Education Library
User Survey 2013: Responses to Top 10 Comments

1. **Purchase more books**

   Our response: The library recognises the increasing demand from faculty and students for books necessary for their learning, teaching and research. With limited funding, we will prioritise resources and develop collections that strike a balance between meeting new demands and evolving technologies. If you know of resources that would be beneficial to have for study in your discipline, please suggest them through our Book Recommendation Online (BRO) at http://lib.hku.hk/general/eform/eform_book.html. We would be happy to consider all requests, and though funding to obtain the resources may not be immediately available we would always strive to provide a collection that best meets the needs of our users.

2. **Provide more computers**

   Our response: We will review the use of computers in the library’s public area and will consider providing more if the demand increases. Please kindly note that the University of Hong Kong Libraries has launched a Laptop/Tablet Loaning Programme to further enhance its provision of computing facilities for borrowers. Laptops and tablets are available for short loan at our circulation counter for use anywhere on campus. More information about the Programme is available at http://lib.hku.hk/techsupport/laptoploan.html

3. **More photocopiers and one of the photocopiers always break down**

   Our response: We will consider installing additional machines if there is greater demand for more. Due to technical problems, one of the photocopiers cannot be used at the moment. The service will resume once the parts arrive by shipment from overseas.

4. **Signage of the collections is not clear**

   Our response: We understand that it is important for patrons to be able to navigate their way through the Library and to use specific resources on their own. We are reviewing our signage and reshuffling our collections to ensure that resources and services are clearly marked and can be easily found.

5. **The Education Library is a good place for study - it would be more desirable if there are more seats**

   Our response: We are pleased to let you know that we have developed a refurbishment plan that includes increased library space for seating purposes. In the coming months, you will find more comfortable seats in the Education Library.
6. **Longer opening hours**

   **Our response:** We will consider extending our hours to opening at 9 am starting next semester. We will monitor the usage of the library to enhance our services whenever possible under the current manpower and resource constraints.

7. **The new location of the Education Library at 8/F Meng Wah Complex is not as convenient as the old site**

   **Our response:** The move of the Library is to support the long term development of the Faculty of Education. Although the location seems to be far from the central campus, it is in close proximity to many divisions of the Faculty. Besides, the new Library has more discussion rooms and collaborative study area for users to study and learn.

8. **Library’s reminders and SMS are not aligned with user’s circulation record**

   **Our response:** Your comments will be forwarded to our Lending Services Department and Technology Support Services Division for investigation.

9. **Provide more electrical outlets**

   **Our response:** We are reviewing the use of power sockets in the library’s public areas. More computer nodes and sockets will be provided if the demand increases.

10. **Staff are polite, helpful and knowledgeable in answering enquiries**

    **Our response:** We are pleased that respondents are in general satisfied with our staff. We will continue to provide quality services for our users and improve them whenever possible.