03

The University of
Hong Kong Libraries
Annual Report
2002-2003

Caring, Collaborative, Creative

Your partner in intellectual excellence

MAIN LIBRARY
總圖書館

Content

Message from the Librarian

As I have contemplated what might be the Libraries' single most important accomplishment of the past year, I have decided that our completion of a functional plan for a new library that will hopefully be built to coincide with the 100th Anniversary of the University is that seminal event.

That is not to demean the value of all the other accomplishments of our staff. As testified to in this report, we have had a very productive year:

- We added more than 103,000 volumes and 126,000 microforms.

- Our Fung Ping Shan East Asian Library with more than 700,000 volumes is one of the richest sinology collections in the world.

- We greatly improved our physical and technical infrastructures with additional audio-visual capabilities, more shelving, new carpeting in heavily trafficked areas, created group study areas, an upgraded special needs study room, and we upgraded scores of computers and other equipment needed for the new world of electronic information.

- We gave our staff a plethora of opportunities to upgrade their skills.

- Our cataloguing team, in addition to providing bibliographic access to all our new materials, earned more than half a million HK dollars by contributing unique records to the major shared cataloguing cooperative in the world.

- We published a new rare book catalogue.

- We continued to circulate more books than ever by lending 1,357,563 volumes and reshelving another 879,127 volumes that were used within our libraries.

- We expanded our hours to increase access to our collections.

- We reached out to the community through our very successful book talks, the Honour Mothers With Books celebration, the Doming Lam Manuscripts Collection turnover ceremony, our participation in the Fung Ping Shan Library 70th anniversary celebration, JUPAS day festivities, and our first annual HKUL Leadership Institute.

- We joyfully received major gifts from the Sir Kenneth Fung Ping Fan Foundation Trust, the Hung On-To Memorial Fund, Culturecom Holdings Limited, and more than 60% of our own library staff made a contribution to the Libraries through the Mustard Seed or Honour With Books programmes.

- We also found time to reorganise ourselves to create needed new positions without hiring additional staff.
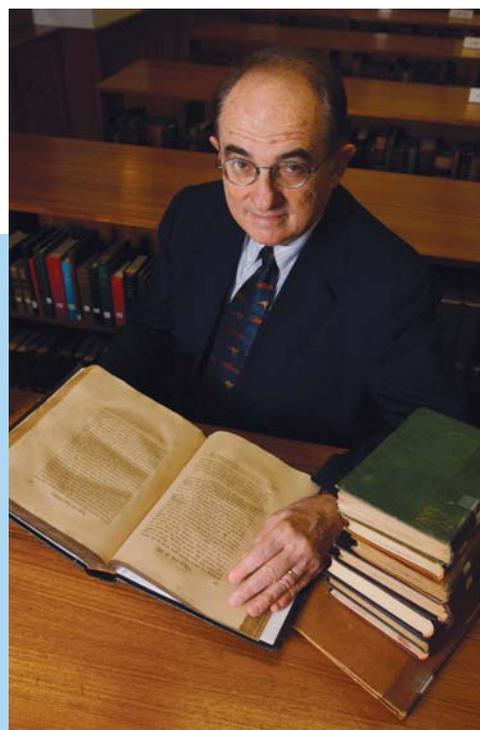
With all of these wonderful accomplishments, why would I still say that the completion of mere plans for a new library is so important? Partly, my reason is that a new building will enable us to confront a number of weaknesses in our lovely but aging Main Library:

- Confusing Main Library architecture that fights self navigation.

- Crowded library staff working spaces.

- Inadequate multimedia collection use space.

- Inadequate small group study space.

- Inadequate space with which to train faculty in the use of IT and learning.

- Inadequate student meeting and training space.

- Insufficient leisure reading/listening/viewing space.

- No space to allow members of the community to use our regular library collections.

- No space to engage the public in the use of our rare and special collections.

- No space to unite our four separate special collections.

- Too little space for more-used growing collections.

- Too little space to allow the union of computer laboratory and library Knowledge Navigation functions (not proposing all labs but at least one).

But what really enthuses me is the opportunity to do some wonderful new things in a 21st century library building:

- A welcoming shared multi functional zone that provides access to a series of collections and services, an ambiance that beckons the local community to Hong Kong University.

- A place where the riches, wealth and achievements of the University can be safely looked after but yet shared with the Hong Kong community and beyond.

- Easy electronic access to digital forms of information.

- Easy immediate access to the more used books and learning materials.

- Easy physical retrieval of lesser-used books stored in compact storage facilities.

- Individual study and group study spaces for students to debate and discuss, agree and disagree, reflect, try out, find out and become good and skilled citizens.

- Computer laboratory facilities for students to learn how to use IT technology.

- Knowledge navigation areas and multimedia stations where digital content can be easily accessed.

- Staff IT and learning training laboratories employing the state-of-the-art technologies designed to supplement the training taking place in the faculties themselves.

- Library spaces which support both their custom built library purposes during high use times and community use during lesser used times.

- A library which performs more than its perceived traditional role as a repository for books and learning materials.

- A library that recognises it is the first light on and the last light off on campus and one which seeks to maximise the considerable investment the university has made in its construction and support.

So, we have a great deal to be proud about in terms of our accomplishments this past year but we have so much to look forward to in the coming years yet before us.

Anthony W. Ferguson

Anthony W. Ferguson

Expand Information

The Libraries continues to face the demanding challenges of rising costs of library materials and impending cuts in materials funding. Collections will continue to be affected by the current economic climate. Ongoing price increases from publishers will necessitate a careful balance of print and electronic materials acquisitions to reflect the needs of faculty and students.

Despite these challenges the Libraries collections continue to grow, especially in the area of digital resources. We also undertook efforts to improve our print collections both in terms of their quality and in our modes of acquiring them. Notable developments include:

- While our collections continue to grow with an increasing emphasis on electronic resources, we still purchased in excess of 103,000 print volumes across the Libraries. Our Fung Ping Shan Library reached a landmark of 700,000 print items.

- With the decommissioning of the Faculty of Architecture's Reference Bureau, the Libraries received 2,390 books, 1,500 theses and 51 current journal titles providing significant growth in our architecture collection.

- In addition to these print volumes, we added 126,000 items of microform and 5,400 items of audio-visual materials. A further 16,400 volumes of gifts were added to our collections.

- We continued our long term review of serials subscriptions in efforts to identify duplication between print and electronic versions and to determine potential savings by subscribing to the electronic version only.

