

The University of
Hong Kong Libraries

ANNUAL
Report
2011

Caring, Collaborative,
Creative



Vision

As a central player in the intellectual environment at the University of Hong Kong, the Libraries will be recognized on campus, regionally and internationally for its outstanding collections, client-centred services and innovative approaches that contribute to the teaching, learning, research and knowledge exchange pursuits of the University.



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Librarian's Review

Any one hundred year anniversary provides just cause for reflection and, very often, celebration. This is especially true when these years have exceeded expectations and even fulfilled dreams. With the beginning of the new calendar year the University embarked on a two-year celebration of what has been an outstanding century of achievement. At the same time, I commenced my term as the new University Librarian. The alignment and the significance of the two events is not lost on me and imbues me with a great sense of responsibility: responsibility to our past and our future. In recognition of our past, I take this opportunity to recognize the tireless dedication by the former University Librarian, Dr Anthony Ferguson, whose tenure actually covered half of the period of this annual report. During his ten years at HKU, Tony raised the Library to a whole new level of service and collection building that focused on innovation and collaboration. The achievements in this year's annual report are in no small part attributable to Tony's hard work.

The year 2010/11 brought many challenges and at the same time we realised some important achievements. A reduced budget for material purchases further eroded the Library's purchasing power which was of course further exacerbated by the steady inflation for library materials we have witnessed over the past years. Our Collection Development Team experimented with a new style of purchasing known as patron driven acquisition (PDA), where an item is purchased only when library patrons click to view it a specified number of times. In tough economic

times, we need to continue to experiment with, and indeed develop, new and innovative purchasing models that will continue to build our collections to support the University's diverse teaching, learning and research needs.

The Library has supported, and of course will continue to support, the University Centenary celebrations over 2011-2012. We have so far initiated a Centenary Book Talk Series, displayed exhibitions related to the history of the Libraries, initiated searches for major faculty acquisitions that will enable each Faculty to celebrate with us and we created a web page lib.hku.hk/hkul100/ that provides a historic timeline of the Libraries' development and serves as a vehicle for maintaining awareness of our celebratory activities. In the coming year more events are planned that will culminate in our hosting an international conference.

Our planning for the new Law and Music Libraries on the Centennial Campus is now all but concluded and both libraries will provide superior environments for users and collections. Physical improvements of the Main Library have also been at our forefront. The long awaited renovation of the entire Main Library third floor began in June, following exams, with the relocation of the collections and the demolition of the existing structures. Funded through the University Grants Committee's (UGC) Alterations, Additions and Improvements (AA&I) Programme and supplemented by a generous donation from Dr Tam Wah Ching, the renovated floor will provide a variety of spaces suited to both individual and collaborative learning styles, a range of technologies that will also facilitate this



learning, group study rooms, a breakout area, a multi-purpose area that can be fashioned for seminars, workshops, exhibitions, book talks or student study depending on the particular need at the particular time. The renovated space will ultimately increase the Main Library seating capacity by approximately 370 spaces.

Following on from the Main Library installation in 2008, we began to roll out radio frequency identification (RFID) as a tool for collection management and circulation in all of our branch libraries as well as our Audio-visual and Reserve section. This will be fully functional at the beginning of the new academic year. We are one of the largest academic libraries with RFID installations in the world and with this second phase, we will achieve greater staff efficiencies as well as more accurate shelf management of our print materials.

In recognition of our heritage and with the realisation that our collections are aging, we hired a Preservation & Conservation Librarian who has been charged to convert the Bindery into a fully functioning preservation unit. As our digital collections have grown significantly over the past years, our binding need has reduced dramatically, in particular the need to bind journals. The staff are now learning to repair library materials using methods and materials that meet current preservation standards, ensuring our collections are available for future generations.

In June we held a successful planning day that was attended by Library staff and stakeholders. During this day, the building

blocks of a new strategic plan were formulated and were eventually developed into The University of Hong Kong Libraries Strategic Plan 2011-2014. This articulation of our *raison d'être* will, we hope, provide our users, stakeholders, friends and staff with a greater understanding of who we are and what we are trying to achieve. The Plan is reproduced in the appendix to this report.

Within these pages you will read more about the activities of the Library over the previous twelve months. These activities, it must be said, have been undertaken by a talented and dedicated staff who continue to excel with their enthusiasm and drive to fulfill the University's commitment to knowledge, heritage and service. It is my hope that when reading these pages you will share our sense of pride in the Library and you will join us in celebrating another successful year for the Library. Your Library.

Peter E. Sidorko
University Librarian



Excellence and Innovation in Learning and Research

Communications with faculty and students on collections and services

From 15 November to 5 December 2010 we conducted a user survey with Insync Surveys. Based on a quality audit instrument developed in Australia, the survey measured the importance of 28 survey statements on library resources, services and facilities to our users and their perception of our performance. 1,544 users responded to the survey and sent us feedback, with Main Library users constituting the largest group.

The survey has enabled us to identify a number of issues that need improvement, with the five issues with the biggest gap between importance and performance being:

- I can find a quiet place in the Library to study when I need to;
- The items I'm looking for on the Library shelves are usually there;
- A computer is available when I need one;
- I can find a place in the Library to work in a group when I need to; and
- Laptop facilities (e.g. desk, power) in the Library meet my needs.

Despite space and budget constraints we have been focusing on addressing issues identified in the survey. Central to our enhancement programme, as described later in this Report, is renovating the third floor of the Main Library into a learning commons style facility and extending the use of radio frequency identification (RFID) technology to the branch libraries and the Audio-visual & Reserve Collection in the Main Library.

The Reference Division conducted a survey of the Knowledge Navigation Centre on the ground floor of the Main Library in February 2011. A total of 398 users completed the questionnaire and sent us a wealth of comments. They were generally satisfied with the environment, equipment and services provided at the Centre. We also took advantage of the survey to solicit views and suggestions on the Main Library 3/F renovation project. The feedback was analyzed and duly taken into consideration in planning the new facility.

Endnote_at_HKUL Twitter was created to provide a platform for downloading Endnote, software updates, online training and disseminating Endnote news.



Our Branch, Reference and Subject Librarians, as well as other frontline library staff, liaised closely with users through daily contact, meetings, focus groups, emails, Blogs and RSS feeds. Some users shared with us their feedback through our Comments and Suggestions webpage or simply dropped us a Customer Appreciation/Feedback Card.

Collection development

The Library Resources Fund (LRF) suffered a 5% (\$4.8 million) reduction in 2010/11. The reduction, coupled with material cost increase of 5.2% during the year, had resulted in a cut of our holdings of core contents to trim deficits for library material expenditure. On the other hand, new needs arising from an increase in foreign students and emerging strategic research areas require new injection of funds to raise the collection level.

For the purpose of collection use assessment, a framework was developed by the Collection Development Team to analyze usage statistics to identify the unused/underused contents and the percent of overlap/duplication to better inform the content value and return on investment. Use analysis of both print and digital collections, including the major e-book and e-journal aggregated collections, was conducted to inform the pattern of use and value of the contents. The goal is to retain contents deemed core and unique with high demand or demonstrated use in a reduced expenditure environment.

Following success in piloting the Elsevier e-book Evidence Based Acquisitions model in 2010, which enabled us to buy titles with demonstrated use that match teaching and research needs, the Collection Development Team evaluated three major patron driven acquisitions models for e-books (ebrary, EBL and myLibrary). We will further experiment with this business model in the coming year to purchase what is needed "just in time."

We added some 79,736 volumes to our print and non-print (microfilm and audio-visual) collection, representing a 4% increase over the previous year's additions.



In the branches:

- The Dental Library strengthened the breadth and depth of the collections in Oral Radiology, Oral Medicine and Periodontology to cope with the establishment of a new Faculty disciplinary and teaching area, Oral Diagnosis and Polyclinics;
- The Fung Ping Shan Library's print collection amounted to 975,000 volumes. It will have more than 1 million volumes next year;
- The Law Library acquired a set of Basic Law Newspaper Clippings (848 volumes) kindly donated by Tsinghua University Law School Library;
- The Medical Library worked with respective faculty members to enhance its collection especially for new programmes such as Family medicine and primary care, biomedical science and Common Core Courses.

