

Library user survey implementation report

September, 2021

University Library

At the end of March 2017, the library was renovated and the Multi-Plaza was opened. After the renovation, the first floor was used by many people, as a space for active learning and events. However, since last year, due to the effects of the COVID-19, we have been forced to close the library temporarily and change the way it is used, and this situation is still continuing.

We conducted a survey in order to get the opinions and requests regarding the facility setting of the library four years after the final renovation, the state of preparation of materials, , and services due to the COVID-19 pandemic.

As the result of the questionnaire survey, in addition to requests for materials and facilities, there are many complaints about the closure of the library due to the pandemic, and many services that were provided before the pandemic, especially the after-hours opening (open 24 hours).

We would like to consider and reflect about the contents of the questionnaire responses received this time in the library management. Thank you for your cooperation.

[Period]	July 7th, 2021 (Wed.) - July 21th, 2021 (Wed.)
[Target]	All students and faculty's staffs at Toyohashi University of Technology
[Answer]	<ul style="list-style-type: none">• We sent the questionnaire survey information to all students and faculty's staff through email.• The QR code of the Web form is posted on the poster.

The answering method is either one of the following

- 1) Access to the web questionnaire by clicking the URL described in the e-mail
- 2) Fill out the questionnaire form.

The form is placed in the Multi Plaza on the 1st floor of the library.

(References) • Poster

http://www.lib.tut.ac.jp/oshirase/survey21_poster.pdf

- Questionnaire form : Japanese version

<http://www.lib.tut.ac.jp/oshirase/survey2021.pdf>

English Version

http://www.lib.tut.ac.jp/oshirase/survey2021_e.pdf

- Library Notice about this survey

<http://www.lib.tut.ac.jp/oshirase/survey21.html>

【Answer results】

Answers to free-entry field questions are omitted.

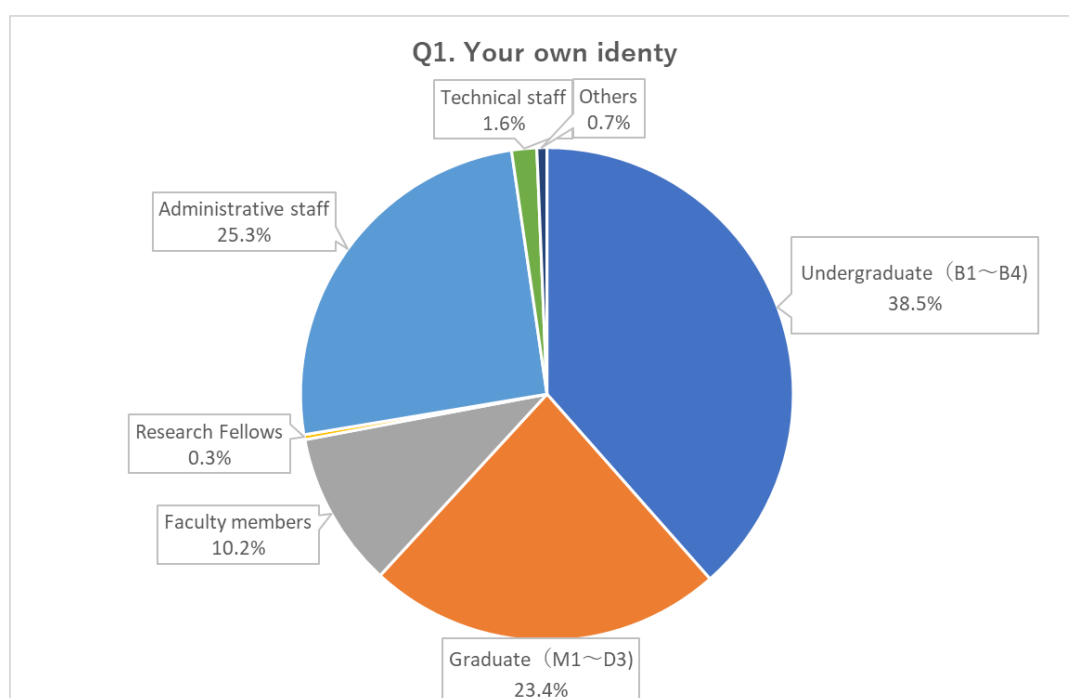
Number of responses

Answers by Web form	303
Answers by printed form	1
Total	304

Q1) Please choose one that matches your own identity.

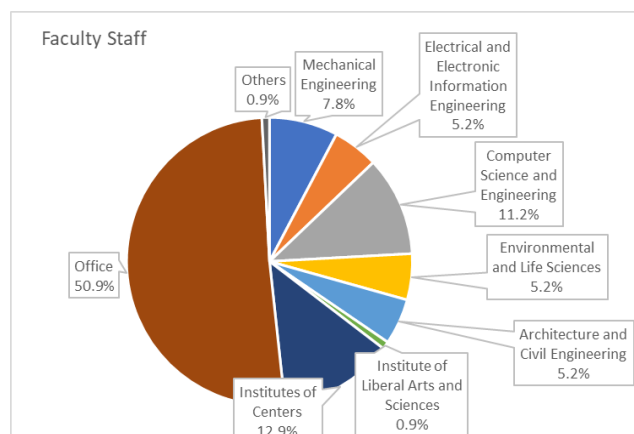
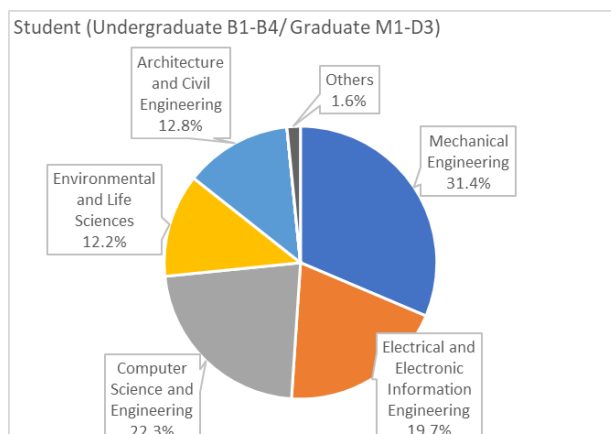
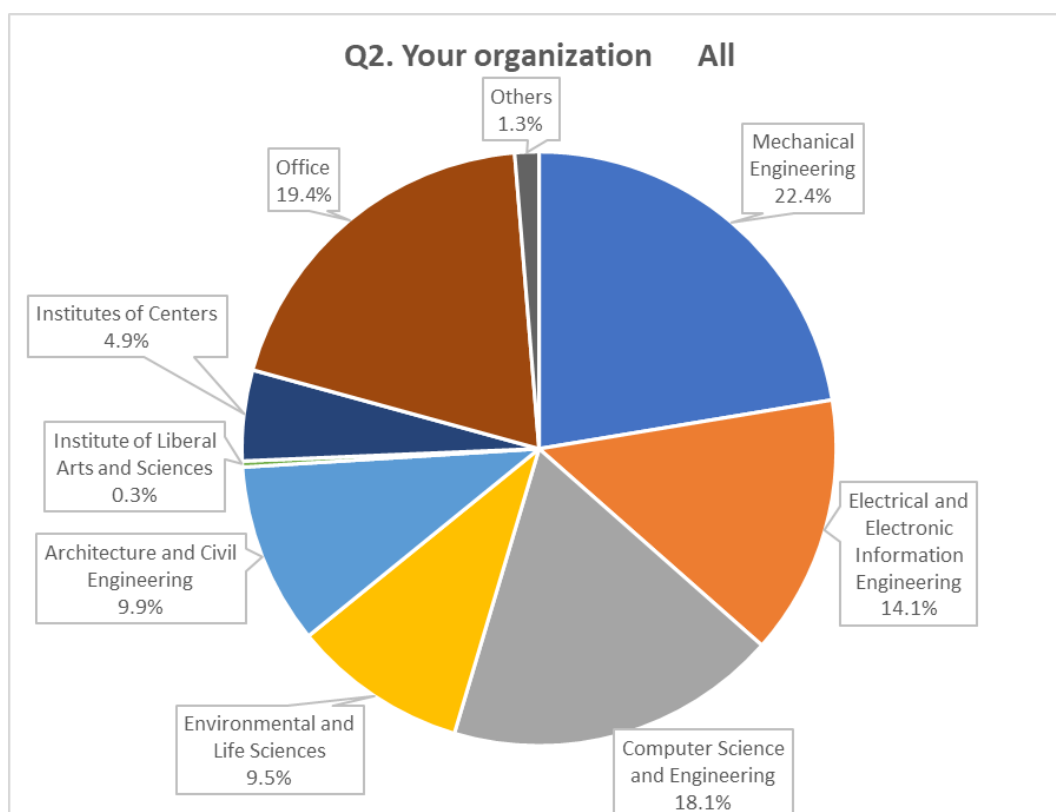
Total % for all 304 answers