- We spent 26% of our materials budget on electronic resources, the remainder on other formats, most notably print, in the form of books (33%) and journals (41%).

In the area of electronic resources we placed considerable effort into developing our electronic book (e-books) collection. We joined the CCDMHK (Columbia, Cornell, Dartmouth, Middlebury, and Hong Kong) Consortium for the netLibrary collection of electronic books, comprising over 20,000 titles by over 400 publishers in a variety of subject areas. We also acquired other notable e-book collections including Ebrary, Knovel, Safari Tech Books Online and InteLex Past Masters. We will be examining how e-books can be used for e-reserves to enhance accessibility.
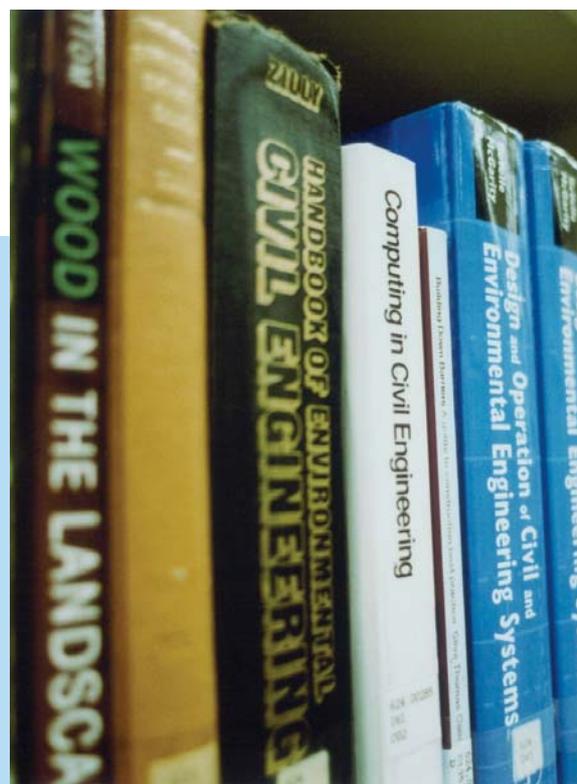
With the help of faculty members, our book approval plan profiles were revamped to reflect new academic needs. Additionally we added 36 new subject profiles used by US and UK vendors to automatically send us books in selected subjects. At the same time we implemented book-in-hand review for approval books enabling faculty members and librarians to actually view books before accepting them. Previously they could only make judgment on the basis of new book announcements.

We continued our previous efforts to assess our collections to ensure they provide optimal support for the University's teaching, learning and research activities. A collection assessment exercise was conducted using the Automated Collection Assessment and Analysis Services software from OCLC. The data provided by the analysis gives an overview of the collection strengths and intensities as well as weaknesses, and helps subject librarians determine the current collection level for each subject category and to identify future collection priorities.

The Audio-visual Department made concerted efforts to increase the range of programmes available through Video on Demand (VoD), web enabled viewing. Many new programmes have been incorporated into the service with a particular focus on special University of Hong Kong seminars/lectures, health related programmes and programmes from government departments.
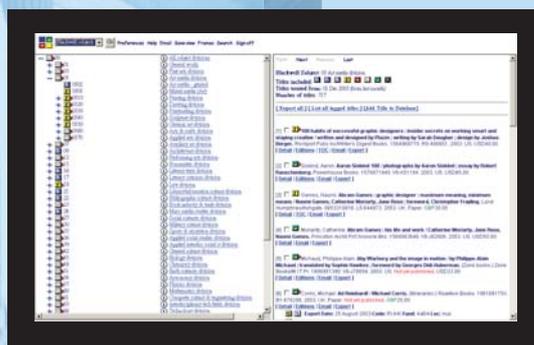
Faculty member have provided valuable input in refining the book approval profiles

Provide Infrastructure

Enhancing and simplifying access to our resources require good equipment and optimal use of space.

Equipment upgrade work was centred on the Audio-visual Department, Medical Library, Music Library and Dental Library. These upgrades are done to enhance the students digital media editing and audio-visual experience. One area of emphasis this past year was improving the ability of our students to take advantage of audio-visual materials throughout the library system. Some of these actions include:

- Audio-visual Department installed monitor showing continuous loop of department services and capabilities. Replaced older record players with new VHS/VCD/DVD players.

- Medical Library installed four multimedia workstations with internet access providing easy access to anesthesiology, pediatrics, Chinese medicine, and public health programmes.

- Music Library installed a super audio compact disc player.

- Dental Library added new software to its Knowledge Navigation Centre to give students the ability to produce their own multimedia presentations.

A new look of Microform Storage Rooms after renovation

Some have imagined that with the advent of electronic forms of information the need for libraries with rows upon rows of shelving would abate. Computers have also greatly facilitated the printing of increasing numbers of physical volumes. While we collect less than 10% of the scholarly output of books, our need for more library space to house and provide service to these materials has continued to grow significantly. We did a number of things this past year to accommodate this continued growth:

- Finalised our Library Storage and Relegation Master Plan (2002-2007). Since we have reached the 85% shelving capacity level in most of our libraries, it has become necessary to send in excess of 100,000 volumes per year to on and off campus storage facilities. The plan specifies the number of volumes that each of the libraries need to send annually so that they can work closely with their faculties to identify those materials for storage that will produce the least inconvenience to students and researchers. For example, during the summer the Science Faculty identified 48,986 volumes that could be sent to the Hing Wai storage facility.

- Main Library added new wider shelving to accommodate larger architecture and fine arts books in a single location.

- Music Library added refurbished shelving for large scores (sheet music) and three new cabinets for audio-visual materials.

- Special Collections microform shelving capacity increased by one-third by rearranging and adding 1,097 linear meters of new cabinets on top of the existing cabinets. It also added more traditional shelving to hold Hong Kong monographs.

While we did not undertake as many minor renovation projects as in past years, we did complete a few needed upgrades and placed much effort into planning for the future:

- Special Needs Reading Room updated with Braille 98, Zoom Text, Open Book and Access machines added to improve the ability of visually impaired students to access the web and use other forms of electronic information.

- Main Library carpeting in heavy traffic areas adjacent to the elevators and the main staircase was replaced. All air ducts in the building were also cleaned to make the building an environmentally friendly place in which to work and study.

- We hired consultants, Graeme Murphy, Hamlet Management Pty Ltd, and Scott Jennings, a2ARCHITECTS, from Australia to help develop functional specifications for the renovation of each of our existing libraries and building contingency plans for a major new branch library and/or a replacement for our Main Library.

