

Dental Library
HKU Libraries User Survey 2019: Response to Key Comments

Opening Hours	
User comments	Library responses
Requests for extension of the current opening hours.	In light of the library usage statistics and insufficient staff members, the service hours of the Dental Library will remain the same as our previous years. Library users are recommended to use the Main Library or Chi Wah Learning Commons (CWLC) when the service of Dental Library is not available.
Premises (Ventilation and Temperature)	
User comments	Library responses
<ul style="list-style-type: none"> - the air circulation was not well enough, and suggested that the air conditioners should be fully turned on; - the air conditioning was too strong. 	The Library's temperature is set in the range of 21-23 degree Celsius with a relative humidity of 45-60%, which is suitable for both users and books. However, the temperature and humidity may fluctuate under different weather conditions. If library users feel unusually stuffy, cold or hot in a certain area, please feel free to contact the library staff and we will investigate.
Premises (Space Usage)	
User comments	Library responses
Request for a coffee / tea corner inside the Library	In view of the University Libraries Food and Drink Policy, the Dental Library cannot provide an area for library users to consume their beverages and refreshments. Library users are advised to use the Hospital Canteen (7/F PPDH) as an alternative choice.
Library Collection	
User comments	Library responses

The problems of access right are encountered for certain electronic journals	The access and usage of electronic journals abide by the terms and conditions of the publishers. If library users have uncertainty about their right to view the full text of particular electronic journals, please do not hesitate to approach the library staff for verification.
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Facilities and Equipment (Printer and Photocopier)

User comments	Library responses
Request for printed guides or staff support on uPrint, printer and photocopier use	<p>Guidelines about the printing and photocopying are placed next to the equipment items. Library users may also refer to the documents on the Library webpage for reference:</p> <p>(1) how to purchase of printing units at AVM URL: https://lib.hku.hk/sites/all/files/files/denlib/AVM%20v5.pdf,</p> <p>(2) how to print to a network printer from public access workstations URL: https://lib.hku.hk/sites/all/files/files/denlib/See%20how%20to%20print%20v4.pdf</p> <p>(3) how to make copies URL: https://lib.hku.hk/sites/all/files/files/denlib/See%20how%20to%20make%20copies%20v4.pdf</p> <p>If library users have enquiries about the printing services, please feel free to contact the Library staff for assistance.</p>

Facilities and Equipment (Computers at OPACs & KNC)

User comments	Library responses
Faster desktop computers should be provided	The Dental Library has already replaced some of the old desktop PCs according to the schedules of the University Libraries. Upgrade of the computers will be completed by this year. If library users have noticed

	any PC with unusual slow performance, please contact the Library staff for assistance.
Facilities and Equipment (Wireless Printing Service)	
User comments	Library responses
Wireless printing problems were noticed after the upgrade of MacBook OS	<p>User instructions about WiFi printing for HKU Staff or Students can be found at the following URL: https://www.its.hku.hk/documentation/guide/tl/lc/u/print</p> <p>The application program of “wireless printing” is developed and maintained by the University Information Technology Services (ITS). If library users come across problems using the wireless printing services, please feel free to contact the Library staff for assistance. In addition, library users can also approach the Service Desk of ITS (ithelp@hku.hk) for enquiries.</p>