

THE CHINESE UNIVERSITY OF HONG KONG LIBRARY
LIBRARY USERS GROUP MEETING (LUG)

41st Meeting, Wednesday, May 20, 2015, 10:00 a.m.
Library Conference Room, 7/F TKP

Present:

Faculty Representatives:

Education	Prof. WONG Wan Chi
Medicine	Prof. Tony NELSON
Social Science	Prof. Nicole CHEUNG

Student Representatives:

Chung Chi College Student Union	Mr. Azrael YEE
CUHK Student Union	Mr. Horace HUNG
Postgraduate Student Association	Miss. GAO Lingyun

Library Representatives:

Ms. Louise JONES, University Librarian (Chairperson)
Ms. Maria LAU, Deputy University Librarian
Mr. Dominic CHAN, Learning Support (Secretary)

Apologies:

Faculty Representatives:

Arts	Prof. Sidney CHEUNG
Business Administration	Prof. YANG Yong
Engineering	Prof. ZHANG Shenyu
Law	Prof. Rita CHEUNG
Science	Prof. CHU Lee Man

Student Representatives:

C.W. Chu College Student Union	Mr. Nickson WENG Haoran
Morningside College Student Union	Miss. Cawliet JIAO
New Asia College Student Union	Mr. Andy TAM Hiu Fung
Lee Woo Sing College Student Union	Mr. Andy FONG
United College Student Union	Miss. CHONG Po Ling
Shaw College Student Union	Miss. Gabriella YUEN Wing Lok

ACTION

	<p><i>Welcome to Members</i></p> <p>Ms. Jones welcomed new members Mr. Yee from Chung Chi College Student Union and Mr. Hung from the CUSU to the meeting.</p>	
LUG41/1	<p><i>Confirmation of Minutes</i></p> <p>The minutes of the 40th meeting were confirmed without amendment.</p>	
LUG41/2	<p><i>Matters Arising</i></p>	
LUG41/2/1	<p><u>Report on 2014 LibQual+ Survey</u> (Re: LUG 40/3/2)</p> <p>The Library presented their analysis of the 3000+ written comments received as part of the 2014 LibQual+ Survey. (Appendix 1)</p> <p>Mr. Hung enquired about the 10 cent per page scanning fee on one of the written comments. Ms. Jones talked about the infrastructure costs and the tie to copyright protection.</p> <p>Mr. Hung and Miss Gao both enquired about the slow response of the Library's Room Booking System. Ms. Lam explained that the system had recently been upgraded to deal with the high demand.</p> <p>Miss Gao enquired about the sound-proofing measures in the Group Study Rooms. Ms. Jones agreed to look into the sound insulation of the group study rooms.</p>	LIBRARY
LUG41/3	<p><i>Library Strategy</i></p>	
LUG41/3/1	<p><u>Library's Rebranding project</u> (Re: LUG40/4/3)</p> <p>Ms. Lam showed members the yet-to-be-launched new library website and introduced various new functions including the interactive floorplans, mobile responsiveness and accessibility compliance.</p> <p>Prof. Wong praised the interactive map function.</p> <p>Mr. Hung requested a beta website to be opened for all library users. Prof. Nelson agreed and added that library should respond to all comments made toward the new website. Ms. Lam welcomed the suggestion and agreed to try to provide a beta website for all library users.</p>	LIBRARY
LUG41/3/2	<p><u>JULAC shared Integrated Library System</u> (Re: LUG 40/3/4)</p>	