- A group study area equipped with small tables and white boards was configured on the first floor of the Main Library Old Wing.

- Additional safety signs were installed throughout the Main Library to facilitate evacuation should a fire occur.

- Air conditioning systems for the Western Rare Book and Microform storage rooms were upgraded and an emergency power supply system installed.

Group Study Area offers an environment conducive to problem-based learning

Empower Staff

2nd Annual Retreat of the Libraries

Efforts were centred on providing training opportunities and garnering inputs from our own staff through the Staff Development Committee which has representatives from different departments of the Libraries.

Major training and development programmes included:

- Two workshops for department heads and professional staff on project management, group facilitation and meeting management.

- IT training workshops on common software jointly organised with the Computer Centre.

- A booster programme on quality service delivery for department heads.

- Talks and presentations on the latest information technology and librarianship including presentations on computational linguistics and digital libraries, the International Dunhuang Project of the British Library, preservation of library materials, and patron privacy issues.

- Language training courses in Putonghua (Elementary and Advanced).

- Intra-library visits to introduce the functions and duties of various departments and branches.

During the year, the following staff obtained additional qualifications:

- Ms Chloe Cheng and Ms Joan Yu (Circulation Dept) - HKU SPACE Diploma in Librarianship and the Charles Sturt University Graduate Diploma of Applied Science (Library & Information Management). Chloe also won the Hong Kong Library Association's H.A. Rydings Award for her outstanding academic achievements in the Diploma of Librarianship Course.

- Miss Ada Lee (Serials Dept), Mr Sunny Leung (Special Collections) and Miss Joyce Yeung (Circulation Dept) – Joint Certificate in Librarianship from Hong Kong Library Association & SPACE, HKU.

- Mr Lo Lap Kei (AV Dept), Ms Kok Yan Ling (Circulation Dept) and Ms Ng Fung Yi (Music Library) – Passed the First Aid examination organised by the Safety Office and St. Johns' Ambulance.

- Dr K.M. Ku (Systems Dept) – Master of Applied Science (Library and Information Management), Charles Sturt University.

- Ms Averil Robertson (Cataloguing Dept) – Member, Chartered Institute of Library and Information Professionals (CILIP).

- Mr Peter Sidorko (Deputy Librarian) – Online Lyceum course: Measuring Library Service Quality in November 2002.

In addition, there were always opportunities for individual staff to attend job-specific courses or work-related lectures held on campus or offered by external institutions.

To keep abreast of the latest technological developments and best practices in the library profession, staff was encouraged to participate in local, international and online conferences. Some of the important conferences attended were:

Hong Kong

1. 3rd Hong Kong Innovative Users Group Meeting (9-10 December 2002)

2. 1st Hong Kong Macao OCLC Users Meeting (17 January 2003)

3. 2nd International Conference of Institutes & Libraries for Overseas Chinese Studies (13-15 March 2003)

4. 1st HKUL Leadership Institute (23-27 March 2003)

China, Macau, Taiwan

1. 3rd Chinese Document Development and Cooperation Conference, Macau (16-17 September 2002)

2. 13th Annual Book Fair in Fuzhou (16-17 October 2002)

3. International Conference on Current Status and Future Trends in Digital Library Development, Beijing (23-25 October 2002)

4. APEC Workshop on e-Learning and Digital Libraries, Taipei (16-20 December 2002)

5. National Digital Archives Programme, Taiwan (22-24 February 2003)

Overseas

1. 2002 Pacific Neighbourhood Consortium Annual Conference & Joint Meetings, Japan (20-22 September 2002)

2. Universitas 21 Learning Resource Cataloguing Meeting, UK (23-28 September 2002)

3. 22nd Annual Charleston Conference, Issues in Book & Serial Acquisition, USA (31 October- 2 November 2002)

4. 5th International Conference on Asian Digital Libraries, Singapore (12-14 December 2002)

5. 11th Information Online Conference & Exhibition, Sydney (21-23 January 2003)

6. 2003 ALA/CLA Annual Conference, Toronto (21-24 June 2003)

Online

Sync or Swim:
Managing the Flood of PDAs in Health Care. Video Presentation of MLA Satellite teleconference (15 March 2003)

Improve Access

Our first in-house Chinese interface full-text database, Sun Yat-sen in Hong Kong Database
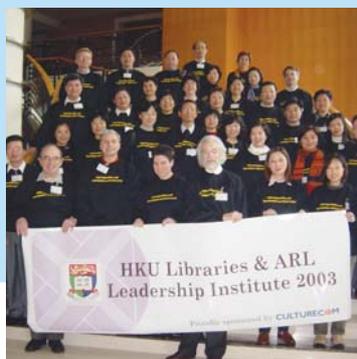
Our Cataloguing Department remained very busy cataloguing a total of 70,648 print, 48,293 non-print and 7,643 internet e-journal titles. This witnessed a substantial growth in e-journal cataloguing, amounted to an increase of 244% on the previous year. The Cataloguing Department also planned and implemented two major projects aimed at enhancing access to the Libraries' collections:

- The Pinyin Project was carried out to ensure all our Chinese, Japanese and Korean (CJK) records adhered to international standards that facilitate global access.

- We continued with the Library of Congress (LC) Reclassification Project to convert CJK call numbers to LC Classification. At year's end, 110,000 titles were converted. This reclassification not only enables improved access to these resources by our users, it also organises the collection more systematically allowing the identification of strengths as well as areas requiring greater development.

In conjunction with the University Press, a bibliography of Chinese rare books held in the Libraries was published in June: *An Annotated Bibliography of Rare Books in Fung Ping Shan Library, HKU*.

Our FOCUS newsletter began a Spotlight on Treasures column, to raise awareness of valuable or unique titles in the library collections. Four Chinese rare titles had been introduced during the year, including *Zi Jing Bian (自警篇)*, *Lai Huanwen Tai Shi Yi Mo (賴煥文太史遺墨)*, *Xin Yi Zhao Shu (新遺詔書)* and *The Amita Sutra (一切如來心秘密全身舍利寶篋印陀羅尼經)*.

The Fung Ping Shan Library and the Systems Department worked together to develop the *Sun Yat-sen in Hong Kong Database 孫中山在香港* . This new database showcases the life and activities of Dr Sun Yat-sen in Hong Kong with photographs, commentaries and other related materials. This database is our first Chinese interface full-text database, our first in XML and our first also to use Dublin Core (DC) Metadata.