Student	188	Undergraduate B1	10	3.3
		Undergraduate B2	5	1.6
		Undergraduate B3	52	17.1
		Undergraduate B4	50	16.4
		Graduate (Master) M1	37	12.2
		Graduate (Master) M2	25	8.2
		Graduate (Doctor) D1	2	0.7
		Graduate (Doctor) D2	3	1.0
		Graduate (Doctor) D3	4	1.3
		Research student	0	0.0
Faculty Staff	116	Faculty members	31	10.2
		Research Fellows	1	0.3
		Administrative staff	77	25.3
		Technical staff	5	1.6
		Others ()	2	0.7
Others : Profession1・Administrative assistant 1			304	100.0



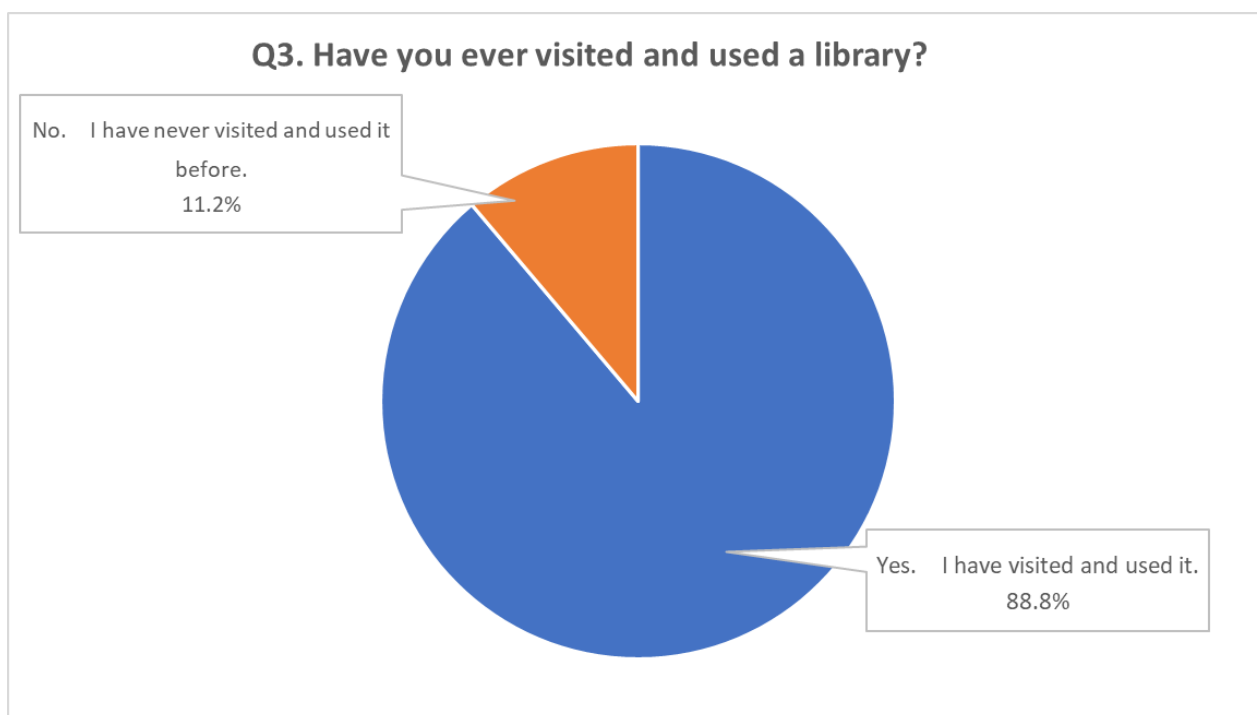
Q2) Please check one box that applies to your organization.

	Student	Faculty	Total	% for all 304 answers
Mechanical Engineering	59	9	68	22.4
Electrical and Electronic Information Engineering	37	6	43	14.1
Computer Science and Engineering	42	13	55	18.1
Environmental and Life Sciences	23	6	29	9.5
Architecture and Civil Engineering	24	6	30	9.9
Institute of Liberal Arts and Sciences	0	1	1	0.3
Institutes of Centers	0	15	15	4.9
Office	0	59	59	19.4
Others	3	1	4	1.3
Others: Not affiliation 3, RAC 1	188	116	304	100.0



Q3) Have you ever visited and used a library? Please check one that applies to you.
(It is possible to use the cafe only.)

