

The Survey on Mobile Library Services in Hong Kong and Singapore Academic Libraries



By
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Preface

Survey on Mobile Library Services in Hong Kong and Singapore Academic Libraries

The captioned survey was co-organized by libraries of The Chinese University of Hong Kong, The City University of Hong Kong, Nanyang Technological University and The University of Hong Kong in October 2011.

The primary objectives of this survey are:

1. To identify the needs and preferences of students with regard to mobile library services; and
2. To recommend a suite of pertinent mobile library services for students.

In this survey, the mobile library services are referring to library online contents and resources, which can be delivered and accommodated for display in mobile devices. We hope that the results and responses to this survey will be useful to participating libraries in order to plan and deliver pertinent mobile library services.

Thank you to colleagues from the participating libraries who contributed and helped with this important survey.

Last but not least, we would like to express our gratitude to Annie Talve and Monica Redden, our facilitators of Next Gen /Next Decade 2011—the Staff development programme for university librarians in Hong Kong, Singapore and Shanghai. This project could not have happened without Annie and Monica's inspirations and encouragement to bring four academic libraries from two cities to work together on this survey.

1. Summary of Findings

Background

1. A total of 505 completed responses from students were received, in which responses from CUHK, CityU, NTU and HKU were 17.3%, 35.4%, 11.5% and 35.8% respectively.
2. The proportion of female and male respondents was 50.5% and 49.5% respectively.
3. 49.1% respondents were undergraduate students, while 18% respondents were post-graduate students. Students from Science and Engineering departments represented the greatest proportion of respondents (37.2%).

Library services

4. Most respondents (58.2%) physically visited the campus libraries a few time a week, in which 19.4% respondents visited the libraries on a daily basis.
5. The greatest awareness of library services and facilities related to PC facility (85.1%), book renewal (76%) and library catalogue (75.8%). The least known services were online tutorials (25.1%), library tutorial class/workshop (27.7%) and requesting help for writing a term paper (28.1%).

Online resource usage

6. Almost half of respondents (46.8%) spent more than 20 hours online per week.
7. 42.6% respondents spent about 26% to 50% of their online time on study-related activities.
8. Regarding services available in the library website, the most frequently used services were searching e-book and journal articles (8.7% daily, 30.7% at least once a week), conducting research for assignment (8.3% daily, 31.7% at least once a week) and searching library catalogue (7.7% very likely, 34.1% at least once a week). However, around 47% to 59% respondents have never used library audio tour/podcast, registering for library workshop and contacting librarian online.

Mobile library services

9. The possession rate of mobile devices was 93.8%. The most popular mobile devices were smartphone (67.1%) and tablet (19%). 71.3% respondents often used the mobile devices to access the Internet.
10. If the library can provide mobile library applications, the service that rated as very likely to be used included book renewal (61.8%), searching library catalogue (55.2%), viewing borrower details (53.9%), searching e-books/journal articles (50.9%) and book a group study room (36.6%). However, almost 40% of respondents rated very unlikely and unlikely to audio tour/podcast (13.1% unlikely and 29.9% unlikely) and ask a librarian online (10.3% very unlikely, 26.3% unlikely).

11. If the library can provide text/SMS services, receiving renewal and overdue notice (61.6% very likely), and recall notification (56.8% very likely) were the mostly wanted text services.

2. Survey Results

Section A – Background Information

Abbreviations used:

CUHK	The Chinese University of Hong Kong, Hong Kong
CityU	The City University of Hong Kong, Hong Kong
NTU	Nanyang Technological University, Singapore
HKU	The University of Hong Kong, Hong Kong

Table 1: Question 1: Name of institution

Institution	CUHK	CityU	NTU	HKU	Total
Numbers of respondents	87	179	58	181	505
Percentage	17.3%	35.4%	11.5%	35.8%	100%

Table 2: Number of respondents, broken out by city

City	Hong Kong	Singapore
Numbers of respondents	447	58
Percentage	88.5%	11.5%

Table 3: Question 2: Gender

Institution	Total	CUHK	CityU	NTU	HKU
Gender					
Male	49.5%	44.8%	45.8%	41.4%	60.8%
Female	50.5%	55.2%	54.2%	58.6%	39.2%

Table 4: Question 3: Age group

Institution	Total	CUHK	CityU	NTU	HKU
Age group					
16-25	81.0%	82.8%	79.9%	74.1%	83.4%
26-35	11.5%	10.3%	13.4%	20.7%	7.2%
36-45	5.5%	5.7%	5.0%	3.5%	6.6%
46-55	1.8%	1.2%	1.7%	0.0%	2.8%
56-65	0.5%	0.0%	0.0%	1.7%	0.0%

Table 5: Question 4: Main area of study

Institution	Total	CUHK	CityU	NTU	HKU
Main area of study					
Accountancy	3.6%	0.0%	6.1%	3.4%	2.8%
Arts & Humanities	11.7%	13.8%	9.5%	12.1%	12.7%
Business Administration	13.5%	2.3%	20.7%	3.5%	14.9%
Education	3.4%	3.5%	0.6%	1.7%	6.6%
Law	3.6%	2.3%	3.4%	0.0%	5.5%
Medicine	3.8%	9.2%	0.0%	0.0%	6.1%
Science & Engineering	37.2%	49.4%	30.7%	63.8%	29.3%
Social Sciences	13.3%	13.8%	18.4%	8.6%	9.4%
Others	10.1%	5.7%	10.6%	6.9%	12.7%

Table 6: Question 5: Programme which you are enrolled in

Institution	Total	CUHK	CityU	NTU	HKU
Programme enrolled					
Certificate	1.6%	1.1%	1.7%	0.0%	2.2%
Diploma	15.4%	3.4%	10.6%	0.0%	30.9%
Bachelor degree	49.1%	69.0%	49.2%	58.6%	36.5%
Master programme	12.9%	12.6%	17.3%	25.9%	4.4%
Doctoral programme	5.1%	9.2%	4.5%	12.1%	1.7%
Professional development course	1.8%	1.2%	1.1%	1.7%	2.8%
Others	14.1%	3.5%	15.6%	1.7%	21.5%

Table 7: Question 6: Year of study

Institution	Total	CUHK	CityU	NTU	HKU
Year of study					
First year	39.4%	33.3%	40.8%	43.1%	39.8%
Second year	27.3%	27.6%	26.8%	13.8%	32.0%
Third year	19.4%	25.3%	20.1%	12.1%	18.2%
Fourth year	3.4%	4.6%	1.7%	12.1%	1.7%
Postgraduate	8.1%	8.1%	7.8%	17.2%	5.5%
Others	2.4%	1.1%	2.8%	1.7%	2.8%

Section B –Library Services and Online Resources Usage

Table 8: Question 7: How often do you physically visit the campus library?

	Daily	A few times a week	Once a week	Once a month	A few times a year	Never
Total	19.4%	38.8%	21.0%	7.7%	8.3%	4.8%
CUHK	11.5%	33.3%	32.3%	8.0%	11.5%	3.4%
CityU	28.5%	48.6%	15.6%	2.8%	3.4%	1.1%
NTU	31.0%	51.8%	6.9%	6.9%	1.7%	1.7%
HKU	10.5%	27.6%	25.5%	12.7%	13.8%	9.9%

Table 9: Mean of users physically visit the campus library, broken out by city

	Daily	A few times a week	Once a week	Once a month	A few times a year	Never
Hong Kong	16.8%	36.5%	24.4%	7.8%	9.6%	4.9%
Singapore	31.0%	51.7%	6.9%	6.9%	1.7%	1.8%

Table 10: Question 8: How many hours do you spend online per week?

	Less than 5hrs	5-10 hrs	11-20 hrs	21-30 hrs	31-40 hrs	More than 40 hrs
Total	15.4%	20.2%	17.6%	17.8%	11.9%	17.1%
CUHK	17.3%	10.3%	17.3%	21.8%	12.6%	20.7%
CityU	15.1%	24.0%	21.2%	12.3%	11.2%	16.2%
NTU	10.3%	12.1%	17.2%	20.7%	19.0%	20.7%
HKU	16.6%	23.8%	14.4%	20.4%	9.9%	14.9%

Table 11: Mean of users on how many hours spending online per week, broken out by city

	Less than 5hrs	5-10 hrs	11-20 hrs	21-30 hrs	31-40 hrs	More than 40 hrs
Hong Kong	16.3%	19.4%	17.6%	18.2%	11.2%	17.3%
Singapore	10.3%	12.1%	17.2%	20.7%	19.0%	20.7%

Table 12: Question 9: With reference to Q8, how much of the online time is spent on study-related activities?

	0%	1-25%	26-50%	51-75%	76-100%
Total	0.2%	30.5%	42.6%	20.2%	6.5%
CUHK	0.0%	37.9%	40.3%	14.9%	6.9%
CityU	0.0%	25.7%	44.7%	22.3%	7.3%
NTU	0.0%	36.2%	36.2%	22.4%	5.2%
HKU	0.6%	29.8%	43.6%	19.9%	6.1%

Table 13: Mean of users on the online time spent on study-related activities, broken out by city

	0%	1-25%	26-50%	51-75%	76-100%
Hong Kong	0.2%	31.1%	42.8%	19.0%	6.8%
Singapore	0.0%	36.2%	36.2%	22.4%	5.2%

Table 14: Question 10: How do you prefer to access course readings?

	Read the materials online entirely	Download and print the materials for offline reading	No preference
Total	21.2%	56.6%	22.2%
CUHK	11.5%	70.1%	18.4%
CityU	24.0%	54.2%	21.8%
NTU	17.2%	67.3%	15.5%
HKU	24.3%	49.2%	26.5%

Table 15: Mean of users on their preferences in accessing course readings, broken out by city

	Read the materials online entirely	Download and print the materials for offline reading	No preference
Hong Kong	20.0%	57.8%	22.2%
Singapore	17.2%	67.2%	15.5%

Table 16: Question 11: How often do you access the library website for the following services?