To make information from fragile collections accessible for users and to ensure that these will be available for future use, Special Collections continued to digitise early works, including adding new images, such as early 20th century Hong Kong materials to our databases.

We improved access to the microform collection held in Special Collections by adding new cabinets and rearranging existing ones.

Special Collections revised and updated the newspaper clippings index held in the Hong Kong Collection.

A major project was started to itemise all bound volumes of our journals. This will serve to enhance access by enabling users to view on the library catalogue precisely which volumes of a journal are held, where they are held and whether they have been checked out. It will take many months to complete this work for all volumes.

In order to make our collection more accessible for the international community, the Cataloguing and Systems Departments worked together to send our backfile of 770,442 Western language bibliographic records and 169,778 East Asian language records to OCLC. We will soon send them another 150,000 East Asian language records. OCLC matched our records with theirs, or added ours as unique records in their WorldCat database; thus making HKU library holdings known worldwide.

Our off campus access to licensed electronic resources has been streamlined with the introduction of the EZproxy software. This software enables legitimate HKU users to remotely access our electronic resources even if they use an ISP. Authentication is carried out using a valid HKU ID and Library PIN. All of our electronic resources are now accessed this way, thereby eliminating the need to reconfigure browsers and change proxy settings.

An Annotated Bibliography of Rare Books in Fung Ping Shan Library, HKU.

Serve Users

The Libraries remains justifiably proud of the services they provide. Many of these services are obvious to our users such as lending out library materials and helping you find the right information. Some of our backroom services, however, less visible, such as the purchase and cataloguing of new materials are yet critical in supporting user services.

Across the Libraries we saw increased usage of our print collections. We checked out 1,357,563 items and re-shelved a further 879,127 items that were consulted in the Libraries but not checked out. These represent increases of 7.8% and 23.5% respectively. This was particularly pronounced in the Music Library where loans increased by more than 30% over the previous year.

Reference Service hours are extended.

We continue to strive to facilitate usage of our collections:

- The opening hours of the Music Library were extended from 5 pm to 6 pm during the summer months; the Main Library's Reference Service hours from 6 pm to 8 pm during term time; Special Collections on weekdays from 8 pm to 10 pm; and the Audio-visual Department's group viewing room hours from 8 pm to 10 pm during weekdays.

- The Law Library expanded its counter service by maintaining a separate Enquiries service point during peak hours of the day to better help students and library users in the use of library resources and in locating library materials.

- Borrowing privileges for Terms of Service 1 staff, research staff and postgraduate students were extended from 40 books to 60 books and the loan period extended from 30 days to 60 days and the number of times an item can be renewed was extended from three renewals to five. This extension was made applicable to all users and for all types of library materials provided they have not been previously recalled or requested by another user.

- We understand that many of our users need to work in small groups and have quiet discussions in the Libraries. In the Main Library we converted the Study Room on the first floor of the Old Wing into a small discussion centre with more than 15 tables.

The first phase of our inter-branch request and delivery service was introduced. Library users can now return books of normal loan periods of 30 or 60 days to any of the HKU Libraries circulation counters or book drops. This new inter-branch returns service is intended to offer greater convenience to our users. The second phase of the project, requesting materials from other HKU Libraries to be delivered and collected at your library of choice, will be introduced in early 2004.

We implemented a comprehensive online interlibrary loan system, ILLiad. The system enables online requesting of materials held in other libraries as well as the electronic delivery of articles and other documents. To further facilitate access to resources and to encourage further research, the Libraries abolished its cost recovery charging system for interlibrary loan request and introduced a quota based system. Following the introduction of these two initiatives, we witnessed a 36% increase in the number of people using the service and an increase of 66% in the number of items requested. Within this dramatic increase in demand we were able to acquire books and articles quicker than before, namely on average 3.3 days for books and just under 10 days for articles. All of this happened without any increase in staffing in the ILL Department. A remarkable feat!

While we continue to provide the full range of traditional library services we also recognise that the explosion in information makes the finding of meaningful information increasingly complicated. We have focused increasing efforts in making our users better information seekers, to equip them with the skills they need to find and evaluate information in this increasingly complex environment. Our training efforts continue to expand. This year we offered 431 classes reaching 10,876 participants compared with 378 classes and 8,746 participants in the previous year, representing increases of 14% and 20% respectively. These increases were particularly pronounced in our Medical, Law and Music Libraries.

In addition to training users, we provided personalised assistance through our Reference Department, Branches and all other service points. Unlike last year, the demand for this assistance grew this year. As an example, our Reference Department fielded 28,422 enquiries, an increase of more than 9% on the previous year. We have also expanded reference services to include:

- Live Reference Help providing a real-time online reference enquiry service enabling users to seek assistance as they perform their research irrespective of where they are.

- Research Consultation Service which is a face to face in-depth advisory service focusing on effective information research pertaining to individual researcher's projects.

Most ILL requesters welcomed ILLiad, especially its user-friendly interface and its ability to send and receive documents anytime anywhere

Communicate Effectively

Mother's Day Exhibition was held at the Library foyer

Good communication is an essential aspect of any library service. We continued to reach out to faculty throughout the year for their feedback and valuable advice in helping us deliver the best library collections and services possible. At the same time we continued to improve internal communication to strengthen the organisation and to fully engage staff.

Some of our outreach efforts include:

- Our Medical Librarian, as a member of Medical Faculty Board, Undergraduate Education Committee, Committee on Introduction to Health & Disease Block, liaised with Faculty of Medicine to better understand their needs in study and research and inform Faculty/departments of the Library's new developments and resources.

- To repond to the establishment of the Shared Electronic Resources Fund, a fund that is intended to purchase all electronic resources, a committee chaired by the Collection Development Librarian was established. This Shared Electronic Resources Fund Advisory Committee (SERFAC) was formed to provide additional guidance on the development of the Libraries Digital Collections and on the use of the Shared Electronic Resources Fund.

- To reach out to our broad user community, we held a variety of successful exhibitions including 13 held in the Main Library. A few of these were co-sponsored in partnership with individual libraries, the Centre for Asian Studies, Office of Student Affairs, Joint Publishing, Mr Cheng Po-hung, and the Royal Asiatic Society Hong Kong Branch.

- With support from the Faculty of Law and the Department of Computer Science & Information Systems, the Law Library launched the First HKLII (Hong Kong Legal Information Institute) Day in October to promote Hong Kong's first independent legal facility to a wider community including HKU members, librarians from local universities and government libraries.

- The Libraries hosted a well-attended booth during the JUPAS Day where we raised awareness of our resources.