	<p>Ms. Lam explained to members the need for a new system, which would go out to tender in Summer 2015. The 8 UGC Libraries also want a shared platform to enable deeper collaboration. The change of system would also enable the libraries to transform the focus from printed materials to electronic resources.</p> <p>Prof. Nelson enquired about the consideration to use open source software instead of using proprietary software. He went on to explain the discriminating nature of the tendering process to open source / non-profit making organizations. Ms. Jones explained that prior to the tender an expert in Library systems was asked to comment and specified that open source software might not be mature enough to handle data transaction in a system as complicated as the 8 JULAC libraries. However it will be an open tender and JULAC will be happy to evaluate open sources systems.</p>	
LUG41/3/3	<p><u>JULAC shared Information Literacy multimedia courseware project</u></p> <p>Mr. Chan introduced a new JULAC project led by the Polytechnic University Library to construct a shared Information Literacy courseware. He further explained that the courseware development is funded under the UGC's Funding Scheme for Teaching and Learning Related Initiatives and will be used across all 8 universities.</p>	
LUG41/3/4	<p><u>CUHK Library Action Plan 2015/16</u> (Appendix II)</p> <p>Ms. Jones briefly talked about the upcoming projects in Summer 2015 including the introduction of OnePass, the new Library website, NAL redevelopment, RFID Self Service at MEL, and more. She also talked about plans in the next academic year, including the establishment of the Digital Scholarship Service and the Digital Scholarship Lab, Library's participation in the AIMS project and more.</p>	
LUG41/4	<p><i>Library Collection</i></p>	
LUG41/4/1	<p><u>Update on CUHK Library Collection Development Policy</u> (Re: LUG40/4/1)</p> <p>Ms. Lau briefed members on the full version of the Library Collection Development Policy. She explained that almost all departments had selected an "e-preferred" collection development approach, with the exception of some Arts & Humanities subjects where print is still important and electronic versions may not available, for example Chinese Language and Literature.</p> <p>She also emphasized the textbook policy as discussed previously. The collection development policy states that a maximum number of 5 copies of textbooks will be acquired when multiple copies are requested, and a maximum number of 2 printed copies if electronic copies are available.</p> <p>Members had no objection to this policy. The Collection Development</p>	

	<p>Policy will be made available on the new Library website.</p> <p>On the subject of electronic copies, Mr. Hung talked about the problems on accessing and downloading ebooks. Ms. Jones acknowledged that it was not always straightforward with different publisher platforms and different approaches to digital rights management issues imposed by publishers. The Library is continually in discussion with publishers on these issues and she will be raising them again at an upcoming Elsevier eBook forum being held in the Library.</p>	
LUG41/4/2	<p><u>Update on Digital Initiatives</u> (Re: LUG40/4/2)</p> <p>Ms. Lam demonstrated the soon-to-be-launched Library Digital Repository website using open source software.</p>	
LUG41/4/3	<p><u>JULAC Distributed Print Journal Storage Project</u> (Re: LUG40/4/4)</p> <p>Ms. Jones briefed members that the Library has recently signed an MOU on Distributed Print Journal Storage with the other seven JULAC libraries in response to the lack of progress with JURA, the planned shared storage facility, and the growing space problem facing many of the libraries.</p> <p>It has been agreed that only one single print copy of a journal title will be kept across all eight JULAC libraries when a secure electronic archive is available. The print copy will be made available to all eight universities' staff and students on request, and placed in JURA when it is built. An algorithm to provide equitable distribution of the titles across the libraries is being used.</p> <p>Mr. Hung enquired about the channels to give students a chance to take withdrawn material.</p> <p>Ms. Lau responded with reference to the Collection Development Policy which states that withdrawn material will be</p> <ul style="list-style-type: none"> • Exchanged with or donated to other libraries or institutions. • Remaining materials may be offered to CUHK departments. • Recycled if in a damaged condition or unsuitable for donation. <p>Unfortunately in the past withdrawn items offered to CUHK members had ended up for commercial resale doing great, long-term damage to CUHK Library's reputation. Ms. Lau emphasized that CUHK Library has a mission to preserve local content.</p>	
LUG41/4/4	<p><u>Report on Book Fund Expenditure</u> (Re: LUG 40/4/5)</p> <p>Ms. Lau briefed members that 92.5% of the current book fund has been spent and thanked academic staff for meeting the target. The remaining funds will be pooled and spent on some needed resources.</p>	
LUG41/5	<i>Services</i>	
LUG41/5/1	<p><u>Update on RFID implementation</u> (Re: LUG40/5/1)</p>	

