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

48th Meeting, Friday, September 29th, 10:00 a.m.

Library Conference Room, 7/F Tin Ka Ping Building

Present:

Faculty Representatives:

Education	Prof. WONG Wan Chi
Medicine	Prof. Tony NELSON

Student Representatives:

CUHK Student Union	Mr. LEE Thomas
CUHK Student Union	Mr. LI Chun Yung
United College Student Union	Miss Kathy CHAN
S.H. Ho College Student Union	Miss Kerry FAN
Morningside College Student Union	Miss Alice YIU

Library Representatives:
Ms. Louise JONES, University Librarian (Chairperson)
Dr. Maria LAU, Deputy University Librarian
Mr. John BAHRIJ, Head, LS & Branch Libraries and Law Librarian
Ms. CHIU Ha Lin, Head, User Services
Dr. YU Chun Pong, Medical Librarian (Secretary)

Apologies:

Faculty Representatives:

Arts	Prof. Sidney CHEUNG
Business Administration	Prof. Wu Qinggong
Engineering	Prof. ZHANG Shenyu
Law	Mr. Carter CHIM
Science	Prof. CHU Lee Man
Social Science	Prof. Nicole CHEUNG

Student Representatives:

Chung Chi College Student Union	Mr. Andrew MOK
C.W. Chu College Student Union	Miss BYUN Jiyeon
Lee Woo Sing College Student Union	Miss LO Ching Yee
New Asia College Student Union	Mr. WONG Chun Ho
Postgraduate Student Association	Miss JI Yuqiao
Shaw College Student Union	Miss XIANG Yin Kwan
Wu Yee Sun College Student Union	Mr. HON Yuen Kit

Library Representatives:
Dr. Louisa LAM, Head, RSDI

	Welcome to Members Ms. Jones welcomed Mr. Lee to attend the meeting on behalf of the CUHK Student Union.	
LUG48/1	*Confirmation of Minutes* The minutes of the 47th meeting were confirmed without amendment.	
LUG48/2	*Matters Arising*	
LUG48/2/1	Revisions to Library Regulations (Re: LUG 47/2/1) Ms. Jones reported that the revision was completed and the update version is now available on the Library webpage.	
LUG48/2/2	Octopus Add Value (Re: LUG 47/2/2) Ms. Jones reported that Octopus payment service for library fines was available at the University Library service counter from September 2017. The service will be extended to the Chung Chi College Library in the next phase. Mr. Li asked if the Octopus add-value service could be provided in the Library. Ms. Jones replied that as students could make use of the add-value service at the Security Office around-the-clock, the Library will not provide this service at this moment. She added that posters were posted inside the University Library to alert users on the venue for Octopus add-value service.	
LUG48/2/3	Library Open Forum (Re: LUG 47/3/1) Ms. Jones reported that the open forum was organized on April 24th and user comments were well received.	
LUG48/3	*Learning Garden*	
LUG48/3/1	Learning Garden Student Behavior Mr. Lee reported that some students were woken up by library staff in the morning when they were resting in the Learning Garden during overnight studying. Ms. Jones replied that it was understandable students may have a nap whilst studying in the Library but using the libraries as a hostel with sleeping bags etc. is unacceptable. She stressed that the Library is a place for learning and studying but not living. There were previous cases of students with housing problems living in the Library, and the cases were referred to Faculty and the Student Affairs Office for follow up out of concern for student welfare. However Library staff have been reminded to try their best to distinguish those unacceptable student behaviors in the Learning Garden. This is not an easy job and Ms. Jones expressed her concerns that there were anonymous complaints about an easily	

	identifiable individual library staff on social media, which the Library considers very inappropriate and hurtful to the staff concerned.

Mr. Lee queried whether library staff have to rearrange furniture in the morning as the noise created during furniture rearrangement causes disturbance to students who are at rest. Ms. Jones replied that the Library needs to reset the furniture before the opening hours daily. She supplemented that the 24-hour Learning Commons of some libraries are closed for 1-hour cleaning every day. However the Library will discuss with the staff to find a time to move furniture that minimizes the number of students affected.

Mr. Lee was concerned that there may be increasing conflicts between students and library staff during exam period when more students stay overnight in the Learning Garden. Ms. Jones suggested to have a follow up meeting with the Student Union to draft guidelines for mutually acceptable student behaviors in the Learning Garden. Mr. Lee agreed. | Library |
| **LUG48/4** | *Library Strategy* | |
| **LUG48/4/1** | Library Report 2016/17

Ms. Jones reported on the major achievements of the Library including the new initiatives of the Maker Bubble, the Digital Scholarship Service, and the establishment of the University Archives. She added that various exhibitions were organized and received good responses from the local community.