The Libraries enjoyed two particularly special occasions that enabled us to display some of our treasures:

- In recognition of the acquisition of the Doming Lam Manuscripts Collection and in collaboration with the Department of Music a turnover ceremony was organised with the publication of a Doming Lam booklet, a mini-concert performing his representative works, and mounting of a Doming Lam and His Works exhibition. This event, well attended by dignitaries from the music circle, was considered one of the top 20 music events competing for the "Top 10 Music Highlights of the Year", a major event organised by RTHK Radio 4.

- The Libraries co-sponsored with the University Museum and Art Gallery *The Fung Ping Shan Building: an Early Hong Kong Chinese Library and Museum exhibition*. This exhibition was held to coincide with the 70th anniversary of the Fung Ping Shan Library and the 50th anniversary of the University Museum and Art Gallery.

We have also strived to ensure we have effective communication within the Libraries. We established a Special Intra-Libraries Communication Team to review existing staff communication channels. The effectiveness of each communication channel was thoroughly examined, and a web-based survey was launched to seek opinions from all library staff. The survey received a high response rate and extremely encouraging results were achieved. Based on the results of the survey, we identified certain communication areas that needed to be addressed. As a consequence of this survey, which proved to be both fruitful and meaningful, substantial improvement to the smooth running and efficiency of all library departments were realised.

Doming Lam Manuscripts Turnover Cermony

Dr. Ferguson (right) and the Fung's family at the opening ceremony of *The Fung Ping Shan Building: an Early HK Chinese Library and Museum* exhibition held at the HKU Museum on 13 June 2003.

Lead Collaboratively

Over 200 librarians attended the Third Annual
Hong Kong Innovative Users Group Meeting

Within the University, a major collaborative effort was put into extending the value of our very significant collection of electronic information resources to SPACE students. By adding an electronic information component to their online learning platform, SPACE students who have paid the appropriate fees and are authenticated by the system can now access the full range of databases previously available to HKU students only.

Outside the University our efforts have centred on taking full advantage of each other's resources:

- Initiated a two-year experiment with Lingnan University and City University of Hong Kong using InnReach, a library information shared resources computer software system. Using this system, selected patrons at any of the three libraries will be able to search the resources of all three collections and initiate their own interlibrary loan requests. If this experiment proves successful, and funding to license the software system can be found, the information resources held by all eight universities could be made mutually available to their students and faculty.

- Established an agreement with the Hong Kong Public Records Office to collaborate with each other in the selection of Hong Kong materials to digitise so as to avoid duplication and to optimise our efforts.

- Sponsored the Third Annual Hong Kong Innovative Users Group Meeting. Innovative is the library system employed by all eight tertiary education institutions in Hong Kong. More than 200 librarians attended with many from other countries in East Asia.

- The Librarian chaired Hong Kong JULAC consortium's shared electronic information licensing programme during 2002-03. Our Medical Librarian did the same for Hong Kong's medical libraries.

- The Librarian also chaired the Pacific Rim Digital Library Alliance consortium which is composed of more than 20 libraries from North America, East Asia, Southeast Asia, and Australia/New Zealand.

This has been another active year working with other libraries in China to enrich and expand the resources available throughout the nation:

- Developed the "Sun Yat-Sen in Hong Kong" module for Sun Yat-Sen University's Sun Zhongshan Digital Library project.

- Revived and updated the Union Catalogue of Chinese Overseas Collections project with Jinan University Library. Moved the database into Oracle to make searching faster and more efficient.

- Visited more than a dozen libraries in China to find new ways of cooperation.

- Sent 6,143 books and serials to Chinese materials exchange partners and received 10,449 in return.

- HKU's Medical Librarian was particularly active exchanging unneeded duplicates with Shantou University, Peking Medical College, and Tsinghua University medical libraries.

Internationally, we took a big step forward when we joined the world's largest shared cataloguing consortium a year ago. This year we began to reap the benefits:

- Uploaded records to international shared cataloguing consortium so that other libraries might copy our records. During 2002-03 we contributed 23,284 original records. This also precipitated a 40% increase in the number of items lent to foreign libraries.

- Answered increased numbers of questions from abroad about Hong Kong and Hong Kong materials in our Special Collections.

This year's staff exchange programme with Peking University Library included Ms Annabelle Pau (Cataloguer) and Mr David Palmer (Systems Librarian) each spending a month in Beijing in September and November 2002 respectively. In exchange, Ms Nie Hua (Head of the Automation Department) and Ms Xiao Long (Deputy Director and Head of Reference Department) from the Peking University Library worked in our library during the same period. Our exchange with Fudan University Library involved Ms Angela Ko (Fung Ping Shan Library Chinese Bibliographer and Assistant Head of the Acquisitions Services Department) who spent four weeks at Fudan during March and April 2003. The programmes were very well received by all participants and their libraries.


Ms Nie Hua, Head of the Automation Department from the Peking University Library gave a talk on "Peking University Library Overview" at our library.

Secure Funding

The need to secure a strong funding base continued this past year because of unrelenting increases in the prices paid for information, particularly for scientific journals, the lifeblood of science and technology research:

The average 2003 annual subscription prices per title for some scientific disciplines are breath-taking:	
Disciplines	Average price per title
Physics	HK$17,300
Chemistry	HK$16,715
Engineering	HK$9,742
Astronomy	HK$9,742
Technology	HK$8,666
Math & Computer Science	HK$8,635

The price increases for the same disciplines from 1999 - 2003 are also significant especially with no budget increase in the past three years:

Bar chart showing price increases (0%–45%) for: Chemistry, Engineering, Technology, Physics, Math & Computer Science, Astronomy.
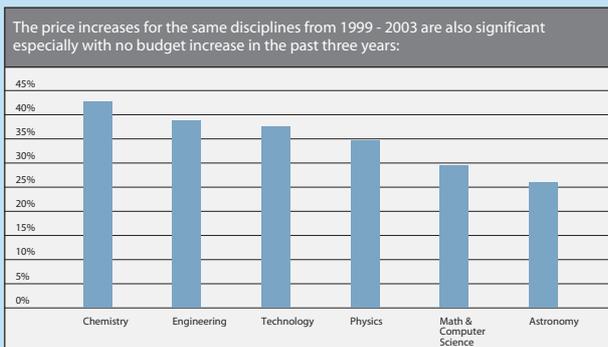
The Libraries was active during the year communicating with current and prospective supporters. We received a number of generous donations from benefactors:

- The Fung Ping Shan Library received a donation of $200,000 from the Sir Kenneth Fung Ping Fan Foundation Trust. The donation was given to support the publication of a new Chinese rare book catalogue, *An Annotated Bibliography of Rare Books in Fung Ping Shan Library*, published by the Hong Kong University Press.

