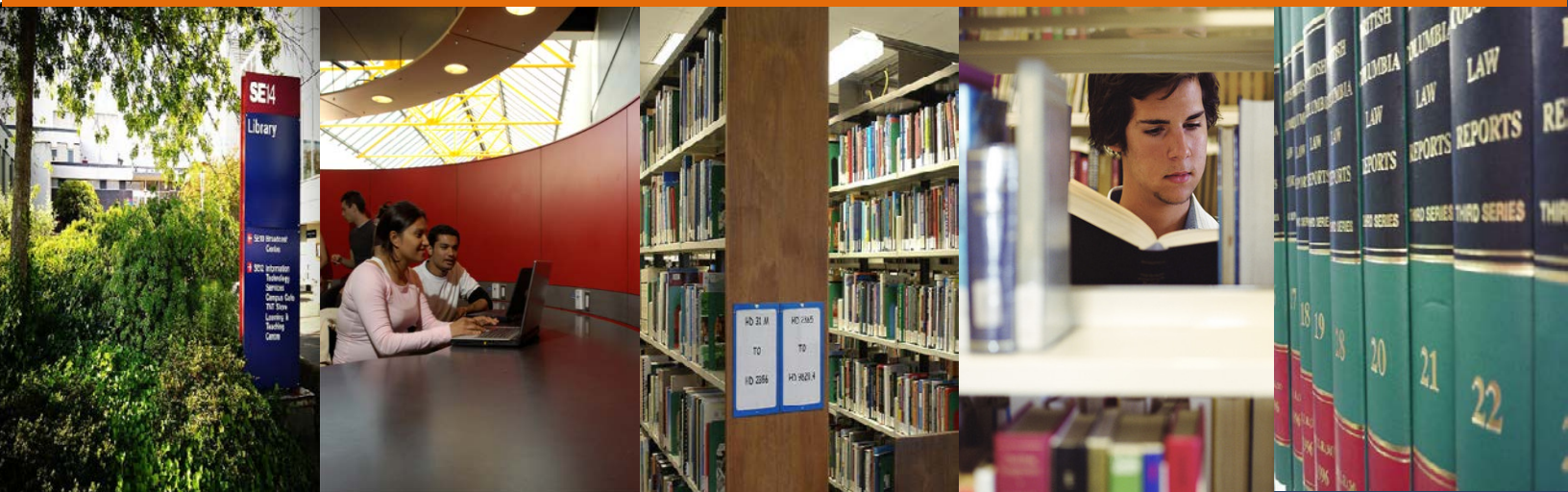


2017 BCIT LIBRARY SERVICES STUDENT SURVEY



July 2017

Prepared by BCIT Institutional
Research Office

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Preface

The 2017 BCIT Library Services Student Survey was designed to explore BCIT students' practices, preferences, and needs with regard to the resources, collections, spaces, and technologies offered to students by the BCIT Library Services. 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 2015, 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 Facebook, Instagram, WhatsApp, and Snapchat 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 2017 survey questionnaire was abridged as the previous survey was comprehensive enough to include both old and the then new areas and/or resources. The survey results yielded very valuable information and that information was used by the Library Services to make changes or improve services, where possible, in light of the needs arising. Since the 2015 survey, BCIT Library Services added some popular and useful technological devices such as HoloLens, 3D Printer, Scanners, Raspberry Pi, Arduino, and portable chargers ("Portable charger" was the most cited tool among others provided as an answer to the question in the 2015 survey "*What other emerging technology tools would you like to see the library offer?*"). "BCIT Institutional Repository (theses, student work, course materials & research)" and "WriteAway" were the additions to the Resources and/or Collections. Library spaces have also undergone some revision since the previous survey: Two sleep pods allowing students for a quick nap were installed and a flexible learning space was created.

The 2017 survey also provided some solid evidence that while technological changes bring new ways of scholarly communication and research, traditional sources such as print books and journals 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 2017 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.

Executive Summary

The 2017 BCIT Library Services Student Survey was designed to measure BCIT students' experience with the BCIT Library Services on a range of areas. The questionnaire was mainly an abridged version of the 2015 survey, with a few new questions and/or answer choices added, reflecting the changes or additions in the Library's technological tools and devices, resources, collections, and spaces. On the other hand, questions on "awareness" and "satisfaction" in the previous survey questionnaire were stripped from the current one and the focus was this time given to the "usage" and future expectations of the users.

The survey was administered online from March 22 to April 14, 2017. The survey cohort consisted of a 50% proportionate random sample of the BCIT student population. A total of 10,044 students were successfully delivered the survey participation invitation. There were 1,358 valid responses, yielding a 14% response rate, which was somewhat lower than the 2015 response rate of 17%.

The report presents the results at three levels: Institute, Program Type, and School, and focus on:

- Students' overall usage of the BCIT Libraries
- Communication technology students were preferring or using at the time of survey
- Students' usage of the library technology (technological tools and devices)
- Students' usage of library resources/research
- Students' usage of library spaces
- Students usage of and satisfaction with the library collections
- Students' feedback on and suggestions for possible improvements in the above-mentioned areas and (open-ended questions)

While Institute level results will be presented in the first part of the report, results by Program type and School will be appended as Appendices A and B in the second part.

Key Findings

- A large majority of the survey respondents (78%) indicated they used the BCIT Libraries' services and facilities, within the past year (including visiting in person or accessing services online).
- "Internet" was the most cited resource (87%) among others when participants were asked the resources they had used to find information for their course assignments; it was followed by "BCIT Library (Library staff and resources)" (66%) and "Instructors" (55%).
- Results suggest that "In Person" is still the most preferred way of asking questions to the Library (71%); "Email" was the second preferred method (49%).
- The two most commonly used BCIT Library tools and devices that respondents used/borrowed were "Printer" and "Desktop" (62% each).
- Of the BCIT Library services, the most used was "Library Website" (65%), followed by "Help from Staff at the Service Desk" (45%).
- "Quiet study space" was reported as the most used library space (61%).
- While "Course outlines", "Print books", and "Databases" were the most used Library collections (40%-41%), all collections were overall found to be satisfactory. "Print books" ranked at the top (mean score: 4.2 out of 5.0) among others.

Introduction

Survey Objectives

The primary objective of the survey is to gain an insight into the usage of Library technology, resources, spaces, and collections, as well as to obtain the views of the respondents about these areas. This feedback will assist the BCIT 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 Student Surveys were also conducted in 1999, 2001, 2003, 2005, 2007, 2010, 2012, and 2015.

Survey Design

The questionnaire was based on the 2015 Library Services Student Survey; however this time the focus changed from user satisfaction to usage and expectations; thus while small scale changes were made to reflect the new areas or services since the last survey in 2015, significant number of questions were excluded in this year's questionnaire. Participants were asked about the resources they use to obtain course-related information, various types of social networking tools they use, and their usage of various technological tools and devices, resources, spaces, and collections offered by the BCIT Library Services, and their views on these areas and how they think they could be improved to better meet their needs. The survey instrument was designed to include the following sections:

- BCIT Libraries Use (in-person and remotely)
- 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 (technological tools and devices offered by the BCIT Library)
- Library Resources/Research (Library services)
- Library Spaces
- Library Collections
- Academic Demographics

In the survey, several types of questions were asked, including "Yes and No", "Multiple choice", "Matrix/scale", and "Open-ended". 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.

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 2017 survey a single online survey instrument was developed in Verint Survey Software (formerly Vovici). 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 were sent out.

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) and Part-time Studies.

Email invitations to participate in the survey were sent to a total of 11,573 students (50% of BCIT student population at the time of the survey administration) and 10,044 of them were successfully delivered (the difference of 1,529 represents the unsubscribers and invalid e-mail addresses). The survey ran from March 22 to April 14, 2017. The count of valid responses was 1,358, yielding a response rate of 14%, which was a slight decrease from the 2015 survey's response rate (17%).

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

Representativeness of Survey Population

The sample is overall representative of the BCIT's student population by a few academic demographic indicators. However, at the Program Type Level, while Part-time Studies was underrepresented (survey sample: 59%; response rate: 54%), Technology was overrepresented (survey sample: 27%; response rate: 34%). At the school level, respondents overrepresented the students from the School of Health Sciences (survey sample: 8%; response rate: 13%) whereas those who were assigned under the "No School" category, which includes mainly Part-time Studies and International Student Entry Program (ISEP) students, were underrepresented (survey sample: 37%; response rate: 31%).

It should also be noted that results may suggest an overrepresentation of the BCIT Library users, thus an underrepresentation of the non-users, in cases where the question was asked to both groups (most of the questions were asked only to those who indicated that they had used the BCIT Library Services (in person or online). The findings should be interpreted bearing these limitations in mind.

Representativeness of the Survey Sample (by Program Type and School)

| Program Type | Sample Distribution (n) | Sample Distribution (%) | Response Rate | Representativeness |
|---|-------------------------|-------------------------|---------------|---------------------------|
| Apprentice | 953 | 8% | 6% | Slightly underrepresented |
| Part-time Studies | 6,950 | 59% | 54% | Underrepresented |
| Technology | 3,116 | 27% | 34% | Overrepresented |
| Trades | 684 | 6% | 6% | Exactly represented |
| Total Survey Cohort n (proportionate random sample: 50% of the population) | 11,703 | 100% | 100% | |

| School | Sample Distribution (n) | Sample Distribution (%) | Response Rate | Representativeness |
|---|-------------------------|-------------------------|---------------|----------------------------|
| No School | 4,372 | 37% | 31% | Underrepresented |
| School of Business | 2,190 | 19% | 20% | Almost exactly represented |
| School of Computing and Academic Studies | 683 | 6% | 8% | Slightly overrepresented |
| School of Construction and the Environment | 1,956 | 17% | 15% | Slightly underrepresented |
| School of Energy | 951 | 8% | 9% | Almost exactly represented |
| School of Health Sciences | 989 | 8% | 13% | Overrepresented |
| School of Transportation | 562 | 5% | 4% | Almost exactly represented |
| Total Survey Cohort n (proportionate random sample: 50% of the population) | 11,703 | 100% | 100% | |

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 1,358. The number of total responses and respective percentages for each question are presented in the data tables.
- Unless otherwise indicated, results in graphs and tables are sorted by either mean (1=lowest, 5=highest) or percentage in descending order except for those of the nominal questions where original flow is more appropriate.
- Respondents who chose in the very first question “I haven’t started yet” as the answer and those who indicated that they had not used the BCIT Libraries within the past year (Question 2) were not asked usage related questions, i.e., the usage of Library technology, resources, spaces, and collections.
- Respondents were asked about their “usage” of and “satisfaction” with the Library collections available to them. Those who indicated that they had used a particular type of collection were next asked to rate their satisfaction with that collection. In other words, “satisfaction” question was displayed only to the respondents who had used the collection in question.
- Throughout the report “-” is used in tables when response count is zero (0). Statistic suppression is also applied through using “x” in the program and school breakdown tables when response count is <=5 to avoid the risk of disclosing personally identifiable information and meet the confidentiality requirements.

Overview of Results

Institute Level Results:

- The majority of participants were PTS students (54%).
- Trades and Apprentice students were the lowest (6% each) in the distribution of responses (exact representation of Trades students, and slightly underrepresentation of Apprentice students who constituted 8% of the survey sample).
- Almost three-quarters of respondents indicated that they mainly attended the “Burnaby” campus (74%).
- About one-third of the participants were of “No School” category; the second largest group was the School of Business students (20%), while School of Transportation students were the lowest in number (4%). While students of “No School” category were underrepresented (sample proportion: 37%), students of School of Health Sciences (response rate: 13%) were overrepresented (sample proportion: 8%); other categories were either exactly represented or slightly over/underrepresented.
- While almost three-quarters of respondents indicated that they were registered in a D2L course (74%), 9% indicated that they didn’t know whether they had been registered or not.
- Nearly half of the students started their FIRST program/course at BCIT before April 2016 (45%).
- Almost eight in ten respondents used BCIT Library services within the past year (78%).
- Of the reasons for not having used the BCIT Library Services “I had no need to use the library for my course work” yielded the highest percentage (62%) among others.
- The Burnaby Campus Library was the most commonly visited BCIT Library (87%).
- The majority of respondents indicated that they needed to find information/resources for any of their BCIT course assignments (60%) and, of the resources they used, “Internet” was the most cited one (87%), followed by the BCIT Library (staff and resources) (66%).
- A large majority of respondents reported that they would prefer asking their questions to the BCIT Library “In person” if they were doing research or looking for information (71%). Email was rated as the second most preferred channel of asking questions to the library (49%)
- “Facebook” was the most cited social networking tool respondents reported that they currently used (84%).
- The two most commonly used BCIT Library tools and devices that respondents used/borrowed were “Printer” and “Desktop” (62% each).
- Of the Library Services, the “Library Website” was assigned the highest usage rate (65%), followed by “Help from Staff at the Service Desk (entrance area)” (45%) and “Online Research Guides (information on library materials and services)” (40%). “Learning Skills Seminar”, “An appointment with a subject (liaison) librarian for your course”, and “WriteAway” yielded the lowest usage rates (<5%).

- While the majority of respondents indicated that they had used “Quiet study space (Room 250/251, 3rd floor, back area)” (61%), “Bookable group study rooms” (59%), and “ehPod (24/7/365)” (59%), only a small percentage of respondents indicated that they had used “Sleep pods” (9%), “Flexible learning space” (9%) , and “Adaptive Technology Lab (Disability Resource Centre, Room 310)” (2%).
- While “Course outlines” (41%), “Print books” (40%), and “Databases (e.g. statistics, standards, demographics)” (40%) were assigned the highest usage rates among other Library collections, “Streamed videos” (6%), “BCIT Archives (print)” (5%), and “DVDs and videos” (3%) were ranked in the bottom three of the collections.
- When respondents’ satisfaction with the Library collections was asked, the collections were overall found to be satisfactory. Mean scores ranged between 3.8 and 4.2 (out of 5, and 5 being “very satisfied”). While “Print books” ranked at the top (mean score: 4.2), “DVDs and videos” ranked in the bottom (mean score: 3.8).

Results by Program Type:

- As mentioned above, the majority of participants were PTS students (54%), who were slightly underrepresented, and the Trades and Apprentice students were the lowest in the distribution of respondents (6% each). This is consistent with the sample proportion of Trades (6%); however, the Apprentice group was slightly underrepresented as their sample proportion was 8%.
- While the highest D2L usage rate was obtained from Technology students (86%), it was the lowest for Apprentice students (38%).
- While an overwhelming majority of participants from full-time Technology programs (94%) indicated that they had used BCIT Library services within the past year, PTS students’ usage ratio was the lowest (68%).
- When asked if they needed to find information/resources for any of their BCIT course assignments, nearly three-quarters of Technology students (74%) responded “Yes”, scoring the highest among all program types, while the ratio remained at 31% for Apprentice students.
- Of the resources to find information for BCIT course assignments, “Internet” was the most cited one for all program types (ranging between 86% and 92%) except for Apprentice students whose most cited answer was “Instructors” (64%), followed by “Internet” with a proportion of 60%.
- “In person” was the most selected tool by respondents from all program types when it comes to their preference for asking questions to the Library.
- Regardless of their program type, a large majority of respondents cited “Facebook” as the most used social networking tool.
- “Printer” and “Desktop computer” were assigned the highest usage rates among other BCIT Library tools by all program types except for the Apprentice. It was “Photocopier” which yielded the highest usage rate among Apprentice students (61%).
- Of the Library Services, “Library Website” was assigned the highest usage rate (ranging between 54% and 71%) by all groups of respondents except for Apprentice. Apprentice students rated “Help from staff at the Service Desk” as the highest (60%).

- Use of library spaces varied by program type. While “Quiet study space (Room 250/251, 3rd floor, back area)” yielded the highest percentages among PTS and Apprentice students (58% and 47%, respectively), it was “ehPod (24/7/365)” for Technology students (79%), and “Bookable group study rooms” for Trades students (43%). On the other hand, “Adaptive Technology Lab (Disability Resource Centre, Room 310)” scored the lowest usage rate among all respondents.
- While respondents from PTS, Trades, and Apprentice programs rated “Print books” the highest among other Library collections (varying between 38% and 54%), it was “Databases (e.g. statistics, standards, demographics)” which Technology students rated the highest (51%).
- Although overall satisfaction was high for all types of collections, satisfaction with the Library collections varied by program type. Mean scores ranged from 3.3 to 5.0 (out of 5.0, and 5.0 being “very satisfied”). Caution is advised in interpreting the results as some of the response counts are <=5.