	Daily	At least once a week	At least once a month	At least once a year	Never	Not applicable
Check library opening hours						
Total	1.6%	7.3%	21.0%	40.2%	24.0%	5.9%
CUHK	0.0%	8.0%	19.5%	55.2%	13.8%	3.5%
CityU	2.8%	7.3%	20.7%	34.6%	30.2%	4.4%
NTU	3.4%	13.8%	37.9%	25.9%	12.1%	6.9%
HKU	0.6%	5.0%	16.6%	43.1%	26.5%	8.2%
Read library news						
Total	1.8%	12.3%	22.4%	20.4%	39.4%	3.7%
CUHK	0.0%	8.0%	31.0%	28.8%	31.0%	1.2%
CityU	3.9%	11.7%	20.7%	19.0%	42.5%	2.2%
NTU	0.0%	25.9%	27.6%	10.3%	31.0%	5.2%
HKU	1.1%	10.5%	18.2%	21.0%	43.1%	6.1%
Look for contact information						
Total	2.4%	9.5%	16.2%	29.5%	37.0%	5.4%
CUHK	2.3%	3.4%	16.1%	35.6%	37.9%	4.7%
CityU	5.0%	11.2%	15.6%	28.5%	36.9%	2.8%
NTU	0.0%	12.1%	17.2%	31.0%	32.8%	6.9%
HKU	0.6%	9.9%	16.6%	27.1%	38.1%	7.7%

Check campus or library maps						
Total	1.4%	9.1%	15.8%	34.1%	34.3%	5.3%
CUHK	0.0%	6.9%	14.9%	41.4%	32.2%	4.6%
CityU	2.2%	11.7%	14.0%	29.6%	40.2%	2.3%
NTU	3.4%	15.5%	22.4%	27.6%	25.9%	5.2%
HKU	0.6%	5.5%	16.0%	37.0%	32.0%	8.9%
Check list or RSS feeds of new books and resources						
Total	1.8%	9.5%	18.6%	19.0%	46.9%	4.2%
CUHK	1.1%	8.0%	23.0%	20.7%	43.7%	3.5%
CityU	1.7%	10.6%	20.1%	15.6%	49.7%	2.3%
NTU	3.4%	10.3%	22.4%	20.7%	34.5%	8.7%
HKU	1.7%	8.8%	13.8%	21.0%	49.7%	5.0%
Access course reserves						
Total	4.6%	19.6%	30.1%	21.2%	21.0%	3.5%
CUHK	1.1%	21.8%	28.8%	29.9%	14.9%	3.5%
CityU	5.6%	17.9%	32.4%	16.8%	24.6%	2.7%
NTU	6.9%	17.2%	41.4%	15.5%	15.5%	3.5%
HKU	4.4%	21.0%	24.9%	23.2%	22.1%	4.4%
Search library catalogue						
Total	7.7%	34.1%	31.5%	14.5%	10.3%	2.0%
CUHK	10.3%	41.4%	29.9%	11.5%	5.7%	1.2%
CityU	7.8%	34.1%	32.4%	12.8%	11.2%	1.7%
NTU	8.6%	37.9%	29.3%	12.1%	10.4%	1.7%
HKU	6.1%	29.3%	32.0%	18.2%	11.6%	2.8%

View your borrower record						
Total	3.2%	24.6%	38.0%	15.0%	16.6%	2.6%
CUHK	1.1%	29.9%	39.1%	21.8%	6.9%	1.2%
CityU	5.0%	22.9%	39.1%	10.1%	22.3%	0.6%
NTU	1.7%	25.9%	37.9%	10.3%	22.4%	1.8%
HKU	2.8%	23.2%	36.5%	18.2%	13.8%	5.5%
Renew books						
Total	2.6%	15.6%	45.7%	17.0%	14.5%	4.6%
CUHK	0.0%	21.8%	46.0%	21.8%	6.9%	3.5%
CityU	5.0%	14.5%	42.5%	17.3%	17.9%	2.8%
NTU	0.0%	17.2%	51.7%	5.2%	24.1%	1.8%
HKU	2.2%	13.3%	47.0%	18.2%	11.6%	7.7%
Search for electronic books or journal articles						
Total	8.7%	30.7%	29.1%	15.0%	13.7%	2.8%
CUHK	8.0%	33.3%	34.5%	18.4%	3.4%	2.4%
CityU	11.2%	27.9%	26.8%	16.8%	16.2%	1.1%
NTU	10.3%	37.9%	27.6%	10.3%	12.1%	1.8%
HKU	6.1%	29.8%	29.3%	13.3%	16.5%	5.0%
Conduct research for an assignment or project						
Total	8.3%	31.7%	30.3%	15.8%	10.5%	3.4%
CUHK	1.1%	35.6%	29.9%	17.2%	10.4%	5.8%
CityU	11.2%	32.4%	30.2%	14.5%	10.0%	1.7%
NTU	12.1%	34.5%	19.0%	17.2%	13.8%	3.4%
HKU	7.7%	28.2%	34.3%	16.0%	9.9%	3.9%

Contact "Ask a Librarian" online						
Total	2.6%	11.9%	14.7%	15.8%	47.7%	7.3%
CUHK	0.0%	4.6%	6.9%	16.1%	59.8%	12.6%
CityU	3.9%	19.0%	15.1%	12.8%	45.8%	3.4%
NTU	0.0%	1.7%	17.2%	17.3%	56.9%	6.9%
HKU	3.3%	11.6%	17.1%	18.2%	40.9%	8.9%
Look up library research/study guides and tutorials						
Total	3.8%	12.9%	18.2%	22.8%	37.2%	5.1%
CUHK	1.1%	11.5%	17.2%	32.2%	33.3%	4.7%
CityU	5.6%	14.5%	18.4%	19.0%	39.7%	2.8%
NTU	3.4%	19.0%	27.6%	24.1%	24.1%	1.8%
HKU	3.3%	9.9%	15.5%	21.5%	40.9%	8.9%
Listen to library audio tours or podcast						
Total	2.0%	6.3%	10.5%	15.4%	59.5%	6.3%
CUHK	0.0%	3.4%	10.3%	18.4%	64.4%	3.5%
CityU	4.5%	7.8%	12.3%	14.5%	57.5%	3.4%
NTU	0.0%	8.6%	13.8%	15.5%	55.2%	6.9%
HKU	1.1%	5.5%	7.7%	14.9%	60.2%	10.6%
Book a group study/discussion room						
Total	1.4%	11.1%	19.6%	21.6%	40.0%	6.3%
CUHK	0.0%	9.2%	17.2%	32.2%	37.9%	3.5%
CityU	2.8%	14.5%	21.8%	22.9%	34.6%	3.4%
NTU	0.0%	5.2%	36.2%	19.0%	32.8%	6.9%
HKU	1.1%	10.5%	13.3%	16.0%	48.6%	10.5%

Register for library training or workshop						
Total	1.8%	5.1%	10.7%	22.8%	53.5%	6.1%
CUHK	0.0%	4.6%	6.9%	28.7%	55.2%	4.6%
CityU	3.4%	8.4%	12.3%	14.5%	55.9%	5.5%
NTU	0.0%	1.7%	17.2%	36.3%	37.9%	6.9%
HKU	1.7%	3.3%	8.8%	23.8%	55.2%	7.2%

Table 17: Mean of users access the library websites for the following services, broken out by city

	Daily	At least once a week	At least once a month	At least once a year	Never	Not applicable
Check library opening hours						
Hong Kong	1.1%	6.8%	18.9%	44.3%	23.5%	5.4%
Singapore	3.4%	13.8%	37.9%	25.9%	12.1%	6.9%
Read library news						
Hong Kong	1.8%	10.1%	23.3%	22.9%	38.9%	3.1%
Singapore	0.0%	25.9%	27.6%	10.3%	31.0%	5.2%
Look for contact information						
Hong Kong	2.6%	8.2%	16.1%	30.4%	37.6%	5.0%
Singapore	0.0%	12.1%	17.2%	31.0%	32.8%	6.9%
Check campus or library maps						
Hong Kong	0.9%	8.1%	15.0%	36.0%	34.8%	5.2%
Singapore	3.4%	15.5%	22.4%	27.6%	25.9%	5.2%
Check list or RSS feeds of new books and resources						
Hong Kong	1.5%	9.2%	19.0%	19.1%	47.7%	3.5%
Singapore	3.4%	10.3%	22.5%	20.7%	34.5%	8.6%
Access course reserves						
Hong Kong	3.7%	20.2%	28.7%	23.3%	20.5%	3.5%
Singapore	6.9%	17.2%	41.4%	15.5%	15.5%	3.5%

Search library catalogue						
Hong Kong	8.1%	34.9%	31.4%	14.2%	9.5%	1.9%
Singapore	8.6%	37.9%	29.4%	12.1%	10.3%	1.7%
View your borrower record						
Hong Kong	3.0%	25.3%	38.2%	16.7%	14.3%	2.4%
Singapore	1.7%	25.9%	37.9%	10.4%	22.4%	1.7%
Renew books						
Hong Kong	2.4%	16.5%	45.2%	19.1%	12.1%	4.6%
Singapore	0.00%	17.3%	51.7%	5.2%	24.1%	1.7%
Search for electronic books or journal articles						
Hong Kong	8.4%	30.3%	30.2%	16.2%	12.1%	2.8%
Singapore	10.3%	37.9%	27.7%	10.3%	12.1%	1.7%
Conduct research for an assignment or project						
Hong Kong	6.7%	32.1%	31.5%	15.9%	10.1%	3.8%
Singapore	12.1%	34.5%	19.0%	17.2%	13.8%	3.4%
Contact "Ask a Librarian" online						
Hong Kong	2.4%	11.7%	13.0%	15.7%	48.8%	8.3%
Singapore	0.0%	1.8%	17.2%	17.2%	56.9%	6.9%
Look up library research/study guides and tutorials						
Hong Kong	3.3%	12.0%	17.0%	24.2%	38.0%	5.4%
Singapore	3.4%	19.0%	27.6%	24.1%	24.1%	1.8%
Listen to library audio tours or podcast						
Hong Kong	1.9%	5.6%	10.1%	15.9%	60.7%	5.9%
Singapore	0.0%	8.6%	13.8%	15.5%	55.2%	6.9%
Book a group study/discussion room						
Hong Kong	1.3%	11.4%	17.4%	23.7%	40.4%	5.8%
Singapore	0.0%	5.2%	36.1%	19.0%	32.8%	6.9%
Register for library training or workshop						
Hong Kong	1.7%	5.4%	9.3%	22.3%	55.4%	5.8%
Singapore	0.0%	1.7%	17.2%	36.3%	37.9%	6.9%

Table 18: Question 12: Are you aware of the following facilities and services currently offered by the campus library?

