1.6
	Unsatisfied	51	2.4
	Neither satisfied nor unsatisfied	394	18.6
	Satisfied	682	32.3
	Very satisfied	395	18.7
	N/A Have not used	559	26.4
	Total	2114	100.0
Missing	System	197	
Total		2311	

30 minute personal research consultation with a librarian

		Frequency	Percent
	Very unsatisfied	17	.8
	Unsatisfied	21	1.0
	Neither satisfied nor unsatisfied	305	14.5
	Satisfied	445	21.1
	Very satisfied	254	12.0
	N/A Have not used	1068	50.6
	Total	2110	100.0
Missing	System	201	
Total		2311	

Printing

		Frequency	Percent
	Very unsatisfied	55	2.6
	Unsatisfied	129	6.1
	Neither satisfied nor unsatisfied	214	10.1
	Satisfied	883	41.8
	Very satisfied	646	30.6
	N/A Have not used	183	8.7
	Total	2110	100.0
Missing	System	201	
Total		2311	

Photocopying

		Frequency	Percent
	Very unsatisfied	46	2.2
	Unsatisfied	106	5.1
	Neither satisfied nor unsatisfied	223	10.6
	Satisfied	871	41.5
	Very satisfied	636	30.3
	N/A Have not used	217	10.3
	Total	2099	100.0
Missing	System	212	
Total		2311	

Overall satisfaction with the Library's facilities and services

		Frequency	Percent
	Very unsatisfied	24	1.1
	Unsatisfied	49	2.3
	Neither satisfied nor unsatisfied	187	9.0
	Satisfied	1169	56.0
	Very satisfied	599	28.7
	N/A Have not used	59	2.8
	Total	2087	100.0
Missing	System	224	
Total		2311	