Results by School:

- Of the respondents, almost one-third of participants were listed under “No School” category (31%). While one-fifth were from the School of Business (20%), the lowest participation rate was obtained from the School of Transportation students (4%) [see Representativeness of the Survey Population on page 4].
- While the highest D2L usage rate was obtained from the School of Health Sciences students (93%), it was lowest for the School of Transportation Students (55%).
- While a clear majority of participants from each BCIT school (ranging between 81% and 96%) indicated that they had used BCIT Library services within the past year, this ratio was much lower for students of “No School” category (55%). The highest usage rate was reported by the School of Health Sciences students (96%).
- When asked if they needed to find information/resources for any of their BCIT course assignments, the vast majority of the School of Health Sciences students (84%) responded “Yes,” scoring the highest among all schools, while the ratio remained at 47% for “No School” students.
- Of the resources to find information for BCIT course assignments, “Internet” was the most cited resource for all schools (ranging between 85% and 93%) except for students from the School of Transportation whose most cited answer was “BCIT Library (Library staff and resources) (76%), followed by “Internet” with a proportion of 74%.
- “In person” was the most selected tool by respondents from all schools when it comes to their preference for asking questions to the Library. “E-mail” shared the top score with “Internet” for “No School” students.
- Regardless of their school, a large majority of respondents cited “Facebook” as the most used social networking tool (ranging between 70% and 92%).
- Regardless of their school, “Printer” and “Desktop computer” were assigned the highest usage rates among other BCIT Library tools by all participants.
- Of the Library Services, “Library Website” was assigned the highest usage rate (ranging between 50% and 79%) by respondents from all schools.

- Use of library spaces varied by school. While “ehPod (24/7/365)” yielded the highest percentages among the School of Business, the School of Computer and Academic Studies, and the School of Energy, “Quiet study space (Room 250/251, 3rd floor, back area)” had the highest usage rate among the School of Construction and the Environment and the School of Health Sciences students as well as the students assigned with “No School” category. “Computer Lab (Room 301)” was rated the highest for usage among the School of Transportation students.
- Use of Library collections also varied by school. Results suggest that while School of Business students used “Databases (e.g. statistics, standards, demographics)” the most (61%), School of Health Sciences used “E-journals” the most (80%). “Course outlines” yielded the highest scores among the School of Computer and Academic Studies (49%), School of Energy (48%), and School of Transportation students (52%). Participants from the School of Construction and the Environment rated the “Print books” the highest (53%).
- Although overall satisfaction was high for all types of collections, satisfaction with the Library collections varied by school. Mean scores ranged from 2.0 to 5.0 (5.0 being “Very satisfied”). Caution is advised in interpreting the results as some of the response counts are <=5.

1. Academic Demographics of Respondents

The survey respondents consisted of students from Full-time (Technology, Trades/Technical Studies and Apprenticeship) and Part-time Studies.

As shown in Figure 1.1, the majority of survey respondents were Part-time Studies students (54%) and about one-third (34%) were Full-time Technology students. Apprentice (6%) and Trades (6%) students constituted the lowest proportions of the respondents, which were representative of their distribution in the survey sample.

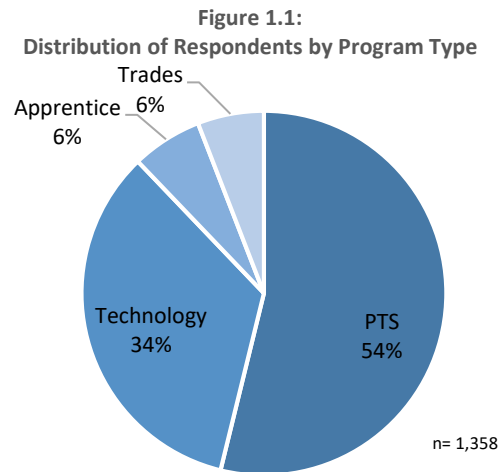
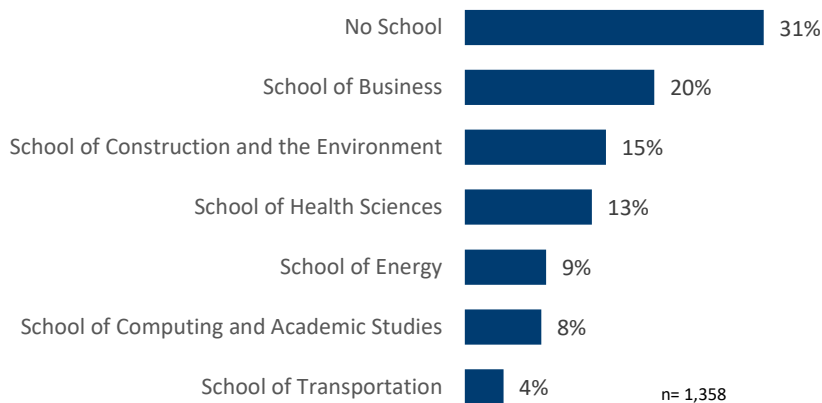


Figure 1.2: Distribution of Respondents by School



Results show that nearly one-third of the respondents (31%) were of “No School” category; the second largest group was School of Business students (20%), while School of Transportation students were the lowest in number (4%). While students of “No School” category were underrepresented, students of School of Health Sciences were overrepresented, and other categories were either exactly represented, slightly overrepresented or slightly underrepresented (see the table for the representativeness of the survey sample by school on page 4).

As seen below, almost three-quarters of the respondents (74%) mainly attended the Burnaby campus. When asked if they were registered in any D2L course, most of the students (74%) who responded the question answered “Yes” (Figure 1.4).

Figure 1.3: Which campus do you mainly attend?

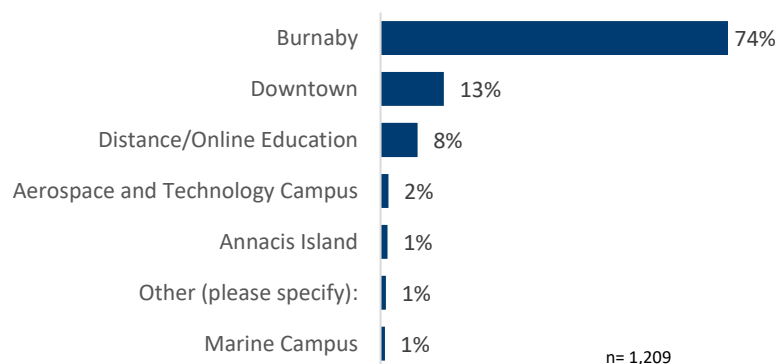


Figure 1.4: Are you registered in any D2L courses?

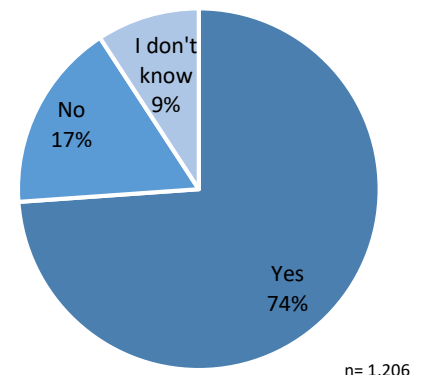
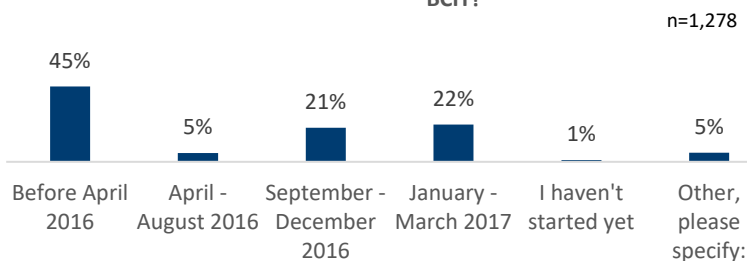


Figure 1.5 shows that nearly half of the students (45%) started their FIRST program/ course at BCIT before April 2016.

Figure 1.5: When did you start your FIRST program/course at BCIT?



*Please see the next table for supplementary responses provided when "Other" was selected.

| Table 1.1: OTHER | n | % |
|--------------------|-----------|-------------|
| 2013 and earlier | 27 | 39% |
| 2014 | 13 | 19% |
| 2015 | 24 | 34% |
| Irrelevant comment | 6 | 9% |
| Total | 70 | 100% |

Total count is based on the "concept", not the response count.

2. BCIT Libraries Use

Figure 2.1a shows that 78% of the survey respondents indicated they had used the BCIT Libraries' services and facilities within the past year (including visiting in person, or accessing services online). This shows a slight decrease of 2% in usage rate compared to 80% in 2015 (Figure 2.1b).

Figure 2.1a: Have you used any of the BCIT Libraries' services and facilities within the past year (including visiting in person, or accessing services online)?

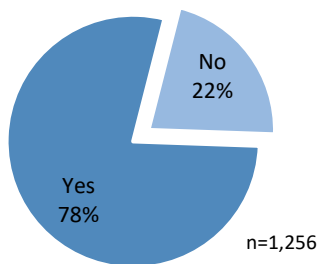
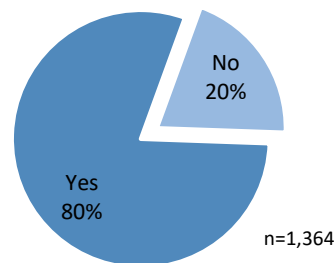
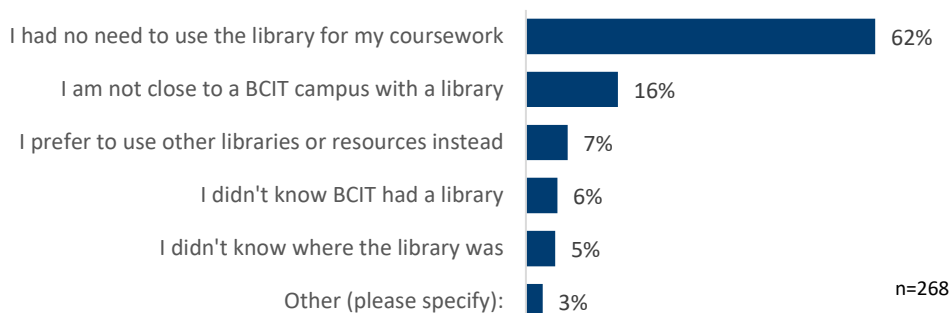


Figure 2.1b: Library Usage - in person or remotely (2015 Survey results)



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 Figure 2.2, just over half of the respondents (62%) indicated that they had not needed to use the Library for their coursework. While 16% reported that they were not close to a BCIT campus with a library, 7% associated their reason with their preference of using other libraries or resources.

Figure 2.2: Have you used any of the BCIT Libraries' services and facilities within the past year (including visiting in person, or accessing services online)?

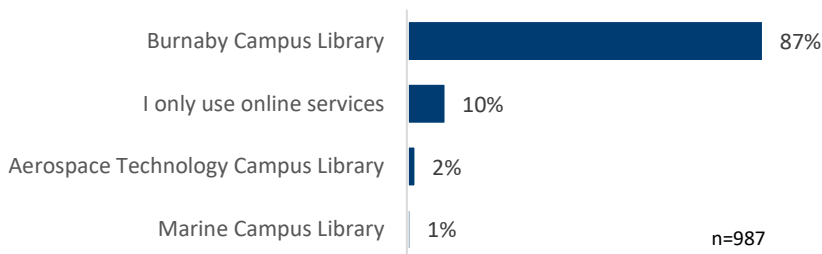


*Only "BCIT Library non-users" (see Figure 2.1a for details) were asked this question.

**Results for the choice "Other" are not reportable due to low numbers of each reported category (<=5)

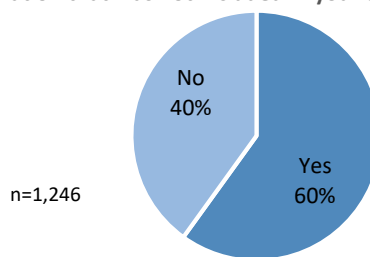
Of the Library users, the vast majority (87%) indicated that they usually visited the Burnaby Campus Library (Figure 2.3)

Figure 2.3: Which BCIT Library do you usually visit in person?



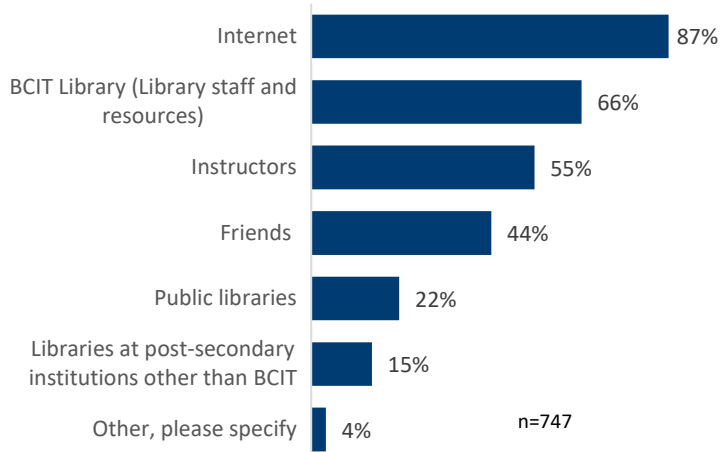
Both BCIT Library user and non-user respondents were asked to indicate whether they had needed to find information/resources for any of their BCIT course assignments (information that was not included in their course materials) in the past year. As shown in Figure 2.4, three-fifths of the respondents (60%) answered "Yes".

Figure 2.4: In the past year, did you need to find information/resources for any of your BCIT course assignments (information that was not included in your course materials)?



Students were asked to indicate all resources they had used when they needed to find information for their course assignments. 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. Figure 2.5 shows that "BCIT Library (Library staff and resources)" was the top second resource they had used to find information for their course work (66%). As seen, "Internet" was the most frequently cited source of information (87%).

Figure 2.5: Please think back to the past year when you needed to find information or needed help for course assignments. Which of the following resources did you use? (Select all that apply)



| | n | % |
|----------------------------------|-----------|-------------|
| Internet/online resources | 8 | 30% |
| Other (comments with counts <=5) | 17 | 63% |
| Irrelevant comment | 2 | 7% |
| Total | 27 | 100% |

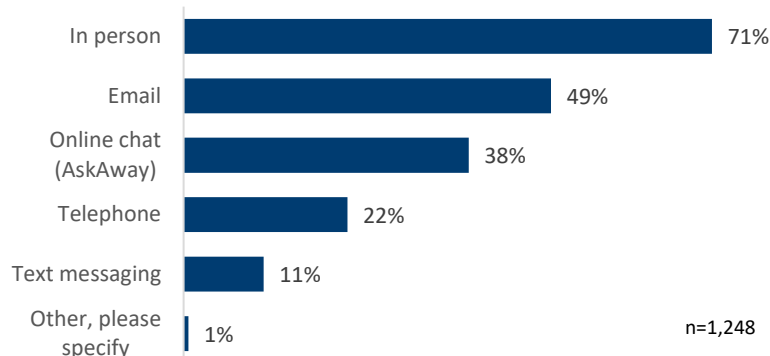
Total count is based on the "concept", not the response count.

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

**Please see the next table for supplementary responses provided when "Other" was selected

3. Communication Technology

Figure 3.1: 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)



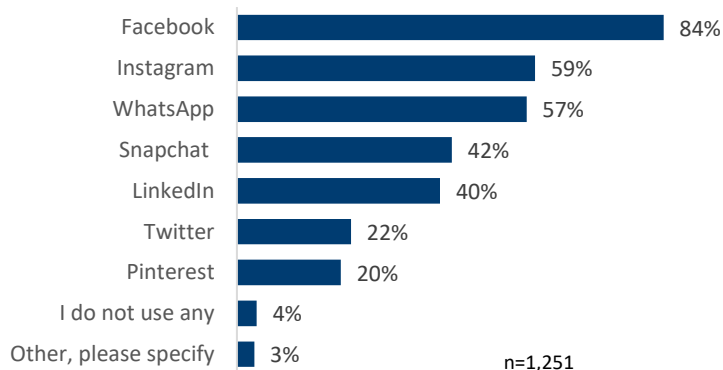
Both BCIT Library users and non-users were asked how they would prefer asking questions to the Library staff if they needed to do research and look for information. "In person" was the most preferred way of contacting the Library Services to ask questions (71%).

