

Lui Che Woo Law Library

User Survey 2017: Responses to Key Comments

1. Facilities - Seats

More seats are needed; hard to find a place or desk to study

Currently 70 seats on the second floor of the Law Library are bookable and we encourage users to make a booking to ensure that a seat is available when they come. As well, study carrels on the first floor for the use by research postgraduate law students are also open for use whenever these seats are not being occupied. If you need help locating an available seat, please approach library staff who would be glad to assist.

2. Physical environment

Washroom's cleanliness is unsatisfactory; toilets are dirty, smelly, flushing water not working

We have requested the campus property management company to step up the cleaning. Library staff now also do regular weekly inspection to ensure that cleaning and conditions of the washrooms are of an acceptable standard. We also encourage users to report to staff cases requiring prompt actions.

3. Print & electronic resources

Provide more online law books; more e-copies; more update textbooks and reference books; more law textbooks.

We go for e-books whenever this is available. During the past year, we have significantly enhanced some e-book packages such as Oxford Scholarship Online with law titles and will continue to do so with other legal publishers. Suggestions on new or additional copy purchase are always welcome, although resources do not always permit these to be taken forward immediately. Please let us know through our Book Recommendation Online (BRO) e-form lib.hku.hk/general/e-form/eform_book.html. We will also work with faculty members to provide us with course reading lists prior to the start of courses to ensure that these are available to students.

4. Privilege and fees for library services

Access to more e-books and e-journals for alumni; make online resources available to alumni

Remote access to the majority of our electronic resources are restricted to current staff and students under licensing restrictions. The Libraries will consider expanding access to other categories of users, budget-permitting.

5. Opening hours

Sunday hours should be longer; longer hours.

Our opening hours and actual usage is something we closely monitor. During term times, the library is open from 12 noon to 4 pm on Sundays and closes at 10 pm on weekdays. Over the past year, the number of visits and actual usage of the library on Sundays and in late evenings has shown that it would not be cost effective to maintain longer hours. With the close proximity of the library to the Chi Wah Learning Commons (CWLC), which maintains longer opening hours throughout the year, it

would be a better use of university resources for users to make use of CWLC after the library closes, instead of keeping two facilities open without full capacity.

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