	Student	Faculty	Total	% for all 304 answers
Yes. I have visited and used it. → Q4	174	96	270	88.8
No. I have never visited and used it before. →Jump to Q10	14	20	34	11.2
	188	116	304	100.0



		Yes	%	No	%	Total
Student	Undergraduate B1	7	70.0	3	30.0	10
	Undergraduate B2	5	100.0	0	0.0	5
	Undergraduate B3	43	82.7	9	17.3	52
	Undergraduate B4	48	96.0	2	4.0	50
	Graduate (Master) M1	37	100.0	0	0.0	37
	Graduate (Master) M2	25	100.0	0	0.0	25
	Graduate (Doctor) D1	2	100.0	0	0.0	2
	Graduate (Doctor) D2	3	100.0	0	0.0	3
	Graduate (Doctor) D3	4	100.0	0	0.0	4
Faculty Staff	Research student	0		0		0
	Faculty members	29	93.5	2	6.5	31
	Research Fellows	1	100.0	0	0.0	1
	Administrative staff	61	79.2	16	20.8	77
	Technical staff	4	80.0	1	20.0	5
	Others ()	1	50.0	1	50.0	2
		270		34		304

<Have a question for people who have visited and used library.>

Q4) When did you visit the library? <Multiple answers possible>

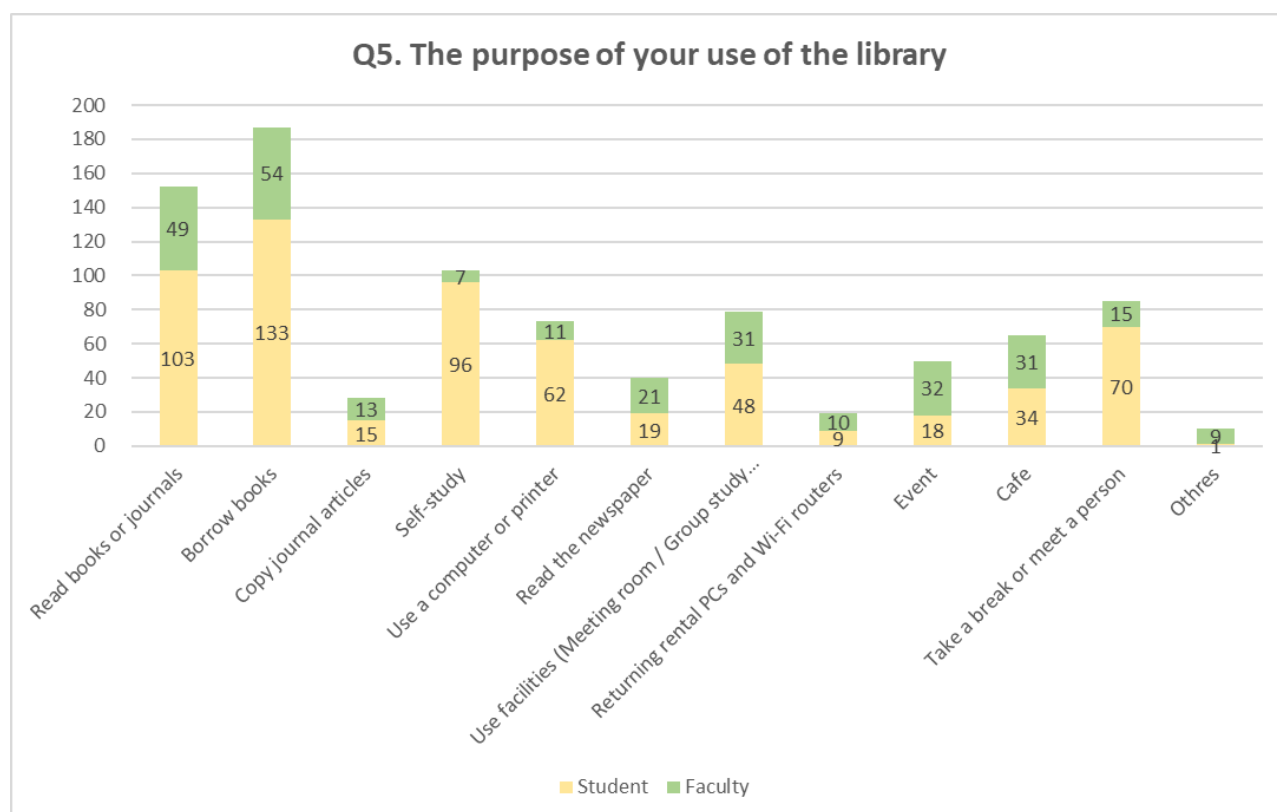
	Student	Faculty	Total	% for 270 yes(Q3)
I visited and used before 2019 (Before the corona epidemic).	78	71	149	55.2
I visited and used it since 2020 (since became a corona epidemic).	148	56	204	75.6

Q5) Please check all that apply to the purpose of your use of the library. <Multiple answers possible>

	Student	Faculty	Total	% for 270 yes(Q3)
Read books or journals	103	49	152	56.3
Borrow books	133	54	187	69.3
Copy journal articles	15	13	28	10.4
Self-study	96	7	103	38.1
Use a computer or printer	62	11	73	27.0
Read the newspaper	19	21	40	14.8
Use facilities (Meeting room / Group study room / Study cubicles)	48	31	79	29.3
Returning rental PCs and Wi-Fi routers	9	10	19	7.0
Event	18	32	50	18.5
Cafe	34	31	65	24.1
Take a break or meet a person	70	15	85	31.5
Othres	1	9	10	3.7

Others: Business related 4, Read the school basic survey booklet 1, When I was feeling sick, I took a rest in the Women's Relaxation room 1,