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

**Results for the choice "Other" are not reportable due to low numbers of each reported category (<=5)

When asked what kind of social networking tools they currently used, the vast majority of respondents (84%) chose “Facebook”, which is followed by Instagram (59%) and WhatsApp (57%). Results also show that the number of those who reported they did not use any social networking tools decreased from 7% in 2015 to 4% in 2017.

Figure 3.2a: What kind of social networking tools do you currently use, if any? (Select all that apply)



| Table 3.1: OTHER | n | % |
|----------------------------------|-----------|-------------|
| WeChat | 16 | 38% |
| Slack | 6 | 14% |
| Other (comments with counts <=5) | 14 | 33% |
| Irrelevant comment | 6 | 14% |
| Total | 42 | 100% |

Total count is based on the "concept", not the response count.

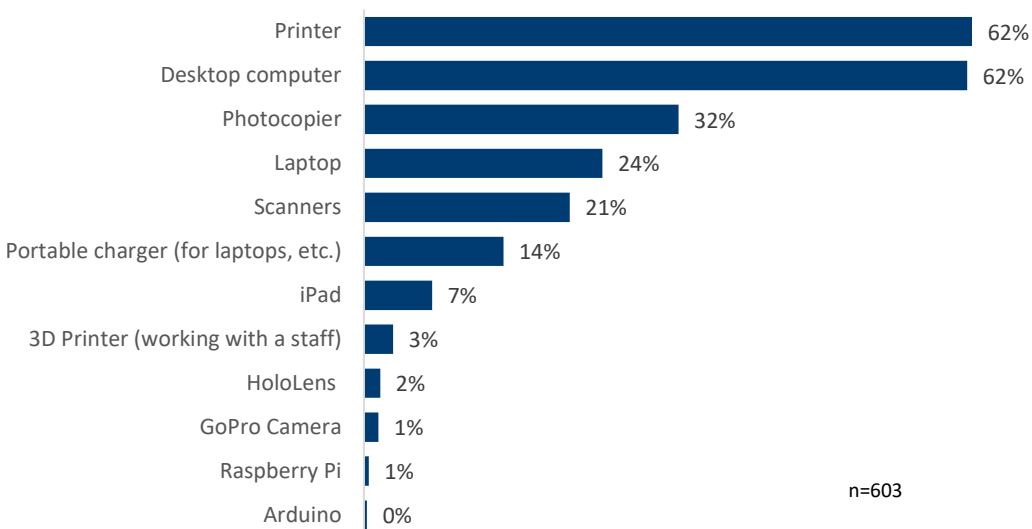
**This is a multiple-response question and was asked to both BCIT Library users and non-users.*

***Please see the next table for supplementary responses provided when "Other" was selected.*

4. Library Technology

Library users were asked if they had used any of the Library tools and devices. As shown in Figure 4.1, the two most commonly used BCIT Library tools and devices that respondents had used/borrowed were “Printer” and “Desktop” (62% each).

Figure 4.1: Please indicate if you have used/borrowed the BCIT Library tools and devices listed below: (Select all that apply)



**This is a multiple-response question and was asked only to the BCIT Library users.*

***Please see the next table for supplementary responses provided when "Other" was selected.*

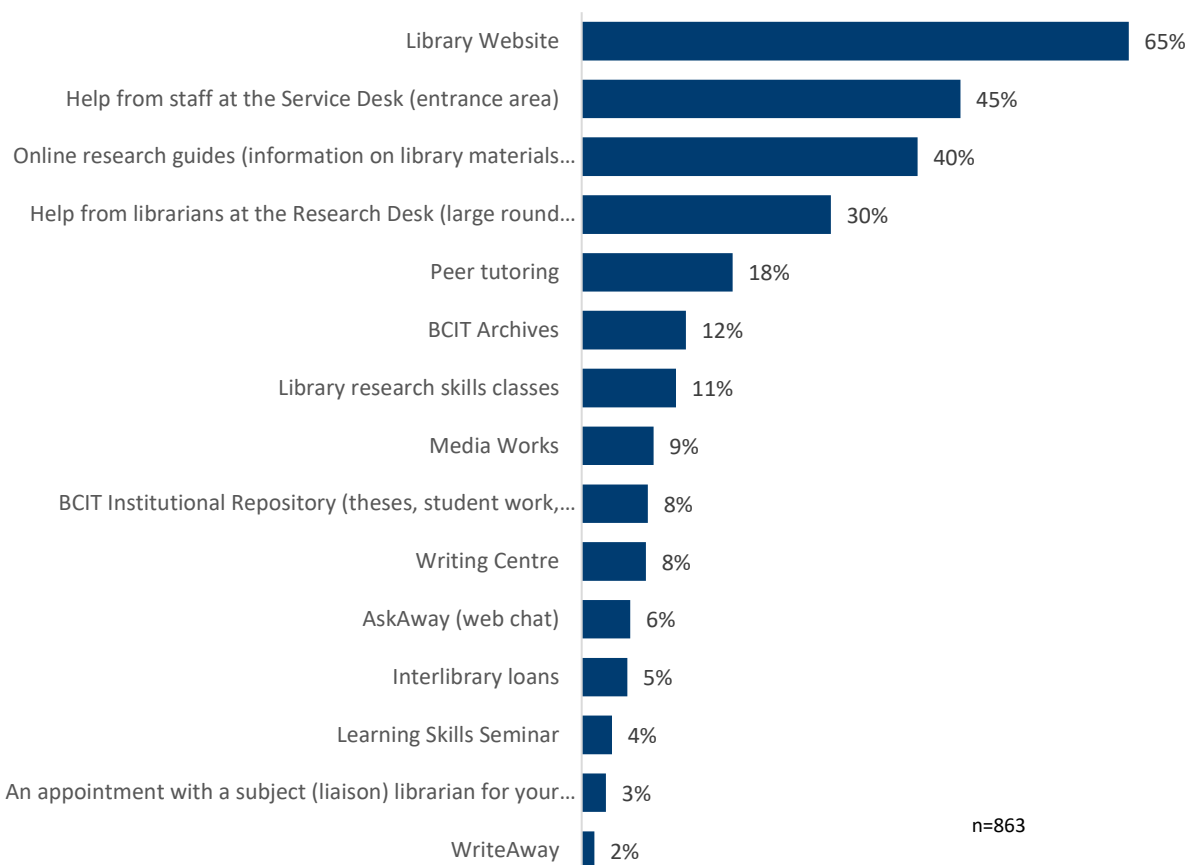
| Table 4.1: OTHER | n | % |
|--|-----------|-------------|
| None/Not Applicable | 12 | 14% |
| I didn't know the Library offered so many devices we could borrow | 8 | 10% |
| Virtual Reality Learning Simulations/VR headsets like the HTC Vive and Oculus Rift | 8 | 10% |
| Charger stations for phones (phone chargers) | 6 | 7% |
| Other (comments with counts <=5) | 41 | 49% |
| Irrelevant comment | 9 | 11% |
| Total | 84 | 100% |

Total count is based on the "concept", not the response count.

5. Library Resources/Research

When respondents who reported that they had used the BCIT Library Services within the past year were asked which particular services they had used, a clear majority said "Library Website" (65%). "Help from staff at the Service Desk (entrance area)" (45%) and "Online research guides (information on library materials and services)" (40%) were the second and third most cited services among others.

Figure 5.1: Which of these BCIT Library services have you used? (Select all that apply)



*This is a multiple-response question and was asked only to the BCIT Library users.

**Please see the following two tables for the answers given to the follow-up questions.

Table 5.1: For those who haven't used peer tutoring or the Writing Centre, can you please let us know why? (Open-ended Question)

| | n | % |
|---|------------|-------------|
| Did not need it/Never felt a need | 334 | 47% |
| I didn't know about it/Haven't heard of it/was unaware it was offered at BCIT | 102 | 14% |
| I'm too busy to use these services | 52 | 7% |
| My instructors help when I need help | 27 | 4% |
| Peer tutoring is not available for my program | 26 | 4% |
| My classmates are willing to help me | 26 | 4% |
| I never get a chance to use peer tutoring | 15 | 2% |
| Burnaby campus is far to me | 14 | 2% |
| Don't have too much writing in my program | 12 | 2% |
| Conflicting schedule | 11 | 2% |
| Available seats and date/time are always limited. | 11 | 2% |
| I don't know how to use these services | 11 | 2% |
| Get help from my own network of people | 10 | 1% |
| I'm a distance education student | 9 | 1% |
| There is no peer tutoring service at my campus | 6 | 1% |
| It costs money/I don't have money to pay | 6 | 1% |
| Other (comments with counts <=5) | 13 | 2% |
| Irrelevant comment | 21 | 3% |
| Total | 706 | 100% |

Total count is based on the "concept", not the response count.

Table 5.2: How can we improve any of the services/resources listed previously? (Open-ended Question)

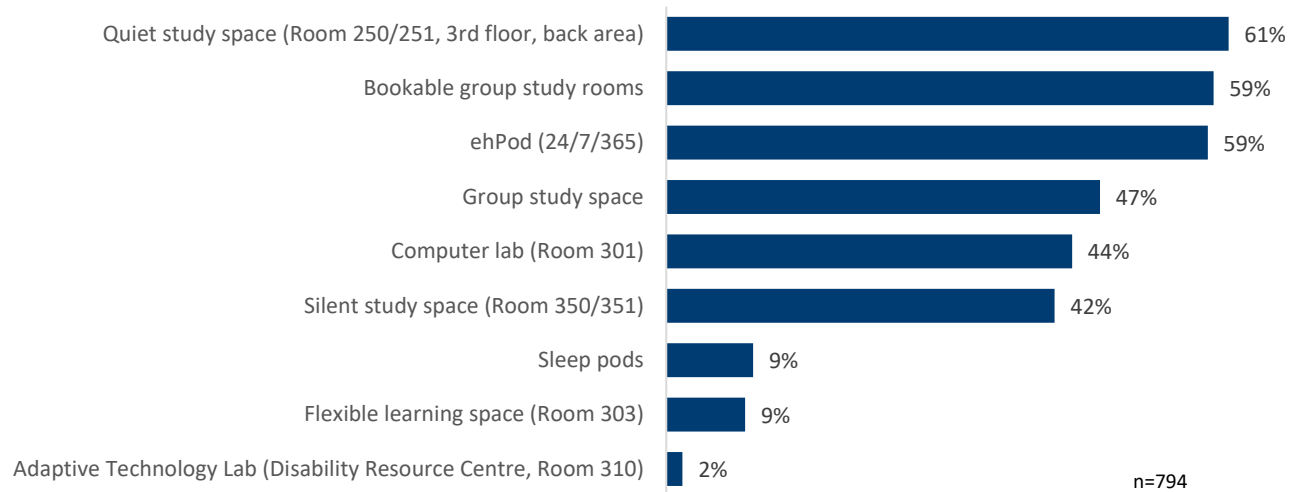
| | n | % |
|---|------------|-------------|
| It's pretty good/sufficient as is | 108 | 21% |
| More advertisement/information on Library resources and devices through BCIT's communication channels, posters, signage, social media, information sessions, orientation for new students to explain all resources (to different student groups of trades, technical, and technology) | 75 | 15% |
| Extended hours (weekdays and weekend) in all services ranging from in-person help to general use | 32 | 6% |
| Don't know/Unsure | 28 | 5% |
| Provide more online use: wider range/up-to-date online materials (databases, books, journals, articles, guidelines, searchable archive, etc.), more online chats | 25 | 5% |
| Peer tutoring: promote it, more hours, diversify the fields of study, online tutorials/live chat, online list of fields and availability, avail in other campuses, better online booking | 22 | 4% |
| Not Applicable | 21 | 4% |
| Better online services: better maintenance and reporting system, easy access, better website, better navigation of databases/search function, easier way to find research guides on the websites, longer time span before automatically signing out of one's account | 21 | 4% |
| More power outlets for charging devices | 13 | 3% |
| More and better desktop computers | 13 | 3% |
| More and updated printers | 9 | 2% |
| Provide more space for silent zones/study rooms | 8 | 2% |
| Writing Centre: promote it, online tutoring/live chat/face time, extended/flexible hours, inform instructors of the services, staff knowledgeable in science/research/nursing field | 8 | 2% |
| More seating/areas in library for studying | 8 | 2% |
| Staff members should be more patient and friendlier with students, and more service-oriented (guidance on loading student id card, printing, etc.) | 7 | 1% |
| Increase the number of book copies required/suggested for courses | 7 | 1% |
| Provide smaller library service in Annacis Island, ATC, and Downtown (resources, peer tutoring, etc.) | 7 | 1% |
| Prepare a user manual/flier/summary guide (print and online) for all resources available | 6 | 1% |
| Better communication (quicker response) | 6 | 1% |
| More private/individual study rooms/desks | 6 | 1% |
| Other (comments with counts <=5) | 53 | 10% |
| Irrelevant comment | 28 | 5% |
| Total | 511 | 100% |

Total count is based on the "concept", not the response count.

6. Library Spaces

BCIT Library Services users were also asked which Library spaces they had used. Results suggest that more than six in ten (61%) used “Quiet study space (Room 250/251, 3rd floor, back area)” and 59% used “Bookable group study rooms” and “ehPod (24/7/365)”.

Figure 6.1: Please select all library spaces from the list below that you used: (Select all that apply)



*This is a multiple-response question and was asked only to the BCIT Library users.

**Please see the next table for supplementary responses provided when “Other” was selected.

Table 6.1: Library Services is working on space improvement. What changes would you like to see? (Open-ended Question)

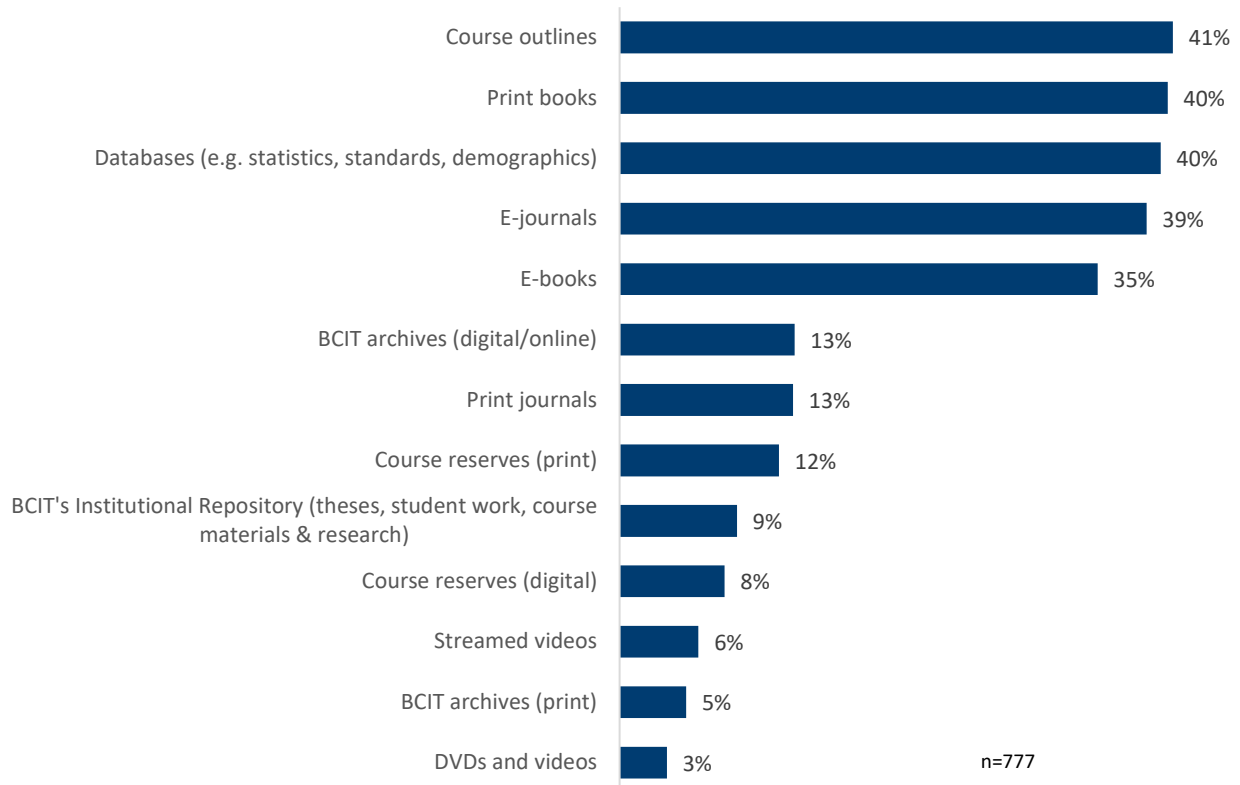
| | n | % |
|--|------------|-------------|
| More power/charging outlets to plug in devices (both in main area and study rooms) | 32 | 12% |
| More study space (tables and chairs) (individual/group) | 28 | 10% |
| More areas for (bookable) private group study rooms | 22 | 8% |
| More enforcement to keep the spaces quiet and clean (noise, food, drink) | 19 | 7% |
| No change is needed | 19 | 7% |
| More private/single person quiet study spaces/workstations (e.g. individual dividers, desks, chairs, lamps, spots for charging etc.) | 14 | 5% |
| More and updated computers (main area and ehPod) | 14 | 5% |
| Comfortable seating (couches, chairs, and tables) in both silent study rooms and main areas | 13 | 5% |
| Create more areas for silent study | 9 | 3% |
| Have similar facilities in other BCIT campuses, including sleep pods | 9 | 3% |
| Don't know/Not sure | 7 | 3% |
| More sleep pods | 6 | 2% |
| Other (comments with counts <=5) | 66 | 24% |
| Irrelevant comment | 14 | 5% |
| Total | 272 | 100% |

Total count is based on the “concept”, not the response count.