Following the global library trend, the circulation rate of print materials dropped but the usage of electronic resources continued to increase. | |
| **LUG48/4/2** | Library Action Plan 2017/18

Ms. Jones reported that the new Library Strategic Plan 2017-2010 is now available on the Library webpage. She briefed LUG on the major items of the 2017/18 action plan including renovations of United College and Chung Chi Libraries, off-campus storage of low use items, development of new initiatives of remote locker, webinar workshops and pilot integration of reading list software with ILS. | |
| **LUG48/4/3** | JULAC Shared Integrated Library System

Ms. Jones reported that the shared ILS was launched in July and focus groups were organized to invite feedbacks from users. The Library will continue to work with the vendor and JULAC Libraries to further develop its functionalities in particular HKALL.

Mr. Li asked how to search exam papers by course code in the new ILS. Searching for exam papers with full course code and asterisk wildcard character was demonstrated. Mr. Bahrij added that help information on searching can be found in the How-to Video Guides. | |

	Professor Wong asked if the ILS allows users to renew items one by one. Ms. Chiu replied that since there is now no limitation on the number of renewal times in the new ILS, users can simply renew all items in one go and return any items when they are no longer needed.	4
LUG48/4/4	<u>JULAC Shared Information Literacy Multimedia Courseware Project</u> Mr. Bahrij reported that the courseware was in progress and planned to be openly accessible in February 2018. The courseware will provide online information skills learning modules for different subjects to complement face-to-face library workshops. The content was customized for the local context of Hong Kong higher education.	
LUG48/5	***Library Collections***	
LUG48/5/1	<u>Report on Book Fund 2017/18</u> Ms. Jones reported that the book fund for this year was around HK$120 million with a 2.2% increment.	
LUG48/5/2	<u>Significant Acquisitions and Donations</u> Ms. Jones tabled the details of significant acquisitions and donations to the members.	
LUG48/5/3	<u>Update on Digital Initiatives</u> Ms. Jones introduced the Digital Scholarship Consultation Hours service that aims to provide instant advice to researchers conducting digital scholarship research. She added that the Library has subscribed to datasets on economics and will continue to develop datasets collection for general subjects. Professor Nelson suggested the Library to consider hosting the WikiLeaks dataset. Ms. Jones replied that the Library will try to provide hyperlink to the dataset due to the high cost for maintaining its abundant content.	
LUG48/6	***Services***	
LUG48/6/1	<u>Revised Loan Period and Policy</u> The Library proposed to revise the loan policy in order to promote reading. Ms. Chiu tabled a proposal of increased loan quotas and loan periods for various user types. She highlighted that the loan quota of undergraduate students and loan period of postgraduate students will be doubled respectively. Prof. Nelson asked if the extended loan period will affect other users' borrowing chance. Ms. Chiu replied that the change should have minimal impact because users can always recall the item, or use HKALL service. LUG members endorsed the proposal.	Library
LUG48/6/2	<u>User Suggestions Feasibility Studies</u>	
	<u>Extended Opening Hours on Sundays</u> Ms. Jones explained that extended opening hours on Sunday will have an impact on financial and human resources of the Library. In view of the	

	rich e-resources and availability of 24-hour accessible Learning Garden & Reserve Collection, LUG members agreed to shelve this issue.	5
LUG48/7	Space and Renovation	
LUG48/7/1	Learning Garden The Library plans to develop a Maker Space in the Learning Garden to facilitate students working together on their innovative ideas with advanced technologies like 3D printing and VR. A proposal will be drafted for applying funding support from the University.	
LUG48/7/2	United College Library The Library will meet the project designer in Oct to discuss the library design and cost. The Library is working closely with a representative from United College on the design.	
LUG48/7/3	Chung Chi College Library Ms. Jones reported that renovation of the G/F was completed and design of the 1/F was being planned for summer 2018.	
LUG48/8	*A.O.B. and Date of Next Meeting*	
LUG48/8/1	Prof. Nelson asked about the feasibility of installing statistical software such as SPSS, R and EpiData for public use library computers. Ms. Jones replied that faculty are welcome to make suggestions and the Library will investigate the technical feasibility of software installation. **The meeting was adjourned at 11:25 am**	Library
	Date of Next Meeting To be announced.	