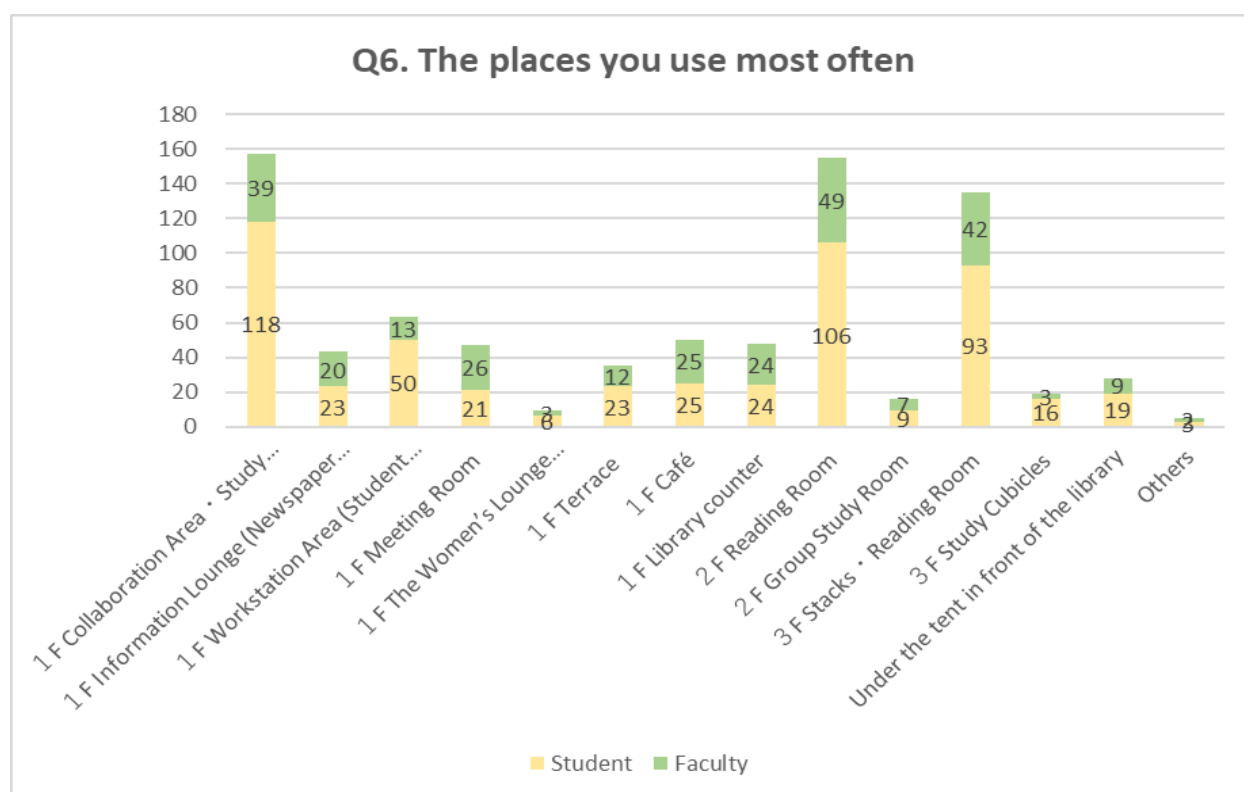
Buy used books 2, Rent a DVD 1, Use the toilet 1



Q6) Please check all the boxes that apply to the places you use most often. <Multiple answers possible>

	Student	Faculty	Total	% for 270 yes(Q3)
1 F Collaboration Area • Study Support Area • Global Lecture Area	118	39	157	58.1
1 F Information Lounge (Newspaper corner set up)	23	20	43	15.9
1 F Workstation Area (Student computer , Large sized printer)	50	13	63	23.3
1 F Meeting Room	21	26	47	17.4
1 F The Women's Lounge (Women's Relaxation Room, Tatami room, Women's Dressing Room)	6	3	9	3.3
1 F Terrace	23	12	35	13.0
1 F Café	25	25	50	18.5
1 F Library counter	24	24	48	17.8
2 F Reading Room	106	49	155	57.4
2 F Group Study Room	9	7	16	5.9
3 F Stacks • Reading Room	93	42	135	50.0
3 F Study Cubicles	16	3	19	7.0
Under the tent in front of the library	19	9	28	10.4
Others	3	2	5	1.9

Others: Nothing 2. Office 2, I forgot which floor, but I used the shelf with machine to access very old journals 1

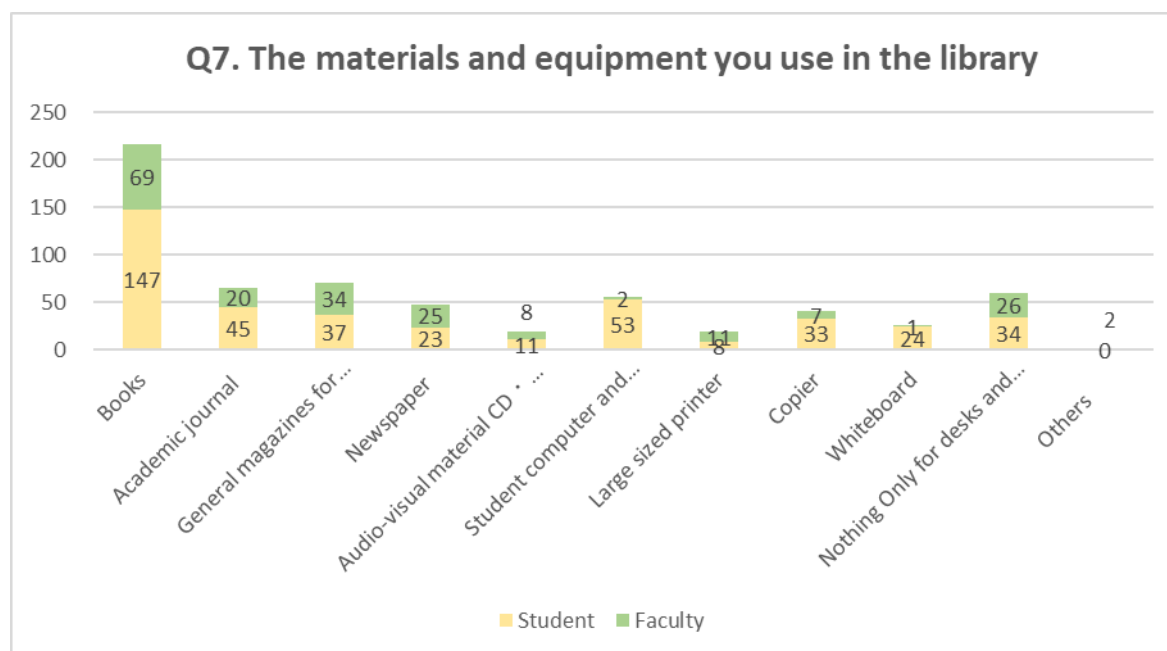


Q7) Please check all the boxes that apply to the materials and equipment you use in the library.

<Multiple answers possible>

	Student	Faculty	Total	% for 270 yes(Q3)
Books	147	69	216	80.0
Academic journal	45	20	65	24.1
General magazines for leisure and culture	37	34	71	26.3
Newspaper	23	25	48	17.8
Audio-visual material CD • DVD	11	8	19	7.0
Student computer and printer	53	2	55	20.4
Large sized printer	8	11	19	7.0
Copier	33	7	40	14.8
Whiteboard	24	1	25	9.3
Nothing Only for desks and chairs	34	26	60	22.2
Others	0	2	2	0.7

Others: projector 2



Q8) If there are any books (paper books) that you would like to have in the library, please write them down. Also, if there are any journals that you would like to have in the library, please write them down. It will be used as a reference for future collection and library management. Ex) Books about ○○,

<Free entry field>

75 answers The content of the answer is omitted.

Q9) If there is anything you would like to see enhanced or improved in the future in terms of facilities, equipment, etc., please fill out specific details. <Free entry field>

32 answers The content of the answer is omitted.