7. Library Collections

In the last part of the survey, users of the BCIT Library Services were asked questions regarding their usage of and satisfaction with the Library collections. Of the responses received for the question on usage, about two-fifths of the respondents (ranging between 39% and 41%) indicated that they had used “Course outlines”, “Print books”, “Databases (e.g. statistics, standards, demographics)”, and “E-journals”.

Figure 7.1: Please select all the Library collections from the list below that you used:



Respondents who reported that they had used certain Library collections were asked to rate their satisfaction with the indicated collections. Data in Table 7.1 show that the respondents who answered this question were overall satisfied with the BCIT Library collections they had used (the mean scores range between 3.8 and 4.2, which are slightly higher than those in 2015 survey results). The highest satisfaction ratings (**based on the ratings of “very satisfied” and “satisfied”**), were obtained for “Print books” (87%) “Course outlines” (86%), “Databases” (85%), and “Print journals” (85%).

Table 7.1: If you have used the collections listed below, how satisfied are you?

| Collections | Satisfied and Very Satisfied | | Neither Satisfied nor Dissatisfied | | Dissatisfied and Very Dissatisfied | | Total | |
|---|------------------------------|-----|------------------------------------|-----|------------------------------------|----|-------|------|
| | n | % | n | % | n | % | n | Mean |
| Print books | 270 | 87% | 30 | 10% | 9 | 3% | 309 | 4.2 |
| Course reserves (print) | 73 | 84% | 10 | 11% | 4 | 5% | 87 | 4.1 |
| Print journals | 78 | 85% | 12 | 13% | 2 | 2% | 92 | 4.1 |
| Course outlines | 264 | 86% | 38 | 12% | 5 | 2% | 307 | 4.1 |
| Course reserves (digital) | 49 | 83% | 9 | 15% | 1 | 2% | 59 | 4.1 |
| Databases | 257 | 85% | 33 | 11% | 11 | 4% | 301 | 4.1 |
| BCIT's Institutional Repository (theses, student work, course materials & research) | 53 | 79% | 14 | 21% | - | - | 67 | 4.1 |
| E-journals | 241 | 83% | 38 | 13% | 12 | 4% | 291 | 4.0 |
| Streamed videos | 34 | 77% | 9 | 20% | 1 | 2% | 44 | 4.0 |
| E-books | 217 | 82% | 37 | 14% | 12 | 5% | 266 | 4.0 |
| BCIT archives (digital/online) | 78 | 80% | 17 | 18% | 2 | 2% | 97 | 4.0 |
| BCIT archives (print) | 23 | 66% | 12 | 34% | - | - | 35 | 3.9 |
| DVDs and videos | 21 | 78% | 5 | 19% | 1 | 4% | 27 | 3.8 |

The data is sorted in descending order of mean score (last column)

“-” denotes counts of zero.

*Only the users of these collections were asked this question.

Table 7.2: How can the BCIT Library collections be improved to support you in successfully completing your coursework/program? (Open-ended Question)

| | n | % |
|--|------------|-------------|
| Everything is good as is, no improvement required | 85 | 18% |
| More access to current and a wider range of journals/articles (peer reviewed/academic/full version) | 51 | 11% |
| More access to current and a wider range of online databases | 36 | 8% |
| More access to current and a wider range of e-books | 31 | 6% |
| Not Applicable | 29 | 6% |
| Expand and update print book collection (in all campuses) | 24 | 5% |
| Provide sufficient number of textbooks so that students don't have to wait | 23 | 5% |
| Wider range of information/resources on specific topics (e.g. Interior Design, Architecture, Algorithms, Instrumentation, Sustainability, Health Sciences in general, Nursing, Built Environment, Forensic Health, Occupational Health and Safety, Computer Science) | 20 | 4% |
| Make sure the library has all the required and up-to-date course books/textbooks | 18 | 4% |
| Don't know/Not sure | 18 | 4% |
| Expand and update print journals | 16 | 3% |
| Improve Library website: better navigation/user interface, easier use of online resources, longer logged-in period, regularly updated content | 17 | 4% |
| Have longer loan periods for textbooks | 8 | 2% |
| Provide a list of library resources and textbooks for each course | 6 | 1% |
| More advertising of the available collections and services | 6 | 1% |
| Other (comments with counts <=5) | 29 | 6% |
| Irrelevant comment | 63 | 13% |
| Total | 480 | 100% |

Total count is based on the "concept", not the response count.

8. Final Comments

At the end of the survey, respondents were asked to provide any additional comments about the BCIT Library Services or the questionnaire. The following table summarizes the individual topics or themes covered in these comments:

Table 8.1: Do you have any additional comments about the BCIT Library Services or about this survey?

| | n | % |
|---|------------|-------------|
| No/none/nope/no further comments | 83 | 35% |
| Great services, sufficient resources, everything is good/great, helped me a lot in my learning, keep up the good work! | 32 | 13% |
| Very professional, helpful, knowledgeable, friendly Library staff | 17 | 7% |
| Not Applicable | 15 | 6% |
| Have more surveys: raise awareness, gauge student views, collect feedback to make improvements | 8 | 3% |
| More advertisement of resources that BCIT Library provide (I was not aware of them): orientation every term, signs/boards | 6 | 3% |
| Library services should be available, even if in limited amounts, at all campuses | 6 | 3% |
| I'm not using the Library for now | 5 | 2% |
| Other (comments with counts <=5) | 66 | 28% |
| Total | 238 | 100% |

Total count is based on the "concept", not the response count.

Appendices

Appendix A: Results by Program Type

1. Academic Demographics of Respondents

Table 1.1: Distribution of Respondents by Program Type

| | n | % |
|--------------|-------------|-------------|
| PTS | 731 | 54% |
| Technology | 462 | 34% |
| Apprentice | 85 | 6% |
| Trades | 80 | 6% |
| Total | 1358 | 100% |

The data is sorted in descending order of percentages.

Table 1.2: Which campus do you mainly attend?

| | PTS | | Technology | | Trades | | Apprentice | | Total | |
|---------------------------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|-------------|---------------|
| | n | % | % | n | % | n | % | n | % | |
| Burnaby | 381 | 59.7% | 401 | 94.8% | 42 | 60.0% | 65 | 83.3% | 889 | 73.5% |
| Downtown | 141 | 22.1% | 20 | 4.7% | x | x | - | - | 162 | 13.4% |
| Distance/Online Education | 93 | 14.6% | x | x | x | x | - | - | 95 | 7.9% |
| Aerospace and Technology Campus | x | x | - | - | 16 | 22.9% | - | - | 20 | 1.7% |
| Annacis Island | 8 | 1.3% | - | - | x | x | 9 | 11.5% | 18 | 1.5% |
| Marine Campus | x | x | - | - | 7 | 10.0% | - | - | 11 | 0.9% |
| Other (please specify): | 7 | 1.1% | x | x | x | x | x | x | 14 | 1.2% |
| Total | 638 | 100.0% | 423 | 100.0% | 70 | 100.0% | 78 | 100.0% | 1209 | 100.0% |

The data is sorted in descending order of total percentage with the exception of "Other" (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

Table 1.3: Are you registered in any D2L courses?

| | PTS | | Technology | | Trades | | Apprentice | | Total | |
|--------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|-------------|---------------|
| | n | % | n | % | n | % | n | % | n | % |
| Yes | 454 | 71.4% | 365 | 86.1% | 43 | 62.3% | 29 | 37.7% | 891 | 73.9% |
| No | 124 | 19.5% | 34 | 8.0% | 17 | 24.6% | 29 | 37.7% | 204 | 16.9% |
| I don't know | 58 | 9.1% | 25 | 5.9% | 9 | 13.0% | 19 | 24.7% | 111 | 9.2% |
| Total | 636 | 100.0% | 424 | 100.0% | 69 | 100.0% | 77 | 100.0% | 1206 | 100.0% |

Table 1.4: When did you start your FIRST program/course at BCIT?

| | PTS | | Technology | | Trades | | Apprentice | | Total | |
|---------------------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|-------------|---------------|
| | n | % | n | % | n | % | n | % | n | % |
| Before April 2016 | 293 | 43.2% | 211 | 47.6% | 25 | 32.9% | 49 | 60.5% | 578 | 45.2% |
| April - August 2016 | 47 | 6.9% | 14 | 3.2% | x | x | x | x | 68 | 5.3% |
| September - December 2016 | 90 | 13.3% | 154 | 34.8% | 17 | 22.4% | x | x | 263 | 20.6% |
| January - March 2017 | 198 | 29.2% | 42 | 9.5% | 25 | 32.9% | 21 | 25.9% | 286 | 22.4% |
| I haven't started yet | 12 | 1.8% | x | x | x | x | - | - | 14 | 1.1% |
| Other, please specify: | 38 | 5.6% | 21 | 4.7% | x | x | 7 | 8.6% | 69 | 5.4% |
| Total | 678 | 100.0% | 443 | 100.0% | 76 | 100.0% | 81 | 100.0% | 1278 | 100.0% |

"-" denotes counts of zero.

"x" denotes counts <=5

2. BCIT Libraries Use

Table 2.1: Have you used any of the BCIT Libraries' services and facilities within the past year (including visiting in person, or accessing services online)?

| | PTS | | Technology | | Trades | | Apprentice | | Total | |
|--------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|-------------|---------------|
| | n | % | n | % | n | % | n | % | n | % |
| Yes | 447 | 67.6% | 416 | 94.3% | 66 | 89.2% | 56 | 70.0% | 985 | 78.4% |
| No | 214 | 32.4% | 25 | 5.7% | 8 | 10.8% | 24 | 30.0% | 271 | 21.6% |
| Total | 661 | 100.0% | 441 | 100.0% | 74 | 100.0% | 80 | 100.0% | 1256 | 100.0% |

Table 2.2: Please let us know why you haven't used any BCIT Library services (in person or remotely) in the past year:

| | PTS | | Technology | | Trades | | Apprentice | | Total | |
|--|------------|---------------|------------|---------------|----------|---------------|------------|---------------|------------|---------------|
| | n | % | n | % | n | % | n | % | n | % |
| I had no need to use the library for my coursework | 132 | 62.3% | 16 | 64.0% | x | x | 14 | 60.9% | 167 | 62.3% |
| I am not close to a BCIT campus with a library | 37 | 17.5% | x | x | - | - | x | x | 44 | 16.4% |
| I prefer to use other libraries or resources instead | 15 | 7.1% | x | x | x | x | x | x | 20 | 7.5% |
| I didn't know BCIT had a library | 12 | 5.7% | x | x | - | - | x | x | 15 | 5.6% |
| I didn't know where the library was | 13 | 6.1% | x | x | - | - | - | - | 14 | 5.2% |
| Other (please specify): | x | x | x | x | x | x | x | x | 8 | 3.0% |
| Total | 212 | 100.0% | 25 | 100.0% | 8 | 100.0% | 23 | 100.0% | 268 | 100.0% |

*Only "BCIT Library non-users" were asked this question.

The data is sorted in descending order of total percentage (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

Table 2.3: Which BCIT Library do you usually visit in person?

| | PTS | | Technology | | Trades | | Apprentice | | Total | |
|-------------------------------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|------------|---------------|
| | n | % | n | % | n | % | n | % | n | % |
| Burnaby Campus Library | 355 | 79.1% | 408 | 98.1% | 42 | 63.6% | 53 | 94.6% | 858 | 86.9% |
| I only use online services | 86 | 19.2% | x | x | x | x | x | x | 95 | 9.6% |
| Aerospace Technology Campus Library | x | x | x | x | 17 | 25.8% | - | - | 23 | 2.3% |
| Marine Campus Library | x | x | x | x | 6 | 9.1% | - | - | 11 | 1.1% |
| Total | 449 | 100.0% | 416 | 100.0% | 66 | 100.0% | 56 | 100.0% | 987 | 100.0% |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of total percentage (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

Table 2.4: In the past year, did you need to find information/resources for any of your BCIT course assignments (information that was not included in your course materials)?

| | PTS | | Technology | | Trades | | Apprentice | | Total | |
|--------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|-------------|---------------|
| | n | % | n | % | n | % | n | % | n | % |
| Yes | 361 | 55.1% | 327 | 74.3% | 35 | 47.9% | 24 | 30.8% | 747 | 60.0% |
| No | 294 | 44.9% | 113 | 25.7% | 38 | 52.1% | 54 | 69.2% | 499 | 40.0% |
| Total | 655 | 100.0% | 440 | 100.0% | 73 | 100.0% | 78 | 100.0% | 1246 | 100.0% |

Table 2.5: Please think back to the past year when you needed to find information or needed help for course assignments. Which of the following resources did you use? (Select all that apply)

| | PTS | | Technology | | Trades | | Apprentice | | Total | |
|--|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|------------|---------------|
| | n | % | n | % | n | % | n | % | n | % |
| Internet | 309 | 85.6% | 299 | 91.7% | 30 | 85.7% | 15 | 60.0% | 653 | 87.4% |
| BCIT Library (Library staff and resources) | 199 | 55.1% | 259 | 79.4% | 25 | 71.4% | 11 | 44.0% | 494 | 66.1% |
| Instructors | 156 | 43.2% | 211 | 64.7% | 25 | 71.4% | 16 | 64.0% | 408 | 54.6% |
| Friends | 114 | 31.6% | 182 | 55.8% | 21 | 60.0% | 12 | 48.0% | 329 | 44.0% |
| Public libraries | 97 | 26.9% | 58 | 17.8% | x | x | x | x | 161 | 21.6% |
| Libraries at post-secondary institutions other than BCIT | 39 | 10.8% | 66 | 20.2% | x | x | x | x | 111 | 14.9% |
| Other, please specify: | 16 | 4.4% | 8 | 2.5% | x | x | x | x | 27 | 3.6% |
| Total | 361 | 100.0% | 326 | 100.0% | 35 | 100.0% | 25 | 100.0% | 747 | 100.0% |

The data is sorted in descending order of total percentage (last column).

"x" denotes counts <=5.

3. Communication Technology

Table 3.1: 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)

| | PTS | | Technology | | Trades | | Apprentice | | Total | |
|------------------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|-------------|---------------|
| | n | % | n | % | n | % | n | % | n | % |
| In person | 394 | 60.0% | 361 | 82.4% | 65 | 87.8% | 64 | 81.0% | 884 | 70.8% |
| Email | 369 | 56.2% | 196 | 44.7% | 25 | 33.8% | 25 | 31.6% | 615 | 49.3% |
| Online chat (AskAway) | 280 | 42.6% | 165 | 37.7% | 17 | 23.0% | 15 | 19.0% | 477 | 38.2% |
| Telephone | 185 | 28.2% | 65 | 14.8% | 11 | 14.9% | 13 | 16.5% | 274 | 22.0% |
| Text messaging | 71 | 10.8% | 46 | 10.5% | 10 | 13.5% | 7 | 8.9% | 134 | 10.7% |
| Other, please specify: | x | x | x | x | x | x | x | x | 8 | 0.6% |
| Total | 657 | 100.0% | 438 | 100.0% | 74 | 100.0% | 79 | 100.0% | 1248 | 100.0% |

The data is sorted in descending order of total percentage (last column).