	Total	CUHK	CityU	NTU	HKU
Loan of DVDs and CDs	74.5%	81.6%	74.9%	87.9%	66.3%
Library news	50.7%	54.0%	46.4%	67.2%	48.1%
Online library catalogue	75.8%	85.1%	69.3%	87.9%	74.0%
Online journal articles or e-book databases	70.9%	78.2%	66.5%	93.1%	64.6%
Online renewal of items borrowed	76.0%	89.7%	72.1%	81.0%	71.8%
Request for items from other libraries (interlibrary loans)	47.9%	71.3%	44.1%	43.1%	42.0%
Online "Ask a Librarian" service	32.9%	25.3%	27.9%	53.4%	34.8%
Consult a librarian in person	40.0%	41.4%	34.6%	67.2%	35.9%
Request help for writing a term paper	28.1%	16.1%	29.1%	24.1%	34.3%
Get assistance for doing referencing and citations	35.0%	25.3%	35.2%	36.2%	39.2%
Online tutorials	25.1%	24.1%	29.1%	29.3%	20.4%
Research and library tutorial classes	27.7%	36.8%	27.4%	37.9%	20.4%
Research guides for different subject areas	31.7%	36.8%	28.5%	36.2%	30.9%
Using the PCs in the library	85.1%	81.6%	86.0%	96.6%	82.3%
Doing printing in the library	80.8%	86.2%	83.2%	93.1%	71.8%
Group study/discussion rooms	68.1%	78.2%	69.8%	81.0%	57.5%
Others	1.8%	2.3%	1.1%	1.7%	2.2%

Others including:

CUHK	CityU	NTU	HKU
Car parking facilities	Book individual study booth	Computer Booking	N.A.
Good read	Due date reminder via email and SMS service		
	Library mobile apps for Android		

Table 19: Mean of users on awareness of facilities and services currently offered by the campus library, broken by city

	Hong Kong	Singapore
Loan of DVDs and CDs	74.4%	87.9%
Library news	49.5%	67.2%
Online library catalogue	76.1%	87.9%
Online journal articles or e-book databases	69.8%	93.1%
Online renewal of items borrowed	77.9%	81.0%
Request for items from other libraries (interlibrary loans)	52.5%	43.1%
Online "Ask a Librarian" service	29.3%	53.4%
Consult a librarian in person	37.3%	67.2%
Request help for writing a term paper	26.5%	24.1%
Get assistance for doing referencing and citations	33.2%	36.2%
Online tutorials	24.5%	29.3%
Research and library tutorial classes	28.2%	37.9%
Research guides for different subject areas	32.1%	36.2%
Using the PCs in the library	83.3%	96.6%
Doing printing in the library	80.4%	93.1%
Group study/discussion rooms	68.5%	81.0%
Others	1.9%	1.7%

Table 20: Question 13: Which of the following statement best describes your attitude towards adopting new technologies in mobile devices?

	Total	CUHK	CityU	NTU	HKU
I like to stay at the cutting edge with new devices and features	30.5%	18.4%	39.1%	20.7%	30.9%
I will consider upgrading to new devices and features if I think they suit my needs	45.5%	55.2%	37.4%	56.9%	45.4%
I tend to stick with basic features and upgrade only when absolutely necessary	17.9%	19.5%	16.8%	20.7%	17.1%
I don't use mobile technology (Please go directly to Q17)	6.1%	6.9%	6.7%	1.7%	6.6%

Table 21: Mean of users on the following statements that best describes their attitude towards adopting new technologies in mobile devices, broken out by city

	Hong Kong	Singapore
I like to stay at the cutting edge with new devices and features	29.5%	20.7%
I will consider upgrading to new devices and features if I think they suit my needs	46.0%	56.9%
I tend to stick with basic features and upgrade only when absolutely necessary	17.8%	20.7%
I don't use mobile technology (Please go directly to Q17)	6.7%	1.7%

Table 22: Question 14: What type(s) of handheld mobile device do you often use?

	Total	CUHK	CityU	NTU	HKU
Simple mobile phone without Internet functions	24.1%	26.4%	17.9%	34.5%	22.1%
Smartphone (e.g. iPhone, Blackberry)	67.1%	62.1%	64.2%	63.8%	61.9%
Tablet (e.g. Samsung Galaxy Tab, Ipad2, Motorola Zoom)	19.0%	23.0%	20.1%	10.3%	15.5%
Electronic book reader (e.g. Amazon Kindle)	4.9%	8.0%	4.5%	0.0%	4.4%
Other handheld devices (e.g. iPod, iPod Touch, PDA)	9.9%	16.1%	5.6%	13.8%	8.3%

Table 23: Mean of users on using the following type(s) of handheld mobile device, broken out by city

	Hong Kong	Singapore
Simple mobile phone without Internet functions	22.1%	34.5%
Smartphone (e.g. iPhone, Blackberry)	62.7%	63.8%
Tablet (e.g. Samsung Galaxy Tab, Ipad2, Motorola Zoom)	19.5%	10.3%
Electronic book reader (e.g. Amazon Kindle)	5.6%	0.0%
Other handheld devices (e.g. iPod, iPod Touch, PDA)	10.0%	13.8%

Table 24: Question 15: Can you access the Web with your mobile device?

	Yes	No	Don't know
Total	80.6%	16.7%	2.8%
CUHK	71.3%	18.4%	4.6%
CityU	78.2%	12.3%	2.2%
NTU	77.6%	19.0%	1.7%
HKU	72.9%	18.8%	2.8%

Table 25: Mean of users on whether they can access the Web with their mobile device, broken out by city

	Yes	No	Don't know
Hong Kong	74.1%	16.5%	3.2%
Singapore	77.6%	19.0%	1.7%

Table 26: Question 16: How often do you use your mobile device to access the following resources or services?

	Daily	At least once a week	At least once a month	At least once a year	Never	Not applicable
Access documents						
Total	34.8%	25.5%	14.1%	6.8%	12.0%	6.8%
CUHK	23.0%	20.7%	18.4%	10.3%	9.2%	6.9%
CityU	38.0%	24.6%	8.9%	2.8%	9.5%	2.8%
NTU	25.9%	20.7%	10.3%	8.6%	13.8%	8.6%
HKU	27.6%	21.0%	13.3%	6.1%	11.0%	7.7%
Bookmark						
Total	26.3%	26.0%	13.8%	8.1%	16.8%	9.0%
CUHK	19.5%	21.8%	16.1%	10.3%	11.5%	10.3%
CityU	27.9%	27.9%	8.4%	4.5%	12.3%	3.4%
NTU	19.0%	12.1%	13.8%	12.1%	20.7%	10.3%
HKU	19.9%	20.4%	12.7%	6.1%	16.0%	9.9%
Calendar						
Total	48.3%	23.4%	12.0%	4.1%	8.7%	3.5%
CUHK	44.8%	18.4%	13.8%	1.1%	8.0%	2.3%
CityU	41.3%	23.5%	7.8%	2.8%	7.8%	1.7%
NTU	37.9%	24.1%	13.8%	1.7%	5.2%	3.4%
HKU	41.4%	16.6%	9.9%	6.1%	7.7%	4.4%
Check social network sites, e.g. Facebook, Flickr, MySpace						
Total	59.5%	14.8%	6.4%	2.5%	8.4%	8.4%
CUHK	44.8%	17.2%	5.7%	3.4%	6.9%	10.3%
CityU	55.9%	11.7%	4.5%	1.1%	7.8%	3.9%

NTU	53.4%	8.6%	12.1%	3.4%	5.2%	6.9%
HKU	50.8%	13.3%	4.4%	2.2%	7.7%	9.4%
Download music files						
Total	11.5%	19.4%	23.1%	10.9%	27.5%	7.6%
CUHK	9.2%	11.5%	26.4%	10.3%	21.8%	8.0%
CityU	14.0%	18.4%	16.8%	8.4%	23.5%	3.4%
NTU	10.3%	13.8%	25.9%	6.9%	20.7%	6.9%
HKU	6.1%	18.2%	17.7%	10.5%	25.4%	8.8%
Email						
Total	55.8%	17.9%	6.6%	1.8%	10.0%	7.9%
CUHK	47.1%	18.4%	5.7%	2.3%	6.9%	9.2%
CityU	52.0%	15.1%	6.7%	0.6%	8.4%	3.4%
NTU	48.3%	13.8%	1.7%	1.7%	12.1%	8.6%
HKU	46.4%	15.5%	6.1%	2.2%	8.8%	8.8%
Instant message						
Total	61.0%	13.2%	7.5%	2.7%	9.1%	6.5%
CUHK	50.6%	16.1%	4.6%	2.3%	9.2%	6.9%
CityU	53.6%	11.7%	7.3%	1.7%	7.3%	3.4%
NTU	48.3%	10.3%	12.1%	5.2%	6.9%	5.2%
HKU	55.2%	9.4%	5.0%	2.2%	8.3%	7.2%
Listen to podcasts						
Total	14.1%	19.1%	19.1%	7.5%	31.9%	8.3%
CUHK	8.0%	17.2%	18.4%	6.9%	29.9%	9.2%
CityU	16.2%	20.1%	14.5%	6.1%	24.0%	4.5%

