

## **Music Library**

### **User Survey 2017: Responses to Key Comments**

#### **1. Opening hours: longer opening hours**

Library's response:

We understand that students want the Library's opening hours to be extended during the semesters. Since additional staffing resources are needed to maintain services and security levels for extended opening hours, we shall monitor the usage and strive to maintain opening hours that best meet the needs of students.

#### **2. Equipment: wifi printing problems**

Library's response:

The Library provides wireless printing service for portable computers, Window or Mac, and offers different Printer Drives for these laptops. More information about the wifi printing service and steps to install a printer drive is available at [http://lib.hku.hk/techsupport/WiFi\\_printing.html](http://lib.hku.hk/techsupport/WiFi_printing.html). Please approach library staff if you need help using wifi printing service.

#### **3. Facilities: more study spaces**

Library's response:

There is a high demand for seats and tables during final examinations in the Library. Users may make use of Book A Space at <https://lib.hku.hk/general/e-form/book-a-space.html>, an online booking system, to secure a study space in the Library in advance. Besides, we can provide movable chairs in the Library for temporary use. Feel free to approach counter staff if necessary.

#### **4. Multimedia Collection: more popular English movies**

Library's response:

The Library's Multimedia Collection focuses on Western classical music, East-Asian music and World music that support teaching and learning of the Department of Music primarily. More popular movies can be found in the AV Collection at the Main Library. Suggestions for new audio-visual items of Western classical music are welcome. Please let us know through our Book Recommendation Online (BRO) at [http://lib.hku.hk/general/e-form/eform\\_book.html](http://lib.hku.hk/general/e-form/eform_book.html). We shall review and provide the relevant resources to support research and learning needs.

#### **5. Facilities and staff compliments: nice environment and nice library staff**

Library's response:

We thank our users for their positive comments. Our team is encouraged to continually provide good customer services. We shall continue to provide a comfortable and well-equipped environment to support the research and learning needs of the University community.

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