"x" denotes counts <=5.

Table 3.2: What kind of social networking tools do you currently use, if any? (Select all that apply)

| | PTS | | Technology | | Trades | | Apprentice | | Total | |
|------------------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|-------------|---------------|
| | n | % | n | % | n | % | n | % | n | % |
| Facebook | 539 | 81.7% | 389 | 88.8% | 62 | 83.8% | 62 | 78.5% | 1052 | 84.1% |
| Instagram | 380 | 57.6% | 280 | 63.9% | 40 | 54.1% | 35 | 44.3% | 735 | 58.8% |
| WhatsApp | 376 | 57.0% | 269 | 61.4% | 37 | 50.0% | 32 | 40.5% | 714 | 57.1% |
| Snapchat | 236 | 35.8% | 225 | 51.4% | 39 | 52.7% | 30 | 38.0% | 530 | 42.4% |
| LinkedIn | 286 | 43.3% | 191 | 43.6% | 16 | 21.6% | 8 | 10.1% | 501 | 40.0% |
| Twitter | 156 | 23.6% | 102 | 23.3% | 13 | 17.6% | 10 | 12.7% | 281 | 22.5% |
| Pinterest | 166 | 25.2% | 78 | 17.8% | x | x | 7 | 8.9% | 256 | 20.5% |
| I do not use any | 27 | 4.1% | 9 | 2.1% | x | x | 8 | 10.1% | 49 | 3.9% |
| Other, please specify: | 21 | 3.2% | 17 | 3.9% | x | x | x | x | 43 | 3.4% |
| Total | 660 | 100.0% | 438 | 100.0% | 74 | 100.0% | 79 | 100.0% | 1251 | 100.0% |

The data is sorted in descending order of total percentage (last column).

"x" denotes counts <=5.

4. Library Technology

Table 4.1: Please indicate if you have used/borrowed the BCIT Library tools and devices listed below: (Select all that apply)

| | PTS | | Technology | | Trades | | Apprentice | | Total | |
|--------------------------------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|------------|---------------|
| | n | % | n | % | n | % | n | % | n | % |
| Printer | 136 | 58.9% | 206 | 66.9% | 23 | 56.1% | 10 | 43.5% | 375 | 62.2% |
| Desktop computer | 139 | 60.2% | 197 | 64.0% | 26 | 63.4% | 10 | 43.5% | 372 | 61.7% |
| Photocopier | 74 | 32.0% | 89 | 28.9% | 17 | 41.5% | 14 | 60.9% | 194 | 32.2% |
| Laptop | 39 | 16.9% | 96 | 31.2% | 9 | 22.0% | x | x | 147 | 24.4% |
| Scanners | 44 | 19.0% | 66 | 21.4% | 10 | 24.4% | 7 | 30.4% | 127 | 21.1% |
| Portable charger (for laptops, etc.) | 28 | 12.1% | 53 | 17.2% | x | x | - | - | 86 | 14.3% |
| iPad | 10 | 4.3% | 29 | 9.4% | x | x | x | x | 42 | 7.0% |
| 3D Printer (working with a staff) | x | 2.2% | 12 | 3.9% | x | x | - | - | 18 | 3.0% |
| HoloLens | x | x | 8 | 2.6% | - | - | - | - | 10 | 1.7% |
| GoPro Camera | x | x | 7 | 2.3% | - | - | - | - | 9 | 1.5% |
| Raspberry Pi | x | x | x | x | - | - | - | - | x | x |
| Arduino | x | x | x | x | - | - | - | - | x | x |
| Total | 231 | 100.0% | 308 | 100.0% | 41 | 100.0% | 23 | 100.0% | 603 | 100.0% |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of total percentage (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

5. Library Resources / Research

Table 5.1: Which of these BCIT Library services have you used? (Select all that apply)

| | PTS | | Technology | | Trades | | Apprentice | | Total | |
|---|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|------------|---------------|
| | n | % | n | % | n | % | n | % | n | % |
| Library Website | 248 | 64.4% | 274 | 71.0% | 28 | 53.8% | 12 | 30.0% | 562 | 65.1% |
| Help from staff at the Service Desk (entrance area) | 167 | 43.4% | 175 | 45.3% | 23 | 44.2% | 24 | 60.0% | 389 | 45.1% |
| Online research guides (information on library materials and services) | 135 | 35.1% | 192 | 49.7% | 13 | 25.0% | x | x | 345 | 40.0% |
| Help from librarians at the Research Desk (large round desk inside library) | 104 | 27.0% | 126 | 32.6% | 17 | 32.7% | 9 | 22.5% | 256 | 29.7% |
| Peer tutoring | 55 | 14.3% | 90 | 23.3% | 9 | 17.3% | x | x | 155 | 18.0% |
| BCIT Archives | 47 | 12.2% | 50 | 13.0% | 7 | 13.5% | x | x | 107 | 12.4% |
| Library research skills classes | 25 | 6.5% | 70 | 18.1% | x | x | x | x | 97 | 11.2% |
| Media Works | 18 | 4.7% | 55 | 14.2% | x | x | - | - | 74 | 8.6% |
| BCIT Institutional Repository (theses, student work, course materials & research) | 33 | 8.6% | 28 | 7.3% | x | x | x | x | 68 | 7.9% |
| Writing Centre | 28 | 7.3% | 34 | 8.8% | - | - | x | x | 66 | 7.6% |
| AskAway (web chat) | 24 | 6.2% | 22 | 5.7% | x | x | x | x | 50 | 5.8% |
| Interlibrary loans | 17 | 4.4% | 30 | 7.8% | - | - | - | - | 47 | 5.4% |
| Learning Skills Seminar | 13 | 3.4% | 15 | 3.9% | x | x | x | x | 31 | 3.6% |
| An appointment with a subject (liaison) librarian for your course | 10 | 2.6% | 14 | 3.6% | - | - | x | x | 25 | 2.9% |
| WriteAway | 6 | 1.6% | 7 | 1.8% | - | - | - | - | 13 | 1.5% |
| Total | 385 | 100.0% | 386 | 100.0% | 52 | 100.0% | 40 | 100.0% | 863 | 100.0% |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of total percentage (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

6. Library Spaces

Table 6.1: Please select all library spaces from the list below that you used: (Select all that apply)

| | PTS | | Technology | | Trades | | Apprentice | | Total | |
|--|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|------------|---------------|
| | n | % | n | % | n | % | n | % | n | % |
| Quiet study space (Room 250/251, 3rd floor, back area) | 180 | 57.9% | 270 | 68.5% | 18 | 34.0% | 17 | 47.2% | 485 | 61.1% |
| Bookable group study rooms | 140 | 45.0% | 298 | 75.6% | 23 | 43.4% | 11 | 30.6% | 472 | 59.4% |
| ehPod (24/7/365) | 127 | 40.8% | 312 | 79.2% | 21 | 39.6% | 7 | 19.4% | 467 | 58.8% |
| Group study space | 117 | 37.6% | 224 | 56.9% | 21 | 39.6% | 12 | 33.3% | 374 | 47.1% |
| Computer lab (Room 301) | 141 | 45.3% | 185 | 47.0% | 19 | 35.8% | x | x | 350 | 44.1% |
| Silent study space (Room 350/351) | 114 | 36.7% | 201 | 51.0% | 10 | 18.9% | 10 | 27.8% | 335 | 42.2% |
| Sleep pods | 27 | 8.7% | 34 | 8.6% | 7 | 13.2% | 7 | 19.4% | 75 | 9.4% |
| Flexible learning space (Room 303) | 33 | 10.6% | 32 | 8.1% | x | x | x | x | 68 | 8.6% |
| Adaptive Technology Lab (Disability Resource Centre, Room 310) | x | x | 10 | 2.5% | - | - | - | - | 14 | 1.8% |
| Total | 311 | 100.0% | 394 | 100.0% | 53 | 100.0% | 36 | 100.0% | 794 | 100.0% |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of total percentage (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

7. Library Collections

Table 7.1: Please select all the Library collections from the list below that you used:

| | PTS | | Technology | | Trades | | Apprentice | | Total | |
|---|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|------------|---------------|
| | n | % | n | % | n | % | n | % | n | % |
| Course outlines | 129 | 37.1% | 163 | 44.7% | 16 | 41.0% | 8 | 32.0% | 316 | 40.7% |
| Print books | 142 | 40.8% | 138 | 37.8% | 21 | 53.8% | 12 | 48.0% | 313 | 40.3% |
| Databases (e.g. statistics, standards, demographics) | 110 | 31.6% | 186 | 51.0% | 11 | 28.2% | x | x | 309 | 39.8% |
| E-journals | 115 | 33.0% | 182 | 49.9% | x | x | x | x | 301 | 38.7% |
| E-books | 137 | 39.4% | 119 | 32.6% | 12 | 30.8% | x | x | 273 | 35.1% |
| BCIT archives (digital/online) | 41 | 11.8% | 50 | 13.7% | 6 | 15.4% | x | x | 100 | 12.9% |
| Print journals | 49 | 14.1% | 42 | 11.5% | x | x | x | x | 99 | 12.7% |
| Course reserves (print) | 35 | 10.1% | 51 | 14.0% | x | x | x | x | 91 | 11.7% |
| BCIT's Institutional Repository (theses, student work, course materials & research) | 27 | 7.8% | 31 | 8.5% | x | x | x | x | 67 | 8.6% |
| Course reserves (digital) | 33 | 9.5% | 23 | 6.3% | x | x | x | x | 60 | 7.7% |
| Streamed videos | 22 | 6.3% | 18 | 4.9% | x | x | x | x | 45 | 5.8% |
| BCIT archives (print) | 15 | 4.3% | 18 | 4.9% | x | x | x | x | 38 | 4.9% |
| DVDs and videos | 13 | 3.7% | 8 | 2.2% | x | x | x | x | 27 | 3.5% |
| Total | 348 | 100.0% | 365 | 100.0% | 39 | 100.0% | 25 | 100.0% | 777 | 100.0% |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of total percentage (last column).

"x" denotes counts <=5.

Table 7.2: If you have used the collections listed below, how satisfied are you?

| | PTS | | | | | Technology | | | | | Trades | | | | | Apprentice | | | | | Total (All Programs) | | | | |
|---|---------------------------|------------------------------------|---------------------------------|-------|------|---------------------------|------------------------------------|---------------------------------|-------|------|---------------------------|------------------------------------|---------------------------------|-------|------|---------------------------|------------------------------------|---------------------------------|-------|------|---------------------------|------------------------------------|---------------------------------|-------|------|
| | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | |
| | % | % | % | n | Mean | % | % | % | n | Mean | % | % | % | n | Mean | % | % | % | n | Mean | % | % | % | n | Mean |
| E-books | 79.4% | 15.3% | 5.3% | 131 | 4.0 | 83.1% | 12.7% | 4.2% | 118 | 4.0 | 83.3% | 16.7% | - | 12 | 3.8 | x | - | - | x | x | 81.6% | 13.9% | 4.5% | 266 | 4.0 |
| Print books | 83.5% | 12.2% | 4.3% | 139 | 4.1 | 90.5% | 7.3% | 2.2% | 137 | 4.2 | 90.5% | 9.5% | - | 21 | 4.2 | 91.7% | 8.3% | - | 12 | 4.2 | 87.4% | 9.7% | 2.9% | 309 | 4.2 |
| E-journals | 84.5% | 13.6% | 1.8% | 110 | 4.1 | 82.5% | 11.9% | 5.6% | 177 | 4.0 | x | x | - | x | x | x | - | - | x | x | 82.8% | 13.1% | 4.1% | 291 | 4.0 |
| Print journals | 82.2% | 13.3% | 4.4% | 45 | 4.0 | 87.2% | 12.8% | | 39 | 4.2 | x | x | - | x | x | x | - | - | x | x | 84.8% | 13.0% | 2.2% | 92 | 4.1 |
| Databases (e.g. statistics, standards, demographics) | 83.2% | 13.1% | 3.7% | 107 | 4.1 | 86.2% | 9.9% | 3.9% | 181 | 4.0 | 90.9% | 9.1% | - | 11 | 4.1 | x | - | - | x | x | 85.4% | 11.0% | 3.7% | 301 | 4.1 |
| DVDs and videos | 76.9% | 15.4% | 7.7% | 13 | 3.7 | 62.5% | 37.5% | - | 8 | 3.8 | x | - | - | x | x | x | - | - | x | x | 77.8% | 18.5% | 3.7% | 27 | 3.8 |
| Streamed videos | 81.0% | 14.3% | 4.8% | 21 | 4.1 | 72.2% | 27.8% | - | 18 | 3.8 | x | x | - | x | x | x | - | - | x | x | 77.3% | 20.5% | 2.3% | 44 | 4.0 |
| Course reserves (digital) | 87.9% | 12.1% | - | 33 | 4.2 | 77.3% | 18.2% | 4.5% | 22 | 4.0 | x | x | - | x | 3.5 | x | - | - | x | x | 83.1% | 15.3% | 1.7% | 59 | 4.1 |
| Course reserves (print) | 87.5% | 9.4% | 3.1% | 32 | 4.3 | 80.0% | 14.0% | 6.0% | 50 | 4.0 | x | x | - | x | x | x | - | - | x | x | 83.9% | 11.5% | 4.6% | 87 | 4.1 |
| Course outlines | 87.1% | 11.3% | 1.6% | 124 | 4.2 | 85.5% | 12.6% | 1.9% | 159 | 4.1 | 81.3% | 18.8% | - | 16 | 4.1 | 87.5% | 12.5% | - | 8 | 4.3 | 86.0% | 12.4% | 1.6% | 307 | 4.1 |
| BCIT archives (digital/online) | 82.1% | 15.4% | 2.6% | 39 | 4.0 | 81.6% | 16.3% | 2.0% | 49 | 4.1 | 66.7% | 33.3% | - | 6 | 3.7 | x | x | - | x | x | 80.4% | 17.5% | 2.1% | 97 | 4.0 |
| BCIT archives (print) | 69.2% | 30.8% | - | 13 | 3.9 | 61.1% | 38.9% | - | 18 | 3.8 | x | x | - | x | x | - | - | - | - | - | 65.7% | 34.3% | - | 35 | 3.9 |
| BCIT's Institutional Repository (theses, student work, course materials & research) | 92.6% | 7.4% | - | 27 | 4.3 | 71.0% | 29.0% | - | 31 | 3.8 | x | x | - | x | x | x | x | - | x | x | 79.1% | 20.9% | - | 67 | 4.1 |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of mean scores of the Total (All Programs) (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

Caution is advised in interpreting data due to low response level.

Appendix B: Results by School

1. Academic Demographics of Respondents

Table 1.1: Distribution of Respondents by School

| | n | % |
|--|-------------|-------------|
| No School | 426 | 31% |
| School of Business | 270 | 20% |
| School of Construction and the Environment | 201 | 15% |
| School of Health Sciences | 181 | 13% |
| School of Energy | 116 | 9% |
| School of Computing and Academic Studies | 109 | 8% |
| School of Transportation | 55 | 4% |
| Total | 1358 | 100% |

The data is sorted in descending order of percentages.

*No School" includes mainly Part-time Studies students while a small portion is categorized as "ISEP" students.

