



BRITISH COLUMBIA  
INSTITUTE OF TECHNOLOGY

# 2015 BCIT LIBRARY SERVICES STUDENT SURVEY



June 2015

Prepared by BCIT Institutional  
Research Office

Contents

Preface..... 1

Executive Summary ..... 2

    Key Findings ..... 2

Introduction ..... 3

    Survey Objectives ..... 3

    Survey Design ..... 3

    Survey Methodology ..... 4

    Survey Population and Response Rate ..... 4

    Representativeness of Respondents ..... 4

Results ..... 5

    Notes on the Data Analysis ..... 5

    Overview of Results ..... 5

    1. Demographic Profile of Respondents ..... 8

    2. BCIT Libraries Use ..... 9

    3. The Library and Student Experience ..... 12

    4. Communication Technology ..... 17

    5. Library Technology ..... 18

    6. Library Resources and Research Help ..... 24

    7. Library Services ..... 27

    8. Library Collections ..... 30

    9. Final Comments ..... 33

Survey Instrument ..... 35

## Preface

---

The 2015 BCIT Library Services Student Survey was designed to explore BCIT students' practices, preferences, and needs with regard to the Library Services' technologies and resources<sup>1</sup>. Identifying students' experience and expectations, tracked systematically over time, is highly important in order to best meet their needs. The previous BCIT Library Services Student Survey was administered in 2012, of which results have been used by the BCIT Library Services to focus on the areas that had room for improvement and make appropriate changes accordingly, where possible.

In parallel to the technological progresses in recent years, the means of students' academic activities and research have become diversified, such as the ways they find, access, preserve, retrieve, and disseminate information and knowledge. Online education systems have made open educational resources available, including streamed videos and digital simulations. While digital technologies offer new learning tools to students, they also affect the way they interact with their peers and instructors. "Informal" channels of communication and information dissemination, such as wikis, blogs, Twitter, Facebook, and LinkedIn are gaining importance. One aspect common to all of the technological changes is the empowerment of the individual user. Thus, like in many areas, the Library users' preferences and expectations are consistently changing in light of the technological changes surrounding them. The 2015 survey questionnaire was revised to include changes in networking tools, technological tools and devices offered to students by the Library, and in archives and collections that are associated with changing research methods, data preservation, and information dissemination.

The 2012 survey also provided some solid evidence that while technological changes bring new ways of scholarly communication and research, traditional sources such as print books, journals, and textbooks are still relevant and crucial. For the foreseeable future available scholarly communication tools will remain a blend of digital and physical. Understanding the changing nature of this type of communication due to technological developments is critical for educational institutions and service providers in finding ways to support the parties involved in the communication (researchers, students, and instructors) and thus meeting their needs and expectations.

Facilitating and promoting the use of library resources and encouraging BCIT students to use these resources is something that each of the BCIT Library staff members has a certain level of responsibility for in order to improve students' experience. Therefore, while maintaining and improving the already available resources, additional resources have been and will be provided to meet the changing needs and expectations of the users. It is hoped that the results of the 2015 survey cycle reported here will help the BCIT Library Services to identify the areas that need improvement and to further excel in providing services to all users.

---

<sup>1</sup> "Library resources" refers to BCIT Library collections, services and facilities, including the BCIT Library website and online resources, BCIT Archives, and resources training and instruction provided by the BCIT Library Services to both employees and students.

## Executive Summary

---

The 2015 BCIT Library Services Student Survey was designed to measure BCIT students' perceptions of the BCIT Library Services on a range of areas. The questionnaire topics were built upon the previous BCIT Library Student Survey of 2012 and in consultation with the Library Services Planning Committee. The survey was administered online to two cohorts; the first cohort was surveyed from February 6 to 27, 2015, and the second from February 23 to March 23, 2015. Each cohort consisted of a 25% proportionate random sample of the BCIT student population. A total of 8,190 students were successfully delivered the survey participation invitation. There were 1,412 valid responses, yielding a 17.2% response rate, which was slightly higher than the 2012 response rate of 16.9%.

Overall survey results focus the Library's attention where user "awareness", "usage", and "satisfaction" were rated high or low based on the valid response scale. The report presents the results at the Institute level.

Survey analysis and subsequent results reported in this document focus on:

- Students' usage of the BCIT Libraries
- Students' awareness of the Library resources
- Frequency of students' use of the Library resources
- Students' satisfaction with the Library resources
- Students' suggestions for possible improvement in Library resources (open-ended questions)

### Key Findings

- A large majority of the survey respondents (79.6%) indicated they used the BCIT Libraries' services and facilities, within the past year (including visiting in person, accessing the Library website, peer tutor, Writing Centre, print or online collections, course reserves, BCIT Archives, and study space, or asking questions in person or via telephone or email). This shows an increase of 13.2% in the number of students using the BCIT Libraries when compared with the 2012 survey results (66.4%).
- Respondents access Library resources more in-person than remotely (92.4% vs. 66.8%, respectively). While "remote" access remained at the same rate (67%), it is found that "in-person" access increased from 85.2% in 2012 to 92.4% in 2015.
- Respondents generally agreed that the BCIT Library played a positive role in their student life (Table 3.1).
- Results suggest an awareness gap in some service areas. Improving awareness could help enhance user perceptions of the Library Services.
- Respondents who indicated they had used the Library in the past year were found to be more aware of the Library resources than the non-users in almost all areas.
- Respondents specified overall satisfaction with all collections, services, and facilities provided by the Library Services; however, they indicated opportunities of improvement in a number of areas (Table 6.4, 7.4, and 8.4).

# Introduction

---

## Survey Objectives

This survey was designed to gather information from BCIT students at each campus about their experiences and expectations of the BCIT Library Services; therefore, the major objective of this survey is to track and understand the users' opinions of service range and quality. This feedback assists the Library Services in continuing to respond to its users' evolving needs and expectations by creating an integrated and cohesive environment that will ultimately foster a culture of excellence in providing services. BCIT Library Services surveys were also conducted in 1999, 2001, 2003, 2005, 2007, 2010, and 2012.

The survey helped collect and interpret BCIT Library users' feedback in order to:

- Measure student perceptions and expectations of Library resources.
- Compare current and past performances of service provision.
- Observe how the roles of the Library Services have evolved.
- Find out users' awareness and usage patterns of the Library resources.
- Identify gaps between perceived and desired levels of service quality (satisfaction).
- Investigate how available Library resources can be improved.

## Survey Design

As the goal of the survey was to identify the needs and expectations of users, areas for improvement, and raise awareness of the Library services among BCIT students, respondents were asked their opinion about the impact the BCIT Library had on their student life. They were also asked about all other resources they use to obtain course-related information, various types of communication technology they use, and their awareness and usage of and satisfaction with the Library resources. As well, open-ended questions were asked to collect students' suggestions for improvement of the Library resources to better meet their needs. The survey instrument was designed to include the following sections:

- BCIT Libraries Use (in-person and remotely)
- The Library and Student Experience
- Communication Technology (the means of communication students prefer using when contacting the Library Services, and the networking tools they currently use to connect with people)
- Library Technology (wireless access and mobile devices)
- Library Resources and Research Help
- Library Services
- Library Collections
- Demographic questions

In the survey, several types of questions were asked, including "Yes and No," "Multiple choice," "Matrix/scale," and "Open-ended" questions. Labeled answer scales/choices were used in matrix questions instead of numbered scales marked, such as 1 to 5. Five point labeled scales like from "very

satisfied” to “very dissatisfied” are easier for respondents to select as they would immediately know what end of the spectrum skews positively vs. negatively.

Compared with the 2012 survey, the content of questions were revised to capture the changing technologies and services offered to students. Another change implemented in this year’s survey is the inclusion of “Other” as a response choice or the opportunity to offer open-ended comments to assist in collecting additional details.

## Survey Methodology

Recognizing that online survey tools are both a cost-effective way for delivering surveys and analyzing results and practical for gathering data quickly and easily. For the 2015 survey a single online survey instrument was developed in Verint Survey Software (formerly Vovici) instead of a combination of paper and online surveys as done previously (before 2012). An invitation, including an access link to the online survey, was sent to an e-mail list (uploaded list of names and email addresses). Two reminders for the first set and three for the second set were sent out (see next section for further detail).

## Survey Population and Response Rate

The survey was targeted at current BCIT students from all program types: Full-time Studies (Technology, Trades/Technical, and Apprentice), Part-time Studies, and International Student Entry Program (ISEP).

Email invitations to participate in the survey were sent to a total of 8,445 students and 8,190 of them were successfully delivered (the difference of 255 represents the unsubscribers and invalid e-mail addresses). The survey was conducted via web in two different survey cycles, and two proportionately stratified random samples of 25% of students were surveyed in each (which totaled 50% of BCIT student population). The first survey ran from February 6 to 27, 2015, and the second from February 23 to March 23, 2015. The rationale for administering the survey twice was due to the low response rate received at the end of the first set of responses. The second survey cycle was extended one more week due to the Spring break. In total, 1,412 responses were received for a response rate of 17.2%, which was a slight increase from the 2012 survey cycle (16.9%).

All findings in this report are statistically significant at the <0.05 level unless otherwise noted.

## Representativeness of Respondents

The profile of the respondents was generally well-representative of that of the total BCIT students by a few demographic indicators. However, at the school level, the respondents over-represented students from the School of Health Sciences whereas those who were assigned under the “No School” category, which include mainly Part-time Studies and ISEP students, were under-represented. Also, findings from the questions asked to both BCIT Library users and non-users may over-represent the Library users compared to the non-users. The findings should be interpreted bearing these limitations in mind.

# Results

---

## Notes on the Data Analysis

- In evaluating and discussing survey results, expressions of the portion of respondents who shared that opinion or answer need to be interpreted as follows:

an overwhelming or very large majority	90% or more respondents
a large majority	67-89%
a majority	51-66%
a significant proportion (but not a majority)	25-50%
- The total number of responses may vary by question given some respondents may not have answered every question in the survey. The maximum number of responses for any question is the total of survey responses, which is 1,412. The number of total responses and respective percentages for each question are presented in the data tables.
- Of the response scale choices, “Not Applicable” was excluded in the data analysis.
- Unless otherwise indicated, results in graphs and tables are sorted by either mean (1=lowest, 5=highest) or percentage in descending order.
- Respondents were asked about their “awareness”, “usage”, and “satisfaction” with the Library resources available to them. Those who indicated they were aware of a particular resource were next asked to indicate how often they used it, and of those who chose any frequency scale except for “never” were asked in the following question to rate their satisfaction with the resource they indicated they had used. In other words, “usage” and “satisfaction” questions were displayed only to the respondents who were aware of and used the resource in question, respectively. *Respondents who indicated in the very first question that they had not used the BCIT Libraries within the past year were only asked about their “awareness” of particular areas and practices; the related “usage” and “satisfaction questions” were not displayed to them.*
- “-” denotes counts or percentages of zero

## Overview of Results

- A large majority of the survey respondents (79.6%) indicated using the BCIT Libraries’ services and facilities, within the past year (including visiting in person, accessing the Library website, peer tutor, Writing Centre, print or online collections, course reserves, BCIT Archives, and study space, or asking questions in person or via telephone or email). This shows an increase of 13.2% in the number of students using the BCIT Libraries. Two-thirds (66.4%) of the respondents indicated they had used the BCIT Libraries’ services and facilities in the 2012 survey (Figure 2.1 and 2.2).
- When asked if they have visited any BCIT Library “in person” in the past year, an overwhelming majority of the Library users (92.4%) answered “yes”, and of those respondents, 95.4% indicated they had visited the “Burnaby Campus Library”. This shows an increase of 7.2% in the number of students having visited the BCIT Libraries in person since the 2012 survey results (Figure 2.3 and 2.4).