NTU	10.3%	12.1%	19.0%	8.6%	27.6%	8.6%
HKU	11.0%	14.4%	17.1%	6.1%	30.4%	8.3%
Maps						
Total	14.5%	28.3%	28.8%	7.5%	12.7%	8.2%
CUHK	12.6%	26.4%	24.1%	6.9%	10.3%	9.2%
CityU	15.1%	27.4%	24.6%	5.0%	10.1%	3.9%
NTU	12.1%	27.6%	20.7%	6.9%	12.1%	6.9%
HKU	10.5%	20.4%	27.6%	7.7%	12.2%	9.4%
News						
Total	43.1%	24.9%	11.3%	2.7%	9.8%	8.2%
CUHK	35.6%	21.8%	12.6%	2.3%	8.0%	9.2%
CityU	43.0%	24.0%	6.7%	2.2%	6.7%	3.4%
NTU	36.2%	13.8%	13.8%	1.7%	12.1%	8.6%
HKU	33.7%	22.1%	10.5%	2.8%	9.4%	9.4%
Personalised home page						
Total	24.5%	16.6%	13.6%	9.0%	23.6%	12.7%
CUHK	13.8%	17.2%	12.6%	9.2%	19.5%	16.1%
CityU	29.1%	16.2%	10.6%	10.1%	13.4%	6.1%
NTU	10.3%	15.5%	5.2%	12.1%	24.1%	15.5%
HKU	19.9%	10.5%	14.4%	3.3%	26.0%	11.6%
Read e-books or articles						
Total	22.8%	22.1%	19.2%	9.1%	18.0%	8.8%
CUHK	19.5%	21.8%	17.2%	8.0%	12.6%	10.3%
CityU	21.8%	22.3%	14.5%	8.4%	14.5%	3.9%

NTU	17.2%	19.0%	13.8%	12.1%	17.2%	8.6%
HKU	18.8%	14.9%	19.3%	6.1%	17.7%	9.4%
Search for information						
Total	46.2%	27.2%	8.5%	3.2%	6.6%	8.3%
CUHK	50.6%	20.7%	5.7%	1.1%	2.3%	9.2%
CityU	41.9%	26.8%	4.5%	2.8%	5.0%	3.9%
NTU	31.0%	25.9%	10.3%	5.2%	6.9%	8.6%
HKU	35.9%	21.0%	9.9%	2.8%	7.7%	8.8%
Skype						
Total	13.0%	14.3%	14.1%	9.3%	35.2%	14.1%
CUHK	8.0%	12.6%	13.8%	6.9%	29.9%	17.2%
CityU	14.0%	18.4%	8.4%	10.6%	26.8%	7.8%
NTU	13.8%	15.5%	8.6%	6.9%	27.6%	15.5%
HKU	9.4%	5.5%	16.6%	6.6%	35.9%	13.3%
Talk						
Total	66.0%	16.2%	3.9%	2.3%	7.8%	3.8%
CUHK	48.3%	12.6%	6.9%	2.3%	11.5%	8.0%
CityU	58.7%	12.3%	3.4%	3.4%	6.7%	1.1%
NTU	58.6%	17.2%	5.2%	0.0%	3.4%	1.7%
HKU	59.7%	15.5%	1.1%	1.1%	5.5%	3.9%
Text message						
Total	74.0%	13.3%	4.5%	2.3%	3.6%	2.3%
CUHK	62.1%	14.9%	2.3%	1.1%	4.6%	3.4%
CityU	64.8%	11.2%	4.5%	1.1%	2.8%	1.1%

NTU	72.4%	8.6%	5.2%	0.0%	1.7%	1.7%
HKU	63.5%	11.6%	3.9%	3.9%	3.3%	2.2%
Watch video clips						
Total	10.5%	15.0%	10.5%	3.6%	5.9%	54.5%
CUHK	13.8%	28.7%	14.9%	4.6%	14.9%	11.5%
CityU	4.5%	6.7%	5.0%	2.2%	1.7%	65.4%
NTU	22.4%	25.9%	13.8%	5.2%	8.6%	12.1%
HKU	7.2%	7.7%	8.8%	2.8%	2.8%	58.0%

Table 27: Mean of users on how often do they use their mobile device to access the following resources or services, broken out by city

	Daily	At least once a week	At least once a month	At least once a year	Never	Not applicable
Access documents						
Hong Kong	29.5%	22.1%	13.5%	6.4%	9.9%	5.8%
Singapore	25.9%	20.7%	10.3%	8.6%	13.8%	8.6%
Bookmark						
Hong Kong	22.4%	23.4%	12.4%	7.0%	13.3%	7.9%
Singapore	19.0%	12.1%	13.8%	12.1%	20.7%	10.3%
Calendar						
Hong Kong	42.5%	19.5%	10.5%	3.3%	7.8%	2.8%
Singapore	37.9%	24.1%	13.8%	1.7%	5.2%	3.4%
Check social network sites, e.g. Facebook, Flickr, MySpace						
Hong Kong	50.5%	14.1%	4.9%	2.2%	7.5%	7.9%
Singapore	53.4%	8.6%	12.1%	3.4%	5.2%	6.9%
Download music files						
Hong Kong	9.8%	16.0%	20.3%	9.7%	23.6%	6.7%
Singapore	10.3%	13.8%	25.9%	6.9%	20.7%	6.9%
Email						
Hong Kong	48.5%	16.3%	6.2%	1.7%	8.0%	7.1%
Singapore	48.3%	13.8%	1.7%	1.7%	12.1%	8.6%
Instant message						
Hong Kong	53.1%	12.4%	5.6%	2.1%	8.3%	5.8%
Singapore	48.3%	10.3%	12.1%	5.2%	6.9%	5.2%
Listen to podcasts						
Hong Kong	11.7%	17.2%	16.7%	6.4%	28.1%	7.3%
Singapore	10.3%	12.1%	19.0%	8.6%	27.6%	8.6%
Maps						
Hong Kong	12.7%	24.7%	25.4%	6.5%	10.9%	7.5%
Singapore	12.1%	27.6%	20.7%	6.9%	12.1%	6.9%
News						
Hong Kong	37.4%	22.6%	9.9%	2.4%	8.0%	7.3%

Singapore	36.2%	13.8%	13.8%	1.7%	12.1%	8.6%
Personalised home page						
Hong Kong	20.9%	14.6%	12.5%	7.5%	19.6%	11.3%
Singapore	10.3%	15.5%	5.2%	12.1%	24.1%	15.5%
Read e-books or articles						
Hong Kong	20.0%	19.7%	17.0%	7.5%	14.9%	7.9%
Singapore	17.2%	19.0%	13.8%	12.1%	17.2%	8.6%
Search for information						
Hong Kong	42.8%	22.8%	6.7%	2.2%	5.0%	7.3%
Singapore	31.0%	25.9%	10.3%	5.2%	6.9%	8.6%
Skype						
Hong Kong	10.5%	12.2%	12.9%	8.0%	30.9%	12.8%
Singapore	13.8%	15.5%	8.6%	6.9%	27.6%	15.5%
Talk						
Hong Kong	55.6%	13.5%	3.8%	2.3%	7.9%	4.3%
Singapore	58.6%	17.2%	5.2%	0.0%	3.4%	1.7%
Text message						
Hong Kong	63.5%	12.6%	3.6%	2.0%	3.6%	2.2%
Singapore	72.4%	8.6%	5.2%	0.0%	1.7%	1.7%
Watch video clips						
Hong Kong	8.5%	14.4%	9.6%	3.2%	6.5%	45.0%
Singapore	22.4%	25.9%	13.8%	5.2%	8.6%	12.1%

Table 28: Question 17: If the following library resources and services are available on mobile devices, how likely would you use them?

	Very likely	Likely	Unlikely	Very unlikely	Not applicable
Access course reserves					
Total	34.1%	44.6%	12.5%	4.5%	4.3%
CUHK	29.9%	46.0%	14.9%	6.9%	2.3%
CityU	30.7%	48.0%	14.0%	1.7%	5.6%
NTU	44.8%	32.8%	15.5%	5.2%	1.7%
HKU	35.9%	44.2%	8.8%	6.1%	5.0%
Book a group study/discussion room					
Total	36.6%	45.3%	8.7%	4.4%	5.0%
CUHK	33.3%	41.4%	16.1%	5.7%	3.5%
CityU	43.0%	47.5%	5.0%	1.1%	3.4%
NTU	36.2%	46.6%	5.2%	6.9%	5.1%
HKU	32.0%	44.8%	9.9%	6.1%	7.2%
Book library training sessions					
Total	19.0%	41.4%	24.6%	9.7%	5.3%
CUHK	14.9%	37.9%	32.2%	10.3%	4.7%
CityU	21.8%	46.4%	21.2%	5.0%	5.6%
NTU	25.9%	39.7%	19.0%	13.8%	1.6%
HKU	16.0%	38.7%	26.0%	12.7%	6.6%

Check campus/library maps					
Total	25.1%	46.1%	17.6%	7.1%	4.1%
CUHK	24.1%	41.4%	19.5%	11.5%	3.5%
CityU	25.1%	47.5%	20.1%	3.4%	3.9%
NTU	27.6%	37.9%	20.7%	12.1%	1.7%
HKU	24.9%	49.7%	13.3%	7.1%	5.0%
Check library opening hours					
Total	27.3%	51.7%	13.9%	3.6%	3.5%
CUHK	24.1%	52.9%	13.8%	6.9%	2.3%
CityU	27.9%	49.2%	16.8%	2.2%	3.9%
NTU	36.2%	44.8%	15.5%	1.7%	1.8%
HKU	25.4%	55.8%	10.5%	3.9%	4.4%
Check list or RSS feeds of new books/resources by subject					
Total	18.6%	46.3%	22.6%	7.9%	4.6%
CUHK	14.9%	42.5%	28.7%	10.4%	3.5%
CityU	21.2%	45.8%	22.9%	5.6%	4.5%
NTU	20.7%	43.1%	20.7%	13.8%	1.7%
HKU	17.1%	49.7%	19.9%	7.2%	6.1%
Contact online "Ask a librarian"					
Total	18.0%	41.6%	26.3%	10.3%	3.8%
CUHK	8.0%	28.7%	39.1%	17.3%	6.9%
CityU	20.1%	45.3%	24.6%	7.3%	2.7%
NTU	12.1%	41.4%	32.8%	12.1%	1.6%
HKU	22.7%	44.2%	19.9%	9.4%	3.8%

