

Lui Che Woo Law Library
User Survey 2019: Response to Key Comments

Facilities - Seats

Please add more seats/study tables; add more research zone seats; not enough seats on 1/F

With limited space in the library and competing needs for housing print collections and seat provision, we are maximizing seating capacity by having 88 seats on the second floor of the library bookable. We will also review the usage of study carrels on the first floor currently allocated to research postgraduate law students to open up more seats in the Research Zone for general use if necessary. In the long run, we will look into repurposing our space, taking into consideration nearby facilities available in the Chi Wah Learning Commons.

Service quality - Library staff

Law Library staff are helpful and friendly; I always feel welcome in the library; some staff have attitude problems

We are delighted to receive a good number of compliments about library staff being helpful and friendly. For individual cases brought up where there had been a lapse in service and attitude, we will look into them to rectify so as to continue to serve all our users with dedication and care.

Print & electronic resources

Number of copies – please provide more copies of textbooks; Please get electronic access to more e-books and e-journals.

In line with library wide practice, we have an electronic-preferred policy for all library resources. We are stepping up our acquisition of e-textbooks with the need for the library to support increasing online teaching and learning during the crisis periods in the past year. However, at times, due to the sales model imposed by publishers on e-textbooks, and the exorbitant costs, we may not be able to purchase as many e-titles as we would have wanted. We will continue to review the situation and explore possible sustainable ways of funding electronic contents together with the Faculty and within the confines of the Libraries' overall budget. Suggestions on new or additional copy purchase are always welcome, although funding 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.

Opening hours

Please have longer hours; Sunday hours should be longer; weekends and holidays too

We constantly monitor our opening hours and usage of the library. While we appreciate that most of our users prefer longer opening hours especially on weekends and Sundays, our gate entrance data (number of visits) and the actual usage of the library during weekends, Sundays, and in late evenings has shown that it would not be cost effective to extend the hours. With the close proximity of the library to the Chi Wah Learning Commons (CWLC), which operates longer opening hours throughout the year, we encourage our eligible users to make use of CWLC after the library closes. This would maximize the use of university resources, instead of keeping two facilities open without full capacity.

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