Improving access to information

We have further extended the use of radio frequency identification (RFID) technology to better serve our users. A tendering exercise of the RFID system for five branch libraries (Dental, Education, Law, Medical and Music) and Main Library's Audio-visual & Reserve Collection was conducted in 2010. The contract was awarded to 3M Hong Kong Limited.

Installation of RFID tags into items with barcodes started in mid-February and it took 75 working days for a 5-member tagging team to complete the conversion. All branch libraries went RFID by the end of June when new access control systems were installed to replace the old electromagnetic gates. Together with the items converted in 2008, we tagged a total of 1.8 million items and by far, are the largest global RFID installation in university libraries.

In fall 2010 a Preservation and Conservation Librarian was appointed to further enhance our preservation and conservation programme. The Bindery is undergoing a conversion to a full service preservation team. While binding services continue to be provided, dated techniques and materials are being phased out. Staff members are learning to repair library materials using methods and materials that meet current preservation standards. The team also advises on preservation issues such as environmental control and long-term storage conditions, as well as providing training opportunities to library staff in all divisions and branches on the proper care and handling of library materials.

In cooperation with the Department of Law we created a new database, Hong Kong's War Crimes Trials Collection <hkwctc.lib.hku.hk>. It provides details of, and access to, the case files of 46 trials involving 123 persons who were tried in Hong Kong for war crimes committed during the Second World War. We also upgraded the HKU Press Digital Editions <hkupress.lib.hku.hk> by adding 515 volumes. More library contents were digitized and made available online by the Special Collections, including 150 volumes of western rare books, 800 volumes of HKU theses and 540 issues of Hong Kong journals.

A variety of subject guides were created/updated to:

- Raise awareness in open contents such as discipline-specific repositories, digital archives and a range of digital research tools to support research and enable knowledge sharing and collaboration;
- Better support users in using Endnote, the bibliographic management software; and
- Facilitate access to Special Collections materials and the Hong Kong Collection.

Serving our users

Answering enquiries continues to be an essential service we provide in serving the study and research needs of users. In doing so, we deploy trained staff at various duty points handling enquiries received face to face, through email, SMS, Facebook, and by telephone. While many academic libraries all over the world are experiencing a drop in enquiries asked, the number of enquiries we handled during the year increased by 465 to 92,163.

Formalized information literacy training is yet another service we are mindful of. Our instruction librarians conducted 349 sessions of training courses on a myriad of topics, compared with 306 last year. These courses were attended by 8,295 users, representing an increase of 11% over the previous year. The Foundations to Information Technology (FIT) course, a three-credit general education programme that began in 1998, however, came to an end this year. This programme has been taught by our reference librarians in collaboration with the Department of Computer Science and the Computer Centre.

We play a key part in deterring plagiarism and ensuring academic integrity of the University through supporting the plagiarism detection software Turnitin. The Policy Board of Postgraduate Education has mandated that all MPhil and PhD theses submitted from 1 January 2011 are required to go through a compulsory plagiarism check via Turnitin before submission for examination. As a result, 236 new Turnitin accounts were created, with a significant increase of 97% over the previous year.

A Reserved Seating Area with 64 seats was set up on 4/F Main Library. Users can reserve a seat in this area online before they come to the library. The seat reservation system has been set up in a way that seat availability is clearly displayed on the TV monitor mounted to a column next to the area. From April to June, 498 users made use of the service with some providing very positive feedback. Given the good response, we are considering extending the system to seating areas on other floors in the Main Library.

Following on last year's success, the Law Library's Westlaw Student Representatives (WSR) programme was re-introduced in the second semester with new WSRs. Through this service, specially trained law students provide peer assistance on the use of Westlaw during weekly "lab hours" in the Law Library. The service proved to be popular, especially among first year students.

In order to allow students to access required library resources prior to their classes, the Medical Library revised its hours to open 15 minutes earlier, i.e. from 8:30 am to 8:15 am, Monday to Friday.

Improving the physical infrastructure

Preparation work for renovating the entire third floor of the Main Library into a learning commons style facility was in full momentum during the first half of 2011. There have been numerous discussions with the architect to refine the layout design. The input of stakeholders, including faculty and students, was also gathered through meetings, presentations and a website created specially for the project. Some 180,000 volumes of books were relocated from the third to the first and ground floors of the Main Library during Christmas and immediately after the final examinations to allow demolition work to begin in June. The new facility was scheduled to open in late November to provide a range of learning spaces suitable to the different learning styles of today's learners.

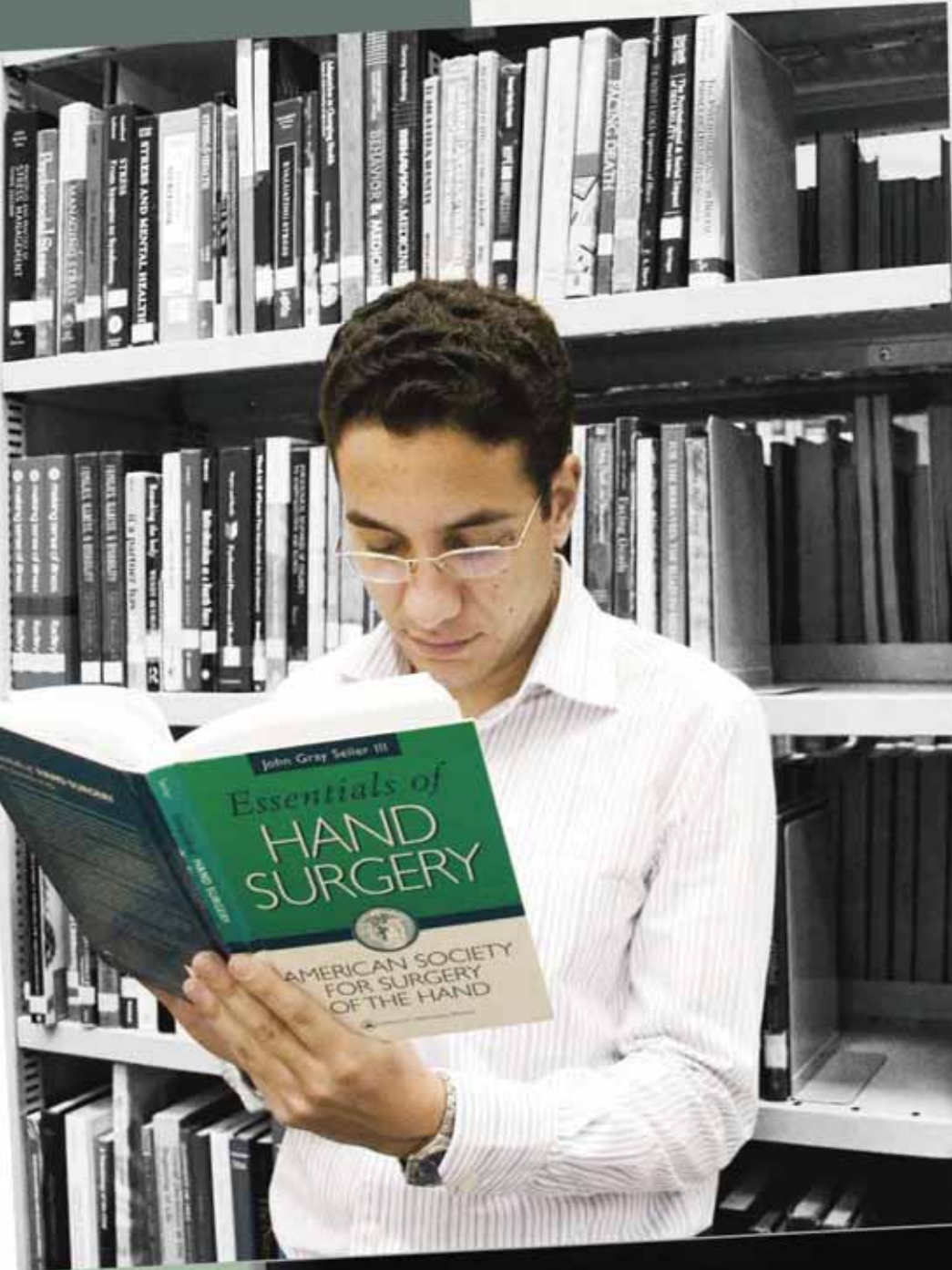
The Main Library entrance was given a facelift by upgrading the old turnstiles with a quieter three-aisle access gate system and replacing the low gates with a wooden panel, matching the colour and design of the registration counter.