Table 1.2: Which campus do you mainly attend?

| | SoB | | SoCAS | | SoCE | | SoE | | SoHS | | SoT | | No School | | Total | |
|---------------------------------|------------|---------------|-----------|---------------|------------|---------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|-------------|---------------|
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Burnaby | 206 | 81.7% | 68 | 71.6% | 167 | 94.9% | 102 | 95.3% | 148 | 89.2% | 10 | 19.2% | 188 | 52.1% | 889 | 73.5% |
| Downtown | 32 | 12.7% | 27 | 28.4% | x | x | x | x | - | - | x | x | 98 | 27.1% | 162 | 13.4% |
| Distance/Online Education | 11 | 4.4% | - | - | x | x | x | x | 17 | 10.2% | x | x | 60 | 16.6% | 95 | 7.9% |
| Aerospace and Technology Campus | - | - | - | - | - | - | - | - | - | - | 17 | 32.7% | x | x | 20 | 1.7% |
| Annacis Island | - | - | - | - | - | - | - | - | - | - | 13 | 25.0% | x | x | 18 | 1.5% |
| Marine Campus | - | - | - | - | - | - | - | - | - | - | 8 | 15.4% | x | x | 11 | 0.9% |
| Other (please specify): | x | x | - | - | x | x | - | - | x | x | x | x | x | x | 14 | 1.2% |
| Total | 252 | 100.0% | 95 | 100.0% | 176 | 100.0% | 107 | 100.0% | 166 | 100.0% | 52 | 100.0% | 361 | 100.0% | 1209 | 100.0% |

The data is sorted in descending order of total percentage with the exception of "Other" (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

Table 1.3: Are you registered in any D2L courses?

| | SoB | | SoCAS | | SoCE | | SoE | | SoHS | | SoT | | No School | | Total | |
|--------------|------------|---------------|-----------|---------------|------------|---------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|-------------|---------------|
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Yes | 217 | 86.1% | 84 | 87.5% | 104 | 59.4% | 78 | 72.9% | 155 | 93.4% | 28 | 54.9% | 225 | 62.7% | 891 | 73.9% |
| No | 22 | 8.7% | 10 | 10.4% | 47 | 26.9% | 16 | 15.0% | 7 | 4.2% | 12 | 23.5% | 90 | 25.1% | 204 | 16.9% |
| I don't know | 13 | 5.2% | x | x | 24 | 13.7% | 13 | 12.1% | x | x | 11 | 21.6% | 44 | 12.3% | 111 | 9.2% |
| Total | 252 | 100.0% | 96 | 100.0% | 175 | 100.0% | 107 | 100.0% | 166 | 100.0% | 51 | 100.0% | 359 | 100.0% | 1206 | 100.0% |

"x" denotes counts <=5.

Table 1.4: When did you start your FIRST program/course at BCIT?

| | SoB | | SoCAS | | SoCE | | SoE | | SoHS | | SoT | | No School | | Total | |
|---------------------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|-------------|---------------|
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Before April 2016 | 138 | 52.7% | 52 | 50.0% | 91 | 48.7% | 55 | 49.5% | 98 | 57.3% | 24 | 44.4% | 120 | 30.8% | 578 | 45.2% |
| April - August 2016 | 19 | 7.3% | x | x | x | x | x | x | 12 | 7.0% | x | x | 22 | 5.7% | 68 | 5.3% |
| September - December 2016 | 75 | 28.6% | 24 | 23.1% | 41 | 21.9% | 37 | 33.3% | 32 | 18.7% | 9 | 16.7% | 45 | 11.6% | 263 | 20.6% |
| January - March 2017 | 19 | 7.3% | 18 | 17.3% | 34 | 18.2% | 9 | 8.1% | 20 | 11.7% | 17 | 31.5% | 169 | 43.4% | 286 | 22.4% |
| I haven't started yet | - | - | - | - | x | x | - | - | - | - | - | - | 13 | 3.3% | 14 | 1.1% |
| Other, please specify: | 11 | 4.2% | 6 | 5.8% | 15 | 8.0% | 8 | 7.2% | 9 | 5.3% | - | - | 20 | 5.1% | 69 | 5.4% |
| Total | 262 | 100.0% | 104 | 100.0% | 187 | 100.0% | 111 | 100.0% | 171 | 100.0% | 54 | 100.0% | 389 | 100.0% | 1278 | 100.0% |

"-" denotes counts of zero.

"x" denotes counts <=5.

2. BCIT Libraries Use

Table 2.1: Have you used any of the BCIT Libraries' services and facilities within the past year (including visiting in person, or accessing services online)?

| | SoB | | SoCAS | | SoCE | | SoE | | SoHS | | SoT | | No School | | Total | |
|--------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|-------------|---------------|
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Yes | 231 | 88.8% | 87 | 84.5% | 156 | 84.3% | 98 | 89.1% | 165 | 96.5% | 44 | 81.5% | 204 | 54.7% | 985 | 78.4% |
| No | 29 | 11.2% | 16 | 15.5% | 29 | 15.7% | 12 | 10.9% | 6 | 3.5% | 10 | 18.5% | 169 | 45.3% | 271 | 21.6% |
| Total | 260 | 100.0% | 103 | 100.0% | 185 | 100.0% | 110 | 100.0% | 171 | 100.0% | 54 | 100.0% | 373 | 100.0% | 1256 | 100.0% |

Table 2.2: Please let us know why you haven't used any BCIT Library services (in person or remotely) in the past year:

| | SoB | | SoCAS | | SoCE | | SoE | | SoHS | | SoT | | No School | | Total | |
|--|-----------|---------------|-----------|---------------|-----------|---------------|-----------|---------------|----------|---------------|-----------|---------------|------------|---------------|------------|---------------|
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| I had no need to use the library for my coursework | 18 | 62.1% | 10 | 62.5% | 19 | 67.9% | 8 | 66.7% | x | x | 6 | 60.0% | 103 | 61.7% | 167 | 62.3% |
| I am not close to a BCIT campus with a library | x | x | x | x | x | x | x | x | x | x | x | x | 32 | 19.2% | 44 | 16.4% |
| I prefer to use other libraries or resources instead | x | x | - | - | x | x | x | x | x | x | - | - | 11 | 6.6% | 20 | 7.5% |
| I didn't know BCIT had a library | - | - | x | x | x | x | - | - | - | - | x | x | 11 | 6.6% | 15 | 5.6% |
| I didn't know where the library was | 6 | 20.7% | x | x | - | - | - | - | - | - | - | - | 7 | 4.2% | 14 | 5.2% |
| Other (please specify): | - | - | x | x | x | x | - | - | x | x | x | x | x | x | 8 | 3.0% |
| Total | 29 | 100.0% | 16 | 100.0% | 28 | 100.0% | 12 | 100.0% | 6 | 100.0% | 10 | 100.0% | 167 | 100.0% | 268 | 100.0% |

*Only "BCIT Library non-users" were asked this question.

The data is sorted in descending order of total percentage (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

Table 2.3: Which BCIT Library do you usually visit in person?

| | SoB | | SoCAS | | SoCE | | SoE | | SoHS | | SoT | | No School | | Total | |
|-------------------------------------|------------|---------------|-----------|---------------|------------|---------------|-----------|---------------|------------|---------------|-----------|---------------|------------|---------------|------------|---------------|
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Burnaby Campus Library | 215 | 93.1% | 79 | 91.9% | 154 | 98.7% | 96 | 98.0% | 149 | 90.3% | 17 | 37.8% | 148 | 71.8% | 858 | 86.9% |
| I only use online services | 14 | 6.1% | 6 | 7.0% | x | x | x | x | 16 | 9.7% | x | x | 53 | 25.7% | 95 | 9.6% |
| Aerospace Technology Campus Library | x | x | x | x | x | x | - | - | - | - | 18 | 40.0% | x | x | 23 | 2.3% |
| Marine Campus Library | - | - | - | - | - | - | x | x | - | - | 6 | 13.3% | x | x | 11 | 1.1% |
| Total | 231 | 100.0% | 86 | 100.0% | 156 | 100.0% | 98 | 100.0% | 165 | 100.0% | 45 | 100.0% | 206 | 100.0% | 987 | 100.0% |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of total percentage (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

Table 2.4: In the past year, did you need to find information/resources for any of your BCIT course assignments (information that was not included in your course materials)?

| | SoB | | SoCAS | | SoCE | | SoE | | SoHS | | SoT | | No School | | Total | |
|--------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|-------------|---------------|
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Yes | 184 | 71.0% | 53 | 52.0% | 102 | 56.0% | 55 | 50.0% | 143 | 83.6% | 38 | 70.4% | 172 | 46.7% | 747 | 60.0% |
| No | 75 | 29.0% | 49 | 48.0% | 80 | 44.0% | 55 | 50.0% | 28 | 16.4% | 16 | 29.6% | 196 | 53.3% | 499 | 40.0% |
| Total | 259 | 100.0% | 102 | 100.0% | 182 | 100.0% | 110 | 100.0% | 171 | 100.0% | 54 | 100.0% | 368 | 100.0% | 1246 | 100.0% |

Table 2.5: Please think back to the past year when you needed to find information or needed help for course assignments. Which of the following resources did you use? (Select all that apply)

| | SoB | | SoCAS | | SoCE | | SoE | | SoHS | | SoT | | No School | | Total | |
|--|------------|---------------|-----------|---------------|------------|---------------|-----------|---------------|------------|---------------|-----------|---------------|------------|---------------|------------|---------------|
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Internet | 168 | 91.8% | 49 | 90.7% | 82 | 79.6% | 48 | 87.3% | 131 | 92.9% | 28 | 73.7% | 147 | 85.0% | 653 | 87.4% |
| BCIT Library (Library staff and resources) | 127 | 69.4% | 26 | 48.1% | 71 | 68.9% | 38 | 69.1% | 123 | 87.2% | 29 | 76.3% | 80 | 46.2% | 494 | 66.1% |
| Instructors | 114 | 62.3% | 24 | 44.4% | 60 | 58.3% | 23 | 41.8% | 84 | 59.6% | 27 | 71.1% | 76 | 43.9% | 408 | 54.6% |
| Friends | 99 | 54.1% | 35 | 64.8% | 44 | 42.7% | 27 | 49.1% | 58 | 41.1% | 18 | 47.4% | 48 | 27.7% | 329 | 44.0% |
| Public libraries | 44 | 24.0% | 10 | 18.5% | 30 | 29.1% | x | x | 21 | 14.9% | x | x | 47 | 27.2% | 161 | 21.6% |
| Libraries at post-secondary institutions other than BCIT | 19 | 10.4% | x | x | 19 | 18.4% | 8 | 14.5% | 37 | 26.2% | x | x | 22 | 12.7% | 111 | 14.9% |
| Other, please specify: | x | x | x | x | x | x | - | - | 7 | 5.0% | x | x | 9 | 5.2% | 27 | 3.6% |
| Total | 183 | 100.0% | 54 | 100.0% | 103 | 100.0% | 55 | 100.0% | 141 | 100.0% | 38 | 100.0% | 173 | 100.0% | 747 | 100.0% |

The data is sorted in descending order of total percentage (last column).

“-” denotes counts of zero.

“x” denotes counts <=5.

3. Communication Technology

Table 3.1: 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)

| | SoB | | SoCAS | | SoCE | | SoE | | SoHS | | SoT | | No School | | Total | |
|--------------------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|-------------|---------------|
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| In person | 186 | 72.4% | 71 | 70.3% | 147 | 79.9% | 93 | 84.5% | 128 | 76.2% | 46 | 85.2% | 213 | 57.0% | 884 | 70.8% |
| Email | 128 | 49.8% | 60 | 59.4% | 74 | 40.2% | 41 | 37.3% | 81 | 48.2% | 17 | 31.5% | 214 | 57.2% | 615 | 49.3% |
| Online chat (AskAway) | 104 | 40.5% | 42 | 41.6% | 65 | 35.3% | 32 | 29.1% | 75 | 44.6% | 11 | 20.4% | 148 | 39.6% | 477 | 38.2% |
| Telephone | 48 | 18.7% | 23 | 22.8% | 38 | 20.7% | 19 | 17.3% | 33 | 19.6% | 9 | 16.7% | 104 | 27.8% | 274 | 22.0% |
| Text messaging | 27 | 10.5% | 7 | 6.9% | 19 | 10.3% | 14 | 12.7% | 21 | 12.5% | 7 | 13.0% | 39 | 10.4% | 134 | 10.7% |
| Other, please specify: | x | x | - | - | x | x | - | - | - | - | x | x | - | - | 8 | 0.6% |
| Total | 257 | 100.0% | 101 | 100.0% | 184 | 100.0% | 110 | 100.0% | 168 | 100.0% | 54 | 100.0% | 374 | 100.0% | 1248 | 100.0% |

The data is sorted in descending order of total percentage (last column).

“-” denotes counts of zero.

“x” denotes counts <=5.

Table 3.2: What kind of social networking tools do you currently use, if any? (Select all that apply)

| | SoB | | SoCAS | | SoCE | | SoE | | SoHS | | SoT | | No School | | Total | |
|------------------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|-----------|---------------|------------|---------------|-------------|---------------|
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Facebook | 231 | 89.9% | 71 | 70.3% | 157 | 85.3% | 93 | 84.5% | 155 | 91.7% | 47 | 87.0% | 298 | 79.3% | 1052 | 84.1% |
| Instagram | 184 | 71.6% | 43 | 42.6% | 108 | 58.7% | 56 | 50.9% | 111 | 65.7% | 28 | 51.9% | 205 | 54.5% | 735 | 58.8% |
| WhatsApp | 185 | 72.0% | 51 | 50.5% | 83 | 45.1% | 60 | 54.5% | 108 | 63.9% | 29 | 53.7% | 198 | 52.7% | 714 | 57.1% |
| Snapchat | 131 | 51.0% | 32 | 31.7% | 85 | 46.2% | 47 | 42.7% | 84 | 49.7% | 25 | 46.3% | 126 | 33.5% | 530 | 42.4% |
| LinkedIn | 161 | 62.6% | 51 | 50.5% | 48 | 26.1% | 43 | 39.1% | 29 | 17.2% | 12 | 22.2% | 157 | 41.8% | 501 | 40.0% |
| Twitter | 71 | 27.6% | 31 | 30.7% | 33 | 17.9% | 22 | 20.0% | 28 | 16.6% | 12 | 22.2% | 84 | 22.3% | 281 | 22.5% |
| Pinterest | 60 | 23.3% | 15 | 14.9% | 45 | 24.5% | 8 | 7.3% | 41 | 24.3% | 7 | 13.0% | 80 | 21.3% | 256 | 20.5% |
| I do not use any | x | x | 6 | 5.9% | 10 | 5.4% | 7 | 6.4% | x | x | x | x | 20 | 5.3% | 49 | 3.9% |
| Other, please specify: | 7 | 2.7% | 6 | 5.9% | x | x | x | x | - | - | x | x | 22 | 5.9% | 43 | 3.4% |
| Total | 257 | 100.0% | 101 | 100.0% | 184 | 100.0% | 110 | 100.0% | 169 | 100.0% | 54 | 100.0% | 376 | 100.0% | 1251 | 100.0% |

The data is sorted in descending order of total percentage (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

4. Library Technology

Table 4.1: Please indicate if you have used/borrowed the BCIT Library tools and devices listed below: (Select all that apply)

| | SoB | | SoCAS | | SoCE | | SoE | | SoHS | | SoT | | No School | | Total | |
|--------------------------------------|------------|---------------|-----------|---------------|-----------|---------------|-----------|---------------|------------|---------------|-----------|---------------|-----------|---------------|------------|---------------|
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Printer | 115 | 68.9% | 34 | 65.4% | 60 | 63.8% | 40 | 58.0% | 64 | 62.1% | 12 | 52.2% | 50 | 52.6% | 375 | 62.2% |
| Desktop computer | 98 | 58.7% | 38 | 73.1% | 58 | 61.7% | 36 | 52.2% | 66 | 64.1% | 15 | 65.2% | 61 | 64.2% | 372 | 61.7% |
| Photocopier | 46 | 27.5% | 11 | 21.2% | 41 | 43.6% | 26 | 37.7% | 36 | 35.0% | 8 | 34.8% | 26 | 27.4% | 194 | 32.2% |
| Laptop | 49 | 29.3% | 9 | 17.3% | 19 | 20.2% | 15 | 21.7% | 26 | 25.2% | 7 | 30.4% | 22 | 23.2% | 147 | 24.4% |
| Scanners | 32 | 19.2% | 8 | 15.4% | 27 | 28.7% | 18 | 26.1% | 15 | 14.6% | 6 | 26.1% | 21 | 22.1% | 127 | 21.1% |
| Portable charger (for laptops, etc.) | 38 | 22.8% | x | x | 13 | 13.8% | 6 | 8.7% | 13 | 12.6% | x | x | 8 | 8.4% | 86 | 14.3% |
| iPad | 11 | 6.6% | x | x | 7 | 7.4% | x | x | 10 | 9.7% | x | x | 8 | 8.4% | 42 | 7.0% |
| 3D Printer (working with a staff) | x | x | x | x | x | x | 9 | 13.0% | - | - | x | x | x | x | 18 | 3.0% |
| HoloLens | x | x | x | x | - | - | 6 | 8.7% | - | - | - | - | x | x | 10 | 1.7% |
| GoPro Camera | x | x | - | - | x | x | x | x | x | x | - | - | x | x | 9 | 1.5% |
| Raspberry Pi | - | - | x | x | - | - | x | x | - | - | - | - | - | - | x | x |
| Arduino | - | - | - | - | x | x | x | x | - | - | - | - | - | - | x | x |
| Total | 167 | 100.0% | 52 | 100.0% | 94 | 100.0% | 69 | 100.0% | 103 | 100.0% | 23 | 100.0% | 95 | 100.0% | 603 | 100.0% |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of total percentage (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