	<p>Ms. Jones reported on the progress of the RFID project. She shared the news that RFID tagging in NAL had been completed and self-service issue and return was expected to be rolled-out this summer at both NAL and MEL.</p>	
LUG41/5/2	<p><u>OnePass and the Library system</u></p> <p>Ms. Lam briefed members on the University's OnePass project to use a single password for various computer systems. The Library was involved in this project and is planning to use the OnePass password in the coming academic year.</p>	
LUG41/5/3	<p><u>3D scanning facility</u></p> <p>Mr. Chan introduced members to the newly offered 3D-Scanning service in the Learning Garden. He showed members the pictures of the two 3D scanners for different purposes. He also shared the number of 3D printouts in the past academic year.</p>	
LUG41/5/4	<p><u>Safeguarding your personal property</u></p> <p>Ms. Jones urged members, both staff and students, to pass on the message of safeguarding personal belongings when inside the libraries. There were a number of theft cases which are being actively investigated by the police.</p> <p>Mr. Hung asked about the possibility of installing lockers inside the Library.</p> <p>Ms. Jones shared about problems when putting in lockers inside the Library including putting food inside lockers which resulted in other problems, and users hoarding books in lockers.</p>	
LUG41/6	<i>Space and Equipment</i>	
LUG41/6/1	<p><u>New Asia Library space re-organization</u> (Re: LUG40/6/2)</p> <p>With regard to the recent petition against moving the philosophy books from NAL, Ms. Jones shared with members the full consultation process the Library undertook to involve student representatives and staff when deciding to move the books.</p> <p>Mr. Hung described the situation was that students did not think that the representatives were able to represent their opinion. He went on to suggest an open forum to be held for all students and stakeholders.</p> <p>Ms. Jones agreed to hold an open forum with the date and venue to be confirmed at a later time.</p>	LIBRARY
LUG41/6/2	<p><u>Digital scholarship services at University Library</u> (Re: LUG40/6/3)</p> <p>Ms. Jones showed members the floor plans and architect's illustration of</p>	

	the proposed Digital Scholarship Lab.	
LUG41/6/3	<u>MFPs and Departmental printing</u> Ms. Jones talked about the Octopus Card Readers being installed on the MFPs in the Library. She also talked about the decommissioning of the departmental printing card system by the end of the academic year.	
LUG41/7	<i>A.O.B.</i>	
LUG41/7/1	Ms. Jones thanked Mr. Chan for serving as the Secretary of LUG for more than 2 years, which was longer than the usual terms of one year. She announced that Mr. Kevin Leung, the Acquisition Librarian would be the Secretary starting the coming semester.	
	<i>There being no other business, the meeting was adjourned at 12:30 p.m.</i>	
	<u>Date of Next Meeting</u> <i>To be confirmed</i>	

Appendix I

Appendix I: Comments and Responses

3,120 comments were received. Many comments were about Library services and staff, of which approximately 80% were positive. Below are some examples:

- I highly satisfied with the service provided. It is a really good place to study and revise.
- I am very happy that I can get convenient access to the electronic sources from the Library. At the same time, I enjoy the service provided by the Library including notice, workshop and Interlibrary Loan and Document Delivery Services.
- Actually, i'm very satisfied with the library service. I feel that i'm in paradise. Thank you so much for offering me such a comfortable and free environment to study!
- A pleasant, tidy and comfortable environment that optimizes students in continuous self-directed learning.
- Extensive collection of reference books. Convenient online search engine. Occasionally cannot find spare computers to use, but mostly can find one within 15 minutes. Printing service never fails. Brightly lit and provides very well reading and studying atmosphere, within the library as well as in learning garden
- CUHK librarians are always very friendly and helpful. Books and resources are well ordered. I have been to other university libraries, the CUHK provides the best services. Students are well disciplined and quiet. I like it the most.
- Much appreciated for the generous help from the library staff. I benefit a lot through the library courses offered. Thanks again.
- The librarians are excellent.
- Activities held in learning garden in the University Library are great.
- Good place for studying 經常去圖書館。
- 很好的一個學習環境，設備非常完善。
- 圖書館設施完備、服務周到、受益良多:)

Thank you for the positive feedback. We are encouraged and will continue to provide quality and professional services to our users. Other frequently commented categories are listed below:

Library Hours

Comment:

- *Expect main library whole building 24 hours opening*

Response:

The Learning Garden at the University Library, the Li Ping Medical Library

everyday

- 如可以提早開放時間更好

and the Learning Commons at Wu Ho Man Yuen Building (jointly operated with ITSC) are open 24 hours a day 7 days during semester. As well, both the Chung Chi College Elisabeth Luce Moore Library and the New Asia College Ch'ien Mu Library are open until 2 a.m. during the examination periods.

Energy saving, security and manpower issues amongst others are the Library's concerns when considering the opening hours.