<Survey about Web services>

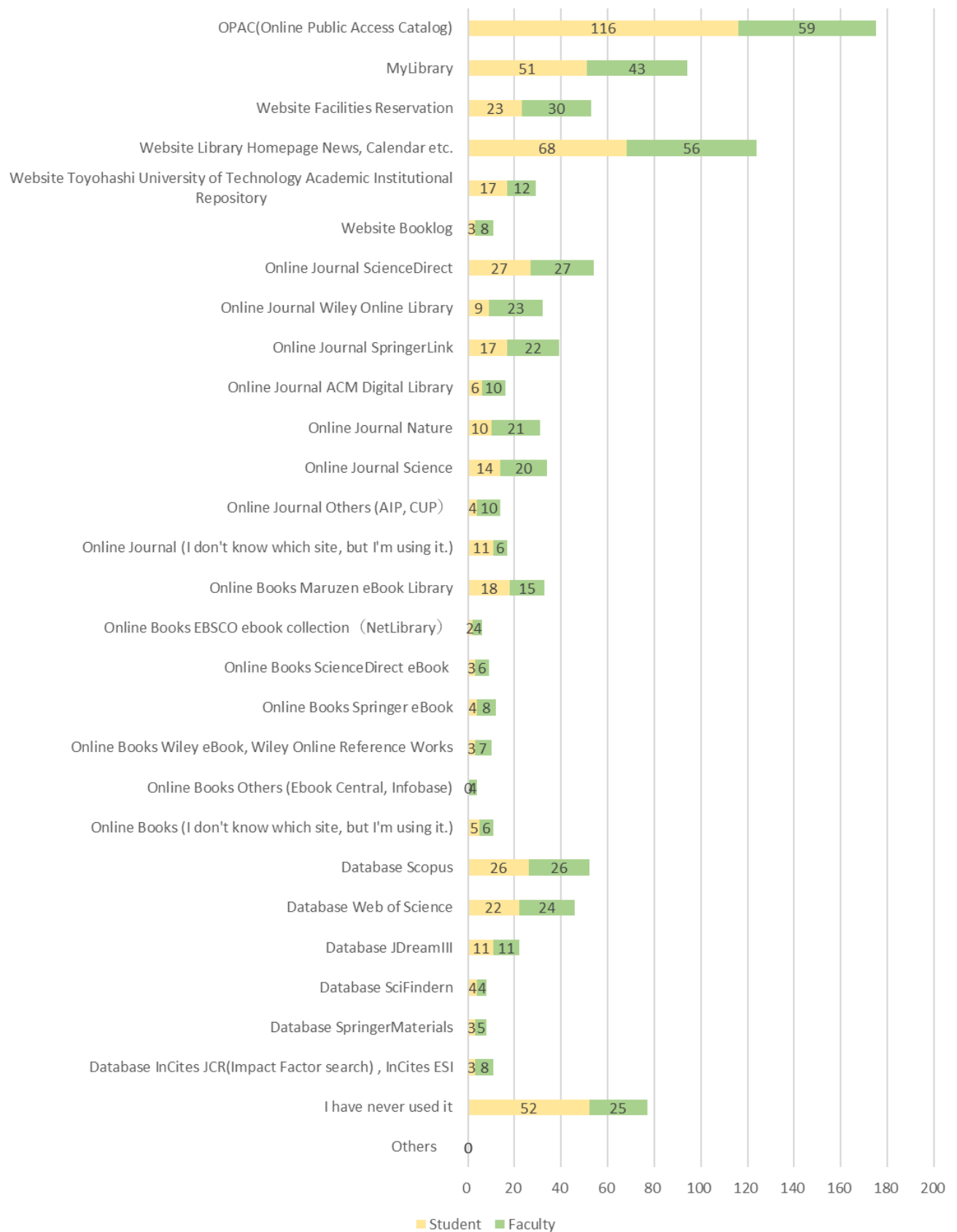
Q10) The library also provides web-based services that can be used without visiting the library.

Please check all the electronic services that you are use, which contracting or offering at our university.

<Multiple answers possible>

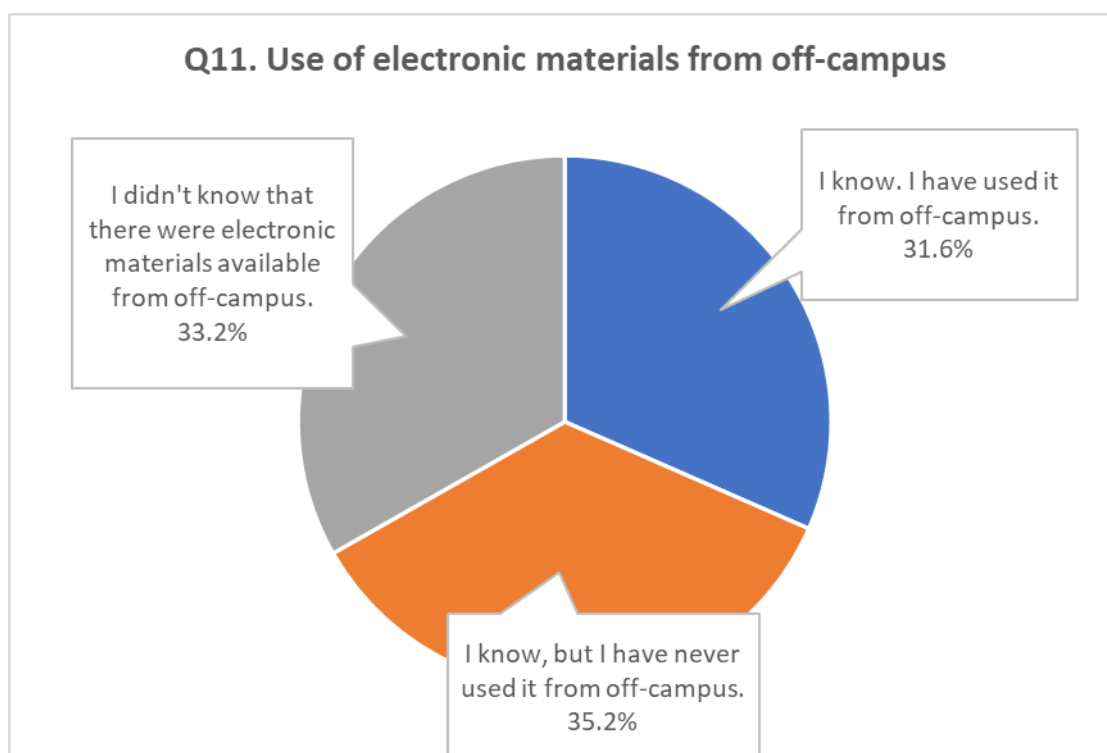
	Student	Faculty	Total	% for all 304 answers
OPAC(Online Public Access Catalog)	116	59	175	57.6
MyLibrary	51	43	94	30.9
Website Facilities Reservation	23	30	53	17.4
Website Library Homepage News, Calendar etc.	68	56	124	40.8
Website Toyohashi University of Technology Academic Institutional Repository	17	12	29	9.5
Website Booklog	3	8	11	3.6
Online Journal ScienceDirect	27	27	54	17.8
Online Journal Wiley Online Library	9	23	32	10.5
Online Journal SpringerLink	17	22	39	12.8
Online Journal ACM Digital Library	6	10	16	5.3
Online Journal Nature	10	21	31	10.2
Online Journal Science	14	20	34	11.2
Online Journal Others (AIP, CUP)	4	10	14	4.6
Online Journal (I don't know which site, but I'm using it.)	11	6	17	5.6
Online Books Maruzen eBook Library	18	15	33	10.9
Online Books EBSCO ebook collection (NetLibrary)	2	4	6	2.0
Online Books ScienceDirect eBook	3	6	9	3.0
Online Books Springer eBook	4	8	12	3.9
Online Books Wiley eBook, Wiley Online Reference Works	3	7	10	3.3
Online Books Others (Ebook Central, Infobase)	0	4	4	1.3
Online Books (I don't know which site, but I'm using it.)	5	6	11	3.6
Database Scopus	26	26	52	17.1
Database Web of Science	22	24	46	15.1
Database JDreamIII	11	11	22	7.2
Database SciFinder ⁿ	4	4	8	2.6
Database SpringerMaterials	3	5	8	2.6
Database InCites JCR(Impact Factor search) , InCites ESI	3	8	11	3.6
I have never used it	52	25	77	25.3
Others ()	0	0	0	0.0