5. Library Resources / Research

Table 5.1: Which of these BCIT Library services have you used? (Select all that apply)

| | SoB | | SoCAS | | SoCE | | SoE | | SoHS | | SoT | | No School | | Total | |
|---|------------|---------------|-----------|---------------|------------|---------------|-----------|---------------|------------|---------------|-----------|---------------|------------|---------------|------------|---------------|
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Library Website | 142 | 67.9% | 50 | 68.5% | 66 | 50.4% | 50 | 61.0% | 121 | 78.6% | 22 | 57.9% | 111 | 63.1% | 562 | 65.1% |
| Help from staff at the Service Desk (entrance area) | 106 | 50.7% | 25 | 34.2% | 52 | 39.7% | 39 | 47.6% | 74 | 48.1% | 20 | 52.6% | 73 | 41.5% | 389 | 45.1% |
| Online research guides (information on library materials and services) | 99 | 47.4% | 20 | 27.4% | 44 | 33.6% | 25 | 30.5% | 89 | 57.8% | 11 | 28.9% | 57 | 32.4% | 345 | 40.0% |
| Help from librarians at the Research Desk (large round desk inside library) | 69 | 33.0% | 17 | 23.3% | 37 | 28.2% | 28 | 34.1% | 50 | 32.5% | 12 | 31.6% | 43 | 24.4% | 256 | 29.7% |
| Peer tutoring | 50 | 23.9% | 16 | 21.9% | 19 | 14.5% | 27 | 32.9% | 15 | 9.7% | x | x | 24 | 13.6% | 155 | 18.0% |
| BCIT Archives | 23 | 11.0% | 11 | 15.1% | 17 | 13.0% | 11 | 13.4% | 16 | 10.4% | 8 | 21.1% | 21 | 11.9% | 107 | 12.4% |
| Library research skills classes | 24 | 11.5% | x | x | 12 | 9.2% | 10 | 12.2% | 36 | 23.4% | x | x | 11 | 6.3% | 97 | 11.2% |
| Media Works | 23 | 11.0% | x | x | 13 | 9.9% | 8 | 9.8% | 21 | 13.6% | x | x | x | x | 74 | 8.6% |
| BCIT Institutional Repository (theses, student work, course materials & research) | 13 | 6.2% | x | x | 15 | 11.5% | 7 | 8.5% | 7 | 4.5% | x | x | 18 | 10.2% | 68 | 7.9% |
| Writing Centre | 19 | 9.1% | x | x | 9 | 6.9% | 6 | 7.3% | 12 | 7.8% | - | - | 15 | 8.5% | 66 | 7.6% |
| AskAway (web chat) | 12 | 5.7% | - | - | x | x | x | x | 12 | 7.8% | x | x | 14 | 8.0% | 50 | 5.8% |
| Interlibrary loans | 6 | 2.9% | 8 | 11.0% | 8 | 6.1% | x | x | 18 | 11.7% | - | - | x | x | 47 | 5.4% |
| Learning Skills Seminar | 9 | 4.3% | x | x | x | x | 6 | 7.3% | x | x | - | - | 9 | 5.1% | 31 | 3.6% |
| An appointment with a subject (liaison) librarian for your course | x | x | x | x | x | x | x | x | 8 | 5.2% | x | x | 6 | 3.4% | 25 | 2.9% |
| WriteAway | x | x | x | x | - | - | x | x | x | x | - | - | x | x | 13 | 1.5% |
| Total | 209 | 100.0% | 73 | 100.0% | 131 | 100.0% | 82 | 100.0% | 154 | 100.0% | 38 | 100.0% | 176 | 100.0% | 863 | 100.0% |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of total percentage (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

6. Library Spaces

Table 6.1: Please select all library spaces from the list below that you used: (Select all that apply)

| | SoB | | SoCAS | | SoCE | | SoE | | SoHS | | SoT | | No School | | Total | |
|--|------------|---------------|-----------|---------------|------------|---------------|-----------|---------------|------------|---------------|-----------|---------------|------------|---------------|------------|---------------|
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Quiet study space (Room 250/251, 3rd floor, back area) | 136 | 65.4% | 42 | 54.5% | 70 | 56.9% | 51 | 57.3% | 105 | 72.4% | 9 | 33.3% | 72 | 57.6% | 485 | 61.1% |
| Bookable group study rooms | 148 | 71.2% | 50 | 64.9% | 58 | 47.2% | 55 | 61.8% | 102 | 70.3% | 12 | 44.4% | 47 | 37.6% | 472 | 59.4% |
| ehPod (24/7/365) | 152 | 73.1% | 54 | 70.1% | 69 | 56.1% | 62 | 69.7% | 93 | 64.1% | x | x | 36 | 28.8% | 467 | 58.8% |
| Group study space | 109 | 52.4% | 35 | 45.5% | 41 | 33.3% | 53 | 59.6% | 83 | 57.2% | 10 | 37.0% | 43 | 34.4% | 374 | 47.1% |
| Computer lab (Room 301) | 107 | 51.4% | 24 | 31.2% | 41 | 33.3% | 44 | 49.4% | 67 | 46.2% | 13 | 48.1% | 54 | 43.2% | 350 | 44.1% |
| Silent study space (Room 350/351) | 101 | 48.6% | 34 | 44.2% | 37 | 30.1% | 42 | 47.2% | 71 | 49.0% | x | x | 45 | 36.0% | 335 | 42.2% |
| Sleep pods | 17 | 8.2% | 7 | 9.1% | 12 | 9.8% | 12 | 13.5% | 7 | 4.8% | 6 | 22.2% | 14 | 11.2% | 75 | 9.4% |
| Flexible learning space (Room 303) | 22 | 10.6% | x | x | 11 | 8.9% | 9 | 10.1% | 8 | 5.5% | x | x | 13 | 10.4% | 68 | 8.6% |
| Adaptive Technology Lab (Disability Resource Centre, Room 310) | x | x | x | x | x | x | x | x | x | x | - | - | x | x | 14 | 1.8% |
| Total | 208 | 100.0% | 77 | 100.0% | 123 | 100.0% | 89 | 100.0% | 145 | 100.0% | 27 | 100.0% | 125 | 100.0% | 794 | 100.0% |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of total percentage (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

7. Library Collections

Table 7.1: Please select all the Library collections from the list below that you used:

| | SoB | | SoCAS | | SoCE | | SoE | | SoHS | | SoT | | No School | | Total | |
|---|------------|---------------|-----------|---------------|------------|---------------|-----------|---------------|------------|---------------|-----------|---------------|------------|---------------|------------|---------------|
| | n | % | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Course outlines | 85 | 45.2% | 31 | 49.2% | 34 | 30.6% | 33 | 47.8% | 57 | 36.3% | 17 | 51.5% | 59 | 37.8% | 316 | 40.7% |
| Print books | 67 | 35.6% | 19 | 30.2% | 59 | 53.2% | 33 | 47.8% | 53 | 33.8% | 14 | 42.4% | 68 | 43.6% | 313 | 40.3% |
| Databases (e.g. statistics, standards, demographics) | 114 | 60.6% | 12 | 19.0% | 32 | 28.8% | 16 | 23.2% | 87 | 55.4% | 8 | 24.2% | 40 | 25.6% | 309 | 39.8% |
| E-journals | 52 | 27.7% | 14 | 22.2% | 43 | 38.7% | 20 | 29.0% | 125 | 79.6% | x | x | 42 | 26.9% | 301 | 38.7% |
| E-books | 56 | 29.8% | 26 | 41.3% | 39 | 35.1% | 24 | 34.8% | 51 | 32.5% | 8 | 24.2% | 69 | 44.2% | 273 | 35.1% |
| BCIT archives (digital/online) | 31 | 16.5% | x | x | 19 | 17.1% | 6 | 8.7% | 13 | 8.3% | 7 | 21.2% | 20 | 12.8% | 100 | 12.9% |
| Print journals | 12 | 6.4% | 7 | 11.1% | 20 | 18.0% | 10 | 14.5% | 25 | 15.9% | 7 | 21.2% | 18 | 11.5% | 99 | 12.7% |
| Course reserves (print) | 19 | 10.1% | x | x | 14 | 12.6% | x | x | 31 | 19.7% | x | x | 15 | 9.6% | 91 | 11.7% |
| BCIT's Institutional Repository (theses, student work, course materials & research) | 15 | 8.0% | x | x | 12 | 10.8% | 9 | 13.0% | 9 | 5.7% | x | x | 13 | 8.3% | 67 | 8.6% |
| Course reserves (digital) | 17 | 9.0% | x | x | 6 | 5.4% | x | x | 15 | 9.6% | x | x | 14 | 9.0% | 60 | 7.7% |
| Streamed videos | 14 | 7.4% | x | x | x | x | x | x | 7 | 4.5% | x | x | 11 | 7.1% | 45 | 5.8% |
| BCIT archives (print) | 7 | 3.7% | x | x | 10 | 9.0% | x | x | x | x | x | x | 11 | 7.1% | 38 | 4.9% |
| DVDs and videos | 6 | 3.2% | x | x | x | x | x | x | x | x | x | x | 9 | 5.8% | 27 | 3.5% |
| Total | 188 | 100.0% | 63 | 100.0% | 111 | 100.0% | 69 | 100.0% | 157 | 100.0% | 33 | 100.0% | 156 | 100.0% | 777 | 100.0% |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of total percentage (last column).

"-" denotes counts of zero.

"x" denotes counts <=5.

Table 7.2a: If you have used the collections listed below, how satisfied are you? SCHOOL OF BUSINESS

| | SoB | | | | | Total (All Schools) | | | | |
|---|---------------------------|------------------------------------|---------------------------------|-------|------|---------------------------|------------------------------------|---------------------------------|-------|------|
| | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | |
| | % | % | % | n | Mean | % | % | % | n | Mean |
| Print books | 92.3% | 6.2% | 1.5% | 65 | 4.3 | 87.4% | 9.7% | 2.9% | 309 | 4.2 |
| Course reserves (print) | 94.4% | - | 5.6% | 18 | 4.2 | 83.9% | 11.5% | 4.6% | 87 | 4.1 |
| Course outlines | 91.5% | 7.3% | 1.2% | 82 | 4.1 | 86.0% | 12.4% | 1.6% | 307 | 4.1 |
| E-journals | 88.2% | 11.8% | - | 51 | 4.1 | 82.8% | 13.1% | 4.1% | 291 | 4.0 |
| Databases (e.g. statistics, standards, demographics) | 87.4% | 9.9% | 2.7% | 111 | 4.1 | 85.4% | 11.0% | 3.7% | 301 | 4.1 |
| Course reserves (digital) | 82.4% | 17.6% | - | 17 | 4.1 | 83.1% | 15.3% | 1.7% | 59 | 4.1 |
| E-books | 80.8% | 17.3% | 1.9% | 52 | 4.1 | 81.6% | 13.9% | 4.5% | 266 | 4.0 |
| BCIT archives (digital/online) | 79.3% | 20.7% | - | 29 | 4.0 | 80.4% | 17.5% | 2.1% | 97 | 4.0 |
| BCIT's Institutional Repository (theses, student work, course materials & research) | 66.7% | 33.3% | - | 15 | 4.0 | 79.1% | 20.9% | 0.0% | 67 | 4.1 |
| Print journals | 75.0% | 16.7% | 8.3% | 12 | 3.9 | 84.8% | 13.0% | 2.2% | 92 | 4.1 |
| Streamed videos | 78.6% | 14.3% | 7.1% | 14 | 3.9 | 77.3% | 20.5% | 2.3% | 44 | 4.0 |
| BCIT archives (print) | 50.0% | 50.0% | - | 6 | 3.7 | 65.7% | 34.3% | 0.0% | 35 | 3.9 |
| DVDs and videos | 50.0% | 50.0% | - | 6 | 3.5 | 77.8% | 18.5% | 3.7% | 27 | 3.8 |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of mean scores of SOB

"-" denotes counts of zero.

Table 7.2b: If you have used the collections listed below, how satisfied are you? SCHOOL OF COMPUTING AND ACADEMIC STUDIES

| | SoCAS | | | | | Total (All Schools) | | | | |
|---|---------------------------|------------------------------------|---------------------------------|-------|------|---------------------------|------------------------------------|---------------------------------|-------|------|
| | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | |
| | % | % | % | n | Mean | % | % | % | n | Mean |
| BCIT's Institutional Repository (theses, student work, course materials & research) | x | x | - | x | x | 79.1% | 20.9% | 0.0% | 67 | 4.1 |
| Databases (e.g. statistics, standards, demographics) | 83.3% | 16.7% | - | 12 | 4.2 | 85.4% | 11.0% | 3.7% | 301 | 4.1 |
| Print books | 89.5% | 5.3% | 5.3% | 19 | 4.1 | 87.4% | 9.7% | 2.9% | 309 | 4.2 |
| Course outlines | 80.0% | 13.3% | 6.7% | 30 | 4.0 | 86.0% | 12.4% | 1.6% | 307 | 4.1 |
| E-books | 80.0% | 16.0% | 4.0% | 25 | 4.0 | 81.6% | 13.9% | 4.5% | 266 | 4.0 |
| DVDs and videos | x | - | - | x | x | 77.8% | 18.5% | 3.7% | 27 | 3.8 |
| Streamed videos | x | - | - | x | x | 77.3% | 20.5% | 2.3% | 44 | 4.0 |
| Course reserves (digital) | x | - | - | x | x | 83.1% | 15.3% | 1.7% | 59 | 4.1 |
| E-journals | 78.6% | 14.3% | 7.1% | 14 | 3.9 | 82.8% | 13.1% | 4.1% | 291 | 4.0 |
| Print journals | 83.3% | - | 16.7% | 6 | 3.8 | 84.8% | 13.0% | 2.2% | 92 | 4.1 |
| BCIT archives (digital/online) | x | x | - | x | x | 80.4% | 17.5% | 2.1% | 97 | 4.0 |
| BCIT archives (print) | x | x | - | x | x | 65.7% | 34.3% | 0.0% | 35 | 3.9 |
| Course reserves (print) | x | - | x | x | x | 83.9% | 11.5% | 4.6% | 87 | 4.1 |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of mean scores of SOCAS.

"-" denotes counts of zero.

"x" denotes counts <=5.

Caution is advised in interpreting data due to low response level.

Table 7.2c: If you have used the collections listed below, how satisfied are you? SCHOOL OF CONSTRUCTION AND THE ENVIRONMENT

| | SoCE | | | | | Total (All Schools) | | | | |
|---|---------------------------|------------------------------------|---------------------------------|-------|------|---------------------------|------------------------------------|---------------------------------|-------|------|
| | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | |
| | % | % | % | n | Mean | % | % | % | n | Mean |
| Course reserves (digital) | 100.0% | - | - | 6 | 4.5 | 83.1% | 15.3% | 1.7% | 59 | 4.1 |
| Course reserves (print) | 84.6% | 15.4% | - | 13 | 4.5 | 83.9% | 11.5% | 4.6% | 87 | 4.1 |
| Print journals | 82.4% | 17.6% | - | 17 | 4.3 | 84.8% | 13.0% | 2.2% | 92 | 4.1 |
| Databases (e.g. statistics, standards, demographics) | 90.3% | 9.7% | - | 31 | 4.3 | 85.4% | 11.0% | 3.7% | 301 | 4.1 |
| Print books | 89.5% | 8.8% | 1.8% | 57 | 4.2 | 87.4% | 9.7% | 2.9% | 309 | 4.2 |
| E-books | 84.6% | 10.3% | 5.1% | 39 | 4.2 | 81.6% | 13.9% | 4.5% | 266 | 4.0 |
| BCIT archives (digital/online) | 78.9% | 21.1% | - | 19 | 4.1 | 80.4% | 17.5% | 2.1% | 97 | 4.0 |
| E-journals | 73.2% | 22.0% | 4.9% | 41 | 4.0 | 82.8% | 13.1% | 4.1% | 291 | 4.0 |
| DVDs and videos | x | - | - | x | x | 77.8% | 18.5% | 3.7% | 27 | 3.8 |
| Streamed videos | x | x | - | x | x | 77.3% | 20.5% | 2.3% | 44 | 4.0 |
| BCIT archives (print) | 66.7% | 33.3% | - | 9 | 4.0 | 65.7% | 34.3% | 0.0% | 35 | 3.9 |
| BCIT's Institutional Repository (theses, student work, course materials & research) | 91.7% | 8.3% | - | 12 | 4.0 | 79.1% | 20.9% | 0.0% | 67 | 4.1 |
| Course outlines | 75.0% | 21.9% | 3.1% | 32 | 4.0 | 86.0% | 12.4% | 1.6% | 307 | 4.1 |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of mean scores of SOCE.

