

Tin Ka Ping Education Library User Survey 2017: Responses to Key Comments

1. Facilities

All study seats quickly occupied, particularly near the end of semester and early exam periods.

Due to the high demand for study space, the Library will consider putting more study tables and chairs during revision and early examination periods to provide additional seats for users. Users are welcome to approach library staff when assistance is required on seat availability.

2. Service Quality – General

I am satisfied with the Education Library's facilities and services.

We are delighted that users are satisfied with the facilities and services provided by the Library. We will continue to provide quality service in a warm, friendly, and professional environment.

3. Equipment

More computers will be nice.

Concerning the demand for more computers, users are welcome to borrow laptops from our information counter. Three laptops for in-library use and one laptop for use on campus are available for short loan.

4. Opening hours

Opening hours could be increased.

We will continuously monitor the library usage and examine the feasibility of extending our opening hours under the current manpower and resource constraints.

5. Books

Education library is small. The number and type of books are inadequate on bookshelf. The majority of books are stored in the store room.

The Education Library has a considerable collection of learning kits, teaching support and curriculum materials. Electronic books and full-text electronic journal titles focusing on education related topics are also available for on and off campus access.

Due to space constraints, periodicals and books on education theory are housed in the Main Library. Only low usage books are placed in storage to ease up shelving space. Users are welcome to approach our library staff if they are not able to locate the required items on shelves.

6. Physical environment

Sometimes some people speak quite loud.

To maintain a conducive learning environment, library staff regularly patrol the library to prevent excessive noise. Users are also welcome to approach our staff for assistance if they find any users who make excessive noise.

7. Physical environment

Library location is inconvenient.

The Education Library was relocated to 8/F Meng Wah Complex in 2013 to support the long term development of the Faculty of Education. Although the location seems to be far from the central campus, it is adjacent to the divisions of the Faculty so as to provide more effective and prompt support to Faculty staff and students.

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