Do research for an assignment					
Total	36.8%	40.4%	13.9%	5.7%	3.2%
CUHK	28.7%	43.7%	13.8%	8.0%	5.8%
CityU	35.2%	43.6%	14.5%	3.4%	3.3%
NTU	36.2%	34.5%	19.0%	6.9%	3.4%
HKU	42.5%	37.6%	11.6%	6.6%	1.7%
Listen to library audio tours/podcasts					
Total	15.0%	37.4%	29.9%	13.1%	4.6%
CUHK	11.5%	34.5%	32.2%	17.2%	4.6%
CityU	16.2%	38.0%	30.2%	11.7%	3.9%
NTU	19.0%	34.5%	24.1%	19.0%	3.4%
HKU	14.4%	39.2%	30.4%	10.5%	5.5%
Look for contact information					
Total	21.6%	51.1%	16.0%	7.1%	4.2%
CUHK	17.2%	44.8%	21.8%	12.7%	3.5%
CityU	24.6%	51.4%	14.5%	5.0%	4.5%
NTU	15.5%	60.3%	13.8%	8.6%	1.8%
HKU	22.7%	50.8%	15.5%	6.0%	5.0%
Read library news					
Total	20.8%	48.9%	19.8%	7.3%	3.2%
CUHK	12.6%	47.1%	24.1%	13.8%	2.4%
CityU	23.5%	50.3%	15.6%	6.7%	3.9%
NTU	17.2%	48.3%	29.3%	3.4%	1.8%
HKU	23.2%	48.6%	18.8%	6.1%	3.3%

Renew books					
Total	61.8%	28.7%	5.3%	2.4%	1.8%
CUHK	59.8%	27.6%	9.2%	2.3%	1.1%
CityU	60.3%	31.3%	5.0%	1.7%	1.7%
NTU	56.9%	29.3%	6.9%	5.2%	1.7%
HKU	65.7%	26.5%	3.3%	2.2%	2.2%
Search for electronic books or journal articles					
Total	50.9%	36.4%	7.3%	3.6%	1.8%
CUHK	44.8%	36.8%	13.8%	3.4%	1.2%
CityU	48.6%	39.1%	7.8%	2.2%	2.3%
NTU	53.4%	24.1%	12.1%	8.6%	1.8%
HKU	55.2%	37.6%	2.2%	3.3%	1.7%
Search the library catalogue					
Total	55.2%	32.1%	7.5%	3.0%	2.2%
CUHK	54.0%	31.0%	10.3%	3.5%	1.2%
CityU	51.4%	34.6%	7.8%	2.8%	3.4%
NTU	55.2%	31.0%	5.2%	6.9%	1.7%
HKU	59.7%	30.4%	6.5%	1.7%	1.7%
Use research/study guides and tutorials					
Total	29.3%	43.2%	18.0%	6.3%	3.2%
CUHK	27.6%	36.8%	18.4%	12.6%	4.6%
CityU	25.1%	46.4%	20.7%	3.9%	3.9%
NTU	36.2%	37.9%	17.3%	6.9%	1.7%
HKU	32.0%	44.8%	15.5%	5.5%	2.2%

View your own borrower details					
Total	53.9%	34.3%	6.7%	3.1%	2.0%
CUHK	46.0%	37.9%	9.2%	5.7%	1.2%
CityU	50.8%	36.9%	7.8%	2.2%	2.3%
NTU	53.4%	29.3%	6.9%	6.9%	3.5%
HKU	60.8%	31.5%	4.4%	1.7%	1.6%

Table 29: Mean of users on how likely they would use the following library resources and services if they are available on mobile devices, broken out by city

	Very likely	Likely	Unlikely	Very unlikely	Not applicable
Access course reserves					
Hong Kong	32.2%	46.1%	12.6%	4.9%	4.3%
Singapore	44.8%	32.8%	15.5%	5.2%	1.7%
Book a group study/discussion room					
Hong Kong	36.1%	44.6%	10.3%	4.3%	4.7%
Singapore	36.2%	46.6%	5.2%	6.9%	5.1%
Book library training sessions					
Hong Kong	17.6%	41.0%	26.5%	9.3%	5.6%
Singapore	25.9%	39.7%	19.0%	13.8%	1.6%
Check campus/library maps					
Hong Kong	24.7%	46.2%	17.6%	7.4%	4.1%
Singapore	27.6%	37.9%	20.7%	12.1%	1.7%
Check library opening hours					
Hong Kong	25.8%	52.6%	13.7%	4.3%	3.5%
Singapore	36.2%	44.8%	15.5%	1.7%	1.8%
Check list or RSS feeds of new books/resources by subject					
Hong Kong	17.7%	46.0%	23.8%	7.7%	4.8%
Singapore	20.7%	43.1%	20.7%	13.8%	1.7%
Contact online "Ask a librarian"					

Hong Kong	16.9%	39.4%	27.9%	11.3%	4.5%
Singapore	12.1%	41.4%	32.8%	12.1%	1.6%
Do research for an assignment					
Hong Kong	35.5%	41.6%	13.3%	6.0%	3.6%
Singapore	36.2%	34.5%	19.0%	6.9%	3.4%
Listen to library audio tours/podcasts					
Hong Kong	14.0%	37.2%	30.9%	13.1%	4.7%
Singapore	19.0%	34.5%	24.1%	19.0%	3.4%
Look for contact information					
Hong Kong	21.5%	49.0%	17.3%	7.9%	4.3%
Singapore	15.5%	60.3%	13.8%	8.6%	1.8%
Read library news					
Hong Kong	19.8%	48.7%	19.5%	8.9%	3.2%
Singapore	17.2%	48.3%	29.3%	3.4%	1.8%
Renew books					
Hong Kong	61.9%	28.5%	5.8%	2.1%	1.7%
Singapore	56.9%	29.3%	6.9%	5.2%	1.7%
Search for electronic books or journal articles					
Hong Kong	49.5%	37.8%	7.9%	3.1%	1.7%
Singapore	53.4%	24.1%	12.1%	8.7%	1.7%
Search the library catalogue					
Hong Kong	55.0%	32.0%	8.2%	2.6%	2.1%
Singapore	55.2%	31.0%	5.2%	6.9%	1.7%
Use research/study guides and tutorials					
Hong Kong	28.2%	42.7%	18.2%	7.3%	3.6%
Singapore	36.2%	37.9%	17.2%	6.9%	1.8%
View your own borrower details					
Hong Kong	52.5%	35.4%	7.1%	3.2%	1.7%
Singapore	53.4%	29.3%	6.9%	6.9%	3.5%

Table 30: Question 18: If you own a mobile device, how likely would you use the following TEXT/SMS library services?

	Very likely	Likely	Unlikely	Very unlikely	I own a mobile device but I don't text	Not applicable
Contact online "Ask a librarian"						
Total	19.0%	35.0%	26.1%	13.1%	3.4%	3.4%
CUHK	9.2%	25.3%	32.2%	26.4%	1.1%	5.8%
CityU	24.6%	39.7%	20.1%	7.8%	5.0%	2.8%
NTU	12.1%	25.9%	41.4%	19.0%	1.6%	0.0%
HKU	20.4%	38.1%	24.3%	9.9%	3.4%	3.9%
Receive change of opening hours details						
Total	36.6%	43.6%	10.7%	5.3%	2.2%	1.6%
CUHK	27.6%	44.8%	11.5%	11.5%	1.1%	3.5%
CityU	40.8%	40.8%	10.6%	3.4%	3.4%	1.0%
NTU	27.6%	43.1%	19.0%	10.3%	0.0%	0.0%
HKU	39.8%	45.9%	7.7%	2.8%	2.2%	1.6%
Receive library news						
Total	22.6%	38.0%	24.4%	10.1%	2.8%	2.1%
CUHK	18.4%	24.1%	37.9%	14.9%	1.2%	3.5%
CityU	28.5%	40.2%	18.4%	7.3%	3.9%	1.7%
NTU	12.1%	34.5%	36.2%	17.2%	0.0%	0.0%
HKU	22.1%	43.6%	19.9%	8.3%	3.3%	2.8%

Receive recall notifications						
Total	56.8%	27.3%	10.1%	2.4%	1.8%	1.6%
CUHK	51.7%	28.7%	12.6%	3.4%	1.2%	2.4%
CityU	61.5%	24.6%	8.9%	1.1%	3.4%	0.5%
NTU	31.0%	36.2%	24.1%	8.7%	0.0%	0.0%
HKU	63.0%	26.5%	5.5%	1.1%	1.1%	2.8%
Receive renewal or overdue notices						
Total	61.6%	28.1%	5.5%	1.8%	1.8%	1.2%
CUHK	62.1%	28.7%	3.4%	2.3%	1.1%	2.4%
CityU	62.6%	25.1%	7.3%	1.7%	3.3%	0.0%
NTU	46.6%	37.9%	8.6%	6.9%	0.0%	0.0%
HKU	65.2%	27.6%	3.9%	0.0%	1.1%	2.2%
Receive a call number from the catalogue						
Total	38.4%	37.0%	15.2%	5.1%	2.6%	1.7%
CUHK	39.1%	35.6%	14.9%	6.9%	1.1%	2.4%
CityU	40.2%	34.1%	15.6%	5.0%	3.9%	1.2%
NTU	25.9%	44.8%	20.7%	8.6%	0.0%	0.0%
HKU	40.3%	38.1%	13.3%	3.3%	2.8%	2.2%

Table 31: Mean of users about how likely would they use the following TEXT/SMS library services if they own a mobile device, broken out by city

	Very likely	Likely	Unlikely	Very unlikely	I own a mobile device but I don't text	Not applicable
Contact online "Ask a librarian"						
Hong Kong	18.1%	34.4%	25.5%	14.7%	3.1%	4.2%
Singapore	12.1%	25.9%	41.4%	19.0%	1.6%	0.0%
Receive change of opening hours details						
Hong Kong	36.1%	43.8%	9.9%	5.9%	2.2%	2.1%
Singapore	27.6%	43.1%	19.0%	10.3%	0.0%	0.0%
Receive library news						
Hong Kong	23.0%	36.0%	25.4%	10.2%	2.8%	2.7%
Singapore	12.1%	34.5%	36.2%	17.2%	0.0%	0.0%
Receive recall notifications						
Hong Kong	58.7%	26.6%	9.0%	1.9%	1.9%	1.9%
Singapore	31.0%	36.2%	24.1%	8.7%	0.0%	0.0%
Receive renewal or overdue notices						
Hong Kong	63.3%	27.1%	4.9%	1.3%	1.9%	1.5%
Singapore	46.6%	37.9%	8.6%	6.9%	0.0%	0.0%
Receive a call number from the catalogue						
Hong Kong	39.9%	35.9%	14.6%	5.1%	2.7%	1.9%
Singapore	25.9%	44.8%	20.7%	8.6%	0.0%	0.0%

Table 32: Question 19: If you are using mobile device, how likely would you access the following resources or service to begin your research for an assignment?

