

Dental Library

User Survey 2017: Responses to Key Comments

1. To improve the Wi-Fi network performance

A number of wireless routers have already been installed in Dental Library by the ITS (Information Technology Services) in recent years. The speed and coverage of Wi-Fi should be improved tremendously. If problems relating to Wi-Fi connection arise, please proceed to Reference/Circulation Counter for assistance.

2. To provide uPrint service and allow students to use free printing quota

The uPrint service has been drawn to the Libraries' attention. A working group has been set up to look into whether providing uPrint service is feasible at the University Libraries including the Dental Library. Library users will certainly be informed once the uPrint service is available.

3. To create an area with a coffee or beverage vending machine for leisure reading

An open discussion area has recently been created in Dental Library where library users may enjoy reading leisure materials. However, drinking or eating is prohibited in Dental Library. Alternatively, library users may proceed to **The Lounge** on the 7/F PPDH where they may chat, read and eat at ease.

4. To allow alumni to access more electronic resources at home

HKU alumni may join the Circle of Friends in order to access e-resources at home. However, not all the electronic resources subscribed by HKU Libraries are available for alumni's remote access due to the restrictions set by the database vendors. For details, please refer to <http://lib.hku.hk/userinfo/public.html#2>

5. To install more computers

Dental Library would like to purchase a few more computers if budget allows. Alternatively, there are 3 laptop PCs which library users may borrow at the Circulation Counter.

August 2017