"-" denotes counts of zero.

"x" denotes counts <=5.

Caution is advised in interpreting data due to low response level.

Table 7.2d: If you have used the collections listed below, how satisfied are you? SCHOOL OF ENERGY

| | SoE | | | | | Total (All Schools) | | | | |
|---|---------------------------|------------------------------------|---------------------------------|-------|------|---------------------------|------------------------------------|---------------------------------|-------|------|
| | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | |
| | % | % | % | n | Mean | % | % | % | n | Mean |
| Streamed videos | x | - | - | x | x | 77.3% | 20.5% | 2.3% | 44 | 4.0 |
| BCIT's Institutional Repository (theses, student work, course materials & research) | 88.9% | 11.1% | - | 9 | 4.2 | 79.1% | 20.9% | 0.0% | 67 | 4.1 |
| Course reserves (print) | x | x | - | x | x | 83.9% | 11.5% | 4.6% | 87 | 4.1 |
| Print journals | 90.0% | 10.0% | - | 10 | 4.2 | 84.8% | 13.0% | 2.2% | 92 | 4.1 |
| Print books | 90.9% | 6.1% | 3.0% | 33 | 4.2 | 87.4% | 9.7% | 2.9% | 309 | 4.2 |
| Course outlines | 90.9% | 9.1% | - | 33 | 4.2 | 86.0% | 12.4% | 1.6% | 307 | 4.1 |
| Course reserves (digital) | x | x | - | x | x | 83.1% | 15.3% | 1.7% | 59 | 4.1 |
| BCIT archives (print) | x | - | - | x | x | 65.7% | 34.3% | 0.0% | 35 | 3.9 |
| E-journals | 85.0% | 10.0% | 5.0% | 20 | 4.0 | 82.8% | 13.1% | 4.1% | 291 | 4.0 |
| Databases (e.g. statistics, standards, demographics) | 87.5% | 6.3% | 6.3% | 16 | 3.9 | 85.4% | 11.0% | 3.7% | 301 | 4.1 |
| E-books | 79.2% | 12.5% | 8.3% | 24 | 3.7 | 81.6% | 13.9% | 4.5% | 266 | 4.0 |
| BCIT archives (digital/online) | 66.7% | 16.7% | 16.7% | 6 | 3.5 | 80.4% | 17.5% | 2.1% | 97 | 4.0 |
| DVDs and videos | - | - | x | x | x | 77.8% | 18.5% | 3.7% | 27 | 3.8 |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of mean scores of SOE.

"-" denotes counts of zero.

"x" denotes counts <=5.

Caution is advised in interpreting data due to low response level.

Table 7.2e: If you have used the collections listed below, how satisfied are you? SCHOOL OF HEALTH SCIENCES

| | SoHS | | | | | Total (All Schools) | | | | |
|---|---------------------------|------------------------------------|---------------------------------|-------|------|---------------------------|------------------------------------|---------------------------------|-------|------|
| | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | Mean | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | Mean |
| | % | % | % | n | Mean | % | % | % | n | Mean |
| BCIT archives (print) | x | - | - | x | x | 65.7% | 34.3% | 0.0% | 35 | 3.9 |
| BCIT archives (digital/online) | 100.0% | - | - | 13 | 4.4 | 80.4% | 17.5% | 2.1% | 97 | 4.0 |
| DVDs and videos | x | - | - | x | x | 77.8% | 18.5% | 3.7% | 27 | 3.8 |
| Print journals | 91.7% | 8.3% | - | 24 | 4.2 | 84.8% | 13.0% | 2.2% | 92 | 4.1 |
| Print books | 88.7% | 11.3% | - | 53 | 4.2 | 87.4% | 9.7% | 2.9% | 309 | 4.2 |
| Course outlines | 85.5% | 14.5% | - | 55 | 4.1 | 86.0% | 12.4% | 1.6% | 307 | 4.1 |
| E-books | 86.0% | 10.0% | 4.0% | 50 | 4.1 | 81.6% | 13.9% | 4.5% | 266 | 4.0 |
| E-journals | 85.0% | 9.2% | 5.8% | 120 | 4.0 | 82.8% | 13.1% | 4.1% | 291 | 4.0 |
| Databases (e.g. statistics, standards, demographics) | 83.3% | 11.9% | 4.8% | 84 | 4.0 | 85.4% | 11.0% | 3.7% | 301 | 4.1 |
| Course reserves (digital) | 78.6% | 14.3% | 7.1% | 14 | 4.0 | 83.1% | 15.3% | 1.7% | 59 | 4.1 |
| Course reserves (print) | 73.3% | 20.0% | 6.7% | 30 | 3.9 | 83.9% | 11.5% | 4.6% | 87 | 4.1 |
| Streamed videos | 71.4% | 28.6% | - | 7 | 3.9 | 77.3% | 20.5% | 2.3% | 44 | 4.0 |
| BCIT's Institutional Repository (theses, student work, course materials & research) | 66.7% | 33.3% | - | 9 | 3.8 | 79.1% | 20.9% | 0.0% | 67 | 4.1 |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of mean scores of SOHS..

"-"denotes counts of zero.

"x" denotes counts <=5.

Caution is advised in interpreting data due to low response level.

Table 7.2f: If you have used the collections listed below, how satisfied are you? SCHOOL OF TRANSPORTATION

| | SoT | | | | | Total (All Schools) | | | | |
|---|---------------------------|------------------------------------|---------------------------------|-------|------|---------------------------|------------------------------------|---------------------------------|-------|------|
| | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | Mean | Satisfied &Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied &Very Dissatisfied | Total | Mean |
| | % | % | % | n | Mean | % | % | % | n | Mean |
| Course reserves (digital) | x | - | - | x | x | 83.1% | 15.3% | 1.7% | 59 | 4.1 |
| Course reserves (print) | x | - | - | x | x | 83.9% | 11.5% | 4.6% | 87 | 4.1 |
| Print books | 85.7% | 14.3% | - | 14 | 4.1 | 87.4% | 9.7% | 2.9% | 309 | 4.2 |
| E-books | 87.5% | 12.5% | - | 8 | 4.0 | 81.6% | 13.9% | 4.5% | 266 | 4.0 |
| Databases (e.g. statistics, standards, demographics) | 87.5% | 12.5% | - | 8 | 4.0 | 85.4% | 11.0% | 3.7% | 301 | 4.1 |
| DVDs and videos | x | - | - | x | x | 77.8% | 18.5% | 3.7% | 27 | 3.8 |
| Streamed videos | x | x | - | x | x | 77.3% | 20.5% | 2.3% | 44 | 4.0 |
| Course outlines | 76.5% | 23.5% | - | 17 | 4.0 | 86.0% | 12.4% | 1.6% | 307 | 4.1 |
| Print journals | 66.7% | 33.3% | - | 6 | 3.8 | 84.8% | 13.0% | 2.2% | 92 | 4.1 |
| BCIT archives (digital/online) | 71.4% | 28.6% | - | 7 | 3.7 | 80.4% | 17.5% | 2.1% | 97 | 4.0 |
| BCIT archives (print) | x | x | - | x | x | 65.7% | 34.3% | 0.0% | 35 | 3.9 |
| E-journals | x | x | - | x | x | 82.8% | 13.1% | 4.1% | 291 | 4.0 |
| BCIT's Institutional Repository (theses, student work, course materials & research) | x | x | - | x | x | 79.1% | 20.9% | 0.0% | 67 | 4.1 |

*Only "BCIT Library users" were asked this question.

The data is sorted in descending order of mean scores of SOT.

"-"denotes counts of zero.

"x" denotes counts <=5.

Caution is advised in interpreting data due to low response level.

Table 7.2g: If you have used the collections listed below, how satisfied are you? NO SCHOOL

| | No School | | | | | Total (All Schools) | | | | |
|---|----------------------------|------------------------------------|----------------------------------|-------|------|----------------------------|------------------------------------|----------------------------------|-------|------|
| | Satisfied & Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied & Very Dissatisfied | Total | | Satisfied & Very Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied & Very Dissatisfied | Total | |
| | % | % | % | n | Mean | % | % | % | n | Mean |
| BCIT's Institutional Repository (theses, student work, course materials & research) | 92.3% | 7.7% | - | 13 | 4.4 | 79.1% | 20.9% | 0.0% | 67 | 4.1 |
| Course reserves (print) | 93.3% | 6.7% | - | 15 | 4.3 | 83.9% | 11.5% | 4.6% | 87 | 4.1 |
| E-journals | 82.5% | 15.0% | 2.5% | 40 | 4.3 | 82.8% | 13.1% | 4.1% | 291 | 4.0 |
| Streamed videos | 70.0% | 30.0% | - | 10 | 4.2 | 77.3% | 20.5% | 2.3% | 44 | 4.0 |
| Print journals | 88.2% | 11.8% | - | 17 | 4.2 | 84.8% | 13.0% | 2.2% | 92 | 4.1 |
| Course outlines | 87.9% | 10.3% | 1.7% | 58 | 4.2 | 86.0% | 12.4% | 1.6% | 307 | 4.1 |
| Databases (e.g. statistics, standards, demographics) | 79.5% | 12.8% | 7.7% | 39 | 4.1 | 85.4% | 11.0% | 3.7% | 301 | 4.1 |
| Course reserves (digital) | 85.7% | 14.3% | - | 14 | 4.1 | 83.1% | 15.3% | 1.7% | 59 | 4.1 |
| Print books | 77.9% | 14.7% | 7.4% | 68 | 4.0 | 87.4% | 9.7% | 2.9% | 309 | 4.2 |
| BCIT archives (digital/online) | 84.2% | 10.5% | 5.3% | 19 | 4.0 | 80.4% | 17.5% | 2.1% | 97 | 4.0 |
| E-books | 77.9% | 16.2% | 5.9% | 68 | 4.0 | 81.6% | 13.9% | 4.5% | 266 | 4.0 |
| BCIT archives (print) | 60.0% | 40.0% | - | 10 | 3.9 | 65.7% | 34.3% | 0.0% | 35 | 3.9 |
| DVDs and videos | 77.8% | 22.2% | - | 9 | 3.8 | 77.8% | 18.5% | 3.7% | 27 | 3.8 |

**Only "BCIT Library users" were asked this question.*

The data is sorted in descending order of mean scores of SOT.

"-" denotes counts of zero.

Caution is advised in interpreting data due to low response level.

Survey Instrument

2017 BCIT Library Services Student Survey

BCIT LIBRARY SERVICES (includes Library, Learning Commons, Writing Centre, BCIT Archives, Student ID Card, Media Works, and BCIT's Institutional Repository)

1. When did you start your FIRST program/course at BCIT?

- Before April 2016
- April - August 2016
- September - December 2016
- January - March 2017
- I haven't started yet
- Other, please specify: _____

Branch to: Question 7 (Q1 = I haven't started yet)

2. Have you used any of the BCIT Libraries' services and facilities within the past year (including visiting in person, or accessing services online)?

- Yes
- No

Branch to: Question 4 (Q2 = Yes)

This Question is conditionally hidden if: (2 = Yes)

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

- 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): _____

Branch to: Question 5 (Q2 = No)

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

- Burnaby Campus Library
- Marine Campus Library
- Aerospace Technology Campus Library
- I only use online services

5. In the past year, did you need to find information/resources for any of your BCIT course assignments (information that was not included in your course materials)?

- Yes
- No

Branch to: Question 7 (Q5 = No)

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

[List randomized]

- BCIT Library (Library staff and resources)
- Instructors
- Friends
- Internet
- Libraries at post-secondary institutions other than BCIT
- Public libraries
- Other, please specify: _____

COMMUNICATION TECHNOLOGY

7. 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)

[List randomized]

- Telephone
- Email
- Online chat (AskAway)
- Text messaging
- In person
- Other, please specify: _____

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

[List randomized]

- Facebook
- Twitter
- Pinterest
- LinkedIn
- Instagram
- Snapchat
- WhatsApp
- Other, please specify: _____
- I do not use any

Branch to: Question 19 Demographics (Q1= "I haven't started yet" OR Q2 = No)

LIBRARY TECHNOLOGY

9. Please indicate if you have used/borrowed the BCIT Library tools and devices listed below: (Select all that apply)

[List randomized]

- HoloLens
- 3D Printer (working with a staff)
- Desktop computer
- Laptop
- iPad
- GoPro Camera
- Raspberry Pi
- Arduino
- Portable charger (for laptops, etc.)
- Photocopier
- Printer
- Scanners

10. What other emerging technology tools would you like to see the BCIT Library offer?

LIBRARY RESOURCES / RESEARCH

11. Which of these BCIT Library services have you used? (Select all that apply)

[List randomized]

- Help from staff at the Service Desk (entrance area)
- Help from librarians at the Research Desk (large round desk inside library)
- Library Website
- Online research guides (information on library materials and services)
- AskAway (web chat)
- Interlibrary loans
- Library research skills classes
- An appointment with a subject (liaison) librarian for your course
- BCIT Archives
- BCIT Institutional Repository (theses, student work, course materials & research)
- Media Works
- Peer tutoring
- Learning Skills Seminar
- Writing Centre
- WriteAway

Branch to: Question 13 (Q11 (Peer tutoring) = Not Selected AND Q11 (Writing Centre) = Not Selected)

12. For those who haven't used peer tutoring or the Writing Centre, can you please let us know why?

13. How can we improve any of the services/resources listed previously?

LIBRARY SPACES

14. Please select all library spaces from the list below that you used: (Select all that apply)

- Bookable group study rooms
- Quiet study space (Room 250/251, 3rd floor, back area)
- Silent study space (Room 350/351)
- Group study space
- Computer lab (Room 301)
- ehPod (24/7/365)
- Sleep pods
- Flexible learning space
- Adaptive Technology Lab (Disability Resource Centre, Room 310)

15. Library Services is working on space improvement. What changes would you like to see?

LIBRARY COLLECTIONS

16. Please select all the Library collections from the list below that you used:

| | Select all that apply: |
|---|--------------------------|
| 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"/> |
| BCIT archives (digital/online) | <input type="checkbox"/> |
| BCIT archives (print) | <input type="checkbox"/> |
| BCIT's Institutional Repository (theses, student work, course materials & research) | <input type="checkbox"/> |

17. If you have used the collections listed below, how satisfied are you?

(This question is displayed only those who chose at least one collection in the previous question)

| | 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"/> |
| BCIT archives (digital/online) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| BCIT archives (print) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| BCIT's Institutional Repository (theses, student work, course materials & research) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

18. How can the BCIT Library collections be improved to support you in successfully completing your coursework/program?

DEMOGRAPHIC QUESTIONS

19. Which campus do you mainly attend?

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

20. Are you registered in any D2L courses?

- Yes
- No
- I don't know

21. Do you have any additional comments about the BCIT Library Services 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. Prizes are not transferable and must be accepted as awarded with no substitutions in cash or otherwise. Participation in the prize draw is voluntary and you have a choice whether or not to disclose any information. We will use the contact information only to notify the winner(s) and award their prize, and this information will be discarded after the prizes are awarded. You may withdraw your consent to be contacted at anytime by sending an e-mail to Funda Erel, Senior Research and Information Analyst, at funda_isbuga_ere@bcit.ca with a message asking us to remove your name from the draw.

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.