Q10. The electronic services that you are use



Q11) There are many e-resources (e-journals, e-books, databases) that can be used off-campus (at home, etc.). Do you know about them? Have you ever used them? Please check one that applies to you.

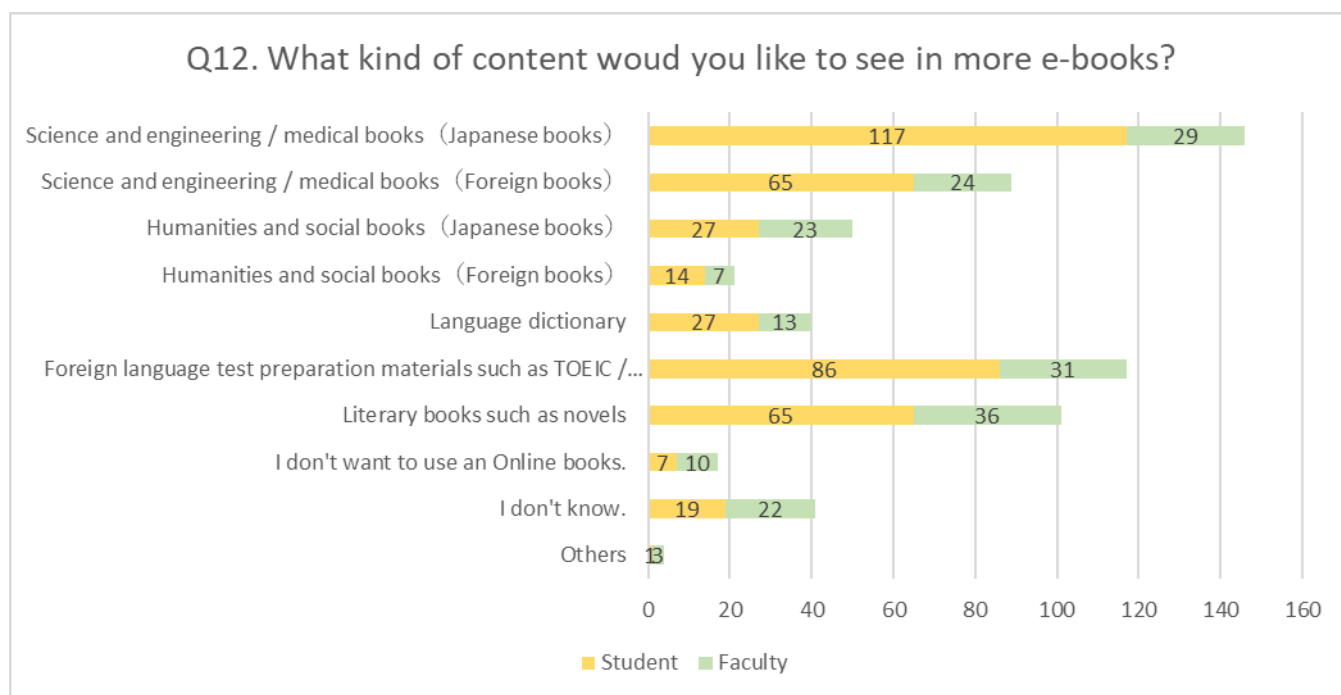
	Student	Faculty	Total	% for all 304 answers
I know. I have used it from off-campus.	61	35	96	31.6
I know, but I have never used it from off-campus.	67	40	107	35.2
I didn't know that there were electronic materials available from off-campus.	60	41	101	33.2



Q12) Would like to ask you about e-books. What kind of content would you like to see in more e-books? What kind of content would you like to see more of, and how would you like to use them? Since we have a limited budget, we would like to ask you what you would like to see us focus on purchasing. Please check all that apply. <Multiple answers possible>

	Student	Faculty	Total	% for all 304 answers
Science and engineering / medical books (Japanese books) ※ Japanese book : Books written in Japanese	117	29	146	48.0
Science and engineering / medical books (Foreign books) ※Foreign books : Books written in foreign languages such as English	65	24	89	29.3
Humanities and social books (Japanese books)	27	23	50	16.4
Humanities and social books (Foreign books)	14	7	21	6.9
Language dictionary	27	13	40	13.2
Foreign language test preparation materials such as TOEIC / TOEFL	86	31	117	38.5
Literary books such as novels	65	36	101	33.2
I don't want to use an Online books.	7	10	17	5.6
I don't know.	19	22	41	13.5
Others ()	1	3	4	1.3

Others : Manga1, Dictionary · manual 1 , Language books 1, Technical Handbook such as Standard Methods for Water 1