- Of the Library users, two-thirds (66.8%) reported “yes” when asked if they have used BCIT Library services remotely in the past year. The 2012 survey yielded exactly the same results for this question (66.8%) (Figure 2.5 and 2.6).
- Of the library non-users (20.4% of the entire survey respondents), over half (51.3%) chose “I had no need to use the library for my coursework” as the reason for not having used the BCIT Library services (in person or remotely) (Table 2.1).
- Four-fifths (80.2%) of the library users “agree” or “strongly agree” with the statement, “I get the help I need when I come to the BCIT Library”, 79.4% “agree” or “strongly agree” with the statement, “I find the information I need at the BCIT Library”, 70.8% “agree” or “strongly agree” with the statement, “BCIT Library services enable me to be more successful in my BCIT courses”, and 67.8% “agree” or “strongly agree” with the statement, “Library hours meet my needs” (Table 3.1).
- When respondents, both BCIT Library users and non-users, were asked to choose all resources that they used when they needed to find information for their course assignments, the following were found to be the top three resources selected, in the order of highest: “internet search engines (Google, Bing, etc.)” (82.1%), “BCIT Library website” (59.1%), and “BCIT Library (in person, telephone, e-mail)” (53.6%) (Table 3.3).
- When asked if they needed any additional information or services that the BCIT Library Services did not offer at the time of the survey to successfully complete their coursework, the majority (56.1%) reported that they did not. While 22.2% answered “yes”, 21.6% indicated they were “not sure what the Library offers” (Table 3.4).
- Respondents were asked about their preference for the means of communication with the Library when/if they have a question or need some information. “In-person” was rated the highest (70.1%) among the respondents and followed by “e-mail” (50.2%) (Table 4.1).
- When asked to indicate the social networking tools they use, the respondents rated “Facebook” the highest (79.1%), which was followed by “YouTube” (58.8%) and “WhatsApp” (43.0%). It is also found that the number of those who indicated they “do not use any social networking tools” dropped from 21.9% in 2012 to 6.5% in 2015 (Table 4.2).
- Both BCIT Library users and non-users were asked about their awareness of different areas of Library resources. Among the technology tools and devices the Library Services offers, “Tablets”, “E-readers”, and “GoPro camera” received the lowest ratings for awareness<sup>2</sup> (16.9%, 12.1%, and 3.1% respectively) (Table 5.1).
- Results also suggest an awareness gap when it comes to the Library resources and research help tools. The following areas yielded lower levels of awareness: “interlibrary loans” (33.4%), “Library research skills classes” (25.8%), “subject (liaison) librarian available for in-depth research help by appointment” (21.4%), “list of new titles in the collection” (17.0%), “AskAway” (chat research help)(13.2%), and “alerts to new resources” (9.4%) (Table 6.1).

---

<sup>2</sup> In this report, low awareness is in question when over three-quarters of respondents are unaware of a particular resource or service area )

- Participants reported lower awareness for “study skills seminars” and “Adaptive Technology Lab (Disability Resource Centre)” among other Library services (15.9% and 13.5%, respectively) (Table 7.1).
- It was found that there is a relatively low awareness of access to some Library collections among participants. Collections that received lower awareness ratings are: “course reserves (print)” (27.2%), “digital BCIT archives” (23.6%), “print BCIT archives” (21.7%), “course reserves (digital)” (20.4%), and “streamed videos” (13.6%) (Table 8.1).
- BCIT Library-users were found to be more aware of all Library resources than the non-users, except for only a few (“list of new titles in the collection”, “print books, and “DVDs and videos”) (Table 6.2 and 8.2).
- “Wireless access (in the library)” and “access to desktop computers (in the library)” yielded the highest ratings for usage among other Library technology resources (the corresponding means are 4.03 and 3.15 over 5, respectively) (Table 5.3).
- “Off-campus access to the Library’s electronic resources 24/7”, “Catalogue Quick Search”, and “Research Guides” were rated the highest for usage among other Library resources and research help means/tools (means: 3.28, 2.88, and 2.70 over 5, respectively) (Table 6.3).
- The most often used Library services were “computer labs”, “ehPod (24/7/365)”, and “bookable group study rooms” (means: 3.17, 3.14, and 3.11 over 5, respectively) (Table 7.3).
- “E-journals”, “course outlines”, and “databases (e.g. statistics, standards, demographics)” were found to be the most used Library collections (means: 2.91, 2.90, and 2.86 over 5, respectively) (Table 8.3).
- The average satisfaction ratings (mean) for the Library technology (tools and devices) ranged from 3.91 (tablets -Surface, Galaxy Tab 2, and Galaxy Tab 3) to 4.31 over 5 (wireless access (in the library)) (Table 5.4).
- The average satisfaction ratings (mean) for all Library resources and research help means/tools ranged from 3.79 (Library research skills class) to 4.09 over 5 (in-person research help desk). This suggests that respondents were satisfied with the Library resources and research help means/tools (Table 6.4).
- The average satisfaction ratings (mean) for the Library services ranged from 3.77 (Writing Centre) to 4.17 over 5 (Adaptive Technology Lab (Disability Resource Centre)). Thus, BCIT Library users were generally satisfied with the Library services (Table 7.4).
- The mean of the satisfaction ratings for the “Library collections” ranged from 3.76 (e-journals) to 3.98 over 5 (course reserves (print)). This suggests that in general, respondents’ feedback about the Library collections was leaning towards “satisfied” (Table 8.4).

## 1. Demographic Profile of Respondents

The survey respondents consisted of students from full-time Technology, Trades/Technical Studies, Apprenticeship, the International Student Entry Program (ISEP), and Part-time Studies.

Figure 1.1 shows that of the total survey respondents (n=1412), nearly half (46%) came from Technology programs, while 38% came from Part-time Studies and 8% from Trades.

**Figure 1.1:**  
Total survey respondents by program type

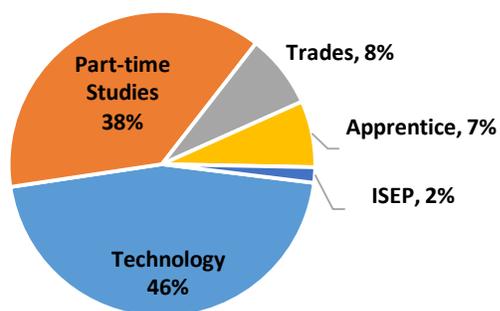
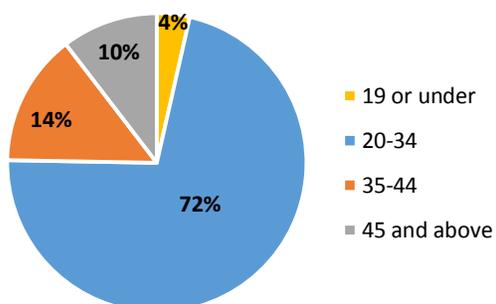
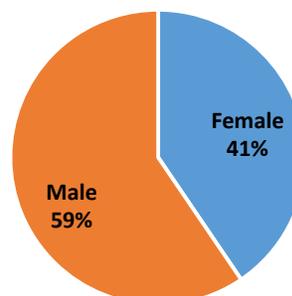


Figure 1.2 shows that while only 4% of respondents were 19 or under, nearly three-quarters (72%) were between the ages 20-34. 59% of the respondents were male, while 41% were female (Figure 1.3).

**Figure 1.2: Survey Respondents Age Groupings**



**Figure 1.3: Survey Respondents by Gender**



Over three-quarters of the respondents (76.4%) mainly attended the Burnaby campus (Table 1.1). Analysis of total respondents by BCIT School (Table 1.2) shows that the greatest proportion of respondents were from the School of Business (22.3%), while only 6.7% were from the School of Transportation.

**Table 1.1: Respondents by Campus**

Campus	Count	%
Burnaby	1073	76.4%
Distance / Online	141	10.0%
Downtown	118	8.4%
ATC	28	2.0%
Other	17	1.2%
BMC	15	1.1%
Annacis Island	13	0.9%
<b>Total</b>	<b>1405</b>	<b>100.0%</b>

*The data are arranged in descending order.*

**Table 1.2: Respondents by School**

School	Count	%
School of Business	315	22.3%
No School	269	19.1%
School of Construction and the Environment	236	16.7%
School of Health Sciences	222	15.7%
School of Energy	152	10.8%
School of Computing and Academic Studies	124	8.8%
School of Transportation	94	6.7%
<b>Total</b>	<b>1412</b>	<b>100.0%</b>

*The data are arranged in descending order.*

Table 1.3 shows the credential type of the programs the participants are enrolled in. Over two-fifths (42.8%) of the respondents reported they were enrolled in a diploma program. When asked if they are registered in any D2L course, most of the students who responded the question (70.9%) answered “Yes” (Table 1.4).

**Table 1.3: Respondents by Type of Credential**

Degree Type	Count	%
DIPMA	487	42.8%
BTECH	161	14.1%
BSN	114	10.0%
TTDIPL	100	8.8%
CERT	79	6.9%
ACERT	66	5.8%
BENG	45	4.0%
BBA	43	3.8%
ADCERT	18	1.6%
Other	26	2.3%
<b>Total</b>	<b>1139</b>	<b>100.0%</b>

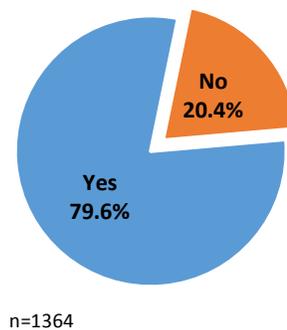
**Table 1.4: Are you registered in any D2L courses**

Registered in a D2L course	Count	%
Yes	865	70.9%
No	238	19.5%
I don't know	117	9.6%
<b>Total</b>	<b>1220</b>	<b>100.0%</b>

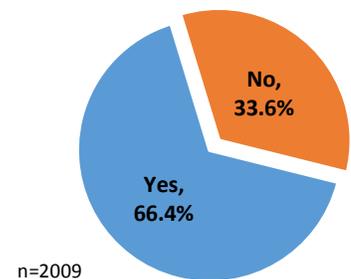
## 2. BCIT Libraries Use

Figure 2.1 shows that 79.6% of the survey respondents indicated they used the BCIT Libraries’ services and facilities, within the past year (including visiting in person, accessing the Library website, peer tutor, Writing Centre, print or online collections, course reserves, BCIT Archives, and study space, or asking questions in person or via telephone or email). This shows an increase of 14% in the number of students using the BCIT Libraries. Only 66% indicated they had used the BCIT Libraries’ services and facilities in the 2012 survey (Figure 2.2).

**Figure 2.1: 2015 Library Usage - in person or remotely**



**Figure 2.2: 2012 Library Usage - in person or remotely**



Respondents who indicated they had not used the BCIT Libraries' services and facilities, within the past year were asked to provide reasons for not having used the Library in person or remotely. As seen from the Table 2.1, just over half of the respondents (51.3%) indicated they did not need to use the Library for their coursework. While 15.2% reported they had not been a student, 13.8% associated their reason with not being close to a BCIT campus with a library.

**Table 2.1: Please let us know why you haven't used any BCIT Library services (in person or remotely) in the past year?\***

Reasons	Count	%
I had no need to use the library for my coursework	138	51.3%
I was not a student	41	15.2%
I am not close to a BCIT campus with a library	37	13.8%
I prefer to use other libraries or resources instead	14	5.2%
I didn't know BCIT had a library	12	4.5%
I didn't know where the library was	8	3.0%
Other, please specify**	19	7.1%
<b>Total</b>	<b>269</b>	<b>100.0%</b>

\*Only "BCIT Library non-users" (see Figure 2.1 for details) were asked this question.

\*\*See Table 2.1.a for supplementary responses provided when "Other" was selected.

**Table 2.1.a: Please let us know why you haven't used any BCIT Library services (in person or remotely) in the past year?**

Reasons: Other	Count	%
I am a part-time student (have my own resources/no library card/hours don't suit me)	5	20.0%
Closes too early	3	12.0%
I was lazy/I am not that type of student	2	8.0%
I am a distance education student/I am a distance education student and the online library is not easy to navigate	1	4.0%
Just started	1	4.0%
The Library is too loud to work in	1	4.0%
I don't have a student ID	1	4.0%
I use internet instead	1	4.0%
I am a distance education student	1	4.0%
Was only vaguely aware I had privileges. Not attending Burnaby campus	1	4.0%
I would love to use peer tutoring but no tutor in my field (CCNA and CCNP classes)	1	4.0%
I am not attending the Burnaby campus	1	4.0%
I don't have a library card	1	4.0%
Other*	5	20.0%
<b>Total</b>	<b>25</b>	<b>100.0%</b>

The data are arranged in descending order of the count for the identified topics/themes.