Eighteen WiFi access points were added in the Main Library and the Law Library in order to cater for the growing demand of bandwidth of popular mobile devices. Some 100 additional power points were installed on the first and sixth floors in the Main Library in response to the increasing number of users who bring their laptops to the library.

The Education Library refurbished the reading area into a dynamic, collaborative environment that provides assistance to users with study and research needs. The new Education Commons combines individual and collaborative study areas with social space where students can discuss, interact and relax. The transformation was welcomed by many of its users.

The Libraries continues to suffer from a shortage of space. Staff members of the Main Library, Medical Library, Education Library and the Special Collections had another busy year relegating less-used materials to the Hing Wai Storage and reshuffling the collections to provide space for new additions.







Knowledge Exchange



Local Knowledge Exchange

Sharing expertise with others in the local community

- Chan, E. Honorary Librarian, Royal Asiatic Society (Hong Kong Branch).
- Chan, G. Part-time tutor for Advanced Diploma and Bachelor degree of library courses, HKU SPACE.
- Chan, W.M. Part-time tutor for librarianship courses, HKU SPACE; HKUL representative, HKCAN Workgroup and Bibliographic Services Committee (JULAC); Secretary, HKIUG Unicode Task Force.
- Hung, T. External examiner, Certificate for Library Assistants, HKU SPACE; Honorary Secretary, Hong Kong Library Association.
- Ko, A. & Ferguson, A.W. The Status of e-Publishing in Hong Kong, Online Information Asia Pacific 2011 - TBMC Chinese Online Publishing Seminar, Hong Kong, 24 March 2011.
- Palmer, D.T. Knowledge exchange, mutual benefits realized, Online Information Asia-Pacific 2011, Hong Kong, 24 March 2011. <hub.hku.hk/handle/10722/132159>.
- Shieh, I. Member, Legislative Council Library Advisory Committee.
- Sidorko, P.E. Digital libraries: Redefining the library value paradigm, PNC 2010 Annual Conference: From Digital Content to Knowledge Asset, City University of Hong Kong, Hong Kong, 1-3 December 2010. <pnclink.org/pnc2010/english/conference.html>.
- Sidorko, P.E. Evolving physical environments in libraries: Evolution or revolution, Evolving Physical Environments in Libraries: A Hong Kong Library Association Seminar in conjunction with HKU SPACE, HKU SPACE Po Leung Kuk Community College, Hong Kong, 29 March 2011. <hkla.org/content/view/500/70/lang,english/>.
- Sidorko, P.E. President, Hong Kong Library Association.
- Sidorko, P.E., Yiu, A., Chan, D., Omor, D., Robinson, M. & Wong, E. Hong Kong academic libraries: Meeting new challenges, Enhancing Learning Experiences in Higher Education: International Conference, The University of Hong Kong, Hong Kong, 2-3 December 2010. <www.cetl.hku.hk/conference2010/index.htm>.
- Sidorko, P.E. et. al. Changing learning spaces in higher education, CITE Research Symposium (CITERS): Building Communities for Technology Enhanced Learning, The University of Hong Kong, Hong Kong, 30 June 2011. <citers2011.cite.hku.hk/>.
- Wan, Y.C. Meeting student needs: Evolving learning space @ Main Library, The University of Hong Kong, The 11th 3+3+4 Symposium: Advancing Teaching and Learning: Evidence, Outcomes, and E-Learning, Heads of Universities Committee, Hong Kong, 4 March 2011.
- Wan, Y.C. Member of the Church Historical Archives Management Committee, Hong Kong Chinese Christian Union.
- Wan, Y.C. New learning commons at HKU: Current status, opportunities and challenges, JULAC Libraries 2011 Forum, Joint University Librarians Advisory Committee, Hong Kong, 25 February 2011.

- Wan, Y.C. & Yiu, A. KNC and beyond: Evolving learning commons facilities at the Main Library, The University of Hong Kong, CITE Research Symposium 2011: Building Communities for Technology Enhanced Learning, Centre for Information Technology in Education, University of Hong Kong, Hong Kong, 30 June 2011.
- Woo, E. Developing a learning culture for sustainable quality service, Innovate and Motivate: Staff Development for Quality Library Service (創意與激勵：圖書館的人力資源拓展工作), Joint Conference of the Hong Kong Library Association and the Goethe-Institute, Hong Kong, Hong Kong Central Library, Hong Kong, 25 October 2010.
- Yiu, A. Foundations to information technology, International Conference: Enhancing Learning Experiences in Higher Education, Hong Kong, 3 December 2010.
- Yiu, A. Library Skills Training session for Grade 12 students, Yew Chung International School (for HKU Libraries Outreach Programme).
- Yiu, A., Tsui, D. & Chan, N. Share your memory @HKUL: A web 2.0 training programme, JULAC Libraries 2011 Forum, Joint University Librarians Advisory Committee, Hong Kong, 25 February 2011.

As in past years, the Libraries offered many placement and internship programmes to students of local library and information science programmes. Twenty three students from HKU SPACE and 3 students from the Faculty of Education took the opportunity to work in various library divisions.

Sharing information with local libraries and other organizations

We continue sharing the library collections with other local libraries through interlibrary loans and by making our resources available to faculty and students of other UGC institutions. Our rich collection of Hong Kong materials are often called upon by students, the media, museums, cultural institutions and other organizations. The following are just some examples:

- Chinese Foundation Secondary School (中華基金中學) for their project: How to popularize Hong Kong tea houses among Hong Kong teenagers;
- Wong Shiu Chi Secondary School (王肇枝中學) for their project: The History of Ocean Park;
- TVB for their TV programme News Magazine (新聞透視), 2010;
- Radio Television Hong Kong for their TV series The History of Hong Kong II (香港歷史系列第二輯), 2010;
- Ming Pao Weekly for their research and publication of a report on Hong Kong Daily News (新報) from 1986 to 1994;
- Department of Media and Communication, City University of Hong Kong for their 2011 documentary film on the centenary of the 1911 revolution;
- Customs and Excise Department for their court proceedings;

- The Medical Council of Hong Kong for conducting disciplinary inquiries;
- Hong Kong Museum of History for the following exhibitions: Chen Kung-che: Hong Kong's Archaeologist and Polymath (粵海稽古：陳公哲的考古研究和收穫) from 19 January to 28 March 2011, and The Flavours of Everyday Life in China: Memories from the Past Half Century (五味紛陳：半世紀的中國生活記憶) from 20 June to 3 October 2011;
- Hong Kong Trade Development Council for their exhibition during the Hong Kong Book Fair, from 21 to 27 July 2010;
- Hong Kong Marine Police Retirees' Association for their exhibition, from 21 September to 12 November 2010;
- Hong Kong Exchanges and Clearing Limited for display at the Exchange Exhibition Hall till June 2012.

Since 2006 we have been contributing to the Hong Kong Memory Project, a joint project of the Hong Kong Jockey Club Charities and the Hong Kong Government, by providing Hong Kong contents and technical expertise in building a digital library. Now in the final year of this 5-year project, the web portal will be available to the general public in early 2012 and will serve as a digital repository for the collection, presentation and dissemination of Hong Kong's historical and cultural heritage.

Library tours conducted for members of the local community

The Main Library provided tours for 333 local visitors from all walks of life in Hong Kong. Included among these were:

80 members of the People's Liberation Army (PLA) Hong Kong Garrison and representatives from the Liaison Office of the Central People's Government in the Hong Kong SAR visited the Medical Library on 4 November 2010.

