

Restricted access and reduced level of library services (23 March 2020 until further notice)

As announced by the HKU Task Force on Infectious Diseases on 21 March 2020:

“In light of the latest developments of the COVID-19 in Hong Kong, the University will, starting from March 23 until further notice, make necessary adjustments to its operations. Apart from staffing for emergency and essential services, staff shall work from home to provide basic department services. Heads of Departments will communicate with their staff members about the detailed work arrangements to be made as per the department's situation.

The Main Library and the Learning Commons will be open with restricted access to current students and staff.”

Starting from 23 March, the Libraries will **only provide access to current HKU staff and students and reduce the level of services including opening hours:**

Location	Facilities	Service enquiries
Main Library	<p>OPEN - 2/F entrance, stack areas and single study spaces on all floors</p> <p>ADVANCED ROOM BOOKINGS/ RESERVATIONS OF ALL FACILITIES (EXCEPT RESEARCH CARRELS) ARE NOT REQUIRED UNTIL FURTHER NOTICE</p>	<p>Please check OUR latest opening hours on https://lib.hku.hk/general/hours/index.html or contact respective service points/offices https://lib.hku.hk/general/contactus_staff.html before making a visit. No face to face services will be provided.</p>
	<p>CLOSED</p> <p>G/F – Entrance, restrooms, Seminar Room, Joseph Needham Room, Library Corner</p> <p>1/F – Special Collections, AV group viewing rooms</p> <p>2/F – Enquiries and Lending Services counters, Library Innovation Centre, Multipurpose Area</p> <p>Level 3 - Information counter, Multipurpose Zone and Collaboration Zone</p>	<p>Lending Enquiries</p> <ul style="list-style-type: none"> • Tel: 3917 2202 • Email: libcir@hku.hk <p>Special Collections Enquiries</p> <ul style="list-style-type: none"> • Email: libspeco@hku.hk <p>Information Enquiries</p> <ul style="list-style-type: none"> • WhatsApp-a-Librarian: 5441-5441 • Email-a-Librarian: libis@hku.hk • Zoom-a-Librarian • Research Consultation Service: A personalized advisory service <p>ALL LIBRARY WORKSHOPS AND EVENTS ARE CANCELLED UNTIL FURTHER NOTICE.</p>

Branches	CLOSED with email enquiry service	University Archives • Email: hkua@hku.hk • Website: http://www.uarchive.hku.hk/
University Archives	CLOSED with email enquiry service	
Other library offices	CLOSED	

Precautionary health and security measures

With immediate effect, all entrants are required to wear a face mask all the time inside the Library and bring along a HKU student/staff card/library card/authorization documents for security check at university entrances. No service will be provided to any person not wearing a face mask. Please enter the Main Library via 2/F entrance where body temperature check will be conducted for all patrons and visitors including HKU staff and students.

Loan services of library materials & pick-up of requested items

Category	Status / Action required by patron
Normal returns	Please use automatic book return unit/book drops at Main Library. All book drops in branch libraries will be closed from 25 March until further notice. Books can also be returned by post to “Lending Services Division, 2/F Main Library, the University of Hong Kong, Pokfulam Road, Hong Kong (ATTN: Book returns (Circulation))”.
Books due before 3 May 2020 that are not requested by other users	Due dates of these items will be automatically extended to 4 May 2020. Please check MyAccount@HKUL for the new due dates or contact libcir@hku.hk for assistance.
Recalled items	Please return all recalled items according to the due date on the library notice. No extension will be granted to these items.
Requests for items in branch libraries	For requests made before 23 March, please retrieve the items from the <u>Main Library</u> on or before 31 March 2020. No requests will be filled from 23 March until further notice
New requests for HKALL and ILL service, Hing Wai Document Delivery	Suspended until further notice
Current newspapers on Level 3	Suspended until further notice

Should you need further assistance, please contact us via <https://lib.hku.hk/cgi-bin/comments/form.cgi>.

Thank you for your understanding.

Peter Sidorko
University Librarian
The University of Hong Kong Libraries