REPORT ON SURVEY ON USE OF COMPUTING FACILITIES IN NTU LIBRARIES

INTRODUCTION

The aim of the survey is to gather statistics and feedback on use of computing equipment and library vs non library spaces by undergraduate students. The survey was conducted between 25 September and 3 October 2014.

The locations identified for the survey were the LWN Library, the two reading rooms at the entrance (not managed by the Library), the Student Activities Centre and the Business Library. We had a total of 262 respondents.

METHODOLOGY

The survey comprising 10 multiple choice questions was created using the campus survey tool. We set a target to attain 250 responses.

Three student assistants were rostered to go around the locations identified to get undergraduate students to fill in the online survey questions with the use of ipads. LPD supplied pens sponsored by vendors for events to be given to the participants.

RESULTS

Question 1: Do you use the individual computers in the Library?

The majority of 223 (85%) respondents used the individual computers in the Library while 39 (15%) did not use the computers at all.
**Question 2: How often do you use the computers in the Library?**

From the 223 respondents, the majority of 134 (60%) used the individual computers a few days a week, while the second highest number of 49 (22%) respondents used them a few days a month.

Only 31 (14%) used the computers on a daily basis while 9 (4%) used them a few times a year.

**Question 3: What do you use the computers for?**  
*(Respondents could select multiple choices for this question)*

As to how the computers are used, the majority of 178 responses used them for course related internet access (e.g. search for articles, access NTULearn), while the second highest number of 127 responses used them for printing course notes.

91 responses used them for personal use (e.g social media or email) while the lowest number of 68 responses used them for course related software access (e.g. excel, word, ppt)

**Question 4: Why do you not bring your laptop to use in the Library?**  
*(Respondents could select multiple choices for this question)*

The majority of 175 responses found it too heavy / inconvenient to bring laptops around while 49 responses preferred to work on the bigger monitors.

The remaining 31 responses had other reasons such as not owning a laptop or the necessary software to do their assignments.

Additional comments on why they did not bring their laptops included poor wireless access speed in the library and ease of printing using network printers.
**Question 5:** How often do you use Express Computers that do not require a login to do a quick task, for example, look up a call number or check your course schedule?

The majority of 169 (64.5%) respondents rarely or never use the Express Computers while 62 (23.7%) occasionally do and the remaining 31 (11.8%) often use them.

**Question 6:** Which of the other facilities do you use in the Library?
*(Respondents could select multiple choices for this question)*

From the 207 responses who used the facilities, 69 used the pods with smartboards, 66 used the pods with big monitors, 57 used the dual/triple screen monitor computers, and the rest of the 15 used the Recording Room.

118 responses did not use any of the facilities.

**Question 7:** How often do you use these other facilities?

For those who used the facilities in question 6, the majority of 72 (50%) respondents used the facilities a few days a month, with the second highest number of 38 (26.4%) respondents using them only a few days a year.

The remaining 29 (20.1%) used the facilities a few days a week and only 5 (3.5%) used them daily.

**Question 8:** Where do you prefer to study?

The majority of 146 (55.7%) respondents preferred to study in the Library while 78 (29.8%) did not have a preference between the Library and other study spaces, and the remaining 38 (14.5%) chose study spaces outside the Library.
Question 9: If you prefer the Library, why?
(Respondents could select multiple choices for this question)

The majority of 105 responses liked the quiet areas, while 58 found it convenient to have the library resources and services nearby. 47 wanted to use the computing equipment and specialised facilities such as the pods and recording room. The remaining 28 responses used the Library for the collaborative areas.

Question 10: If you prefer other study spaces, why?
(Respondents could select multiple choices for this question)

The majority of 25 responses liked the relaxed environment, 12 were for more study spaces outside the Library while 10 selected the option on spaces that were closer to their schools, hostels or canteens.

SUMMARY

The majority of respondents use the individual computers in the library and they do so a few times a week. They do not bring their laptops as they are too heavy to carry around and computers in the Library have bigger screen monitors, they do not have the necessary software installed, they prefer to work on larger monitors or the wireless access is not stable.

As for express computers, the majority of the respondents rarely or do not use them at all.

As to the choice of study spaces, the majority of respondents preferred Library spaces over other spaces around the campus. Reasons include availability of airconditioning, comfortable chairs, computers and collaborative spaces.