	Very likely	Likely	Unlikely	Very unlikely	I don't use this resource	Not applicable
Ask my instructor						
Total	29.3%	51.7%	11.9%	3.0%	2.4%	1.7%
CUHK	23.0%	43.7%	21.8%	3.4%	3.4%	4.7%
CityU	30.7%	53.6%	12.8%	1.7%	0.6%	0.6%
NTU	31.0%	50.0%	8.6%	5.2%	3.4%	1.8%
HKU	30.4%	54.1%	7.2%	3.3%	3.3%	1.7%
E-books or library databases						
Total	47.5%	40.4%	6.1%	2.8%	1.8%	1.4%
CUHK	49.4%	33.3%	8.0%	2.3%	3.5%	3.5%
CityU	44.7%	43.6%	7.8%	1.1%	2.2%	0.6%
NTU	43.1%	44.8%	5.2%	5.2%	0.0%	1.7%
HKU	50.8%	39.2%	3.9%	3.9%	1.1%	1.1%
Google						
Total	54.1%	35.2%	6.1%	1.8%	1.2%	1.6%
CUHK	58.6%	25.3%	9.2%	1.1%	2.3%	3.5%
CityU	50.3%	40.2%	6.1%	1.7%	1.1%	0.6%
NTU	60.3%	34.5%	1.7%	1.7%	0.0%	1.8%
HKU	53.6%	35.4%	6.1%	2.2%	1.1%	1.6%

Google Scholar						
Total	45.9%	37.8%	8.5%	2.2%	4.0%	1.6%
CUHK	41.4%	35.6%	12.6%	3.4%	3.5%	3.5%
CityU	46.9%	40.8%	6.1%	1.7%	3.9%	0.6%
NTU	44.8%	37.9%	5.2%	1.7%	8.6%	1.8%
HKU	47.5%	35.9%	9.9%	2.2%	2.8%	1.7%
Library catalogue						
Total	45.0%	41.8%	7.7%	2.6%	1.8%	1.1%
CUHK	47.1%	37.9%	6.9%	2.3%	2.3%	3.5%
CityU	39.1%	48.6%	7.3%	1.7%	2.8%	0.5%
NTU	46.6%	37.9%	6.9%	6.9%	0.0%	1.7%
HKU	49.2%	38.1%	8.8%	2.2%	1.1%	0.6%
Online "Ask a librarian"						
Total	21.4%	39.2%	25.7%	7.3%	4.6%	1.8%
CUHK	12.6%	29.9%	34.5%	12.6%	5.7%	4.7%
CityU	22.9%	41.3%	25.1%	5.0%	5.0%	0.7%
NTU	13.8%	37.9%	31.0%	12.1%	3.4%	1.8%
HKU	26.5%	42.0%	20.4%	5.5%	3.9%	1.7%
Wikipedia						
Total	47.9%	39.2%	6.5%	2.6%	2.0%	1.8%
CUHK	51.7%	34.5%	6.9%	1.1%	2.3%	3.5%
CityU	44.1%	41.9%	8.4%	3.4%	1.7%	0.5%
NTU	50.0%	39.7%	6.9%	1.7%	0.0%	1.7%
HKU	49.2%	38.7%	4.4%	2.8%	2.8%	2.1%

Table 33: Mean of users on how likely would they access the following resources or services to begin research if they are using a mobile device, broken out by city

	Very likely	Likely	Unlikely	Very unlikely	I don't use this resource	Not applicable
Ask my instructor						
Hong Kong	28.0%	50.5%	13.9%	2.8%	2.4%	2.3%
Singapore	31.0%	50.0%	8.6%	5.2%	3.4%	1.8%
E-books or library databases						
Hong Kong	48.3%	38.7%	6.6%	2.4%	2.2%	1.8%
Singapore	43.1%	44.8%	5.2%	5.2%	0.0%	1.7%
Google						
Hong Kong	54.2%	33.6%	7.1%	1.7%	1.5%	1.9%
Singapore	60.3%	34.5%	1.7%	1.7%	0.0%	1.8%
Google Scholar						
Hong Kong	45.3%	37.4%	9.5%	2.4%	3.5%	1.9%
Singapore	44.8%	37.9%	5.2%	1.7%	8.6%	1.8%
Library catalogue						
Hong Kong	45.1%	41.5%	7.7%	2.1%	2.1%	1.5%
Singapore	46.6%	37.9%	6.9%	6.9%	0.0%	1.7%
Online "Ask a librarian"						
Hong Kong	20.7%	37.7%	26.7%	7.7%	4.9%	2.4%
Singapore	13.8%	37.9%	31.0%	12.1%	3.4%	1.8%
Wikipedia						
Hong Kong	48.3%	38.4%	6.6%	2.4%	2.3%	2.1%
Singapore	50.0%	39.7%	6.9%	1.7%	0.0%	1.7%

Section C – Comments and Suggestions

Question 20: Describe any technological problems or challenges which you have faced when using your campus library resources and services.

RESPONSES

The Chinese University of Hong Kong

- 1) Cannot use wireless printing and read e-book offline.
- 2) Computers can be very slow. Queuing for the printer can also be extremely long and slow.
- 3) Have to register before being able to download e-resources for offline reading.
- 4) I'm busy these days and haven't tried to access it physically. The online service appears confused. I cannot find what I want immediately. Compared to Google, it costs me more time to locate the book I want.
- 5) In October last year, I used a computer in the library on campus to do some homework. After two hours I wanted to save the work into my USB but once I inserted the USB, the computer restarted itself and my work was lost.
- 6) Many resources in the library do not provide electronic versions.
It is quite inconvenient to view the place of the book located in bookmarked list as I have to click into each book detail to search for the place. It is better to show it together with the name list.
- 7) materials are not well organized
- 8) Mobile phone so small that not proper for reading on it.
- 9) Not able to load primal pictures of OviSP Using ipad/iPhone/PDA tablet as it required flash player.
Recommend to have e-resource videos that can support u tub.
- 10) not enough computers in libraries. computers hang easily, too slow sometimes.
- 11) not user friendly
- 12) Please do not use flash because iPad cannot use it.
- 13) some journals in the form of PDF cannot be highlighted. It ;s not convenient for reader to mark some important points.
- 14) sometimes I do not know where the hyperlinks are, also, it is rather hard/not user friendly to search for journal articles in the library catalogue
- 15) Sometimes the websites that I'm using as part of the library catalogue will log me out after 30 minutes of inactivity.
- 16) Sometimes when the book is not borrowed on the internet, but I can't find the book.
- 17) the book search result is not accurate
- 18) The dedicated mobile webpage is rather too simple. It is not that useful.

- 19) time-consuming
- 20) too complicated interface
- 21) Website is not user friendly enough
- 22) When I am connected to the CUHK VPN, sometimes I still cannot access a journal article from online database directly and need to browse the library website first and click the link to receive access right.
- 23) 不知道如何尋找自己需要用的資料[don't know how to find resources for my own needs]

The City University of Hong Kong

- 1) difficult to find the resources of materials
- 2) fast print 經常故障
- 3) feel frustrate when the time I cannot find my books
- 4) Hard to reserve a room
- 5) Not enough computer to use
- 6) Not enough PCs
- 7) not enough seats in library
- 8) printer copies 故障率過高
- 9) Printing only PC 不足夠，開機速度不夠快
- 10) semi-close 的書太快要還,printer 早上太多人
- 11) some books cannot be borrowed overnight, we may not have time to finish it in library.
- 12) Some PCs are slow in speed that create frustration and is a waste of time.
- 13) the book-searching algorithm need to have a better performance, it always loss some result that I wanted to find
- 14) he classic catalogue, although still necessary to find some resources, is not as immediately easy to use as the new catalogue. Some resources, for example collections, and features, for example hkall, and interloan are not very easy to discover and use.
- 15) - the materials in the EXPORT basket are sorted by first-check-first-appear order, inhibiting the users to locate books which are stored in numerically or call-number order; the export function should enable users to sort materials by call number function
-every time in semester beginning, with several subjects, i need to check if 50 books assigned by professors are in our library collection, i have to enter book names 50 times and then check the item on individual basis/case-by-case basis. I prefer to have a multiple search engine, so that once i enter 50 book names in the search engine with 50 blank spaces, i can at once get the results to see if our library has the collections
- 16) the websites do not use effectively scripting languages or CSS etc. to display content according to the devices users use. Thus users have to adjust the text or rotate the screen to try to optimise the views.
- 17) Too complicated system to access; too many results for a simple search.