The Law Library conducted tours for 14 members from the UGC (University Grants Committee) on 12 January 2011 and 8 librarians and senior administrators from the Legislative Council Library on 17 March 2011.

Special exhibitions: Sharing HKU's information resources to the local community

To celebrate the Libraries Centenary, exhibitions were held in the Main Library and three branch libraries (Dental, Education and Medical) from March to May 2011. These exhibitions not only traced the growth and development of the Libraries over the years, but also detailed how the collections shifted from print to electronic, and the efforts made to provide quality services to users through an enrichment of new technologies.

A variety of exhibitions was also held during the year to enrich the cultural life of users:

- Satellite Images Reveal The invisible 衛星圖像揭示了肉眼看不到的東西
3 - 31 August 2010
- Farewell to an Old Friend - Geoffrey Weatherill Bonsall, 1924 - 2010
6 August - 10 September 2010
- Welcome to The University of Hong Kong Libraries 香港大學圖書館
1 - 16 September 2010
- HKIPP Annual & Circulatory Exhibition 2010 - 2011
香港專業攝影師公會2010 - 2011巡迴展覽
17 September - 10 October 2010
- 勞動歲月
11 October - 4 November 2010
- X-Block HK 香港有格
6 - 20 November 2010
- Experiential Learning of Ecology & Biodiversity: East Africa 非洲探索之旅
22 November - 27 December 2010
- Tung Wah Group of Hospitals 140th Anniversary Exhibition
東華三院一百四十周年展覽 (1870 - 2010)
28 December 2010 - 17 January 2011 (Main Library) &
17 January - 21 February 2011 (Medical Library)
- Chinese Landscape Painting 中國山水畫
18 January - 12 February 2011
- 100th Anniversary of Aviation in Hong Kong (香港航空百周年展)
14 February - 13 March 2011
- Sustainability
18 April - 22 May 2011
- "Hands of Purpose: My Choice" Calligraphy Exhibition
「愛不同藝術」舉辦不一樣的書法展
23 May - 18 June 2011
- Exhibition on Hong Kong Chinese Business: History and Documents
香港華人商業 -- 歷史和文獻
20 June - 31 July 2011
- Online exhibitions for the Oscars, the Hong Kong Film Awards and the Golden Horse Awards, by the Audio-visual & Reserve Collection.

Book Talks and Launches

Centenary Book Talks

- Possible Dreams: HKU and a Changing Asia by Professor Wang Gungwu (王廣武教授). Moderator: Mr Peter Sidorko. 25 March 2011
- University Life and Other Episodes by Mr Edward Sing-tin Ho (何承天先生). Moderator: Mr Peter Sidorko. 14 April 2011.

Book Talks

- Poor English: Why Should Hong Kong Care? by Mr Barry Kalb. Moderator: Professor Ying Chan (陳婉瑩教授). 9 September 2010
- Literature and Gods: Elevation from Poetry to Philosophy 《文學與神明：從詩歌到哲學的提升》 by Professor Sze Yee-tui (施議對教授). Moderator: Miss Lee Anne (李安小姐). 30 September 2010
- Women Secrets Behind their Wills: Sex Workers and Women's Independency 《婦女遺囑的秘密 - 性工作者與女性獨立》 by Miss Kendy Yim (嚴潔心小姐), Dr Victor Zheng (鄭宏泰博士) and Professor Siu-lun Wong (黃紹倫教授). Moderator: Miss Yuk-sik Chong (莊玉惜小姐). 14 October 2010
- What do the Lord's Prayer, the Tao Te Ching, and Anthroposophy have in common? by Dr Kwan-Yuk Claire Sit (羅君鈺博士). Moderator: Dr Anthony Ferguson. 28 October 2010
- Hong Kong Designers Inside-Out! -- The International Stage of Local Designers 《衝出香港—設計師的國際舞台》 by Ms Christie Ho (何綺雯女士), Mr Jackson Tse (謝暖棠先生) and Mr Steve Chan (陳君勇先生). 11 November 2010
- Organizational History of the Tung Wah Group of Hospitals 1870-1997 《細味東華 -- 追蹤香港近代史》 by Ms Stella See (史秀英女士). Moderator: Dr Joseph Ting (丁新豹博士). 13 January 2011
- Coming Full Circle - a Return to Chinese Origins by Mrs Cornelia (Nelly) Lichauco Fung. Moderator: Dr Anthony Ferguson. 20 January 2011
- Is The Writer Her Character(s)? by Ms Xu Xi (許素細女士). Moderator: Mr Richard Lord. 24 February 2011.

Book Launch

- Eileen Chang's The Book of Change 張愛玲《易經》英文原著新書發布會 Guests: Dr Roland Soong (宋以朗博士), Professor Leo Ou-fan Lee (李歐梵教授). 3 September 2010.

Regional Knowledge Exchange

Sharing expertise with others in the regional community

- Chan, W.M. HKUL Representative, Union Catalog of Chinese Ancient Books Project (古籍聯合目錄資料庫).
- Ferguson, A.W. E-Books: Why they will dominate but never replace printed books, presentation at the Conference of the 3e of Libraries: eScience, eResources, and eServices. Feng Chia University, Taichung, Taiwan, 8 December 2010.
- Ko, A. 2010 香港出版概況 (Publishing in Hong Kong 2010) 《全國新書資訊月刊》 New Books Monthly: Recent and Forthcoming Publications in Taiwan, ROC, 2011, 145 (Jan 2011): 108-112.
- Palmer, D.T. Knowledge exchange, a strategy for open access success, Berlin8 Open Access Conference, Beijing, China, 25 October 2010. <hub.hku.hk/handle/10722/123806>
- Sidorko, P.E. Creating academic library futures through "value", 2010 CALIS Agricultural Conference, Qingdao Agricultural University, Qingdao, China, 27-28 September 2010.
- Sidorko, P.E. HKU's centennial campus and learning commons, New University Campus and Learning Commons: University of Macau Library Professional Development Seminar Series (12), The University of Macau, Macau, 12 May 2011. <http://library.umac.mo/html/lib_news/display_libnews.asp?getnewsid=345>
- Sidorko, P.E. & Yang, T. Knowledge exchange and community engagement: An academic library perspective, 5th Shanghai (Hangzhou) International Library Forum: City Life and Library Service, Hangzhou Public Library, Hangzhou, China, 24-27 August 2010. <www.libnet.sh.cn/silf2010/english>.
- Sidorko, P.E. & Yang, T. Knowledge exchange and community engagement: An academic library perspective, City Life and Library Service: The Proceedings of the Fifth Shanghai (Hangzhou) International Library Forum. Shanghai: Shanghai Scientific and Technological Literature Publishing House, 2010, 179-188.
- Wan, Y.C. & Chan, I. A Long and winding road: Creating a digital Hong Kong collection at the University of Hong Kong Libraries, 2010 PRDLA Meeting, Fudan University, Shanghai, China, 20 October 2010.
- Wan, Y.C. & Lam, C. 返回目錄:談香港大學圖書館的幾種數位資源 (Back to the catalogue: Digital resources provided by the University of Hong Kong Libraries), Conference on Digital Archives of Chinese Library Resources, National Taiwan University Library, Taipei, Taiwan, 2 November 2010.

Sharing information resources with libraries in the region

The Libraries signed an agreement with Shanghai Library (上海圖書館) on interlibrary loan and document delivery.

The Medical Library reached an agreement with Southern Medical University (南方醫科大學) in Guangzhou on interlibrary loan, books/journals exchange and reciprocal visits to each other's libraries. The Library also provided data to Taipei Medical University Library (臺北醫學大學圖書館) and the Medical Library, National Taiwan University (國立臺灣大學醫學圖書館) for benchmarking.

Library tours conducted for visitors from the region

The Main Library Reference Division takes up a key part in conducting tours for visitors from the region. They received a total of 641 visitors during the year. Other divisions also get involved, such as:

The Medical Library received delegations of medical librarians from 廣東省高校圖工委醫學專業分會 and Taipei Medical University (臺北醫學大學).

The Scholarly Communications Team received 100 delegates from The China Education Development Strategy Institute of Education Management Information Professional Committee (中國教育發展戰略學會教育管理資訊化專業委員會).