Borrowing

Comment:

- *Overall, the staff is efficient and polite. However, there are always long queues in the counter of University Library. I hope that more staff members can be allocated to the counter so that our waiting time can be shortened.*
- *More self-served borrowing is good.*
- *可以引入自動借書還書機器，這樣可以增加效率。現在幫忙借書還書的工作人員可以專門負責回答讀者的諮詢。*

Response:

To manage the long queue at the counter and to provide better library services, the Library has committed to enhance the self-service of loan and return of books with RFID technology. More upgraded self-service equipment, in addition to the self-check-out machines currently available in all libraries, will be acquired in the coming years.

With the new RFID self-service, library users will enjoy greater convenience, enhanced efficiency, and higher privacy. The Library will have more manpower to provide better enquiry and other personal services to suit users' needs.

- *Longer loan periods for reserve books, LRC collection books and more copies*

The loan periods are set so as to ensure there is equitable access by all students. We are prepared to consult on the existing loan periods for reserve book to see if the service can be improved. The Library is producing a Collection Development policy that in consultation with Library Users Group and Faculty sets out a policy on multiple copies. It should be available shortly.

- *Sometimes the due date of the book borrowed changes and is notified through only the email. Plz try not to change the due date of book once it is checked out.*
- 催還制不公，不應加重罰款

To ensure equitable access to its collections to all users, the Library provides a recall service which shortens the loan period of materials on loan for 30 days or more so that these items can be available for another user who needs the materials. The new due date will be shown in users' Library Record at the Library Online Catalogue and in the Recall Notice sent to the users. To help users return the library materials on time, the Library also sends out a "Coming Due Alert" notice to users with items due in three days. To avoid late return and incurring fines, please make sure your email address is in our system. You can add/update your [email address](#) via [My Library Record](#) at the Library homepage.

Collections

Comment:

- *Should be able to provide more books in each course reserve*
- 希望多一些課堂需要的 text book

Response:

The Library has been working closely with teaching departments on acquiring textbooks and course reading materials according to the course reading list. More copies of textbooks will be purchased according to the recommendation from the teaching departments. The Library is producing a Collection Development policy that in consultation with Library Users Group and Faculty sets out a policy on multiple copies. It should be available shortly.

- *I wish the library can speed up the procurement process.*
- 加快推薦購買書籍速度

The Library has been working with more vendors for sourcing the books more efficiently. Library materials are supplied by renowned international and local book vendors. Books published in a smaller quantity may become out of print quickly and books published several years ago are also difficult to source, but we are continually reviewing our processed to make them as efficient as possible.

- *can have more copies for a book*

Multiple copies will be acquired when necessary. The Library is producing a

<ul style="list-style-type: none"> • 書種類多但每種的數量少 	<p>Collection Development policy that, in consultation with Library Users Group and Faculty, sets out a policy on multiple copies. It should be available shortly.</p>
<ul style="list-style-type: none"> • <i>Increase the number of subscriptions to academic journals.</i> • 希望能有更多新出版的書籍 	<p>The CUHK Library has one of the strongest collections among UGC libraries; there are 2.5 million print items and more than 9,000 print journal subscriptions. We are continuously acquiring new resources in collaboration with teaching departments. Students and faculties are welcome to make recommendations via the Online Suggestion Form: https://library.cuhk.edu.hk/acquire</p>
<p>E-Resources</p>	
<p>Comment:</p> <ul style="list-style-type: none"> • <i>More electronic journals should be available.</i> • 希望有更多的資料庫可以使用 • 希望有更多電子書 	<p>Response:</p> <p>The CUHK digital library comprises 4.5 million electronic books, more than 120,000 electronic journals and 670 databases. The majority of these resources are accessible both on and off campus from the Library's web pages. We are continuously enhancing our electronic collection to support teaching and learning at CUHK. Students and faculties are welcome to make recommendations via the Online Suggestion Form: https://library.cuhk.edu.hk/acquire</p>
<ul style="list-style-type: none"> • 希望可以增加一些電子期刊資料庫和一些中文書籍 • 電子期刊的中文資料庫較少，台灣地區的學術論文未能囊括 	<p>Around 100 Chinese databases are provided by the Library, among which, HyRead 台灣全文資料庫, 中文電子學位論文服務, 台灣電子期刊服務網 and 月旦法學知識庫 are related to Taiwan. More Chinese titles can be found at Databases List.</p>
<ul style="list-style-type: none"> • <i>Would be nice if books could be checked out to my kindle, or other electronic media.</i> • <i>Borrowing Kindle is a very good service. If it can include some Science Books in Kindle, it will be better.</i> 	<p>The service model of checking out Kindle e-books to your own devices is not available in Hong Kong. The Library has been reviewing and monitoring the Kindle e-reader lending service regularly. In the near future, more Kindle e-readers and more e-book titles will be provided.</p>