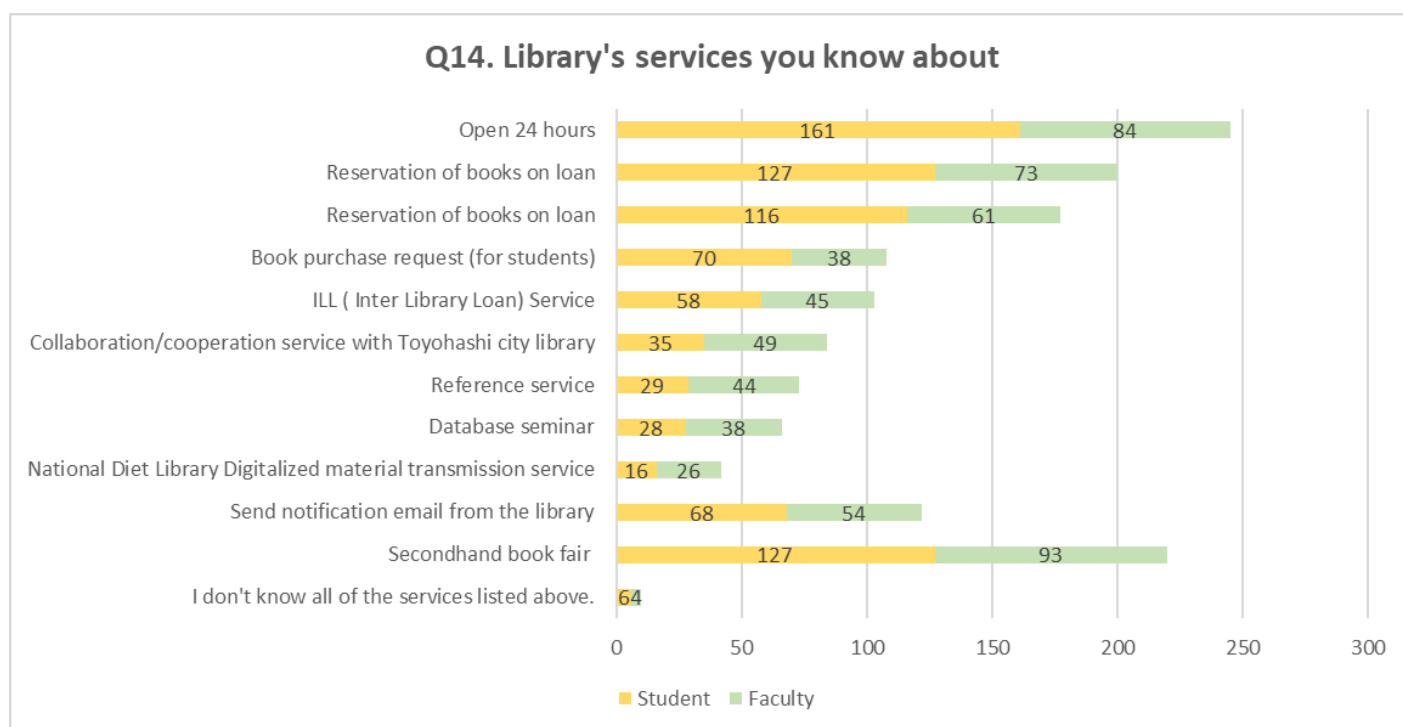
Q13) In addition, if there are any electronic materials (electronic journals) that you would like us to purchase in the library, please specify them. We will use it as a reference for future purchase and library management. <Free entry field>

31 answers The content of the answer is omitted.

<Would like to ask about other services provided by the library and how to deal with the corona epidemic. >

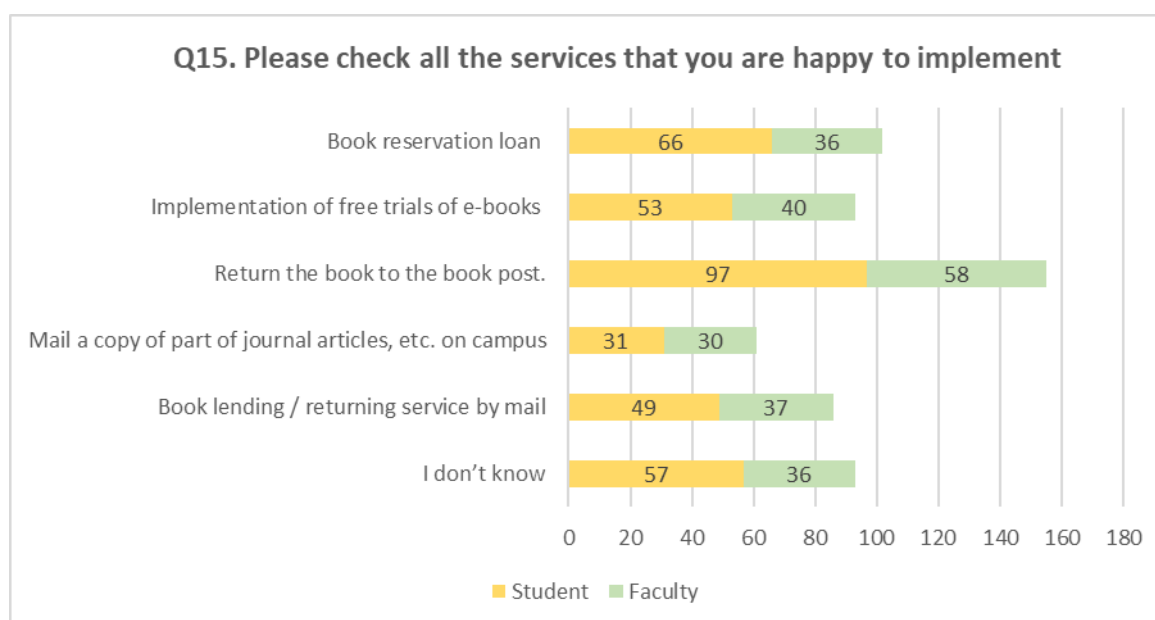
Q14) Please check that apply to library's services you know about. <Multiple answers possible>

	Student	Faculty	Total	% for all 304 answers
Open 24 hours	161	84	245	80.6
Reservation of books on loan	127	73	200	65.8
Lending period extension of borrowed books.	116	61	177	58.2
Book purchase request (for students)	70	38	108	35.5
ILL (Inter Library Loan) Service	58	45	103	33.9
Collaboration/cooperation service with Toyohashi city library	35	49	84	27.6
Reference service	29	44	73	24.0
Database seminar	28	38	66	21.7
National Diet Library Digitalized material transmission service	16	26	42	13.8
Send notification email from the library	68	54	122	40.1
Secondhand book fair	127	93	220	72.4
I don't know all of the services listed above.	6	4	10	3.3



Q15) We would like to ask you about the services provided at the library corresponding to the corona epidemic. Please check all the services that you are happy to implement. If you have not experienced any of the following services, please check all the services that you would like to see implemented if the corona response continues in the future. <Multiple answers possible>

	Student	Faculty	Total	% for all 304 answers
Book reservation loan (implemented in 2020)	66	36	102	33.6
Implementation of free trials of e-books (implemented in 2020)	53	40	93	30.6
Return the book to the book post. (implemented in 2020 and 2021)	97	58	155	51.0
Mail a copy of part of journal articles, etc. on campus (implemented in 2020 and 2021)	31	30	61	20.1
Book lending / returning service by mail (implemented in 2021)	49	37	86	28.3
I don't know	57	36	93	30.6