- Culturecom Holdings Limited donated $98,000 to the Libraries' first annual Library Leadership Institute to provide scholarships to facilitate participation from China librarians.

Prof Jao Tsung-I (right) and Prof Tsui Lap-chee (left) displaying a giant bookplate to promote Honour with Books.

- The Hung On-to Memorial Library (Hong Kong Collection) received a donation of $100,000 from the Hung On-To Memorial Fund.

- More than 60% of the Libraries staff members participated in either the Honour With Books or the University's Mustard Seed Programme to demonstrate their personal commitment to achieving the Libraries goals and objectives. With the Hong Kong Government's fund raising matching programme, our funds were doubled to reach a total of $124,088.

To earn funds to support its programmes, the Libraries also participated in two initiatives that were particularly helpful:

- Cataloguing Department staff's efforts produced at least HK$544,000 in credits from the OCLC shared cataloguing programme by contributing unique records for libraries in the rest of the world to copy.

- Fung Ping Shan Library staff, with the full support of Systems Department colleagues earned HK$250,083 in revenues for 2003 through the Libraries sponsorship of server mirror site for the China National Knowledge Infrastructure databases. During the year, six more Hong Kong libraries subscribed to these databases.

To draw attention to the needs of the Libraries and the opportunities to provide financial support, several programmes were held during the year. Highlights of these programmes included:

- Libraries launched the Honour With Books campaign in December 2002 and co-organised with Radio Television Hong Kong a special programme on 10 May 2003 to commemorate Mother's Day. More than 400 people gathered on the Sun Yat-Sen Place (with much of Hong Kong listening to it on the radio) to listen to Mrs Nelly Fung, Ms Audrey Eu, Mrs Candice Chong, several students, and Ms Gigi Leung, an actress and pop singer, accounted how their mothers positively influenced their lives. Gigi sang for the group and the HKU Union Choir also performed during the event.

- New HKU Libraries Circle of Friends dues levels and benefits finalised in 2003 with different membership fees for those who want simple onsite reading, borrowing, or borrowing and remote electronic access:

Membership Type	Reading Only	Borrowing	Borrowing and Electronic Access
HKU Alumni	Free	Free	$500
HKU SPACE Alumni	$750	$1,500	$2000
Non-Alumni Individual	$1,500	$3,000	Not Available
Non-Profit Organisation	$1,500	$3,000	Not Available
Corporate Organisation	$3,000	$6,000	Not Available
Individual affiliated with Non-Profit or Corporate Member Institutions	$1,200	$2,400	Not Available

- As a means of promoting knowledge of the Libraries, the Circle of Friends organisation sponsored eight meetings of the Reading Club. During the 2002-03 season the following events were hosted:

  - Mr Patrick Yu (余叔韶先生) reviewed *Tales from No. 9 Ice House Street* with Ms Audrey Eu (余若薇女士) as the moderator on 26 September 2002.

  - Mr Frank Ching (秦家驄先生) reviewed *Internationalizing China: Domestic Interests and Global Linkages* by David Zweig with Professor J P Burns as the moderator on 7 November 2002.

  - Mrs Joy Shan Lam-Kung (林在山女士) reviewed *The Picture of Dorian Gray* by Oscar Wilde with Dr Elaine Ho as the moderator on 12 December 2002.

  - Dr Peter Cunich reviewed *An Impossible Dream: Hong Kong University from Foundation to Re-establishment 1910-1950*, on 23 January 2003.

  - Mr Szeto Wah (司徒華先生) reviewed *紅太陽是怎樣升起的：延安整風運動的來龍去脈 / 高華著 (How did the sun rise over Yanan: a history of the rectification movement* by Guo Hua) with Mr Lee Yee (李怡先生) and Mr Willy Lam Wo-Lap (林和立先生) as the moderators on 6 March 2003.

  - Ms Lu Ping (路平女士) reviewed *行道天涯：孫中山宋慶齡的革命愛情故事 / 平路著 (A Journey Too* by Ping Lu) on 15 May 2003.

  - Mrs Regina Ip (葉劉淑儀女士) reviewed *A Room of one's own* by Virginia Woolf; *Creating a life: professional women and the quest children* by Sylvia Ann Hewlett; *Lois Weber: the director who lost her way in history* by Anthony Slide with Ms Evelyn Ng as the moderator on 5 June 2003.

  - Professor David Lung reviewed *Voices From the Past: Hong Kong 1842-1918 /* selected and annotated by Solomon Bard with Dr Elizabeth Sinn as the moderator on 12 June 2003.

Dr Ferguson, University Librarian (second from left), Mrs Nelly Fung (middle), Mrs Candice Chong (third from right), Gigi Leung (second from right) and Ms Audrey Eu (right) to celebrate in the Honour Mothers with Books programme 10 May 2003

Mr Hung Hin-Hong (middle) donated $100,000 on behalf of the Hung On-To Memorial Fund to the Libraries

Organise Optimally

All professional librarians at a one-day retreat to strategise on how to improve the library's organisational structure

Substantial efforts have been made in achieving the recommendations of our own staff and experts and consultants from external organisations.

During the year, Ms Xiao Long, Peking University Deputy Librarian, and Mr George Soete, an experienced organisational consultant who has worked for the US based Association for Research Libraries both came to HKU to analyse our organisational structure and to make recommendations for change. Our goal was to figure out how to be better positioned to meet our user community's changing needs.

Mr Soete, who in addition to conducting his own evaluation, employed the findings of Ms Xiao and recommended restructuring to place more emphasis on understanding and meeting user needs; have one Deputy librarian to direct the day-to-day operation of the Libraries so that the Librarian can focus on forging cooperative relationships with other groups and fund raising; improve internal communication; simplify the organisation; use functional teams; reduce the importance of rank when making work assignments, to allocate on the basis of need, not historical precedents.

Management reviewed, Mr Soete's recommendations and all professional librarians attended a one-day retreat to brainstorm ways of implementing a reorganisation. The following changes have been made to achieve the recommendations and became effective July 2, 2003:

- Serials and Acquisitions Departments and the Interlibrary Loans/Photocopying and Circulation Departments were each integrated. This change freed up two professional positions for redeployment as subject bibliographers.

