Law Library
User Survey 2013: Responses to Key Comments

Service Quality
*Staff are nice and helpful; are genuinely committed to helping people as they are at the HKU Law Library, etc.*

We are delighted that a general appreciation of staff was expressed. We will continue to provide users with a high level of service that will always be courteous, friendly, and helpful. Where our service falls short of your expectations, perhaps in junior staff or student helpers who may be lacking in terms of knowledge about the library, we will improve through staff training.

Facilities - Seats
*Not enough seats/study tables; ergonomic chairs are good; seats on the G/F are for postgraduate students only; many of these seats are labeled “Occupied” but always vacant, etc.*

As a variety of functional space is provided in the new Law Library, e.g. discussion rooms, computer room seats, collaborative area, etc., the increase in seating capacity for individual seats is not tremendous. Students are encouraged to make use of the Chi Wah Learning Commons nearby in case a library seat is not readily available. Research carrels on the first floor of the library cater to the needs of law postgraduate students; however, whenever these seats – whether with or without labels – are not occupied, other users are welcome to make use of them on a daily basis. A floor plan indicating the location of these seats is posted at the library counter encouraging users to make use of these facilities. If you need help using these carrels, please approach library staff who will be glad to assist you.

Print Resources
*More books for courses; more reserve books needed, etc.*

Budget permitting, we will buy more multiple copies of books for course use, and if available, electronic copy to alleviate shortage. Suggestions for new or additional copy purchase are always welcome, although 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](http://lib.hku.hk/general/e-form/eform_book.html).

Opening Hours
*Longer opening hours; extend library hours on Sundays.*

We will consider this within the confines of staffing and service levels especially for Sundays. With the resources made available to us, we hope to be able to maintain opening hours that best meet the needs of our users.
Physical environment – Noise
Some students are noisy in the quiet study area and in computer zone; room for improvement in sound insulation in discussion rooms, etc.

The new Law Library offers more variety of learning space, from quiet study at single study tables to group work in discussion rooms. We will ensure, through patrol or effective signage etc., that users are aware of the choices available and to avoid causing disturbance to others.

Equipment – Photocopying/Printing/Scanning Facilities
Not enough scanners; purchase standalone scanning machines, etc.

There are currently three scanners attached to workstations in the computer area at the library’s foyer. Users who need to use these scanners have priority in using the workstations. Please approach library staff if you need help using the scanners. We will also consider making available the scanning feature in some of the photocopiers in the library.

Physical environment – Air conditioning
Air-conditioning is too cold, on both floors.

Together with the rest of the Centennial Campus, the library’s temperature is centrally controlled. But we will respond to user needs by making necessary adjustments in temperature and air flows in various zonings as much as technically possible. Please let our staff know if you need help. We hope to be able to strike a good balance between conservation, user comfort and energy saving.

Facilities - Power sockets
Power sockets not readily available in second floor study area; not enough sockets, etc.

It is the aim of the new Law Library to provide for power sockets in all study tables. Unfortunately there have been delays in getting these in place, due to changes in the seating plan and university procedures governing buildings and alteration works. At the time of writing, re-wiring work has resumed in the library and it is anticipated that all study tables in the library, especially those on the second floor, will be equipped with power sockets by June 2013. We thank our users for their patience.