\*Comments grouped under "Other" included irrelevant, inappropriate, or unhelpful content.

Of the Library users, an overwhelming majority (92.4%) reported they visited a BCIT Library branch in person in the past year (Figure 2.3), and of those respondents 95.4% indicated they usually visited the Burnaby campus Library (Table 2.2). As shown in Figure 2.4, in the 2012 Library Student Survey, lower percentage of respondents indicated they had used the BCIT Libraries in-person.

Figure 2.3: 2015 In-person Usage

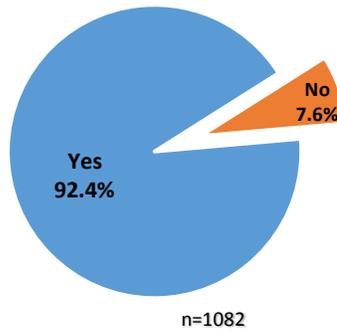


Figure 2.4: 2012 In-person Usage

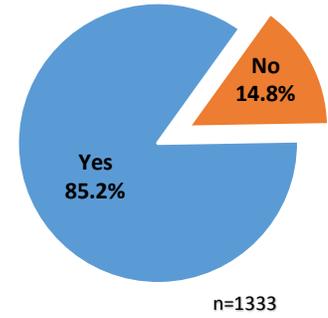


Table 2.2 Which BCIT Library do you usually visit in person?

Campus	Count	%
Burnaby Campus Library	949	95.4%
Aerospace Technology Campus Library	28	2.8%
Marine Campus Library	18	1.8%
<b>Total</b>	<b>995</b>	<b>100.0%</b>

The data are arranged in descending order.

Figure 2.5: 2015 Remote Usage

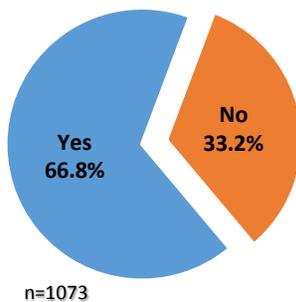


Figure 2.6: 2012 Remote Usage

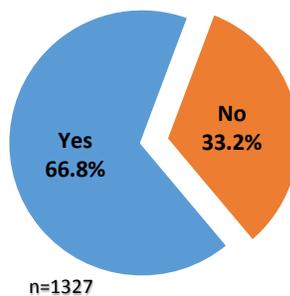


Figure 2.5 shows that of the Library users, just over two-thirds (66.8%) used the Library services remotely (remote library services include accessing the library online, using the library website, phoning in, or connecting via mobile device). As Figure 2.6 shows, the ratio of the remote users has not changed since the previous survey cycle.

### 3. The Library and Student Experience

Students, who reported they had used the Library services in the past year (see Figure 2.1 for details), were asked about four statements that were related to the BCIT Library and their student experience. Table 3.13 shows that the mean for the agreement/disagreement ratings of the five statements ranged from 3.70 to 4.01; this suggests that the respondents generally agreed that the BCIT Library played a positive role in their student life.

It is also shown that 80.6% of the respondents agreed or strongly agreed that “I get the help I need when I come to the Library”, and 71.5% agreed or strongly agreed that they were “satisfied with the BCIT Library and its services”, whereas 64.9% agreed or strongly agreed that “the BCIT Library has the space I need to get my coursework done”.

**Table 3.1: To what degree do you agree or disagree with the following statements about the BCIT Library services?\***

Statement	Strongly agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly disagree (1)	Count	Mean
I get the help I need when I come to the BCIT Library	31.3%	48.9%	17.4%	2.0%	0.3%	940	4.09
I find the information I need at the BCIT Library	24.3%	55.1%	16.8%	3.1%	0.7%	971	3.99
BCIT Library services enable me to be more successful in my BCIT courses	26.0%	44.8%	25.7%	2.5%	1.0%	986	3.92
Library hours meet my needs	25.5%	42.3%	18.1%	11.3%	2.8%	981	3.76

*The data are arranged in descending order of mean.*

*\*Only “BCIT Library users” (see Figure 2.1 for details) were asked this question.*

A total of 673 respondents provided further comments about the statements. The comments can be categorized into the topics as in Table 3.2. The total count at the end of the table reflects the total number of individual topics or themes covered in the comments (Table 3.2).

**Table 3.2: Can you tell us how the BCIT Library services have allowed you to be more successful in your BCIT courses?**

Comments	Count	%
Offering quiet place to study/silent/comfortable study areas	137	14.5%
Library provides all resources I need for my courses, assignments, research, projects, exams, etc.	114	12.1%
Librarians' guidance and advice on research skills, how to research topics, APA and MLA citations, online research, finding books, etc.	80	8.5%
Access to online databases (It has helped with assignments/reports/projects/presentations)	69	7.3%
Access to bookable (group) study rooms/areas helped me to focus on my assignments and exams (solo or group)	54	5.7%
Access to online journals/journal articles	46	4.9%
Access to computers	39	4.1%
Access to Reserve section (textbooks that I need are easily accessible through this section)/Availability of textbooks for borrowing/get them ordered	35	3.7%
ehPod - access to 24/7 study area and computers (great for individual and group study)	35	3.7%
Access to a wide variety of print books has helped me in my for my BCIT courses (and can be taken out)	26	2.8%

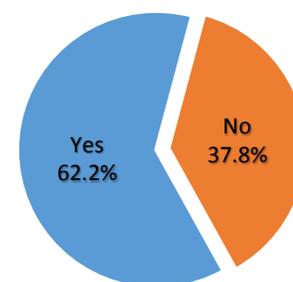
Cont'd - Comments	Count	%
Access to printing/scanning/photocopying	23	2.4%
Access to Reserve section (textbooks that I need are easily accessible through this section)	23	2.4%
Availability of laptops/tablets/iPads to borrow/take out has been a great help	22	2.3%
Access to online books	21	2.2%
Peer tutoring is very helpful	20	2.1%
Access to print journals/articles and research papers	18	1.9%
Great hours (also extended hours during exams)	16	1.7%
Easy and quick access to all kinds of materials	13	1.4%
Research Guides/Libguides are essential for writing papers (e.g. for marketing research, APA and MLA citations)	12	1.3%
Access to software/programs I need	10	1.1%
Online room booking	8	0.8%
The new online ordering system for programs makes it a lot easier to buy all the required books without going there in person and going through each aisle to search	7	0.7%
Access to reference books for my field	5	0.5%
Allowing access to various codes and standards have been helpful in many courses	5	0.5%
Access to magazines and newspapers	4	0.4%
Access to multi-media resources (e.g. DVDs, Videos)	4	0.4%
Computer Labs	4	0.4%
I could get help from their Writing Centre whenever I needed	4	0.4%
24/7 off-campus access	4	0.4%
Access to manuals	3	0.3%
Great Wi-Fi	3	0.3%
I benefited from the library orientation at the beginning of my program	2	0.2%
Interlibrary loans helped my studies	2	0.2%
Online archives are very helpful	1	0.1%
Access to cafeteria when I need a break	1	0.1%
Live chat help	1	0.1%
Other *	74	7.8%
<b>Total</b>	<b>945</b>	<b>100.0%</b>

The data are arranged in descending order of the count for the identified topics/themes.

\*Comments grouped under "Other" included irrelevant, inappropriate, or unhelpful content.

Respondents were asked to indicate whether they needed to find information for any of their BCIT course assignments (information that was not included in their course material) in the past year. As shown in Figure 3.1, nearly two-thirds of respondents (62.2%) answered "Yes" (Figure 3.1).

Figure 3.1: Did you need to find information for any of your BCIT course assignments in the past year?



n=1297

Students were asked to indicate *all* resources they used when they needed to find information for their course assignments (Q9). The purpose of this question was to find out how the BCIT Library (both in person, telephone and email, and Library website) fit into students' information resources.

Tables 3.3 shows BCIT Library website and BCIT Library (in person, telephone, e-mail) were among the top three resources they used when they needed to find information for their course work. 59.1% and 53.6% of the respondents selected "BCIT Library website" and "BCIT Library (in person, telephone, e-mail)", respectively, as the most used resources. For both BCIT Library users and non-users, "internet search engines (Google, Bing, etc.) were found to be the top resource to use for information search (82.1%).

**Table 3.3: Please think back to the past year when you needed to find information for course assignments. Which of the following resources did you use?\***

Resources	Count	%
Internet search engines (Google, Bing, etc.)	655	82.1%
BCIT Library website	472	59.1%
BCIT Library (in person, telephone, e-mail)	428	53.6%
Specific websites	385	48.2%
Asking friends	364	45.6%
Drop-Box, Google Drive, Box, or Similar	307	38.5%
Web-based tools (blogs, wikis, podcasts, etc.)	295	37.0%
Personal books/journals	256	32.1%
Webmails (Gmail, Hotmail, Yahoo, etc.)	239	29.9%
Public libraries	209	26.2%
Social networking tools (Facebook, Twitter, Skype, Google Hangouts, etc.)	201	25.2%
Streaming video	200	25.1%
News media	198	24.8%
Libraries at post-secondary institutions other than BCIT	149	18.7%
iTunes u, MIT Open Courseware, or similar	34	4.3%
Other, please specify**	23	2.9%
<b>Total</b>	<b>798</b>	<b>100.0%</b>

*The data are arranged in descending order.*

*\*This is a multiple-response question and was asked to both BCIT Library users and non-users who answered "Yes" in the previous question.*

*\*\*See Table 3.3.a for supplementary responses provided when "Other" was selected.*

**Table 3.3.a: Please think back to the past year when you needed to find information for course assignments. Which of the following resources did you use?\***

Resources: Other	Count	%
Textbooks	3	12.5%
Databases	2	8.3%
BCIT books 24x7	2	8.3%
BCIT instructors	1	4.2%
Workplace library	1	4.2%
Dictionary	1	4.2%
FAA	1	4.2%
Professional association library	1	4.2%
D2L	1	4.2%
Historical archives of BC and catalogues	1	4.2%
Other*	10	41.7%
<b>Total</b>	<b>24</b>	<b>100.0%</b>

*The data are arranged in descending order of the count for the identified topics/themes.*

*\*Comments grouped under "Other" included irrelevant, inappropriate, or unhelpful content.*

The BCIT Library-users were asked if they needed any additional information or services that the BCIT Library was not offering at the time of the survey in order to successfully complete their coursework. Those who answered “Yes” to this question (22.2%) were asked to comment on how the BCIT Library services could be improved to help them in their studies (Table 3.4).

**Table 3.4: To successfully complete your coursework, do you need any additional information or services that the BCIT library does not currently offer?**

	Count	%
Yes	225	22.2%
No	568	56.1%
I'm not sure what the Library offers	219	21.6%
<b>Total</b>	<b>1012</b>	<b>100.0%</b>

*\*Only “BCIT Library users” (see Figure 2.1 for details) were asked this question.*

Respondents were asked to comment on how the BCIT Library services could be improved to support them in successfully completing their coursework. A total of 180 respondents provided further comments to this question. The comments can be categorized into the topics as in Table 3.5. The total count at the end of the table reflects the total number of individual topics or themes covered in the comments (Table 3.5).