- The separate Fung Ping Shan Library reference and circulation desks were closed with 14 staff redeployed to the Reference and Circulation Departments. Two professional staff were freed up to assume new duties as archivist in the Special Collections and as a web resources selector/cataloguer in the Collection Development Department. The Fung Ping Shan Librarian continues to coordinate East Asian materials related matters in addition to now overseeing all Main Library public service departments.

- Small units from throughout the organisation were combined into larger functional teams to achieve economies of scale and to make more efficient use of our staff.

- Our existing discussion group structure which had been designed to improve communication but which had not been effective was replaced with an expanded Quality Assurance Team to work on day-to-day matters, a Senior Management Team to focus on strategic decisions, and a Librarian's Forum to which all professional librarians could raise their concerns and recommendations.

- In addition to the new positions created through redeployment already mentioned, two other positions were also made possible: a Preservation Librarian, and an Information Literacy Coordinator.

- Formed the Digital Initiatives Steering Committee to prioritise and coordinate all projects. A set of seven projects were chosen upon which the Libraries efforts will be focused over the course of the next three to five years depending upon the volume of resources that can be employed.

Staff News

AWARD
Mr Lawrence Tam and Ms Averil Robertson won an award for excellence from Emerald publishers for their article "Managing change: libraries and information services in the digital age", published in *Library Management Journal,* Vol. 23, No. 8/9, 2002, pp. 369 -377.

RESEARCH OUTPUT
Chan, G.R.Y.C. and Ferguson, A.W. Digital Library Consortia in the 21st Century: The Hong Kong JULAC Case, *Collection Development* . NY, USA, Binghamton, 2002, 27 (3/4): 13 -27.

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Enright, C. S. and Sidorko, P.E. *Legal Research Technique* . Sydney, Australia, Branxton Press, 2002, xlv, 452.

Ferguson, A.W. Digital Resources for Lifelong e-learning, panel chair at the Lifelong e-Learning: What Works and Why. Hong Kong Web Symposium Consortium, Hong Kong, June 8, 2002.

Ferguson, A.W. Pacific Rim Digital Library Alliance (PRDLA) and Pacific Neighborhood Consortium (PNC): Merge or Peacefully Coexist?, Collaboration in the Digital Age conference sponsored by the Pacific Neighborhood Consortium, Osaka, September 21, 2002.

Ferguson, A.W. E-resource Sharing in Hong Kong: Negotiating Hong Kong Style, Collaboration in the Digital Age conference sponsored by the Pacific Neighborhood Consortium, Osaka, September 22, 2002.

Ferguson, A.W. Digital/IT Partnerships: Working with Members of the University Community to Enhance Teaching, Learning and Research, *Journal of Academic Libraries (大學圖書館學報)* : 24-27, October, 2002. Also presented at the Peking University International Conference on [the] Current Situation and Future Trends of Digital Library Development, Beijing, October 22, 2002.

Ferguson, A.W. Digital Information Use Statistics: Useful? Useless? Twenty-second Annual Charleston Conference, Charleston, SC, November 2, 2002.

Lai, K.K.Y., Chan, J.L.Y., Lai, K.K.T. Schmer, G. and Fritsche, T.R. Sir Patrick Manson: good medicine for the people of Hong Kong, *Hong Kong Medical Journal* . Hong Kong, China, Scientific Communications International Ltd., 2003, 9: 145 -147.

Palmer, D.T. ETDs at HKU: A Spearhead for Digital Library Growth, *Proceedings of the 5th International Conference on Asian Digital Libraries: Digital Libraries, People, Knowledge, and Technology.* London, UK, Springer-Verlag, 2002, 520.

Tam, W. H. Education for Libraries and Information Professionals in the Digital Era with Special Reference to the Needs of the Hong Kong Special Administration Region in the 21st Century: some considerations and proposals. *Journal of Academic Libraries.* Beijing, China, Beijing University, No. 125. (Special Issue on Libraries of the Digital Era: Development and Trends) 15 October 2002: 115 -118

Wan, Y.C. Research materials on Chinese Overseas at the University of Hong Kong Libraries, Second International Conference of Institutes & Libraries for Chinese Overseas Studies, Hong Kong, March 13 -15, 2003.

EVENTS TO CELEBRATE
1 baby boy
Ms Diana Tsui (Library Assistant I)

11 promotions:
Mr Chan Wai Ming (Assistant Librarian I) Dr Ku Kam Ming (Assistant Librarian I) Ms Tina Yang (Assistant Librarian II) Ms Winnie Lam (Temporary Assistant Librarian II) Mr Lai Chun Ying (Senior Library Assistant) Ms Ivy Chan (Library Assistant I) Mr Harry Ko (Senior Works Supervisor) Mr Eanny Ng (Library Assistant II) Mr Lai Chung Kin (Senior Bookbinder) Mr Chan Kin Hung (Library Assistant III) Ms Joyce Yeung (Library Assistant III)

LONG SERVICE AWARDS
25 years of services - Ms Wong Oi Lin Lisa (Library Assistant III) and 15 years of services – Mr Kam Mau Lam Frankie (Library Assistant II) Mr Ko Kam Hung Harry (Senior Works Supervisor) Mr Lau Chi Kee Neptune Sherman (Library Assistant III)

NEW STAFF
Mrs Amanda Harizan (Assistant Librarian II) Mr Lee Siu Lun Alan (Technician) Ms Sin Fung Siu Iris (Computer Technician II) Ms Ho Yun Hing (Library Assistant II) Ms Wong Fung Yan (Library Assistant II)

NEW APPOINTMENT
Dr Anthony W. Ferguson was appointed the University's Acting Director of IT in Learning to coordinate a wide range of activities designed to maintain and enhance IT provisions and infrastructure crucial to the University's teaching and learning environment.

REDEPLOYMENT
21 Assistant Librarians and Library Assistants were redeployed to a new position in the following departments:

Acquisitions	Mr Oliver Ho (LA I) Ms Angela Ko (AL II) Ms Ivy Ko (JLA) Ms May Leung (LA I)
Cataloguing	Mr Chan Wai Ming (AL II) Ms Winnie Lam (PAL) Ms Masumi Maetani (Part-time LA II) Ms Judy Tsou (LA II) Ms Christine Yiu (LA II)
Dental Library	Mr Lincoln Tang (LAII)
Education Library	Mr Joe Wong (LA III)
ILL/Photocopying Department	Miss Ruby Chan (JLA)
Law Library	Mr Francis Poon (LA I)
Libraries Storage and Relegation Master Plan	Ms Amanda Harizan (AL II)
Medical Library	Mr Peter Wong (SLA)
Reference Department	Ms Tina Yang (Temporary AL II)
Serials Department	Mr Fung Chun Kai (JLA) Ms Connie Lam (AL II) Ms Linda Law (LA II) Ms Lee Miu Woon (LA II) Mr Elton Li (LA II)

RETIREMENT
Mr Chong Hon Chung (Library Assistant II) after 39 years of service

RESIGNATION
Mrs Yiu Wai Chu (Library Assistant I) Ms Wong Pei Hong (Library Assistant II)

OBITUARY
Mr Samuel Chan Siu Cheung, Library Assistant II of Special Collections with 14 years of services, passed away on 6 November 2002.