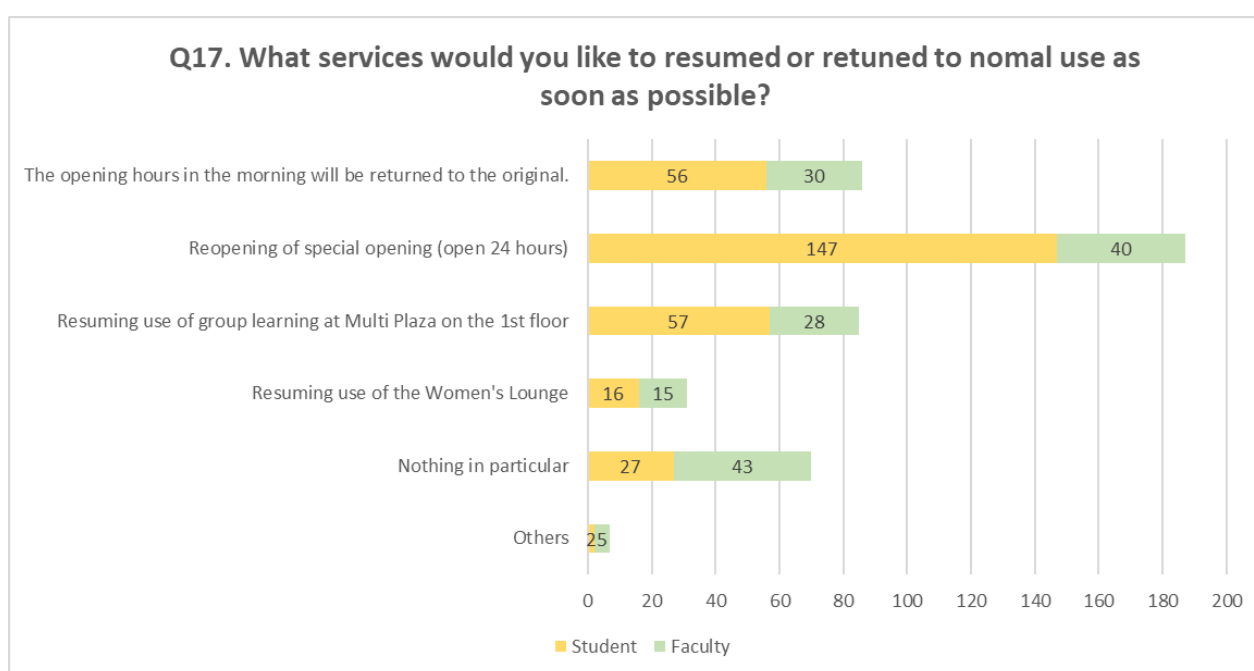
Q16) If you have any suggestions about what kind of library services you would like to see in Corona epidemic, please let us know. <Free entry field>

23 answers The content of the answer is omitted.

Q17) What services are stopped or changed due to the Corona epidemic and what services would you like to resumed or returned to normal use as soon as possible? <Multiple answers possible>

	Student	Faculty	Total	% for all 304 answers
The opening hours in the morning will be returned to the original.	56	30	86	28.3
Reopening of special opening (open 24 hours)	147	40	187	61.5
Resuming use of group learning at Multi Plaza on the 1st floor	57	28	85	28.0
Resuming use of the Women's Lounge	16	15	31	10.2
Nothing in particular	27	43	70	23.0
Others ()	2	5	7	2.3

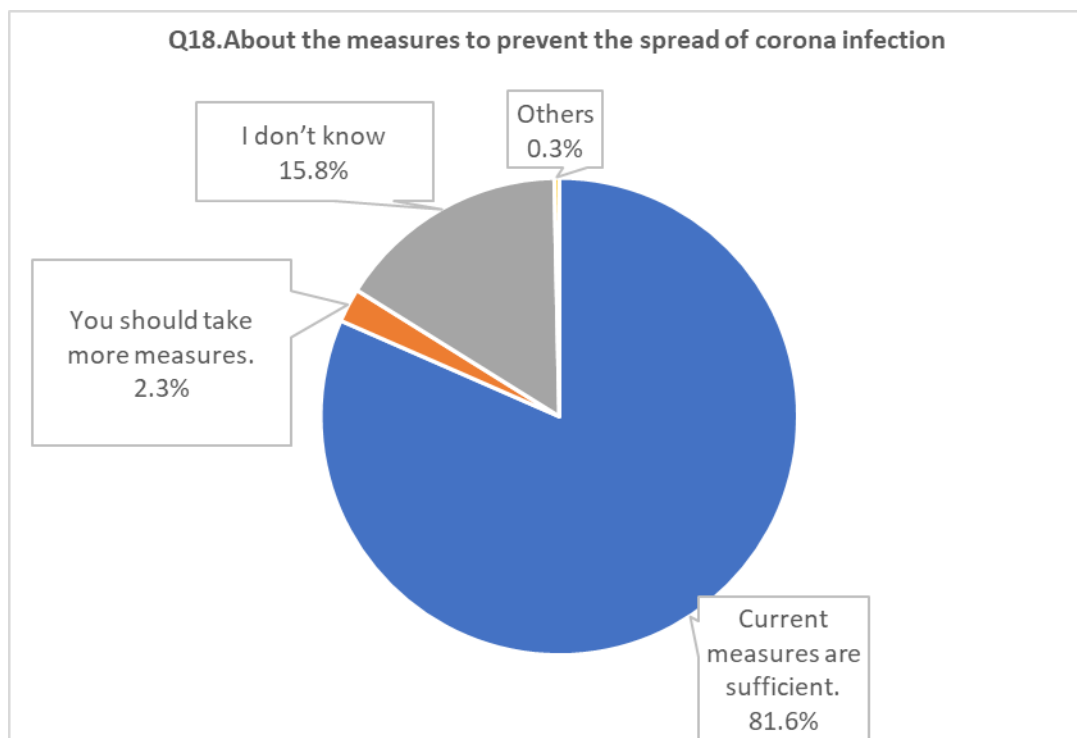
Others: Cafe reopened 4, Use a copier 1, Available to outsiders/Open on Saturdays and Sundays 1, Normal use on meeting rooms (for meeting with outsiders) 1



Q18) The library has implemented the following measures to prevent the spread of corona infection. Disinfecting desks, chairs, and other items regularly and after use, installing a thermo-camera at the entrance, installing hand sanitizer in various places, and installing acrylic panels on desks. Hand disinfectant is available everywhere, and acrylic panels are placed on desks. We would like to ask you about these measures. Please check one that applies to you.

	Student	Faculty	Total	% for all 304 answers
Current measures are sufficient.	159	89	248	81.6
You should take more measures.	5	2	7	2.3
I don't know	24	24	48	15.8
Others ()	0	1	1	0.3
	188	116	304	100.0

Others: I think that the current measures are highly effective, but since it has become clear that the infection is caused by aerosols, I think it would be even more reassuring if there was visualization of ventilation volume and promotion of ventilation based on this.



Q19) This is the last question. If you have any other comments or suggestions about the library services in general, please write them down. < Free entry field >

32 answers The content of the answer is omitted.