- 18) too many students waiting for the printers
- 19) Use of classic catalogue is not as intuitive as the new catalogue. Some info, e.g. collections research is not immediately easy to find and use.
- 20) VPN issue with Android, EZproxy is troublesome
- 21) when printing out the notes the machine always out of control
- 22) 上網較慢,printer 有時壞要排長龍
- 23) 不能搜索所有我要的書
- 24) 中文書名翻譯太奇怪(搜索目錄)
- 25) 人太多
- 26) 圖書編碼索引讓我仍有一些困惑(標注的字母讓我在地圖上找不到?)希望能有簡單的操作指南(例如一張小的 leaflet)
- 27) 圖書館的網頁指示不清楚,很難找到相關服務,例如用戶紀錄登入的連結位置不顯眼
- 28) 太冷,插座不夠
- 29) 太少空間,使用者太多
- 30) 影印服務供不應求,沒有足夠座位
- 31) 我部 computer 連接唔到 fast print
- 32) 打印時常出錯
- 33) 找不到 journal
- 34) 找不到電腦作列印筆記之用
- 35) 指示不清楚,尋找資料程序煩複
- 36) 指示不足
- 37) 搜索資源上不大問題,反而是影印服務上感到很不方便,因為打印機經常不能正常運作,以致花了很多不必要的時間排隊等待使用
- 38) 数据库太多搜索方法复杂
- 39) 数据库太多,搜索方法较复杂
- 40) 有一些地方信號好差,上唔到網
- 41) 有時不清楚那些數據庫可用
有些數據庫只可查得到 abstract,不知去那裡查原文
- 42) 電腦太少人太多,經常有人用袋/書霸位 4-7 小時候後才出現而圖書館人員沒定時檢查/警告及沒收霸位用的物品
經常有人在圖書館大聲傾計/電話而圖書館人員沒有制止
- 43) 檢索圖書館書目並不能搜集到全郭信息

- 44) 比如圖書館座位不夠,經常有人占座,不給其他人使用,建議開發一個自動警報系統來及時清除超過 30min 的占座行爲
- 45) 永遠找不到我要的書,書架沒人打理; search items 好多時唔 relevant
- 46) 沒有什麼大問題,只是有時候印 note 有些技術問題
- 47) 沒有清楚的使用電子服務說明
- 48) 沒有足夠的電腦去查閱館藏,於 Oval 只有 2-3 部電腦以供這個用途,其他都以作研習之用
- 49) 登入圖書館的經常失靈
- 50) 經常找不到座位
- 51) 網上文章只能使用很短時間,不能下載來閱讀
- 52) 網上顯示 AVAILABLE 的書在圖書館架上找不到
免費列印的列印機不足,經常需排很長時間;列印機亦經常失靈
大部分電腦椅都壞
- 53) 经常借不到书,大部分书本都借出了。尤其是在写论文的时候。
- 54) 还挺好的没什么问题
- 55) 過多人使用
- 56) 電腦(搜索圖書用)太少,輪候時間長, 列印服務經常出現故障,經常沒有足夠的桌椅供學生使用(不是沙發椅)
- 57) 電腦供應有限
- 58) 電腦太少,掃描器更甚,打印機經常故障,參考書不足,未能予以外借超過一天,自修室多出現被霸位的現象

Nanyang Technological University, Singapore

- 1) I have tried to borrow an e-book online but failed to do so despite many attempts trying. 2. Failed to book facilities online (discussion pods)
- 2) internet speed.
- 3) It is not mobile-device-friendly.
- 4) Lagging or at times unaccessible.
- 5) limited ebooks are available and sometime difficult to download
- 6) looking for databases saved.
- 7) Missing books that cannot be found immediately.
- 8) Not unable to bookmark a link to a book or search results
- 9) OPAC too slow
- 10) Printing problem especially during start of the semester. The Queue was too long. No privilege for printing lesser than 10 paper only.
- 11) service too laggy.

- 12) slow computers.
- 13) slow loading time
- 14) Some of the databases can't be accessed from our own laptop e.g. Bloomberg and Datastream, but only at specific PCs in the library. This poses a great hinder while trying to do research for our researches.
- 15) -sometimes internet connection has problem hence the need to restart
- 16) Sometimes we need some effort to find what we need online.

It is better to have a complete guideline for us to follow.

- 17) The library resource website doesnt fully support mobile version, and only some luxury smartphone can access it
- 18) the session gets expired, when i shift to do other work or leave the browser in active for some time
- 19) The user interface is somehow confusing.
- 20) Time slots of learning pod varies between libraries

The University of Hong Kong, Hong Kong

- 1) Access to wifi in campus and outside campus (University wifi) is a problem. I have no success on both Android cell phone and my tablet PC so far.
- 2) books can't borrow out form the library
- 3) Campus/Internet Reception.
Having to copy down the numbers of the book and locating them.
Not particular a problem, but booking of rooms can be much smooth, Too many options on the hku portal leading to a huge clutter of information - no idea what is for what and when to use what.
- 4) cannot find the book.
- 5) Don't know where to find the e-resource on the web in the early beginning of the semester.
Error in requesting the books on dragon
- 6) For a particular book, it usually has only one copy in the library and it cause inconvenience when others are reading it.
- 7) general good, some computer stations seems slower than others.
- 8) HKU library is too far away for my ccampus which locates in North Point. That's why i seldom go there.
- 9) I am living too far from HKU library.
- 10) I usually use my mobile phone to access internet or sometimes with my laptop. As my mobile phone is not an iphone and I do not have ipad or galaxy, sometimes it is hard for me to access the documents or files with pictures or in picture format.
- 11) inconvenience used if the system interface.
- 12) long borrowing line for course text books. - printers can sometimes break down/cannot cancel printing

- 13) Not enough seats
- 14) not enough space
- 15) nothing so far. just a bit slow the PC.
- 16) online problem / technical problem/ user friendliness of the program
- 17) Paper jamming or no paper in the copier but no one is gonna help.
- 18) some journal articles cannot directly open their related file formats, it seems waste the time.
- 19) the copy machine is quite difficult to use :(
- 20) The library website does not suitable for mobile web browser. A lot of functions do not work. Multi-platform is also very important, there should have both iphone and Android version.
- 21) The loading time of the database is slow sometimes
- 22) The two catalogues are inconsistent for HKU.
- 23) There are not enough computers for students sometimes it has to wait for a long time.
- 24) There is no problem in using the library at all. Just that the seats of the library in HKU SPACE are not sufficient to accommodate large number of student.
- 25) When printer room is used for lesson, hardly printing.
- 26) When the library got another copy of the same book, others could still recall mine. Probably because they can obtain the book more easily, on the dedicated bookshelves. That leads to the second problem, it is quite difficult to locate books if you are not familiar with the inside of the library. You cannot find the location of the book at the library catalogue website.
- 27) Wifi signal quality varies largely in different areas of library.
- 28) 不知有什麼途徑可以使用而且太遙遠
- 29) 並不能隨時隨地查詢有關書籍
- 30) 使用圖書館某些資源的指引,如:借用館內電腦
- 31) 地點太遠
- 32) 大學圖書館離我的住處太遠
- 33) 我不去圖書館
- 34) 找不到想要的書(註:沒有借出)
- 35) 書本分佈未夠清晰
- 36) 熱門書如課程指定書常失蹤。
- 37) 系統較麻煩
- 38) 網上假如能提供 tutorials 如何使用圖書館的資源／服務，應該更方便
- 39) 自動借書器不能閱取書本條碼，要到 counter 借閱。
- 40) 自動續借服務有欠完善
- 41) 資源太多

Question 22: If you have other views or suggestions about library mobile services, do share with us.

RESPONSES

The Chinese University of Hong Kong, Hong Kong

- 1) better wi-fi connection
- 2) include iPad function, not only iPhone
- 3) Instead of providing mobile apps or website optimized for mobile browsers, it will be much better if the library can provide APIs (web services or whatever). There are lots of students who can write mobile apps and the students know indeed what they want. If the library can provide some APIs and hold an iPhone/Android/mobile web app design contest, I think we will have something interesting at the end.
- 4) Make sure it can be used in an iPad.
- 5) Most time, we have Internet access with a desktop PC. We don't bother to hit a small keyboard of the phone. However, a phone is with us all the time. My suggestion is, leave complex operations for the PC, but support all kinds of notification services with the phone.
- 6) though a phone cannot access to the internet, it is better to receive reminders of due date of borrowed books.

The City University of Hong Kong, Hong Kong

- 1) Apps for renew and call books
- 2) Be concise if you appear on a mobile device, thank you.
- 3) Extending the life time of a print job may help a little bit too.
- 4) Good try
- 5) I wonder the current wireless technology is fast enough for e-books, e-journals to be useful. Catalog, borrower record, renewal should be sufficient.
- 6) It will be great if things can be made further personalised and functions like a personal record of reading, publication, workshops attended etc. A small personal knowledge profile. The system may even make certain suggestion, like what Amazon does, to recommend some readings or related news to users. ;)
- 7) It would be great if the application is as small as possible. Thanks.
- 8) It would be very useful to have a mobile print-on-demand service that helps you find journal articles and have them printed by staff (on a fee, if necessary) and collected at the counters. It would save money, time and it would make the printing facilities of the library less crowded all day.

- 9) Simple user interface Please! No complicated applications.
- 10) Use BlackBoard as a platform to implement all mobile campus services.
- 11) -using ipad 2 to access library catalogue
-like HKU, to have reminder of pre-ovderdue courtesy notice/new library opening/closing hours in form of sms or apps
- 12) 增加中文服务
- 13) 如果能夠於手提裝置查詢所需館藏書籍位置(編碼),提供即時導航以便快速找到所尋書籍所在的位置
- 14) 希望能有更多的中文服务
- 15) 手提裝置浏览期刊文献应和 RefWorks 相连。
- 16) 手提裝置服務應該要在多個平台都可以使用
- 17) 手提裝置的顯示屏這麼細,真的適合作長時間閱讀?
- 18) 提供 micro USB/ iphone 差電插頭, 方便差電
- 19) 最重要簡單易用心

Nanyang Technological University, Singapore

- 1) an iphone app for library will definitely be useful and cool!
- 2) Come out with new apps library first then i will have feedback.
- 3) make all features available in one touch.
- 4) mobile apps for library resource
- 5) OPAC really too slow
- 6) try to get ebook for reserve books so that many students can use them simultaneously

The University of Hong Kong, Hong Kong

- 1) I expect to have a great mobility information achievement experience in HK's academic library. Those countries such as US and Germany, they investigate and develop M-library service.
- 2) i hope it will be user-friendly especially with regard to the common use of touch-screen. it would be great if the library mobile services can be accessed easily with students' use of touch-screen mobiles in mind.
Thank you and I look forward to using library mobile services very soon.
- 3) I think there are still room of improvement on the variety of books provided in the library, for example books contain topics which are related to projects and learning purpose.
- 4) If build up a mobile apps to access the library service would be great.
- 5) New book/ good book recommendation regularly.