**Table 3.5: How can the BCIT Library services be improved to support you in successfully completing your coursework?**

Comment	Count	%
Better and broader selection of full-text, online journal articles (e.g. in health sciences (biology, ecology, environmental health, medical/nursing); Psychology; crime and intelligence; engineering; insurance)	41	18.8%
More (online and print) resources like those of UBC, SFU, etc. (e.g. Psychology, Behavioral research; Criminology; Airport Operations; Health Sciences; insurance)	24	11.0%
Longer hours of operation (during weekends and exam weeks)	16	7.3%
More copies of reserve books/textbooks	12	5.5%
More software to be installed in computers (e.g. MS Project, Sage, Microsoft Dynamics and QuickBooks)	8	3.7%
Easier access to and navigation through online resources	8	3.7%
Update book collections/provide newest editions	7	3.2%
Increased access to online databases (e.g. health sciences; statistical, like the GSS Survey that other schools have)	7	3.2%
More computer workstations	7	3.2%
More print books (e.g. on interior design, construction, NDT, Welding Inspection, medical area)	6	2.8%
Prolong borrowing reserved books/textbooks for more than 3 hours	5	2.3%
Connect with other schools resources	4	1.8%
Provide more and working power outlets/plugs in the silent study area and at the stacks	4	1.8%
More peer tutors in specific areas (e.g. AutoCAD, cad drafting, Environmental Health, food technology, BBA)	4	1.8%
More quiet study areas (for individuals and groups)	4	1.8%
Extended hours at BCIT Marine Campus	3	1.4%

<b>Cont'd - Comments</b>	<b>Count</b>	<b>%</b>
More material for the trade courses (e.g. Perhaps more NDT, Construction, transportation, Welding Inspection and Code access)	3	1.4%
More bookable study rooms	3	1.4%
Faster speed on internet browsing	2	0.9%
More access to some specific organizations (e.g. Canadian Tax Foundation)	2	0.9%
Research information by programs	2	0.9%
Current editions of textbooks	2	0.9%
Subscriptions to learning-aide services (e.g. lynda.com)	2	0.9%
Get more laptops	2	0.9%
Prolong borrowing laptops for more than 2 hours	2	0.9%
More accessories (e.g. phone charging cables, mouse along with laptop rentals)	2	0.9%
Better hours for coffee place	1	0.5%
Improve 24/7 access (far too many log ins and passwords required)	1	0.5%
Online help chat for subjects	1	0.5%
Better Wi-Fi	1	0.5%
More digital media (video, DVD, loaning out some video equipment as well as AV services)	1	0.5%
Make all paper materials into digital and public these digital materials on website to allow students to download remotely	1	0.5%
Have subject experts available to ask questions	1	0.5%
Access to company specific financial information required for projects	1	0.5%
Better water fountains	1	0.5%
More student services in Downtown campus	1	0.5%
Better connection with Disability Resource Centre	1	0.5%
More scanning computers (directly to PC for emailing, etc. rather than to USB or copy)	1	0.5%
Increase borrowing period from 2 weeks to 3 weeks	1	0.5%
Option for picking up materials/books at the Downtown campus	1	0.5%
Raise awareness for library orientation sessions	1	0.5%
English conversation groups for ESL students	1	0.5%
More peer-reviewed articles	1	0.5%
Enforce rules in computer labs	1	0.5%
Other*	18	8.3%
<b>Total</b>	<b>218</b>	<b>100.0%</b>

*The data are arranged in descending order of the count for the identified topics/themes.*

*\*Comments grouped under "Other" included irrelevant, inappropriate, or unhelpful content.*

## 4. Communication Technology

Both BCIT Library users and non-users were asked how they would prefer to ask questions, if they have any, to the Library staff when/if they need to do research and look for information. A large majority of respondents (70.1%) chose “in-person” and half (50.2%) chose “email” (Table 4.1).

**Table 4.1: Suppose you are doing research or looking for information, and you have a question for the library. How would you prefer to ask?\***

Means of Communication	Count	%
In person	885	70.1%
Email	633	50.2%
Online chat	388	30.7%
Telephone	316	25.0%
Text messaging	126	10.0%
Other, please specify**	14	1.1%
<b>Total</b>	<b>1262</b>	<b>100.0%</b>

The data are arranged in descending order.

\*This is a multiple-response question and was asked to both BCIT Library users and non-users.

\*\*See Table 4.1.a for supplementary responses provided when “Other” was selected.

**Table 4.1.a: Suppose you are doing research or looking for information, and you have a question for the library. How would you prefer to ask?**

Means of Communication: Other	Count	%
Wouldn't think to contact the Library	4	30.8%
Contact form	1	7.7%
Through Library website if possible	1	7.7%
Forum	1	7.7%
Other*	6	46.2%
<b>Total</b>	<b>13</b>	<b>100.0%</b>

The data are arranged in descending order of the count for the identified topics/themes.

\*Comments grouped under “Other” included irrelevant, inappropriate, or unhelpful content.

When asked what kind of social networking tools they used at the time of the survey, over three-quarters (79.1%) indicated they used “Facebook”, which is followed by YouTube (58.8%) and WhatsApp (43.0%), respectively. It is also found that the number of those who reported they did not use any social networking tools decreased from 21.9% in 2012 to 6.5% in 2015.

**Table 4.2: What kind of social networking tools do you currently use, if any?\***

Social Networking Tools	Count	%
Facebook	1002	79.1%
YouTube	745	58.8%
WhatsApp	545	43.0%
LinkedIn	526	41.5%
Instagram	509	40.2%
Google+	383	30.3%
Twitter	326	25.8%
Pinterest	242	19.1%
Tumblr	98	7.7%
I do not use any	82	6.5%
Other, please specify**	42	3.3%
<b>Total</b>	<b>1266</b>	<b>100.0%</b>

The data are arranged in descending order.

\*This is a multiple-response question and was asked to both BCIT Library users and non-users.

\*\*See Table 4.2.a for supplementary responses provided when “Other” was selected

Table 4.2.a: Social networking tools: Other	Count	%
WeChat	10	23.3%
Skype	3	7.0%
Reddit	3	7.0%
Line	3	7.0%
BBM	3	7.0%
Snapchat	3	7.0%
Face to face interaction	2	4.7%
Tinder	2	4.7%
Email	2	4.7%
Viber	1	2.3%
Weibo	1	2.3%
Sound cloud	1	2.3%
Spivi	1	2.3%
Strava	1	2.3%
Kakaotalk	1	2.3%
Yahoo	1	2.3%
Texting	1	2.3%
Other*	4	9.3%
<b>Total</b>	<b>43</b>	<b>100.0%</b>

\*Comments grouped under “Other” included irrelevant, inappropriate, or unhelpful content.

## 5. Library Technology

All respondents, both BCIT Library users and non-users, were asked to select the tools and devices that they were aware of. As shown in Table 5.1, an overwhelming majority were aware of “wireless access (In the library)” (88.4%) and “access to desktop computers (in the Library)” (87.4%). The lowest awareness was observed for “GoPro camera” (3.1%) and “e-readers (Kobo, Kindle, and Sony)” (12.1%).

**Table 5.1: Please select all the tools and devices from the list below that the BCIT Library offers and you are aware of:\***

Library Technology: Tools and Devices	Count	%
Wireless access (in the Library)	1007	88.4%
Access to desktop computers (in the Library)	996	87.4%
Laptop loans	528	46.4%
iPad loans	382	33.5%
Tablets (Surface, Galaxy Tab 2, and Galaxy Tab 3)	192	16.9%
E-readers (Kobo, Kindle, and Sony)	138	12.1%
GoPro Camera	35	3.1%
<b>Total</b>	<b>1139</b>	<b>100.0%</b>

*The data are arranged in descending order.*

*\*This is a multiple-response question and was asked to both BCIT Library users and non-users.*

Table 5.2 displays the distribution of awareness by BCIT Library users and non-users. As seen from the last column in the table, the BCIT Library users and non-users expressed different levels of awareness for each item listed: the awareness of users was found to be higher than that of the non-users for each item. The gap of awareness between each group was found to be the biggest for “laptop loans” and “iPad loans”.

**Table 5.2: Please select all the tools and devices from the list below that the BCIT Library offers and you are aware of:\***

Library Technology: Tools and Devices	Have you used any of the BCIT Libraries' services and facilities within the past year (including visiting in person, accessing the Library website, peer tutor, Writing Centre, print or online collections, course reserves, BCIT Archives, and study space)				
	Yes		No		Difference between users and non-users in terms of awareness of Library Technology: Tools and Devices
	Count	%	Count	%	
Wireless access (in the Library)	857	90.2%	150	79.4%	10.8%
Access to desktop computers (in the Library)	847	89.2%	149	78.8%	10.3%
Laptop loans	495	52.1%	33	17.5%	34.6%
iPad loans	363	38.2%	19	10.1%	28.2%
Tablets (Surface, Galaxy Tab 2, and Galaxy Tab 3)	174	18.3%	18	9.5%	8.8%
E-readers (Kobo, Kindle, and Sony)	119	12.5%	19	10.1%	2.5%
GoPro Camera	30	3.2%	5	2.6%	0.5%
<b>Total</b>	<b>950</b>	<b>100.0%</b>	<b>189</b>	<b>100.0%</b>	-

*The data are arranged in descending order of the % of “Yes”*

*Percentages in red represent differences >20% between the responses of the Library users and non-users*

*\*This is a multiple-response question.*

Those who reported they were aware of one or more items among the listed tools and devices were asked how often they used the selected particular tool(s) or device(s) (Table 5.3). Similarly, those who reported they used those particular tools and devices were asked to rate their levels of satisfaction with those items (Table 5.4). While “awareness” question was asked to both BCIT Library users and non-users, “usage” and “satisfaction” questions were asked to the BCIT Library-users only.

As shown in Table 5.3, the mean for reported usage ranged from 1.41 to 4.03 (with 1 being “never” and 5 being “very often”) for tools and devices the BCIT Library offers. While the most used tools and devices were found to be “wireless access (in the Library)” and “access to desktop computers (in the Library)”, “tablets (Surface, Galaxy Tab 2, and Galaxy Tab 3)” and “e-readers (Kobo, Kindle, and Sony)” and “iPad loans” received the lowest ratings for frequent use (**based on the ratings of “very often” and “often”**): While “wireless access (in the Library)” (71.1%) and “access to desktop computers (in the Library)” (39.6%) were assigned the highest frequency of use, “tablets (Surface, Galaxy Tab 2, and Galaxy Tab 3)” (4.7%) and “iPad loans” (5.3%) received lowest ratings.

**Table 5.3: Please indicate how often you have used the tools and devices listed below in the past year?\***

Library Technology: Tools and Devices	Very					Count	Mean
	Often (5)	Often (4)	Sometimes (3)	Seldom (2)	Never (1)		
Wireless access (in the Library)	52.5%	18.6%	15.0%	7.2%	6.7%	851	4.03
Access to desktop computers (in the Library)	19.8%	19.8%	28.7%	19.1%	12.6%	839	3.15
Laptop loans	4.5%	3.9%	9.5%	19.6%	62.5%	485	1.68
GoPro Camera	6.9%	3.4%	3.4%	17.2%	69.0%	29	1.62
iPad loans	3.9%	1.4%	8.7%	16.0%	70.0%	357	1.53
E-readers (Kobo, Kindle, and Sony)	4.3%	3.4%	7.8%	7.8%	76.7%	116	1.51
Tablets (Surface, Galaxy Tab 2, and Galaxy Tab 3)	4.1%	.6%	6.4%	9.9%	78.9%	171	1.41

*The data are arranged in descending order of the mean*

*\*Only “BCIT Library users” (see Figure 2.1 for details) were asked this question.*

Regarding satisfaction, the mean for reported satisfaction ranged from 3.91% to 4.31% (with 1 being “very dissatisfied” and 5 being “very satisfied”). While respondents of this question were found to be the most satisfied (**based on the ratings of “very satisfied” and “satisfied”**) with the “wireless access (in the Library)” (92.8%) and “GoPro camera” (87.5%), tools and devices that were assigned the lowest satisfaction ratings were found to be “tablets (Surface, Galaxy Tab 2, and Galaxy Tab 3)” (62.9%) and “laptop loans” (73%). It should, nevertheless, be noted that results in this table should be viewed with caution because of the low response rates received for particular items (Table 5.4).

**Table 5.4: If you have used the tools and devices listed below in the past year, how satisfied are you?\***

Library Technology: Tools and Devices	Neither Satisfied nor Dissatisfied					Count	Mean
	Very Satisfied (5)	Satisfied (4)	Dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)		
Wireless access (in the Library)	40.2%	52.6%	5.7%	1.0%	0.4%	783	4.31
iPad loans	43.0%	36.0%	17.0%	4.0%	-	100	4.18
GoPro Camera	25.0%	62.5%	12.5%	-	-	8	4.13
E-readers (Kobo, Kindle, and Sony)	32.0%	48.0%	20.0%	-	-	25	4.12
Access to desktop computers (In the library)	29.9%	48.9%	15.1%	5.6%	0.6%	720	4.02
Laptop loans	28.1%	44.9%	21.3%	3.4%	2.2%	178	3.93
Tablets (Surface, Galaxy Tab 2, and Galaxy Tab 3)	28.6%	34.3%	37.1%	-	-	35	3.91

The data are arranged in descending order of the mean

Blank cells denote counts of zero

\*Only "BCIT Library users" (see Figure 2.1 for details) were asked this question.