Global Knowledge Exchange

Sharing expertise with others in the global community

- Ferguson, A.W. Cloud computing, *Against the Grain*, 2010, 22(3): 86.
- Ferguson, A.W. Geese, nuns, and revenge: The innovative interface/OCLC lawsuit, *Against the Grain*, 2010, 22(4): 86.
- Ferguson, A.W. Ideas worth stealing, *Against the Grain*, 2011, 23(1): 86.
- Ferguson, A.W. Reminiscences and looking forward, *Against the Grain*, 2010, 22(5): 94.
- Ferguson, A.W. The Transformation of academic libraries in China. In *Transforming research libraries for the global knowledge society*, edited by Barbara L. Dewey. Oxford: Chandos Publishing, 2010.
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Sharing of information with libraries globally

The University of Hong Kong Libraries continues to be the largest contributor of original cataloguing records to the OCLC WorldCat database. This allows the Libraries to share its bibliographic records worldwide and affirms our contribution to the global library community.

The Libraries also entered into an agreement with Cornell University Library to supply selected catalogue records of Chinese books.

We donated 107 boxes of duplicate Hong Kong and related materials to the Canada-Hong Kong Library, University of Toronto and York University under exchange programmes between the two Libraries.

Library tours conducted for visitors from abroad

Our Reference Division conducted library tours for more than 160 visitors from Australia, Cambodia, Canada, Indonesia, Japan, Korea, Malaysia, United Kingdom, United States and Vietnam.

The Law Library also received 5 academics from the University of London who visited the library as part of its institutional periodic review of law programmes offered through HKU SPACE.

The HKU Scholars Hub, a database of visible research for knowledge exchange

We received further funding from the HKU Knowledge Exchange Office for the support of The HKU Scholars Hub. We enhanced the HKU ResearcherPages, allowing each author to choose what is displayed, and to create Select Lists of their publications. We added more bibliometric sources such as Microsoft Academic Search. We added statistic pages for items, collections, and authors, showing download and view counts, and allowing users to subscribe to them by email alerts or RSS feeds. With this development, HKU research and researchers have become more visible and "findable". Researchers in government, industry, and academia can now quickly discover by Google and other search engines a relevant expert at HKU willing to undertake collaborative or contract research, media comment, special projects, supervision of graduate students, etc.

We received further funding from the HKU Knowledge Exchange Office allowing us to sign agreement with Springer for a second year of The Open Choice Programme. Under this agreement, paper submission to Springer is unchanged. However, after being accepted for publication, papers authored or co-authored by HKU staff or students will now receive Springer's Open Choice Option of publishing. Normal publishing in print and electronic will be done, but now with this agreement, items published with Open Choice will be freely available to anyone anywhere, without a paid subscription. Springer will also send the PDF to us for posting in The Hub. The agreement is for the year, March 2011 to March 2012. It is a pilot arrangement, to allow both sides to observe and evaluate the results and merits of this type of publishing.

Staff Matters



Promotions and Service Awards

Long Service Awards

25 years

Elaine Wong Wan-hang (Library Assistant I)

15 years

Christina Chan Chor-yin (Library Assistant II)

Chan Miu-ching (Library Assistant II)

Linda Chan Siu-lin (Library Assistant II)

Chau Fan (Library Assistant II)

Silvanna Fong Shuk-ling (Library Assistant II)

Oliver Ho Chi-keung (Library Assistant I)

Amy Kok Yan-ling (Library Assistant II)

June Lam Sau-ling (Library Assistant II)

Juana Li Lai-har (Library Assistant II)

Ivan Lo Lap-kei (Library Assistant)

Tina Lo Yam-fa (Library Assistant II)

Angus Lun Wai-kit (Library Assistant I)

Anthony Ng Kin-ho (Library Assistant III)

Anita Pun Man-yi (Library Assistant I)

Justine Shek Koon-mui (Library Assistant II)

Tam Hok-shing (Library Assistant)

Jade Tam Siu-hing (Library Assistant II)

Carmanly Tse Yuen-man (Library Assistant)

Judy Tsou Wing-wai (Library Assistant II)

Sharifa Tuet Kin-ping (Library Assistant)

Henry Wu Hung-hing (Bookbinder)

Christine Yiu Miu-hing (Library Assistant I)



Promotions

Daniel Cheung Hung-yuen (Library Assistant), Access Services Division

Fung Wai-Chee (Library Assistant), Bibliographic Discovery Services Team

Allen Lam Kei-leung (IT Manager), Scholarly Communications Team

Polly Leung Po-yiu (Library Assistant I), Education Library

Shirley Leung Suet-han (Library Assistant), Access Services Division

Jack Lo Chun-yue (Senior IT Technician), Scholarly Communications Team

Peter E. Sidorko (Librarian), Librarian's Office

Staff Recognition Awards

Angus Lun Wai-kit, Access Services Division

Francis Poon Wing-keung, Scholarly Communications Team

Transfers

Elton Li Kin-wing, Bibliographic Discovery Services Team

Ricky Sze-lu, Music Library

Kitty Mo Tsz-pui, Administrative Services Team

Carmanly Tse Yuen-man, Law Library

New appointments

Joan E. A Beenk (Assistant Librarian I), Preservation and Conservation Team

Ryan Chan Wang-yip (IT Technician), Scholarly Communications Team

Lai Yee (Library Assistant), Hong Kong Memory Project

Lam Tung-yin (Library Assistant), Audio-Visual and Reserve Division

Lau Lisa (Library Assistant), Public Relations and Development Team

Charles Chan Ming-kit (Library Assistant), Access Services Division

Farewell

Julia Chan Lai-yip (Associate Librarian), Medical Library

Chiu Yu-kee (Junior Library Assistant), Access Services Division

Anthony W. Ferguson (Librarian), Librarian's Office

Amanda Harizan (Assistant Librarian II), Music Library

Lam King-chung (Library Assistant), Access Services Division

Leong Chan-iu (Library Assistant), Access Services Division

Grace Lo Yuk-ping (Library Assistant I), Bibliographic Discovery Services Team

Alan Ng Chi-kit (Assistant Librarian II), Scholarly Communications Team

Kaye M. Nolan (Assistant Librarian II), Joint Universities Research Archive

Francis Poon Wing-keung (Library Assistant I), Scholarly Communications Team

Helen Tang Yim-fong (Junior Library Assistant), Law Library

Steven Wong Kin-wah (Library Assistant), Public Relations and Development

Xenia Yeung Wing-ching (Library Assistant), Audio-Visual and Reserve Division

Gwendoline Yim Ho-yan (Library Assistant), Bibliographic Discovery Services Team

Appointment Transfers to Fixed-term

Vivian Chow Wai-ching (Library Assistant), Bibliographic Discovery Services Team

Fung Wai-chee (Library Assistant), Bibliographic Discovery Services Team

Allen Lam Kei-leung (IT Manager), Scholarly Communications Team



Did You Know?



01 University Centenary

In celebration of the University Centenary, a year-long series of activities was organized by the Libraries, beginning with library history exhibitions in the Main Library, Dental, Education and Medical Libraries, publication of the HKUL 100 Booklet, and collaboration with the ten faculties in acquiring ten special titles to commemorate the occasion for a showcase in 2012. A full-fledged programme is to follow throughout 2012.

02 New Team

A new Preservation and Conservation Team has been created that incorporates the former bindery. While binding services continue to be provided, this team is also a full service preservation unit, advising on preservation issues such as environmental control and long-term storage conditions.

03 WiFi

WiFi access is now extended to all library users including HKU SPACE, Alumni, etc. Connection to this new "HKU Open WiFi" is easy; neither pre-registration nor user authentication is required.

04 Seat Reservation

64 seats from the 4th floor of the Main Library have been opened up for online booking since March 2011.

05 Reference Service

Main Library Reference handled a total of 31,061 enquiries via various channels ranging from telephone calls, Facebook, SMS to walk-in, representing an increase of 20.4% over the figure of last year. The Text-a-Librarian Service has a big jump this year with 82 enquiries, i.e. an increase of 215% from 2009/10. The usage of computing equipment at the Main Library Reference area is also higher this year, e.g. 399,105 logons for Project PC (increased by 183%) and 624,146 logons for Navigation PC (increased by 63.2%) were recorded.