- *Sometimes, I found the Easy Search of the library is not very accuracy. Research results provided some useless information, although these information have more or less relations with retrieval keywords. In sum, library services and facilities are great. Thank you!*
- *I am truly impressed by the improvements of CUHK library system over the past two years, new buildings, updates on computer and new software, and especially those salons and exhibitions hold in Learning Garden at Ulin. While in terms of academic support, I think there are rooms for improvement, a better online catalogue searching system to be one example (especially the accuracy of search result).*

The Library has recently upgraded the system to enhance the relevancy and accuracy of the search results particularly for those records containing Chinese characters. Continuous improvement will be made from time to time to ensure user expectations are met.

Library Workshops & Activities

Comment:

- *The library workshops are great, especially those related to open access and publications, as well as the workshop of RefWork and searching databases.*
- *workshop is useful but time-consuming to attend, suggest putting the related information or advice such as advance searching methods online as a on-line resources for interested user.*
- *more workshops~*
- *It would be better that the Library System could coordinate more with other disciplines and identify*

Response:

In the past years, the Library has organized some specific workshops such as enhancing presentation skills, theses writing, open access, writing and publishing in academic journals, copyright, information security, and creating researcherid, which were well received by students and researchers. The Library will provide more workshops to meet the study and research needs of students. Users may also request workshops for a particular subject area or a specific assignment at any time during the year.

In addition to face-to-face workshops, users can learn in a virtual environment through the online tutorials, e.g., [Research Smart](#), [Discipline-specific](#)

more external training or self-learning projects, such as empirical studies and academic editing.

- *很興幸開學初上了 Library Orientation,學會了如何用圖書館的網上資源,申請 JULAC 卡和 reserve discussion room 等,非常實用.圖書館職員都很有善和樂意幫忙.而且圖書館的氣氛能令人更集中學習.*

Library Research Skills

Computing & Printing Facilities

Comment:

- *more computers should be provided and they should be upgraded*
- *Quite efficient, but sometimes feel that more computers can be added*
- *Amount of computers in cclib should increase as people need to wait quite long for just printing few documents*

Response:

The Library is currently providing 500+ public computers across all its branches. This is the highest ratio among all UGC libraries. A rolling program to upgrade the PCs is in place. In the recent two years, all the public computers in branches were replaced and upgraded. We have also improved the PC performance during 2014 by employing a faster hard disk technology.

CUHK is very supportive for the BYOD (Bring-Your-Own-Device) policy. Library users are encouraged to bring their own computing devices into the Library. Full Wi-Fi coverage and power sockets are provided for these devices.

- *maybe more printers are needed*
- *When will the wifi-printing be available again for Mac users?*
- *The study environment is nice. More wifi printing machines are needed.*
- *Adding more photocopiers and scanners is better*

The Library has made every effort to ensure optimal support for its printing services. In 2014, a review of all public printing devices was conducted resulting in the upgrade and addition of multi-function photocopiers (MFP) and printers. Currently the Library is providing across all libraries a total of 72 multi-function photocopiers in different service modes which including copy only, print only, copy+print, copy+print+scan, and express printing. A total of 48 out of 72

(13 more than before) are equipped with Wi-Fi printing module which supports Windows-based laptop, smartphone and tablet, and 16 out of which (14 more than before) also support Mac OS-based laptop. Three more express printers were also added in branches.

A total of 15 (5 more than before) MFPs are also available to provide charged scanning service. At the same time, the Library is aware of the performance of the flat-bed scanners and has added more speedy scanners in some branches.

-
- *the wireless printing is complicated to use for mobile device, I had to find the ip of printer, download a Ricoh software, and then proceed. I tried once, and it took so much time. Why not put some instructional flyers around?*

The Library understands your concern and is well aware of the difficulties of using Wi-Fi printing. We are constantly providing feedback to the MFP vendor which developed the Wi-Fi/Mobile printing solution, and urging improvements.