Respondents were asked to provide reasons why they had used the tools and devices listed in the previous question (desktop computers, iPads, e-readers, etc.). A large majority (69.1%) indicated they had used them for "doing assignments or taking note" (69.1%) and "information search" (68.7%); and over half of the respondents (53.8%) chose "course-specific applications" as the purpose of use.

**Table 5.5: For what purpose(s) did you use the devices listed in previous question (laptops, iPads, smart phones, etc.)?\***

Purpose of Use	Count	%
Doing assignments or taking notes	607	69.1%
Information search	603	68.7%
Course-specific applications	472	53.8%
Presentations	382	43.5%
Social networking	230	26.2%
Gaming	55	6.3%
Other, please specify**	48	5.5%
<b>Total</b>	<b>878</b>	<b>100.0%</b>

The data are arranged in descending order.

This is a multiple-response question and was asked only to "BCIT Library users" (see Figure 2.1 for details).

\*\*See Table 5.5.a for supplementary responses provided when "Other" was selected

**Table 5.5.a: For what purpose(s) did you use the devices listed in previous question (laptops, iPads, smart phones, etc.)?**

Purpose of Use: Other	Count	%
Printing	10	20.8%
I was not aware they are available	3	6.3%
Studying (from emails and files sent out by instructors; using design software)	3	6.3%
Job application	2	4.2%
Seeking votes in student elections	2	4.2%
Checking e-mails	2	4.2%
Watching hockey games	1	2.1%
Internet	1	2.1%
Listening to music	1	2.1%
Reading news	1	2.1%
I use the computers in the library after the school took away the ability to get to the H, In and Out drives on my iPad and MacBook	1	2.1%
Personal document processing	1	2.1%
Other*	20	41.7%
<b>Total</b>	<b>48</b>	<b>100.0%</b>

The data are arranged in descending order of the count for the identified topics/themes.

\*Comments grouped under "Other" included irrelevant, inappropriate, or unhelpful content.

Respondents were asked to indicate additional apps which they thought would make the above-mentioned devices useful to them as a student. A total of 239 respondents provided further comments to this question. The comments can be categorized into the topics as in Table 3.5. The total count at the end of the table reflects the total number of individual topics or themes covered in the comments (Table 5.6).

**Table 5.6: What additional apps would make these devices useful to you as a student?**

Comments	Count	%
Course specific apps	12	4.5%
Microsoft Office	7	2.6%
Architectural software (ArchiCAD, REVIT, SKETCH UP...)	6	2.3%
A note-taking app (e.g. Papyrus, Evernote, OneNote)	6	2.3%
A BCIT app (download version for smart phone or tablet) for quick access to common resources regarding BCIT (quick searches, quick access to maps, bus schedules, program deadlines, class schedule, ask librarian chat)	5	1.9%
PDF Editor, File Reader, Viewer (on all computers and tablets that allow downloading PDF files)	5	1.9%
Visio	5	1.9%
Microsoft Project	5	1.9%
Photoshop	4	1.5%
AutoCAD	4	1.5%
Autodesk Inventor	4	1.5%
Google docs and other file sharing apps	3	1.1%
UCentral	3	1.1%
Apps related to trades courses	2	0.8%
Duolingo or other language learning apps	2	0.8%
WeChat	2	0.8%
Accounting software (e.g. Microsoft Dynamics GP)	2	0.8%
Survey apps	2	0.8%
D2L app that's mobile and user friendly	2	0.8%
Read text out load computer application (for use with headphones)	2	0.8%
Solidworks	2	0.8%
Skydrive	2	0.8%
Wolfram alpha	2	0.8%
Dropbox	2	0.8%
FTP Management to open Share Out/Share In on iPads and computers	2	0.8%
Microsoft flight simulator	2	0.8%
Data collection analysis apps	2	0.8%
Lab Values Apps	1	0.4%
MATLAB	1	0.4%
Whatsapp	1	0.4%
Tinder	1	0.4%
Snap	1	0.4%
GPS App	1	0.4%
Google Earth	1	0.4%

Cont'd - Comments	Count	%
Mac apps	1	0.4%
Packet Tracer	1	0.4%
Adobe with PDF creating/editing capabilities	1	0.4%
Crystal Reports	1	0.4%
Prezi	1	0.4%
SQL Server	1	0.4%
Adobe Photoshop	1	0.4%
Eclipse	1	0.4%
VLC Player	1	0.4%
Circuit layout tools	1	0.4%
SPSS	1	0.4%
File zilla type apps	1	0.4%
Skype	1	0.4%
Adobe Creative Suite	1	0.4%
All adobe products on all computers	1	0.4%
Adobe CC	1	0.4%
Adobe Content Viewer	1	0.4%
Adobe Premiere Suite	1	0.4%
Media editing apps	1	0.4%
Typing software	1	0.4%
Visual Studio	1	0.4%
Other*	141	53.0%
<b>Total</b>	<b>266</b>	<b>100.0%</b>

The data are arranged in descending order of the count for the identified topics/themes.

\*Comments grouped under "Other" included irrelevant, inappropriate, or unhelpful content.

When asked what other emerging technology tools they would like to see the Library offer, a total of 242 respondents provided their feedback. Table 5.7 shows the topics or themes covered in the comments.

**Table 5.7: What other emerging technology tools would you like to see the library offer?**

Comments	Count	%
More accessories such as phone chargers for different models, adapters for out-puts on laptops, projector cables for android tablets, webcams, usb's	10	4.0%
More computers/up-to-date computers/fast speed computers	9	3.6%
VR or AR technology	7	2.8%
Cameras (e.g. DSLR's)	6	2.4%
3D printers	6	2.4%
Drone technology	5	2.0%
Newer and faster laptops	5	2.0%
More software (e.g. . for engineering, architecture and internal design)	3	1.2%
Tablets (iPods, iTouch, etc.)	3	1.2%
Recording devices (sound and video)	3	1.2%
Smart watch rentals	3	1.2%

Cont'd - Comments	Count	%
Better web access	3	1.2%
App for searching the library and viewing e-books	3	1.2%
Financial calculators to lend	2	0.8%
Presentation tools (e.g. whiteboards that attach to computer systems; Clicker)	2	0.8%
Mac/MacBook	2	0.8%
Wireless printing from own laptop	2	0.8%
More print books/current versions of textbooks	2	0.8%
A more refined interface for searching databases and journals	2	0.8%
Voice-to-text app	1	0.4%
Jet Packs	1	0.4%
Access to Adobe Suite	1	0.4%
Access to Apple computers	1	0.4%
Partnering online tutorials with MOOC services	1	0.4%
Hospital simulation tools (access via tablet)	1	0.4%
D2L application	1	0.4%
Lighting devices	1	0.4%
Video game rental	1	0.4%
Robots	1	0.4%
Year round access to databases between semesters. Like UBC	1	0.4%
Library devices need to be offered in Downtown, too	1	0.4%
Student identification for easier meeting of needs	1	0.4%
Better Wi-Fi	1	0.4%
Portable hard drives	1	0.4%
Avid	1	0.4%
Makerspace club for 3d printer service	1	0.4%
Resources broken down more for specific classes	1	0.4%
Google glass or MS HoloLens	1	0.4%
Computer services, i.e. a service that removes virus, helps with personal computer problems	1	0.4%
Modern ventilation	1	0.4%
Microsoft Surface	1	0.4%
Student full access to EverNote or similar	1	0.4%
More mobile devices to lend	1	0.4%
Having all books digitized (PDF version)	1	0.4%
Smart charts	1	0.4%
Digital information for advanced technology for vehicles	1	0.4%
Any good scan to text or text processing tools that offer on the fly use. For example you scan a book/page and it emails you the outputted file or allows you to upload to USB etc.	1	0.4%
Cloud for BCIT student storage, if not already available. So we walk around doing assignments able to save print etc. off cloud	1	0.4%
A better mobile-optimized website	1	0.4%
A better way to access Share Out folders	1	0.4%
Having a printer that does 24x36 paper, as all assignment are in that size for submission	1	0.4%
Updated software/programs	1	0.4%
Multiple computers with a program that connects to one screen for group work	1	0.4%

Cont'd - Comments	Count	%
More monitors in the study rooms to practice group assignments	1	0.4%
A tool library and makerspace focused on electronics skills, hardware operation, and casual collaboration and community learning between the wide variety of disciplines taught at BCIT.	1	0.4%
Remote access to computers at BCIT. For example, we do not have to stay at school just for using apps only available at school like sage, dynamics and so on. So that we can use it to do assignments and practice.	1	0.4%
Faster internet	1	0.4%
More DVDs and CDs for Trade programs	1	0.4%
More outlets	1	0.4%
Other*	133	53.0%
<b>Total</b>	<b>251</b>	<b>100.0%</b>

*The data are arranged in descending order of the count for the identified topics/themes.*

*\*Comments grouped under "Other" included irrelevant, inappropriate, or unhelpful content.*

## 6. Library Resources and Research Help

All respondents, both BCIT Library users and non-users, were asked if they were aware of certain Library resources and research help available to them. Of the responses received for this question, a large majority of respondents (69.9%) were found to be aware of "in-person research help desk" and over half indicated they were aware of "off-campus access to the Library's electronic resources 24/7" (55.5%) and "Catalogue Quick Search" (52.2%). On the other hand, just under one-tenth of the respondents (9.4%) were found to be aware of "alerts to new resources". Two other lowest awareness ratings were received for "AskAway (Chat research help)" (13.2%) and "list of new titles in the collection" (17%) (Table 6.1).

**Table 6.1: Please select all library resources & research help from the list below that you are aware of:\***

Library Resources & Research Help	Count	%
In-person research help desk	730	69.9%
Off-campus access to the Library's electronic resources 24/7	580	55.5%
Catalogue Quick Search	546	52.2%
Research Guides	412	39.4%
Tips and tutorials (writing, research, or database)	366	35.0%
Interlibrary loans	349	33.4%
Library research skills classes	270	25.8%
Subject (liaison) librarian available for in-depth research help by appointment	224	21.4%
List of new titles in the collection	178	17.0%
AskAway (Chat research help)	138	13.2%
Alerts to new resources	98	9.4%
<b>Total</b>	<b>1045</b>	<b>100.0%</b>

*The data are arranged in descending order.*

*\*This is a multiple-response question and was asked to both BCIT Library users and non-users.*

Table 6.2 displays the distribution of awareness by BCIT Library users and non-users. As seen from the last column in the table, the BCIT Library users and non-users expressed different levels of awareness for each item listed: the awareness of users was overall found to be higher than that of the non-users for each item except for the “list of new titles in the collection”. The gap of awareness between each group was found to be the biggest for “off-campus access to the Library's electronic resources 24/7” (23.3%).

**Table 6.2: Please select all library resources & research help from the list below that you are aware of:\***

Library Resources & Research Help	Have you used any of the BCIT Libraries' services and facilities within the past year (including visiting in person, accessing the Library website, peer tutor, Writing Centre, print or online collections, course reserves, BCIT Archives, and study space)				
	Yes		No		Difference between users and non-users in terms of awareness of Library Resources & Research Help
	Count	%	Count	%	
In-person research help desk	644	72.5%	86	54.8%	17.7%
Off-campus access to the Library's electronic resources 24/7	524	59.0%	56	35.7%	23.3%
Catalogue Quick Search	479	53.9%	67	42.7%	11.3%
Research Guides	371	41.8%	41	26.1%	15.7%
Tips and tutorials (writing, research, or database)	323	36.4%	43	27.4%	9.0%
Interlibrary loans	309	34.8%	40	25.5%	9.3%
Library research skills classes	239	26.9%	31	19.7%	7.2%
Subject (liaison) librarian available for in-depth research help by appointment	205	23.1%	19	12.1%	11.0%
List of new titles in the collection	144	16.2%	34	21.7%	-5.4%
AskAway (Chat research help)	125	14.1%	13	8.3%	5.8%
Alerts to new resources	87	9.8%	11	7.0%	2.8%
<b>Total</b>	<b>888</b>	<b>100.0%</b>	<b>157</b>	<b>100.0%</b>	-

*The data are arranged in descending order of the % of “Yes”*

*Percentages in red represent differences >20% between the responses of the Library users and non-users*

*\*This is a multiple-response question.*

Respondents were asked how often they used any of the Library resources and research help they reported they were aware of (Table 6.3). Similarly, those who reported they used those particular resources and research help support were asked to rate their levels of satisfaction with those items (Table 6.4). While “awareness” question was asked to both BCIT Library users and non-users, “usage” and “satisfaction” questions were asked to the BCIT Library-users only (see Figure 2.1 for details).