06 Collections

The rich contents of the Libraries' Special Collections are often featured in local exhibitions and cultural activities. Some of our unique materials found their way into a wide range of exhibitions held in Hong Kong, e.g. Hong Kong Museum of History, Hong Kong Marine Police Retirees' Association, Hong Kong Exchanges and Clearing Limited. Some were also made use of as evidence in court proceedings, and for conducting disciplinary inquiries.

07 Learning Spaces

A new Education Commons was created in the Education Library. The "commons" combines individual and group study areas with social space where students can discuss, interact and relax in a dynamic and collaborative environment. More new learning spaces in the Main Library, Law Library and Music Library will be available in the near future after completion of their renovation and relocation projects.

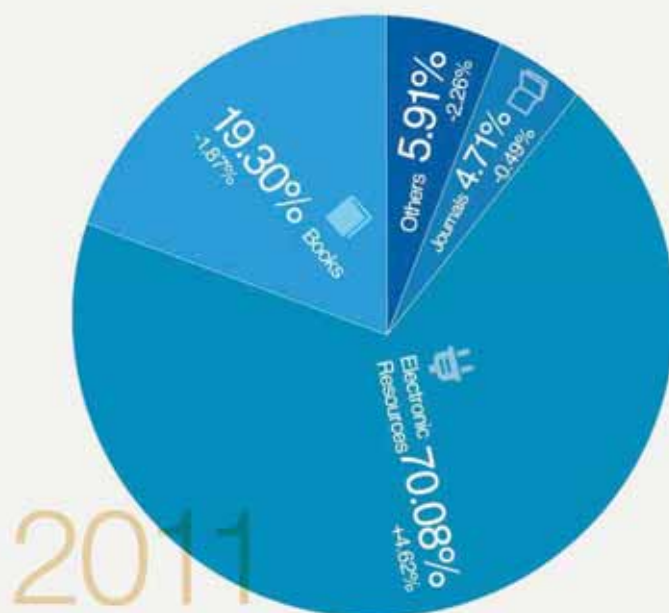
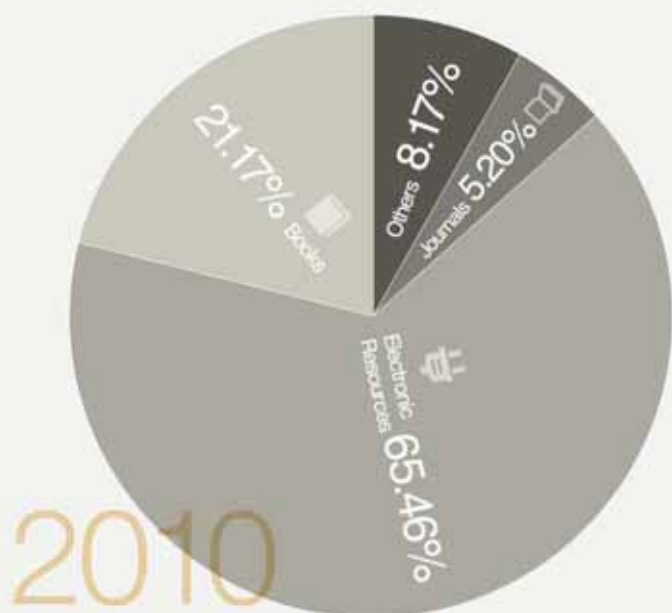




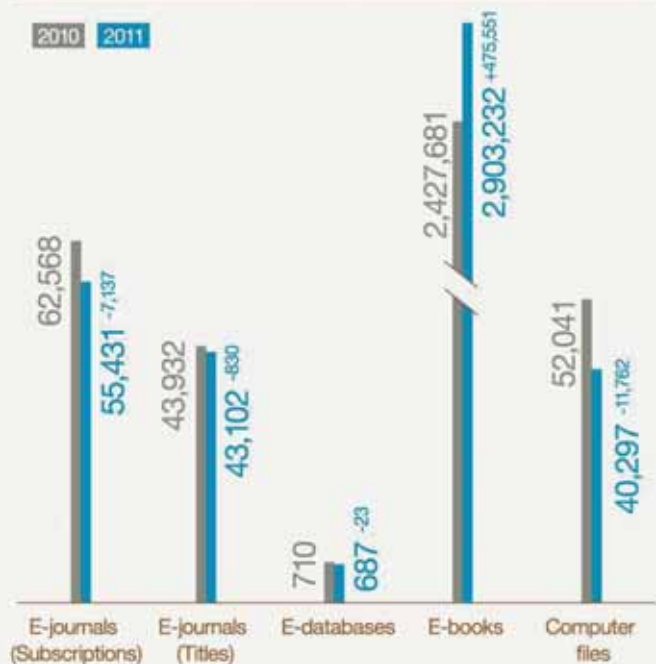
An aerial view of a modern library's computer lab. The room is filled with rows of white desks, each equipped with a laptop and other computer peripherals. Several people are seated at the desks, working. In the foreground, a woman in a yellow jacket stands at a curved circulation desk. The ceiling is white with recessed lighting, and the overall atmosphere is bright and professional.

Statistics

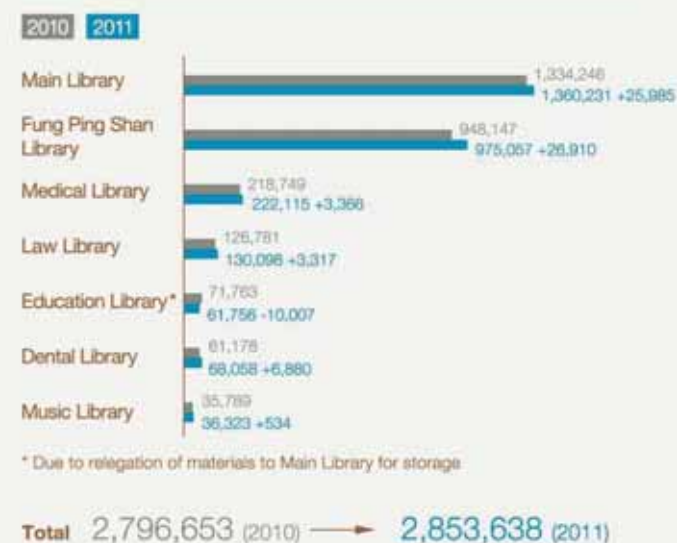
A. How we spent our acquisitions dollars