- *基本滿意，圖書館每一層的佈置都令我對學習充滿動力，學科資料也足夠多，但是有一點不太滿意的是，wifi 自助式列印服務無法下載至私人電腦中，不知道是否程式錯誤，這一點不是很方便。*

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- *Please improve the wifi system in the Learning Garden.*
 - *The wifi is slow and unstable*
 - *環境很好，職員態度不錯，唯應加強圖書館裡面的WIFI 連線速度*
 - *圖書館的 wifi 明顯在考試期間等的使用高峰期有連接不佳及速度過慢的情況，wifi 應以應付最高峰期的使用情況作標準*

The Library is now providing full Wi-Fi coverage in all public areas of UL and all branches. Popular areas such as the Learning Garden and Research Commons are equipped with a higher density of Wi-Fi Access Points. The New Asia Library will undergo a renovation in summer 2015, this will include upgrade for the Wi-Fi network there. Please note the Wi-Fi connection is ultimately based on ITSC's networking infrastructure, which has set a maximum capacity for the network throughput.

-
- *It would be great if a cheaper printing service can be provided*

The Library acknowledges the need to provide a printing service that is affordable to most students and at the

for printing in bulk.

- *Costly printing cost*

same time to protect the environment by discouraging unnecessary printing. A review was done in September 2012 and determined that the current level of the printing charges is appropriate. We will however consider aligning the charge for network printing and printing from MFPs. We will also periodically review the printing charge and update whenever it is necessary.

- *It's very nice already. It would be better if the booking of a group-discussion room is easier.*
- *I suggest that the booking system of room can be more user convenient.*

The Library will be working with the system vendor to enhance the user interface to make it more intuitive. We will also improve the speed performance by upgrading the internal system components.

Other Facilities

Comment:

- *Not enough seats and facilities need upgrading*

Response:

The various branch libraries that need renovation are being reviewed for upgrading and this will occur over the next few years as funding becomes available.

- *Not very convenient to get hot water*
- *More water refilling stations would help*
- *希望在各圖書館內有更多，標誌更明顯的飲水處，並提供熱水。*

Fountains with hot and cold water are available near the lift on all floors of the University Library and also in the branch libraries. Users may refer to the floor plans or ask our library staff for the location of the water fountains.

Noise and Temperature

Comment:

- *Group study rooms are not soundproof. Cause disturbance to library users outside the study rooms and cause inconvenience for study room users that they have to keep their volume low during conversations in order not to disturb others outside.*
- *希望小組討論室的隔音設計有所提升，特別是進學園內的討論室，在內時常被投訴聲浪過*

Response:

The Library has been continuously working with the Campus Development Office (CDO) to explore different solutions to make the Bubble Group Study Rooms soundproof as far as possible. Work will be carried out in Summer 2015 to improve the soundproofing .

大。

-
- *I think the temperature of the indoor areas should be adjusted a bit because it is too cold in summer and too warm in winter.*
 - 希望圖書館的冷氣溫度可以調高些。

The Library has set its temperature in the range of 21-23 Degree Celsius and the relative humidity of 45-60%, which is suitable for users and books. However, it is inevitable that the temperature may fluctuate under different weather conditions. Besides, the cooling effect may be more noticeable in areas nearby the air grilles. If users feel unusually cold or hot in a certain area, please contact staff at the Circulation Counter.



香港中文大學圖書館

The Chinese University of Hong Kong Library

Action Plan New Academic Year 2015/16



Over the summer...

- OnePass
- New look Library website
- New Asia Library redevelopment
- RFID Self service at Medical Library
- Start migration of CUHK Library Digital products to new open source platform



Next Year

- Establish Digital Scholarship Service (Aug 2015)
- Support AIMS project (Dec 2015)
- Open Digital Scholarship Lab (Mar 2016)
- RFID Self Service at University Library and Chung Chi Library (Summer 2016)
- Complete *Pian* and *Chinese Medicine Rare Books* digitization projects
- Tender for JULAC Shared Integrated Library System
- Participate in JULAC Shared Information Literacy Multimedia Courseware Project
- Consult and plan for redevelopment of United College Library

