Yu Chun Keung Medical Library

User Survey 2019: Response to Key Comments

Environment – Indoor temperature

medical library is too cold

While we received some compliments on the new design and facilities in the renovated Medical Library, we regret that due to budget constraints, we were not able to renovate / improve the aging air conditioning in the library. What we can do to alleviate the problem is to constantly work with the management office to monitor air temperature in the library and make frequent adjustments to ensure a more comfortable environment. We are also planning to join a pilot project of deploying IoT Technology to install humidity and temperature sensors in the library to better monitor humidity and temperature and take appropriate and timely actions to improve the environment.

Environment – Noise

noise from construction works outside the library, other users, construction workers

We apologize for the intermittent noise disturbance inside the Medical Library and the demolition of public toilets due to construction works of the nearby Medical Complex Extension site. While the project has to go on until it is completed, we have been working with the Estates Office and contractors to schedule noisy works outside hours when we have classes in the Knowledge Hub, in a bid to curtail disturbances. The public toilets are expected to be reconstructed around September 2020 and the whole extension works by the end of the year. We hope to return the Medical Library to a quiet place conducive to studying and learning then.

Equipment – Computers

computers often go out of order, login problematic

We are aware of the problems with the computers. After thorough investigation, we found that the problems stemmed mainly from software installed. We are working closely with our technical staff to solve them, including the upgrading of the operating system to Windows 10 and a reconfiguration of the login system. During the recent renovation of the Medical Library, Wi-Fi equipment and installation has also been improved to fasten speed and performance. From our daily usage statistics, we believe that the current number of computers should be able to meet demand but would consider installing some Macs for users when funding is available.

Equipment – Printers

printers are slow, more printers needed

We upgraded the uPrint system of the printers several months ago and performance of the printers should be reasonable. The speed of printing can be affected by many factors, e.g. contents of the print jobs (texts vs graphics; black & white vs colour), traffic of the network environment, usage of the print server, etc. Users are also reminded that there is one more printer outside the Printing Room near the Compact Shelving. We have done a thorough study of the usage of printers and found that the current provision of 6 printers should be sufficient to meet demand. We will plan replacing the old printers with new ones when replacement is due and when funds are available.