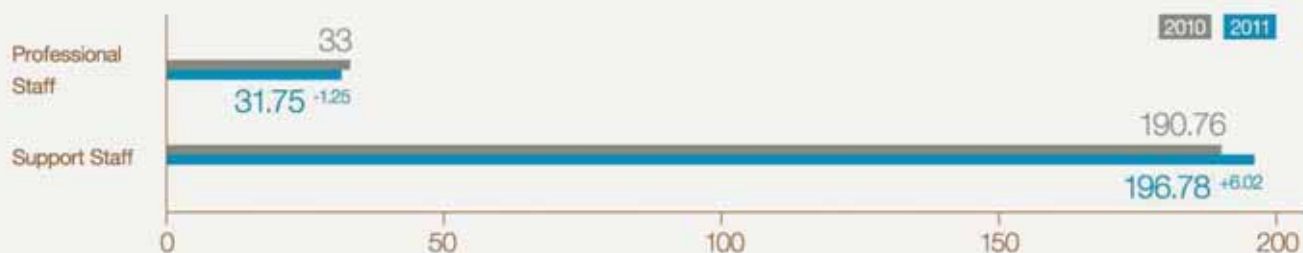
B. E-resources



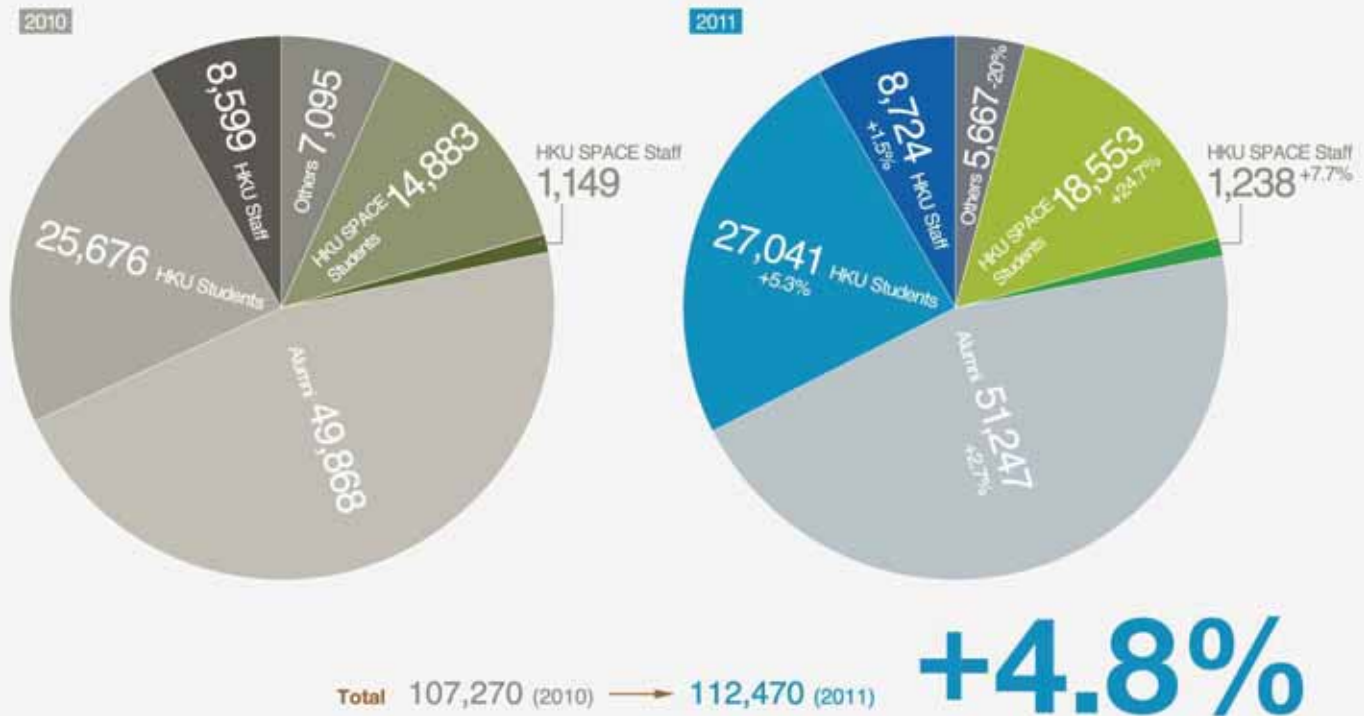
C. Volumes in the Libraries



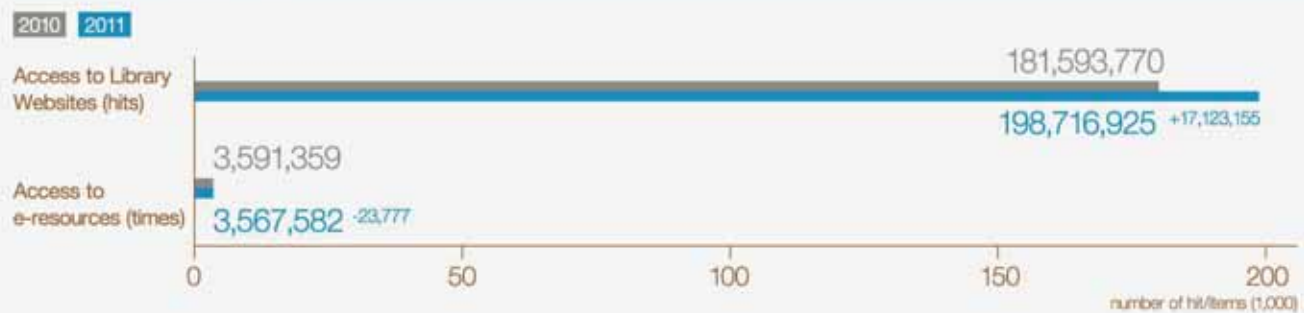
D. Staffing (Full time equivalent)



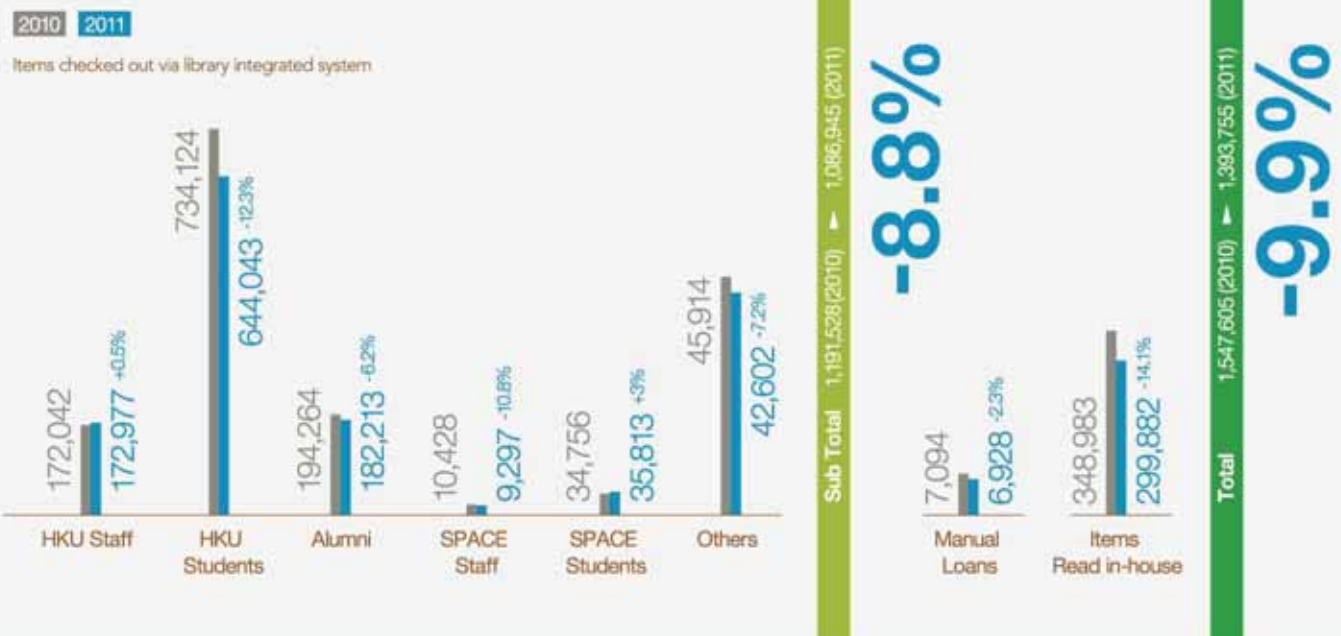
E. Number of Registered Users (including Circle of Friends)



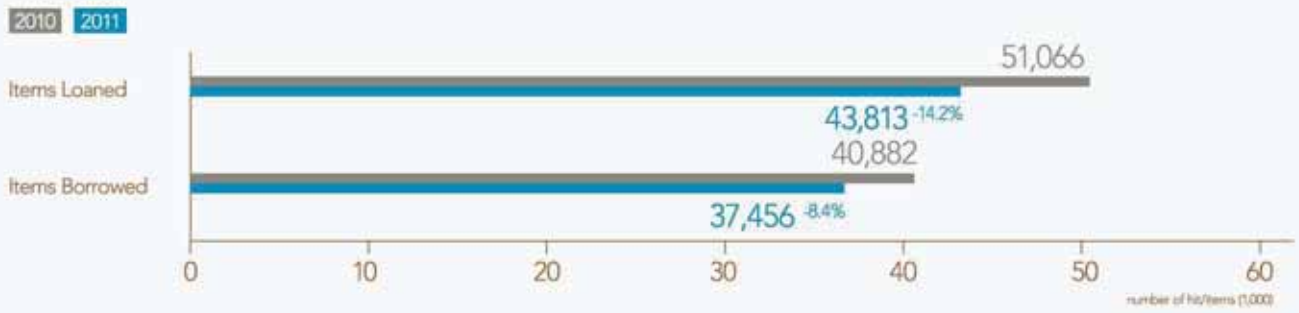
F. E-resources Use



G. Library Materials Use



H. Interlibrary Loan Transactions with Other Libraries



Total 91,948 (2010) → 81,269 (2011) **-11.6%**



A woman with long dark hair and glasses is sitting in a library, reading an open book. She is wearing a dark top and a necklace. The background is filled with bookshelves containing many books. A large, decorative red key graphic is overlaid on the image, with the text "Notable Acquisitions" written in a serif font across its shaft.