As shown in Table 6.3, the mean for reported usage ranged from 1.94 to 3.28 (with 1 being “never” and 5 being “very often”) for Library resources and research help BCIT Library offers. While the highest ratings for frequent use (**based on the ratings of “very often” and “often”**) were received for “off-campus access

to the Library's electronic resources 24/7" (43.9%) and "Catalogue Quick Search" (30.9%), "Library research skills classes" (10.6%) and "interlibrary loans" (11.1%) were assigned with lowest ratings.

**Table 6.3: Please indicate how often you have used the resources & research help listed below in the past year?\***

Library Resources & Research Help	Very Often (5)	Often (4)	Sometimes (3)	Seldom (2)	Never (1)	Count	Mean
Off-campus access to the Library's electronic resources 24/7	20.3%	23.6%	29.1%	17.8%	9.1%	516	3.28
Catalogue Quick Search	11.3%	19.6%	31.7%	20.4%	17.0%	470	2.88
Research Guides	9.8%	16.5%	29.9%	21.5%	22.3%	358	2.70
In-person research help desk	4.6%	9.2%	26.5%	30.6%	29.2%	631	2.29
Alerts to new resources	7.1%	11.9%	21.4%	21.4%	38.1%	84	2.29
List of new titles in the collection	5.0%	7.9%	25.9%	23.7%	37.4%	139	2.19
Tips and tutorials (writing, research, or database)	4.4%	8.9%	23.7%	26.9%	36.1%	316	2.19
Library research skills classes	2.1%	8.5%	18.6%	29.7%	41.1%	236	2.01
Subject (liaison) librarian available for in-depth research help by appointment	2.5%	10.7%	16.2%	23.4%	47.2%	197	1.98
AskAway (Chat research help)	3.3%	9.9%	14.0%	24.0%	48.8%	121	1.95
Interlibrary loans	3.7%	7.4%	17.8%	21.8%	49.3%	298	1.94

*The data are arranged in descending order of the mean*

*\*Only "BCIT Library users" (see Figure 2.1 for details) were asked this question.*

Respondents who reported they had used certain Library resources and research help tools were asked to rate their satisfaction with the indicated resources/tools. Data in Table 6.4 show that the respondents who answered this question were overall satisfied with what they had been offered in this area (the means range between 3.79 and 4.09). The highest satisfaction ratings (**based on the ratings of "very satisfied" and "satisfied"**) were obtained for "in-person research help desk" (82.5%) and "subject (liaison) librarian available for in-depth research help by appointment" (78.6%), and the lowest ratings were received for "Library research skills classes" (65.3%) and "tips and tutorials (writing, research, or database)" (68.4%).

**Table 6.4: If you have used the resources & research help listed below in the past year, how satisfied are you?\***

Library Resources & Research Help	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor Dissatisfied		Very Dissatisfied (1)	Count	Mean
			Dissatisfied (3)	(2)			
In-person research help desk	28.4%	54.1%	15.7%	1.4%	0.5%	440	4.09
Subject (liaison) librarian available for in-depth research help by appointment	26.2%	52.4%	18.4%	2.9%	-	103	4.02
Off-campus access to the Library's electronic resources 24/7	26.2%	51.7%	16.7%	4.1%	1.3%	466	3.97
Interlibrary loans	26.2%	45.6%	25.5%	2.7%	-	149	3.95
List of new titles in the collection	23.8%	48.8%	26.2%	1.2%	-	84	3.95
Research Guides	20.5%	53.1%	24.5%	1.8%	-	273	3.92
Alerts to new resources	21.3%	48.9%	29.8%	-	-	47	3.91
Catalogue Quick Search	18.4%	55.7%	22.8%	3.1%	-	386	3.89
AskAway (Chat research help)	21.3%	49.2%	26.2%	3.3%	-	61	3.89
Tips and tutorials (writing, research, or database)	15.6%	52.8%	31.7%	-	-	199	3.84
Library research skills classes	16.7%	48.6%	32.6%	1.4%	0.7%	138	3.79

*The data are arranged in descending order of the mean*

*Blank cells denote counts of zero*

*\*Only "BCIT Library users" (see Figure 2.1 for details) were asked this question.*

## 7. Library Services

All respondents, both BCIT Library users and non-users, were asked if they were aware of certain Library services available to them. Of the responses received for this question, just over four-fifths of the respondents (80.6%) were found to be aware of "printing", and just under four-fifths indicated that they were aware of "quiet study space" (78.7%) and "photocopying" (78.1%). On the other hand, the respondents reported significantly lower awareness for "alerts to new resources" (9.4%), "Adaptive Technology Lab (Disability Resource Centre)" (13.5%), and "Study Skills Seminars" (15.9%) (Table 7.1).

**Table 7.1: Please select all library services from the list below that you are aware of\*:**

Library Services	Count	%
Printing	904	80.6%
Quiet study space	882	78.7%
Photocopying	875	78.1%
Computer labs	830	74.0%
Silent study space	801	71.5%
Group study space	769	68.6%
Bookable group study rooms	726	64.8%
ehPod (24/7/365)	704	62.8%
Peer Tutoring (curriculum content and study skills)	610	54.4%
Writing Centre	475	42.4%
Study Skills Seminars	178	15.9%
Adaptive Technology Lab (Disability Resource Centre)	151	13.5%
<b>Total</b>	<b>1121</b>	<b>100.0%</b>

*The data are arranged in descending order.*

*\*This is a multiple-response question and was asked to both BCIT Library users and non-users.*

Table 7.2 displays the distribution of awareness by BCIT Library users and non-users. As seen from the last column in the table, the BCIT Library users and non-users expressed significantly different levels of awareness for each item listed: the awareness of users was found to be notably higher than that of the non-users for each item. The gap of awareness between each group was found to be the biggest for “ehPod (24/7/365)” (50.6%), “peer tutoring (curriculum content and study skills)” (33.8%), and “bookable group study rooms” (32.7%).

It was also noted that the difference between awareness rates of the Library users and the non-users is overall the highest in “Library Services”.

**Table 7.2: Please select all library services from the list below that you are aware of\*:**

Library Services	Have you used any of the BCIT Libraries' services and facilities within the past year (including visiting in person, accessing the Library website, peer tutor, Writing Centre, print or online collections, course reserves, BCIT Archives, and study space				
	Yes		No		Difference between users and non-users in terms of awareness of Library Services
	Count	%	Count	%	
Printing	768	83.8%	136	66.3%	17.5%
Quiet study space	737	80.5%	145	70.7%	9.7%
Photocopying	723	78.9%	152	74.1%	4.8%
Computer labs	713	77.8%	117	57.1%	20.8%
Silent study space	697	76.1%	104	50.7%	25.4%
Group study space	669	73.0%	100	48.8%	24.3%
ehPod (24/7/365)	660	72.1%	44	21.5%	50.6%
Bookable group study rooms	648	70.7%	78	38.0%	32.7%
Peer Tutoring (curriculum content and study skills)	555	60.6%	55	26.8%	33.8%
Writing Centre	426	46.5%	49	23.9%	22.6%
Study Skills Seminars	160	17.5%	18	8.8%	8.7%
Adaptive Technology Lab (Disability Resource Centre)	136	14.8%	15	7.3%	7.5%
<b>Total</b>	<b>916</b>	<b>100.0%</b>	<b>205</b>	<b>100.0%</b>	-

*The data are arranged in descending order of the % of “Yes”*

*Percentages in red represent differences >20% between the responses of the Library users and non-users*

*\*This is a multiple-response question*

Respondents were asked how often they used any of the Library services they reported they were aware of (Table 7.3). Similarly, those who reported they used those particular services were asked to rate their levels of satisfaction with those items (Table 7.4). While “awareness” question was asked to both BCIT Library users and non-users, “usage” and “satisfaction” questions were asked to the BCIT Library-users only (see Figure 2.1 for details).

As shown in Table 7.3, the mean for reported usage ranged from 1.52 to 3.17 (with 1 being “never” and 5 being “very often”) for Library services. While the highest ratings for frequent use (**based on the ratings of “very often” and “often”**) were received for “computer labs” (42.3%) and “bookable group study rooms” (41.7%), “Writing Centre” (6.2%) and “peer tutoring (curriculum content and study skills)” (7.6%) were assigned with lowest ratings.

**Table 7.3: Please indicate how often you have used the services listed below in the past year?\***

Library Services	Very Often (5)	Often (4)	Sometimes (3)	Seldom (2)	Never (1)	Count	Mean
Computer labs	18.8%	23.5%	26.6%	18.6%	12.5%	703	3.17
ehPod (24/7/365)	19.0%	21.1%	28.7%	17.1%	14.2%	649	3.14
Bookable group study rooms	21.9%	19.8%	24.4%	15.6%	18.3%	635	3.11
Quiet study space	18.2%	21.6%	27.6%	17.2%	15.4%	727	3.10
Silent study space	17.5%	21.1%	24.4%	18.1%	18.9%	692	3.00
Group study space	16.6%	21.2%	26.6%	15.7%	19.8%	655	2.99
Printing	14.9%	19.2%	25.7%	17.8%	22.4%	759	2.86
Photocopying	6.3%	10.0%	23.9%	20.7%	39.0%	710	2.24
Study Skills Seminars	4.6%	5.3%	16.6%	17.9%	55.6%	151	1.85
Peer Tutoring (curriculum content and study skills)	3.7%	3.9%	9.6%	19.6%	63.3%	542	1.65
Writing Centre	2.4%	3.8%	8.9%	17.0%	67.9%	418	1.56
Adaptive Technology Lab (Disability Resource Centre)	5.2%	3.7%	6.7%	6.7%	77.6%	134	1.52

*The data are arranged in descending order of the mean*

*\*Only “BCIT Library users” (see Figure 2.1 for details) were asked this question.*

Respondents who reported they had used certain Library services were asked to rate their satisfaction with the indicated services. Data in Table 7.4 show that the respondents who answered this question were overall satisfied with what they had been offered in this area (the means range between 3.77 and 4.17). The highest satisfaction ratings (**based on the ratings of “very satisfied” and “satisfied”**), were obtained for “silent study space” (85.3%) and “bookable group study rooms” (83.5%), and the lowest ratings were received for received for “Writing Centre” (62.6%) and “peer tutoring (curriculum content and study skills)” (66.5%).

**Table 7.4: If you have used the services listed below in the past year, how satisfied are you?\***

Library Services	Very Satisfied		Neither Satisfied nor Dissatisfied		Very Dissatisfied	Count	Mean
	(5)	(4)	(3)	(2)	(1)		
Adaptive Technology Lab (Disability Resource Centre)	37.9%	41.4%	20.7%	-	-	29	4.17
Bookable group study rooms	31.8%	51.7%	11.5%	4.9%	0.2%	513	4.10
Silent study space	28.9%	56.4%	10.3%	3.1%	1.3%	551	4.09
Quiet study space	28.8%	54.3%	13.0%	3.7%	0.2%	593	4.08
Group study space	26.5%	55.1%	14.7%	3.7%	-	517	4.04
Computer labs	23.6%	55.8%	17.2%	2.6%	0.8%	606	3.99
ehPod (24/7/365)	28.3%	50.0%	14.5%	6.0%	1.3%	552	3.98
Study Skills Seminars	26.9%	46.3%	25.4%	-	1.5%	67	3.97
Photocopying	21.2%	53.9%	18.6%	5.6%	0.7%	425	3.89
Printing	23.0%	52.3%	16.2%	7.3%	1.2%	579	3.89
Peer Tutoring (curriculum content and study skills)	22.3%	44.2%	30.5%	2.5%	0.5%	197	3.85
Writing Centre	21.6%	41.0%	31.3%	4.5%	1.5%	134	3.77

The data are arranged in descending order of the mean

Blank cells denote counts of zero

\*Only "BCIT Library users" (see Figure 2.1 for details) were asked this question.