- 6) Really, I am so frustrated when my book was recalled while there are plenty of copies at the library... That doesn't even make sense. And then I need to find another copy just after I return that recalled copy and check that out. So ridiculous!
- 7) Sometimes SMS service charges. Maybe you may need to ask students whether they are willing to receive a text or not. Overall, I would appreciate the service if it is to be launched.
- 8) 下載文獻,圖書於手機,訂書及續借

3. Discussions

In this survey, a total of 505 completed responses were received from students. As shown in table 1 below, the ratio of responses is 17.3% from CUHK, 35.4% from CityU, 11.5% from NTU and 35.8% from HKU.

Institution	Respondents
Chinese University of Hong Kong, CUHK	17.3%
City University of Hong Kong, CityU	35.4%
Nanyang Technological University, NTU	11.5%
University of Hong Kong, HKU	35.8%

Table 1: Respondents (by Institution)

The proportion of female and male respondents was almost the same, 50.5% respondents were female while 49.5% respondents were male. 81% of respondents were between 16 to 25 years of old. Most respondents were undergraduate students (49.1%) and post-graduate students (18%).

The highest response rate by area of study was Science and Engineering students, a total of 188 (37.2%) science and engineering students responded to this survey.

Area of study	Respondents
Science & Engineering	37.2%
Business Administration	13.5%
Social Sciences	13.3%
Arts & Humanities	11.7%
Others	10.1%
Medicine	3.8%
Law	3.6%
Accountancy	3.6%
Education	3.4%

Table 2: Respondents (by Area of study)

Library services

The survey results found out that 58.2% respondents physically visited the campus libraries at least a few times a week, in which 19.4% respondents even visited the libraries on a daily basis. This result reveals that more than half of the respondents are frequent library users. Only 4.8% respondents have never visited the libraries.

Physically visit the campus library	Respondents
Daily	19.4%
A few times a week	38.8%
Once a week	21.0%

Once a month	7.7%
A few times a year	8.3%
Never	4.8%

Table 3: Percentage of the respondents physically visits the campus library

The survey asked the respondents' awareness on which library services and facilities currently offered by the campus libraries. Over 75% respondents were aware of PC facility, online book renewal and library catalogues, which were the best known library services and facilities to the respondents.

On a contrary, the least known library services and facilities were online tutorials (25.1%), tutorial class (27.7%) and requesting help for writing a term paper (28.1%). This survey result reveals that most of the respondents focus on the facilities for their learning but may not aware the more personalized instructional services provided by the library.

Library services and facilities	Respondents
Using PC in the library	85.1%
Online renewal of item borrowed	76.0%
Online library catalogue	75.8%
Loan of DVDs and CDs	74.5%
Online journal articles or e-book database	70.9%
Group study/discussion room	68.1%
Interlibrary loan	47.9%
Online "Ask a librarian" service	32.9%
Research guide for different subject area	31.7%
Request help for writing a term paper	28.1%
Research and library tutorial class	27.7%
Online tutorials	25.1%

Table 4: Percentage of user's awareness on library facilities and services

Online resources usage

Surfing the Internet is becoming an important part of learning activities for university students. The survey asked the respondents about how many hours do respondents spent online per week. The results showed that 46.8% respondents spent more than 20 hours online per week. However, 15.4% respondents only spent less than 5 hours online. In addition to the number of hours spent online for all activities, 42.6% respondents spent about 26% to 50% of their online time on study-related activities.

No. of hours spent online	Respondents
Less than 5 hours	15.4%
5 to 10 hours	20.2%
11 to 20 hours	17.6%
21 to 30 hours	17.8%
31 to 40 hours	11.9%
More than 40 hours	17.1%

No. of hours spent online	Respondents
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Less than or equal to 20 hours	53.2%
More than 20 hours	46.8%

Table 5: Percentage of different hours spent online

As an information hub for teaching and learning, the library websites provide different services and information to facilitate usage of library facilities. How well do the students perceive the services in the library websites? In the survey results, as shown in table 6, accessing Search for electronic books or journal articles, conducting research for an assignment or project, and library catalogue are the most frequently used service. Over 40% respondents access these services at least once a week.

Online services available at the library website	Daily	At least once a week	At least once a month	At least once a year	Never
Search for electronic books or journal articles	8.7%	30.7%	29.1%	15.0%	13.7%
Conduct research for an assignment or project	8.3%	31.7%	30.3%	15.8%	10.5%
Search library catalogue	7.7%	34.1%	31.5%	14.5%	10.3%
Access course reserves	4.6%	19.6%	30.1%	21.2%	21.0%
Look up library research/study guides and tutorials	3.8%	12.9%	18.2%	22.8%	37.2%
View your borrower record	3.2%	24.6%	38.0%	15.0%	16.6%

Table 6: Percentage of respondents access the services in the library website

On the other hand, the results in table 7 also noted that there was a high percentage of respondents who never used some library services offered in the library websites, including listening to library audio tours, ask a librarian, register for library training, and check RSS feed for new books and resources. This result is important for librarians when they look into the pattern of usage to know what are the most popular library services.

The results also noted that 40% respondents have never used the online room booking for group / discussion room, while 68.1% respondents aware of the group / discussion facility in the campus libraries. The relatively low usage of this online service may be caused by the insufficient numbers of group study and discussion rooms in the library but further study is necessary to understand the usage preference and pattern by the library users for these services.

Online services available at the library website	Never use
Listen to library audio tours or podcast	59.4%
Register for library training or workshop	53.5%
Contact "Ask a Librarian" online	47.7%
Check list or RSS feeds of new books and resources	46.9%
Book a group study/discussion room	40.0%
Read library news	39.4%

Table 7: Percentage of respondents never accessed the services in the library website

Mobile library services

474 respondents have been using one or more mobile devices. The possession rate of mobile devices was 93.8%. Most popular mobile devices were smartphone (67.1%) and tablet (19%). 71.3% respondents often used the mobile devices for accessing the Internet. This result has revealed a high procession rate of mobile devices for the young generation library users.

Type of mobile device	Percentage
Smartphone (e.g. iPhone, blackberry)	67.1%
Tablet (e.g. Samsung Tablet, iPad2, Motorola Zoom)	19.0%
Other handheld devices (e.g. iPod, iPod Touch, PDA)	9.9%
Electronic book reader (e.g. Amazon Kindle)	4.9%
Simple mobile phone without Internet function	24.1%

Table 8: Percentage of type of mobile devices owned by respondents

As shown in table 9, the users were asked if the library could provide Mobile library services, 61% respondents rated a very likely to book renewal feature, 55.2% to library catalogue, and 53.9% to viewing their own borrower's records.

However, almost 40% respondents rated unlikely or even very unlikely to use audio tours/podcasts or contact librarian online. This result reveals that library users, although they adapt to mobile and internet technology and devices, have clear preferences and accept some specific library services they think they are useful to their learning.

Library service available on mobile device, if available	Very likely	Likely	Unlikely	Very unlikely
Renew books	61.8%	28.7%	5.3%	2.4%
Search the library catalogue	55.2%	32.1%	7.5%	3.0%
View your own borrower details	53.9%	34.3%	6.7%	3.2%
Search for electronic books or journal articles	50.9%	36.4%	7.3%	3.6%
Do research for an assignment	36.8%	40.4%	13.9%	5.7%
Book a group study/discussion room	36.6%	45.3%	8.7%	4.4%
Access course reserves	34.1%	44.6%	12.5%	4.6%
Use research/study guides and tutorials	29.3%	43.2%	18.0%	6.3%
Check library opening hours	27.3%	51.7%	13.9%	3.6%
Check campus/library maps	25.1%	46.1%	17.6%	7.1%
Look for contact information	21.6%	51.1%	16.0%	7.1%
Read library news	20.8%	48.9%	19.8%	7.3%
Book library training sessions	19.0%	41.4%	24.6%	9.7%
Check list or RSS feeds of new books/resources by subject	18.6%	46.3%	22.6%	7.9%
Contact online "Ask a librarian"	18.0%	41.6%	26.3%	10.3%
Listen to library audio tours/podcasts	15.0%	37.4%	29.9%	13.1%

Table 9: Percentage of type of mobile library services preferred by respondents

On the other hand, Text/SMS messaging service is one of the most frequently used services in mobile devices. In table 10, it is shown that 61.6% and 56.8% respondents rated a very likely for receiving renewal/overdue and recall text/SMS notices respectively. In contrast with receiving library notifications, the least service rated very unlikely to use SMS messaging service to receive library news and contacting librarians online.

TEXT/SMS service	Very likely	Likely	Unlikely	Very unlikely	Don't text
Receive renewal or overdue notices	61.6%	28.1%	5.5%	1.8%	1.8%
Receive recall notifications	56.8%	27.3%	10.1%	2.4%	1.8%
Receive a call number from the catalogue	38.4%	37.0%	15.2%	5.1%	2.6%
Receive change of opening hours details	36.6%	43.6%	10.7%	5.3%	2.2%
Receive library news	22.6%	38.0%	24.4%	10.1%	2.8%
Contact online "Ask a librarian"	19.0%	35.0%	26.1%	13.1%	3.4%

Table 10: Percentage of type of Text/SMS library services preferred by respondents

Limitations

This survey was available online for four university libraries in Hong Kong and Singapore in October 2011. Since all the users can access the online survey, it is difficult to assure the target audience can be reached and complete the survey.

Moreover, due to the limited time available to conduct and analyse this survey, it only focuses on the behavior and preferences of library users in relation to using mobile library services but cannot explain why or how they use the services in more details. Therefore it is suggested a more in-depth qualitative study, such as focus group interviews, should be carried out to follow up the findings in this survey.

There were four participating libraries in this online survey: three of them from Hong Kong and one from Singapore. It is worthy to have a more comprehensive comparison between these two cities. However, since NTU is the only representing library in this survey, it is recommended to include more academic libraries in Singapore in the future survey so that a clear picture of library users' preference can be concluded from the comparative study.

Lastly, we did not notice that the questionnaire was quite long when we designed the survey. As a result, some readers did not complete the whole survey. So the response rate was not satisfactory as it might have been with a shorter questionnaire.

- End -