Notable Acquisitions



Encyclopedia of Aerospace Engineering

Chichester, West Sussex : Wiley, 2010.

Library catalogue <library.hku.hk/record=b4492094>

A wide ranging encyclopedia covering core disciplines such as electrical and electronic engineering, mechanical engineering and physics, as well as advanced materials, digital technology and environmental science, all of which have an ever-increasing, interactive role in modern air and spacecraft design.



Time Machine

Frenchs Forest, NSW : BBC Active, [2006]

Library catalogue <library.hku.hk/record=b4482738>

The 3-episode DVD is a BBC/Discovery Channel co-production that captures the spectacular events that shaped the world. Time-lapse photography techniques are combined with cutting-edge graphics to condense millions of years into seconds, bringing the history of Earth to life.



The Amerasia Affair: China and Postwar Anti-Communist Fervor

Farmington Hills, Mich. : Gale, a part of Cengage Learning, 2010.

Online resource <library.hku.hk/record=b4606883>

This collection of FBI records uncovers the Amerasia Affair, the first of the great spy cases of the postwar era. The Affair was the first public drama featuring charges that respectable American citizens had spied for the Communists, which contributed to the creation of McCarthyism in American life.



Counseling and Therapy in Video: Volume II

Alexandria, VA : Alexander Street Press, c2009-

Online resource <library.hku.hk/record=b4190633>

The second volume of the award-winning Counseling and Therapy in Video includes more than 300 additional hours of training videos, reenactments, and footage of therapy sessions conducted by renowned psychologists and counselors, with special emphasis on contemporary topics such as geriatric therapy and weight control and eating disorders.



EMBASE Classic (1947-1979)

Amsterdam, the Netherlands : Elsevier Science
Online resource < library.hku.hk/record=b2175725>

EMBASE indexes more than 1.8 million records from the biomedical and pharmacological literature covering over 3,400 international titles, 27 years of biomedical research, drawn from 43 Excerpta Medica abstract print journals.



Opera in Video

Alexandria, VA : Alexander Street Press, 2008-
Online resource < library.hku.hk/record=b4609500>

The database, comprising 250 of the most important opera performances, presents an overview of the most commonly studied operas in music history, opera literature, and performance classes. It is enhanced with synchronized, scrolling transcripts speed navigation, rich clip-making and playlist functionality.



Records of the National Council for United States-China Trade, 1973-1983

Farmington Hills, Mich. : Gale, a part of Cengage Learning, 2010.
Online resource < library.hku.hk/record=b4606881>

As a resource for the study of international business and politics, the collection offers scholars a comprehensive view of U.S.-China trade relations by providing access to administrative files and committee documents relating to the Council, formed after President Nixon's historic visit to China in 1972.



Tiananmen Square and U.S.-China Relations, 1989-1993

Farmington Hills, Mich. : Gale, a part of Cengage Learning, 2010.
Online resource < library.hku.hk/record=b4608064>

Consisting of documents from the White House Office of Records Management (WHORM) Subject File categories and the Staff and Office Files, this collection details the response of the Bush White House to U.S.-Chinese relations and worldwide responses to the movement and crackdown.



Women, War and Society 1914-1918

[Detroit : Thomson]

Online resource <library.hku.hk/record=b4606889>

Sourced from the Imperial War Museum in London, this collection contains over 29,000 documents and images - charity and international relief reports, pamphlets, photographs and press cuttings - indispensable for the study of women's role in the war effort and 20th century social, political, military and gender history.



清文海

北京市：國家圖書館出版社，c2010.

Library catalogue <library.hku.hk/record=b4438863>

《清文海》由南開大學古籍與文化研究所於上世紀80年代開始編纂，是全國高校古籍整理研究工作委員會組織實施的大規模斷代詩文總集編纂工程“七全一海”之一。

《清文海》旨在通過入選文章反映清代社會文化全貌，入選文章注重其學術價值、文學價值、資料價值等，體裁包括辭賦、詔令、奏議、書信、序跋、論說、傳記等，共收入清代1,576位作者18,383篇文章，共計106冊，為原版標點影印出版。



This 106-volume reference set includes a wide selection of essays, official documents, correspondence and biographies by writers from the Qing dynasty. With 18,383 articles by 1,576 authors, it is an invaluable primary source for the study of Qing dynasty.



Our Donors



Patrons

With a view to directly supporting student learning, **Dr Tam Wah Ching** has generously contributed to making a learning commons style facility on the third floor of the Main Library a reality. Dr Tam's generosity has enabled the transformation of the Main Library to be completed to a level befitting of our students' needs.

Dr Lui Che Woo, after whom the Law Library was named, once again gave his unfailing support with his generous pledge for the development of the Lui Che Woo Law Library on the Centennial Campus.

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The University of Hong Kong Libraries Strategic Plan 2011-2014

Mission

As the intellectual heart of the University, the University of Hong Kong Libraries shares with the University its aspiration to attain international distinction. To achieve this we build, preserve and facilitate access to resources required to support the full academic programme. We complement these resources with services that enable their discovery and application, and we provide diverse physical and virtual environments that support the teaching, learning and research needs of our University. We do all of this: (i) to help prepare our students to be successful in their chosen careers and personal lives as well as to be responsible global citizens; and, (ii) to enable our University staff to contribute to the growth and development of our society.

Our Values

Excellence in customer service with a focus on user-centred approaches;
Collaboration, innovation and creativity;
Accountability in our resource management, actions and decisions;
High degree of flexibility to serve a diverse community of users;
Caring, friendly and helpful;
Timely and efficient service;
Dedication to our organization and society;
Self awareness and initiative for continuous improvement.





Key Objectives

In order to advance our Vision, our activities are founded upon 5 key objectives that will form the basis of our strategic direction for the coming three years. These are:

1. Guarantee access to a rich and diverse base of knowledge resources that serve to enhance the University's academic programmes;
2. Provide services that support the full range of scholarly activities on campus and beyond and facilitate user independence;
3. Ensure inclusive and diverse physical and virtual environments that enable active, independent and collaborative learning;
4. Nurture an organizational culture that is responsive to change and equips staff with the skills required to support a dynamic research library;
5. Engage the broader community in library programmes and intellectual collaborative initiatives that complement University priorities.

Obituary




Daniel Cheung

(1973-2011)

Daniel first joined the Fung Ping Shan Library in 2000 and later worked at the Access Services Division in the Main Library from 2001. Daniel was greatly respected for his commitment to his family, colleagues, and friends. His devotion at work was a great source of motivation to his team members and he was much loved by many who looked upon him as a mentor. Always vibrant and pleasant, he was among the many library staff who worked tirelessly daily to provide the best service possible to users, and one who performed countless small but caring acts that positively affect the experience of so many individuals who visited the library.

Daniel's passion for running had seen him in numerous marathons and races over the years, and in the true spirit of a marathoner, he willed himself to beat cancer after first being diagnosed in early 2011. A brief battle this might have been for Daniel, he was much admired for his tenacity and fortitude during his time at the hospital. He will be greatly missed as a father, colleague and friend.





The University of Hong Kong Libraries

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Public Relations & Development: Carmen Tsang

Photography/Design/Printing: Ameba Design Ltd.

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