## 8. Library Collections

All respondents, both BCIT Library users and non-users, were asked if they were aware of certain Library collections available to them. Of the responses received for this question, the majority of respondents (58.9%) were found to be aware of "print books", which are followed by "databases (e.g. statistics, standards, demographics)" (46.8%), and "e-journals" (43%). On the other hand, the respondents reported significantly lower awareness for "streamed videos" (13.6%). Two other lowest awareness ratings were received for "Course reserves (digital)" (20.4%) and "Print BCIT archives" (21.7%) (Table 8.1).

**Table 8.1: Please select all the Library collections from the list below that you are aware of:\***

Library Collections	Count	%
Print books	591	58.9%
Databases (e.g. statistics, standards, demographics)	469	46.8%
E-journals	431	43.0%
Print journals	430	42.9%
E-books	418	41.7%
Course outlines	412	41.1%
DVDs and videos	407	40.6%
Course reserves (print)	273	27.2%
Digital BCIT archives	237	23.6%
Print BCIT archives	218	21.7%
Course reserves (digital)	205	20.4%
Streamed videos	136	13.6%
<b>Total</b>	<b>1003</b>	<b>100.0%</b>

The data are arranged in descending order.

\*This is a multiple-response question and was asked to both BCIT Library users and non-users.

Table 8.2 displays the distribution of awareness by BCIT Library users and non-users. As seen from the last column in the table, the BCIT Library users and non-users expressed different levels of awareness for each item listed; however, the range of differences observed in this area, i.e. “Collections”, was found overall lower when compared the difference of awareness between two groups in other service areas (see Table 5.2, 6.2, and 7.2). Moreover, as seen from the Table, the awareness rate of the non-users was found to be higher than that of the users for “print books” and “DVDs and videos”.

**8.2: Please select all the Library collections from the list below that you are aware of:\***

Library Collections	Have you used any of the BCIT Libraries' services and facilities within the past year (including visiting in person, accessing the Library website, peer tutor, Writing Centre, print or online collections, course reserves, BCIT Archives, and study space)				
	Yes		No		Difference between users and non-users in terms of awareness of Library Collections
	Count	%	Count	%	
Print books	479	58.0%	112	63.3%	-5.3%
Databases (e.g. statistics, standards, demographics)	407	49.3%	62	35.0%	14.2%
E-journals	379	45.9%	52	29.4%	16.5%
Print journals	363	43.9%	67	37.9%	6.1%
E-books	357	43.2%	61	34.5%	8.8%
Course outlines	353	42.7%	59	33.3%	9.4%
DVDs and videos	328	39.7%	79	44.6%	-4.9%
Course reserves (print)	240	29.1%	33	18.6%	10.4%
Digital BCIT archives	205	24.8%	32	18.1%	6.7%
Print BCIT archives	180	21.8%	38	21.5%	0.3%
Course reserves (digital)	169	20.5%	36	20.3%	0.1%
Streamed videos	117	14.2%	19	10.7%	3.4%
<b>Total</b>	<b>826</b>	<b>100.0%</b>	<b>177</b>	<b>100.0%</b>	-

*The data are arranged in descending order of the % of “Yes”*

*\*This is a multiple-response question*

Respondents were asked how often they used any of the Library collections they reported they were aware of (Table 8.3). Similarly, those who reported they used those particular collections were asked to rate their levels of satisfaction with those items (Table 8.4). While “awareness” question was asked to both BCIT Library users and non-users, “usage” and “satisfaction” questions were asked to the BCIT Library-users only (see Figure 2.1 for details).

As shown in Table 8.3, the mean for reported usage ranged from 1.59 to 2.91 (with 1 being “never” and 5 being “very often”) for Library collections. While the highest ratings for frequent use (**based on the ratings of “very often” and “often”**) were received for “e-journals” (36.3%) and “course outlines” (35.1%), “DVDs and videos” (5.4%) and “print journals” (10.9%) were assigned with lowest ratings.

**8.3: Please indicate how often you have used the collections listed below in the past year?\***

Library Collections	Frequency					Count	Mean
	Very Often (5)	Often (4)	Sometimes (3)	Seldom (2)	Never (1)		
E-journals	15.2%	21.1%	24.3%	18.7%	20.8%	375	2.91
Course outlines	11.7%	23.4%	27.4%	18.8%	18.8%	351	2.90
Databases (e.g. statistics, standards, demographics)	13.4%	19.6%	26.0%	21.8%	19.3%	404	2.86
Course reserves (print)	8.4%	14.7%	25.6%	18.1%	33.2%	238	2.47
Print books	7.6%	11.5%	25.7%	20.2%	35.0%	471	2.37
Streamed videos	9.7%	8.8%	20.4%	14.2%	46.9%	113	2.20
Digital BCIT archives	4.5%	10.4%	25.9%	18.9%	40.3%	201	2.20
E-books	5.9%	10.4%	20.8%	21.4%	41.4%	355	2.18
Course reserves (digital)	2.4%	9.7%	27.9%	17.6%	42.4%	165	2.12
Print BCIT archives	5.1%	10.2%	18.2%	17.6%	48.9%	176	2.05
Print journals	4.2%	6.7%	22.9%	21.5%	44.7%	358	2.04
DVDs and videos	1.3%	4.1%	11.6%	18.2%	64.9%	319	1.59

The data are arranged in descending order of the mean

\*Only "BCIT Library users" (see Figure 2.1 for details) were asked this question.

Respondents who reported they had used certain Library services were asked to rate their satisfaction with the indicated collections. Data in Table 8.4 show that the respondents who answered this question were overall satisfied with the BCIT Library collections they had used (the means range between 3.76 and 3.98). The highest satisfaction ratings (**based on the ratings of "very satisfied" and "satisfied"**), were obtained for "course reserves (print)" (80.6%) and "streamed videos" (77.9%), and the lowest ratings were received for received for "digital BCIT archives" (67.2%) and "e-books" (67.5%).

**8.4: If you have used the collections listed below in the past year, how satisfied are you?\***

Library Collections	Satisfaction					Count	Mean
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor Dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)		
Course reserves (print)	20.6%	60.0%	16.1%	3.2%	-	155	3.98
Streamed videos	22.0%	55.9%	20.3%	-	1.7%	59	3.97
Print books	23.3%	51.2%	24.3%	1.3%	-	301	3.96
Course outlines	19.9%	54.3%	23.8%	2.1%	-	282	3.92
Print journals	19.2%	51.3%	26.9%	2.1%	0.5%	193	3.87
Databases (e.g. statistics, standards, demographics)	18.1%	53.6%	25.2%	2.5%	0.6%	321	3.86
Digital BCIT archives	21.8%	45.4%	29.4%	3.4%	-	119	3.86
Print BCIT archives	18.2%	50.0%	30.7%	1.1%	-	88	3.85
DVDs and videos	17.4%	50.5%	30.3%	1.8%	-	109	3.83
Course reserves (digital)	14.9%	57.4%	24.5%	2.1%	1.1%	94	3.83
E-books	18.7%	48.8%	27.6%	3.9%	1.0%	203	3.80
E-journals	17.9%	51.4%	20.3%	9.5%	1.0%	296	3.76

The data are arranged in descending order of the mean

Blank cells denote counts of zero

\*Only "BCIT Library users" (see Figure 2.1 for details) were asked this question

## 9. Final Comments

At the end of the survey, respondents were asked to provide any additional comments about the BCIT Library Services or the questionnaire. A total of 292 respondents provided further written comments, which can be categorized into the topics as in Table 9.1. The total count at the end of the table reflects the total number of individual topics or themes covered in the comments.

**Table 9.1: Do you have any additional comments about the BCIT Library or about this survey?**

Comments	Count	%
I am satisfied with everything the Library offers	37	10.9%
Better enforcement of noise regulations (chatting, cell phones)	11	3.2%
More services in other campus libraries	10	2.9%
Extended hours (after class hours; especially for PTS students; around exam weeks; weekends)	9	2.6%
More resources	9	2.6%
Before this survey I wasn't aware that the library had so many resources available	7	2.1%
More wall sockets (electrical outlets)	7	2.1%
Library staff is very knowledgeable, friendly and approachable	6	1.8%
Clean/sanitize the computers and keyboards in ehPod	6	1.8%
Faster/updated computers and laptops	5	1.5%
More notifications should be sent out about Library services	5	1.5%
Extended hours in other campus libraries	5	1.5%
Electronic resources are difficult to navigate through	5	1.5%
Cheaper printing	4	1.2%
Make U-Pass machine should be accessible 24/7 and in other campuses	4	1.2%
More online books	4	1.2%
More help from staff	4	1.2%
Provide better research guides (and more study skills classes)	4	1.2%
Fix the 24hr swipe in door for the eh pod so it closes automatically (beeps constantly)	4	1.2%
Ban eating and drinking everywhere in the library	4	1.2%
More online journals (and access to full articles)	4	1.2%
Better online room booking system (fast, user-friendly)	4	1.2%
More computers	4	1.2%
More quiet study spaces	4	1.2%
Regular maintenance of the outlets	3	0.9%
More study spaces/rooms	3	0.9%
Printing system needs updating	3	0.9%
More peer tutors	3	0.9%
Working ventilation in study rooms and ehPod	3	0.9%
More print resources (books, journals, textbooks)	3	0.9%
More online databases	3	0.9%
Survey is long	<b>3</b>	<b>0.9%</b>

<b>Cont'd - Comments</b>	<b>Count</b>	<b>%</b>
More digitized resources	2	0.6%
Proper temperature adjustment in quiet study spaces	2	0.6%
Avail access to online resources and room booking for a while for alumni (for certification exams)	2	0.6%
System logs you out too quickly when using online resources	2	0.6%
More silent study rooms	2	0.6%
More group study areas	1	0.3%
Apply a fee policy for "no shows" for a booked study room	1	0.3%
Facility needs maintenance (dripping ceiling)	1	0.3%
More programs in computers and laptops	1	0.3%
More staplers/3 hole punches	1	0.3%
Jacket and bag hooks in bathrooms	1	0.3%
A better system for viewing e-books on mobile devices	1	0.3%
Appreciate donations with thank you-e-mails	1	0.3%
Fight with mice problem	1	0.3%
More convenient hours for student card pick up	1	0.3%
Instead of SE14 use "Library" on maps and signs	1	0.3%
More scanners	1	0.3%
Update the programs installed	1	0.3%
Reduce fines for overdue items	1	0.3%
Link printing credit to log-in, not to cards	1	0.3%
False alarms of the anti-shoplifting gates at the entrance are annoying	1	0.3%
More sockets for laptop charging; and extensions	1	0.3%
Update databases	1	0.3%
Avail vending machines for food and hot beverages	1	0.3%
Online renewal of books is great	1	0.3%
Online ordering of interlibrary resources	1	0.3%
Instructions for how to use the photocopy machine	1	0.3%
Map of all floors in the entrance	1	0.3%
Other*	118	34.6%
<b>Total</b>	<b>341</b>	<b>100.0%</b>

*The data are arranged in descending order of the count for the identified topics/themes.*

*\*Comments grouped under "Other" included irrelevant, inappropriate, or unhelpful content.*

# Survey Instrument

---

## 2015 BCIT LIBRARY SERVICES STUDENT SURVEY

### Privacy Statement

The collection of any personal information you provide is pursuant to section 26(c) of the *Freedom of Information and Protection of Privacy Act (FIPPA)* that allows BCIT to collect personal information for purposes related to and necessary for BCIT's operating programs and activities. Any information that you provide by answering survey questions will be used on an aggregated (not individually identifiable) basis for analysis and reporting. BCIT may share and disclose personal information within the Institute to carry out its mandate and operations. Your contact information will not be released to others outside of BCIT, except as authorized under *FIPPA*. For questions about BCIT's privacy practices please contact, Cynthia Kent, Associate Director, Privacy, Records Management and Copyright, BCIT Library Services, T 604.432.8508 | E [cynthia\\_kent@bcit.ca](mailto:cynthia_kent@bcit.ca) | W [bcit.ca/privacy](http://bcit.ca/privacy)

If you have any questions or concerns about this survey, please contact Funda Isbuga Erel, Research and Information Analyst, BCIT Institutional Research Office, 3700 Willingdon Ave., Burnaby, BC V5G 3H2, at [funda\\_isbuga\\_ere@bcit.ca](mailto:funda_isbuga_ere@bcit.ca).

