

Highlights from our library user survey


In November 2023, we asked the SFU community to share feedback on SFU Library's services, spaces, and resources through an online survey. The survey measures the gap between the importance you place on library activities and how well we're performing, allowing us to understand areas where we're succeeding and where we need to improve. Thank you to everyone who completed the online survey - here's what we heard!



We received 1,468 responses, including:

From all SFU faculties	From all campus locations	From undergrads, graduate students, faculty, & sessional instructors
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Where we are doing well

<p>Reliable answers to questions</p>	<p>Help is available from library staff when needed</p>	<p>You feel comfortable asking us for help</p>	
<p>In-person services are meeting our community's needs</p>	<p>Desktop computer availability meets your needs</p>		

What unique things did we learn from you?

International graduate students highly value the Research Commons

WiFi is reliable in Fraser and Belzberg Libraries, but needs improvement in Bennett Library

Biggest priorities for improvement

Finding a quiet place in the library to study	Improving the online search experience to ensure you find what you need	Ensuring our information resources meet your needs	

What are we going to do in response to the survey results?

	Continue to improve online search experience and access to resources	Use your responses to inform our planning and decision-making, including in operations, services, and communication
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What have we already done?

You told us you wanted more Bring-Your-Own-Device stations – so we've added more in all libraries

