Opening hours
As I am a school teacher, I need to do research and prepare materials for my professional job during daytime, I can come only at night on weekdays or long holiday, but the education library always change the opening hours during the holidays (e.g. summer), it is very inconvenient for all the school teacher. I understand that may be not much user will come back in summer, but as the HKU Education library is the most important place for us to prepare our work and serve the HK Education sector, I hope you will help those graduate who are teachers, many thanks

Library’s response: We have been monitoring our opening hours throughout the year by analyzing data from our library gate count statistic. It does not reflect emergent needs to extend the current opening hours. We encourage our users to make use of the inter-branch delivery service to request the Education books for pick up in the Main Library which operates longer opening hours throughout the year.

Equipment – scanner and computer
Facilities in the Education Library are insufficient to satisfy students' needs e.g. there's only 1 scanner, <5 computers, etc.

Library’s response: In response to users’ scanning needs, we replaced the old scanner with a new express scanner in September 2019. The speed and performance of the new scanner should be improved. Besides, we have been working on enabling the scanning function in one of the photocopiers in the Library to meet users' needs on scanning service. For suggestions on adding more computers, apart from the four PCs and two iMacs in the Library, four laptops are provided for short-term loan to users.

Equipment – power sockets
I think both the Education Library and the Main Library Level 4 need more power plug-ins. Sometimes I find it is tough to find any socket to charge my laptop.

Library’s response: Most of the power sockets in the Education Library are floor-mounted (hidden on the floor). We have added signage on the floor to ensure users are aware of the power sockets. More power sockets will also be added for charging electronic devices.

Facilities - Seats
Provide more seats and desks in education library for people to study and have revision is suggested. Honestly, it is a very nice environment for me to study there, but the seats are limited and most of the time I cannot find a seat or book a room there.

Library’s response: We have been working on maximizing our seating capacity in the Library by opening the teaching space MW820 for quiet study whenever it is not being
occupied for teaching and meetings from reading week to the end of the examination period. Located inside the Library, the teaching space provides an extra 26 to 40 seats to our users, which alleviates the space problem in the Library. If you need help in locating an available seat, please approach our library staff who would be happy to help.

**Physical Space & Service Quality**

_The space and use of space in the Education Library need to be reformed as we are running out of space to put new textbooks/ reference books, and not enough space for group discussion room. The staffs in Education library are very helpful though._

Library’s response: We have been conducting relegation and weeding exercise annually for our textbook collection to release more space for putting new editions of textbooks on bookshelves. Our library staff would be happy to help with locating the new textbooks if there is a need. We are delighted that users are satisfied with our services and we will continue to provide quality service in a warm, friendly, and professional environment.

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