### BCIT LIBRARIES USE

**1. Have you used any of the BCIT Libraries' services and facilities within the past year (including visiting in person, accessing the Library website, peer tutor, Writing Centre, print or online collections, course reserves, BCIT Archives, and study space, or asking questions in person or via telephone or email)?**

Yes -

No

**2. Please let us know why you haven't used any BCIT Library services (in person or remotely) in the past year:**

I was not a student

I had no need to use the library for my coursework

I didn't know BCIT had a library

I didn't know where the library was

I am not close to a BCIT campus with a library

I prefer to use other libraries or resources instead

Other (please specify)

**3. Have you visited any BCIT Library branch in person in the past year?**

- Yes
- No

**4. Which BCIT Library do you usually visit in person?**

- Burnaby Campus Library
- Marine Campus Library
- Aerospace Technology Campus Library

**5. Have you used any BCIT library services remotely in the past year?** *(Remote library services include accessing the library online, using the library website, phoning in, or connecting via mobile device.)*

- Yes
- No

### THE LIBRARY AND YOUR STUDENT EXPERIENCE

**6. To what degree do you agree or disagree with the following statements about the BCIT Library services?**

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not applicable
I get the help I need when I come to the BCIT Library	<input type="radio"/>					
I find the information I need at the BCIT Library	<input type="radio"/>					
BCIT Library services enable me to be more successful in my BCIT courses	<input type="radio"/>					
Library hours meet my needs	<input type="radio"/>					

**7. Can you tell us how the BCIT Library services have allowed you to be more successful in your BCIT courses?**

---

**8. In the past year, did you need to find information for any of your BCIT course assignments (information that was not included in your course material)?**

- Yes
- No

**9. Please think back to the past year when you needed to find information for course assignments. Which of the following resources did you use? (Select all that apply)**

- BCIT Library (in person, telephone, e-mail)
- BCIT Library website
- Internet search engines (Google, Bing, etc.)
- Libraries at post-secondary institutions other than BCIT
- Public libraries
- Asking friends
- Personal books/journals
- News media
- Social networking tools (Facebook, Twitter, Skype, Google Hangouts, etc.)
- Web-based tools (blogs, wikis, podcasts, etc.)
- Streaming video
- Webmails (Gmail, Hotmail, Yahoo, etc.)
- Drop-Box, Google Drive, Box, or Similar
- iTunes u, MIT Open Courseware, or similar
- Specific websites
- Other, please specify \_\_\_\_\_

**10. To successfully complete your coursework, do you need any additional information or services that the BCIT library does not currently offer?**

- Yes
- No
- I'm not sure what the library offers

**11. How can the BCIT Library services be improved to support you in successfully completing your coursework?**

---

## COMMUNICATION TECHNOLOGY

**12. Suppose you are doing research or looking for information, and you have a question for the library. How would you prefer to ask? (Select all that apply)**

- Telephone
- Email
- Online chat
- Text messaging
- In person
- Other, please specify \_\_\_\_\_

**13. What kind of social networking tools do you currently use, if any? (Select all that apply)**

- Facebook
- Google+
- Twitter
- YouTube
- Pinterest
- LinkedIn
- Tumblr
- Instagram
- WhatsApp
- Other, please specify \_\_\_\_\_
- I do not use any

## LIBRARY TECHNOLOGY

**14. Please select all the tools and devices from the list below that the BCIT Library offers and you are aware of.**

	I'm aware of:
Wireless access (In the library)	<input type="checkbox"/>
Access to desktop computers (In the library)	<input type="checkbox"/>
Laptop loans	<input type="checkbox"/>
iPad loans	<input type="checkbox"/>
E-readers (Kobo, Kindle, and Sony)	<input type="checkbox"/>
Tablets (Surface, Galaxy Tab 2, and Galaxy Tab 3)	<input type="checkbox"/>
GoPro Camera	<input type="checkbox"/>

**15. Please indicate how often you have used the tools and devices listed below in the past year?**

	Very Often	Often	Sometimes	Seldom	Never
Wireless access (In the library)	<input type="radio"/>				
Access to desktop computers (In the library)	<input type="radio"/>				
Laptop loans	<input type="radio"/>				
iPad loans	<input type="radio"/>				
E-readers (Kobo, Kindle, and Sony)	<input type="radio"/>				
Tablets (Surface, Galaxy Tab 2, and Galaxy Tab 3)	<input type="radio"/>				
GoPro Camera	<input type="radio"/>				

**16. If you have used the tools and devices listed below in the past year, how satisfied are you?**

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Wireless access (In the library)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to desktop computers (In the library)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laptop loans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iPad loans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-readers (Kobo, Kindle, and Sony)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablets (Surface, Galaxy Tab 2, and Galaxy Tab 3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GoPro Camera	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**17. For what purpose(s) did you use the devices listed in previous question (laptops, iPads, smart phones, etc.)? (Select all that apply)**

- Information search
  - Gaming
  - Social networking
  - Course-specific applications
  - Presentations
  - Doing assignments or taking notes
  - Other, please specify
- 

**18. What additional apps would make these devices useful to you as a student?**

---

**19. What other emerging technology tools would you like to see the library offer? (Playbooks, other tablets etc.)**

---

## LIBRARY RESOURCES & RESEARCH HELP

**20. Please select all library resources & research help from the list below that you are aware of:**

	I'm aware of:
Catalogue Quick Search	<input type="checkbox"/>
Research Guides	<input type="checkbox"/>
Tips and tutorials (writing, research, or database)	<input type="checkbox"/>
List of new titles in the collection	<input type="checkbox"/>
Alerts to new resources	<input type="checkbox"/>
Off-campus access to the Library's electronic resources 24/7	<input type="checkbox"/>
AskAway (Chat research help)	<input type="checkbox"/>
Interlibrary loans	<input type="checkbox"/>
Library research skills classes	<input type="checkbox"/>
In-person research help desk	<input type="checkbox"/>
Subject (liaison) librarian available for in-depth research help by appointment	<input type="checkbox"/>

**21. Please indicate how often you have used the resources & research help listed below in the past year?**

	Very Often	Often	Sometimes	Seldom	Never
Catalogue Quick Search	<input type="radio"/>				
Research Guides	<input type="radio"/>				
Tips and tutorials (writing, research, or database)	<input type="radio"/>				
List of new titles in the collection	<input type="radio"/>				
Alerts to new resources	<input type="radio"/>				
Off-campus access to the Library's electronic resources 24/7	<input type="radio"/>				
AskAway (Chat research help)	<input type="radio"/>				
Interlibrary loans	<input type="radio"/>				
Library research skills classes	<input type="radio"/>				
In-person research help desk	<input type="radio"/>				
Subject (liaison) librarian available for in-depth research help by appointment	<input type="radio"/>				

**22. If you have used the resources & research help listed below in the past year, how satisfied are you?**

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Catalogue Quick Search	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research Guides	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tips and tutorials (writing, research, or database)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
List of new titles in the collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alerts to new resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Off-campus access to the Library's electronic resources 24/7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AskAway (Chat research help)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interlibrary loans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library research skills classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In-person research help desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subject (liaison) librarian available for in-depth research help by appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## LIBRARY SERVICES

**23. Please select all library services from the list below that you are aware of:**

	I'm aware of:
Bookable group study rooms	<input type="checkbox"/>
Quiet study space	<input type="checkbox"/>
Silent study space	<input type="checkbox"/>
Group study space	<input type="checkbox"/>
Computer labs	<input type="checkbox"/>
ehPod (24/7/365)	<input type="checkbox"/>
Printing	<input type="checkbox"/>
Photocopying	<input type="checkbox"/>
Peer Tutoring (curriculum content and study skills)	<input type="checkbox"/>
Writing Centre	<input type="checkbox"/>
Study Skills Seminars	<input type="checkbox"/>
Adaptive Technology Lab (Disability Resource Centre)	<input type="checkbox"/>

**24. Please indicate how often you have used the services listed below in the past year?**

	Very Often	Often	Sometimes	Seldom	Never
Bookable group study rooms	<input type="radio"/>				
Quiet study space	<input type="radio"/>				
Silent study space	<input type="radio"/>				
Group study space	<input type="radio"/>				
Computer labs	<input type="radio"/>				
ehPod (24/7/365)	<input type="radio"/>				
Printing	<input type="radio"/>				
Photocopying	<input type="radio"/>				
Peer Tutoring (curriculum content and study skills)	<input type="radio"/>				
Writing Centre	<input type="radio"/>				
Study Skills Seminars	<input type="radio"/>				
Adaptive Technology Lab (Disability Resource Centre)	<input type="radio"/>				

**25. If you have used the services listed below in the past year, how satisfied are you?**

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
Bookable group study rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quiet study space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Silent study space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group study space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ehPod (24/7/365)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Photocopying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peer Tutoring (curriculum content and study skills)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Writing Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Study Skills Seminars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adaptive Technology Lab (Disability Resource Centre)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**LIBRARY COLLECTIONS**

**26. Please select all the Library collections from the list below that you are aware of:**

	I'm aware of:
E-books	<input type="checkbox"/>
Print books	<input type="checkbox"/>
E-journals	<input type="checkbox"/>
Print journals	<input type="checkbox"/>
Databases (e.g. statistics, standards, demographics)	<input type="checkbox"/>
DVDs and videos	<input type="checkbox"/>
Streamed videos	<input type="checkbox"/>
Course reserves (digital)	<input type="checkbox"/>
Course reserves (print)	<input type="checkbox"/>
Course outlines	<input type="checkbox"/>
Digital BCIT archives	<input type="checkbox"/>
Print BCIT archives	<input type="checkbox"/>

**27. Please indicate how often you have used the collections listed below in the past year?**

	Very Often	Often	Sometimes	Seldom	Never
E-books	<input type="radio"/>				
Print books	<input type="radio"/>				
E-journals	<input type="radio"/>				
Print journals	<input type="radio"/>				
Databases (e.g. statistics, standards, demographics)	<input type="radio"/>				
DVDs and videos	<input type="radio"/>				
Streamed videos	<input type="radio"/>				
Course reserves (digital)	<input type="radio"/>				
Course reserves (print)	<input type="radio"/>				
Course outlines	<input type="radio"/>				
Digital BCIT archives	<input type="radio"/>				
Print BCIT archives	<input type="radio"/>				

**28. If you have used the collections listed below in the past year, how satisfied are you?**

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
E-books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Databases (e.g. statistics, standards, demographics)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DVDs and videos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Streamed videos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Course reserves (digital)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Course reserves (print)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Course outlines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital BCIT archives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print BCIT archives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## DEMOGRAPHIC QUESTIONS

**29. Which campus do you mainly attend?**

- Burnaby
- Downtown
- Aerospace and Technology Campus
- Annacis Island
- Marine Campus
- Distance/Online Education
- Other (please specify) \_\_\_\_\_

**30. Please indicate the age range that applies to you:**

- 19 or under
- 20-34
- 35-44
- 45 and above

**31. Are you registered in any D2L courses?**

- Yes
- No
- I don't know

**32. Do you have any additional comments about the BCIT Library or about this survey?**

\_\_\_\_\_

To participate in the draw for a chance to win 1 (one) of 4 (four) \$50 gift certificates to Metrotown, please enter your name and email address below. We will use this information only to track your participation in the draw and to contact the winners to award their prize.

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Email: \_\_\_\_\_

**Thank you for your participation!**

If you would like to find out more about the BCIT Library, please visit the website at: [bcit.ca/library](http://bcit.ca/library).