Notable Acquisitions

Evans Digital Edition (1639-1800)
[Chester, Vt.?] : Readex, [2002]-
The digital collection, a set of 36,000+ items, includes all known existing book, pamphlet, and broadside published in America from 1639-1800. It corresponds to Charles Evans' historic American Bibliography, undoubtedly one of the most important sources for the study of 17th and 18th century America.

LWW Total Access Collection
Lippincott Williams & Wilkins
This Total Access Collection of Lippincott Williams & Wilkins is a complete collection of over 200 highly respected medical journals. All medical disciplines, from bioscience to nursing, are covered.

Nature, 1869-1879.
Basingstoke : Palgrave Macmillan, 2002.
This twenty-volume run is the first part of a sixty-volume collection of facsimile reprints of issues of the Nature magazine published between 1869 and 1900. This retrospective run is a valuable research tool in the history of science and scientists. For this edition an Index volume has been commissioned as an additional scholarly resource.

Past Masters
Charlottesville, VA : InteLex Corp.
The series contain definitive editions of the full corpora of the seminal figures of the human sciences, including Wittgenstein, Weber, Marx and Engels. Over seventy titles have been released, covering published and unpublished works, articles and essays, and correspondence.

Sage Full-Text Collections
Bethesda, Md. : Cambridge Scientific Abstracts
This is an electronic journal collection of the most popular titles in four major social science subject areas: communication studies, criminology, politics and international relations, and sociology . Coverage includes more than 75 journals and 20,000 articles.

Synthesis of Peptides and Peptidomimetics
Stuttgart : Georg Thieme Verlag, 2002-2003.
This four-volume set represents the most valuable extract from more than 100 years of peptide synthesis. Edited by internationally renowned peptide chemists, these new English language volumes reflect the current challenges of a discipline which is at the centre of modern chemistry and biology.

U.S. Congressional Serial Set Digital Edition (1817-1900)
Readex, [2003-].
The first two phases of a monumental project that aims to digitise the U.S. Congressional Serial Set from the 15th through the 96th Congresses (1817-1980) together with the retrospective American State Papers, 1789-1838. The Serial Set comprises all the reports, documents, and journals of the U.S. Senate and House of Representatives.

中國優秀博碩士學位論文全文數據庫 (China Doctor/Master's Dissertation Databases)
[electronic resource]
Beijing : Zhongguo xue shu qi kan (guang pan ban) dian zi za zhi she, 2000-
A full-text database that contains 30,000 dissertations, covering all subject areas, submitted for higher degrees to universities in China since 2000.
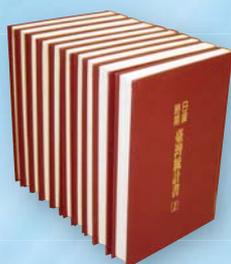
日據時期臺灣統計書 (Ri ju shi qi Taiwan tong ji shu)
[Taibei shi] : Xiang da tu shu you xian gong si, [2000]
This reprinted collection of statistics, originally published between 1879 and 1942, is an essential source for the study of the history of Taiwan under Japanese occupation.

巨靈北斗星證券分析系統 (Genius Beidouxing Securities Analysis)
[electronic resource]
Shenzhen : Shenzhen ju ling xin xi ji shu you xian gong si, 2002-
The database contains information for China listed companies, mutual funds and bonds. It also consists of China's securities laws and legislations, statisitcs and research reports.

Statistics

Increase Use of Library Resources

	Percent of Increase
Interlibrary Loan Borrowing	66%
SPACE Borrowing	29%
HKU Student Borrowing	8%
HKU Staff Borrowing	7%
Total Materials Use	14%
Collection Growth (volume)	5%

Total Library Expenditure
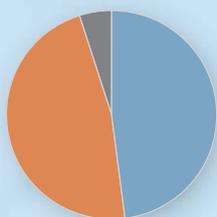
■	Books	47.96%
■	Staff	47.09%
■	General Expense	4.95%

How We Spent Our Acquisitions Dollars

2003
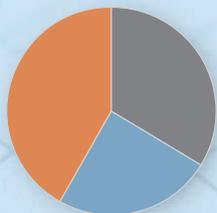
■	Books	33%
■	Electronic Resources	26%
■	Journals	41%

Interlibrary Loan Transactions with Other Libraries

2003
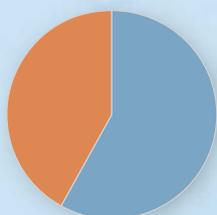
■	ILL Items Loaned	19,903
■	ILL Items Borrowed	14,514
	Total	34,417

Volumes in Library

30 June, 2003

■	General Library	1,075,491
■	Fung Ping Shan Library	702,045
■	Medical Library	171,328
■	Law Library	90,230
■	Education Library	53,682
■	Dental Library	51,856
■	Music Library	25,839
	Total	2,170,471

Who Uses Our Library

July 2002 - June 2003 Circulation Statistics (excluding manual loans)

■	HKU Staff	162,254
■	HKU Students	927,736
■	Alumni	148,477
■	SPACE Staff	16,270
■	SPACE Students	61,968
■	Others	40,858

Staffing in HKU Libraries

June 2003

■	Professional Staff (FTE)	42
■	Support Staff (FTE)	200

Library Materials Use Statistics

July 2002 - June 2003
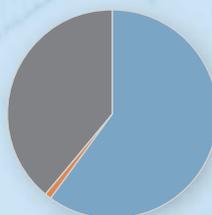
■	Items Checked Out	1,357,563
■	Manual Loans	12,659
■	Items Read In-House	879,127
	Total	2,249,349

Libraries Mission

University Libraries provides

quality collections and services

to support the University's superb

teaching, research, and life long

learning programmes and to insure its

standing as a pre-eminent

international university in Asia.