Main Library

User Survey 2013: Responses to Top 10 Comments

**Seats are not enough/seat hogging**

The renovated Level 3 and Library Corner on G/F at the Main Library are now providing over 900 additional seats to our users. We understand that during weekends, there is increasing demand for overnight study space and we have made the free seating area at Level 3 Collaboration Zone available as well since December, 2012. This we believe will help ease the pressure for seats.

We have also stepped up regular floor patrol across all floors by implementing a rigorous roster to prevent acts of seat hogging. Any patterns of use observed will be reviewed over time. We have designated library staff acting as floor managers to address any issues raised by library users concerning seat availability and use of study space.

**Books not in proper orders (messy on 6/F)/books available but cannot be found on shelves**

To address the critical space constraint on 5/F and 6/F of the Main Library, we will work on implementing a regular shelf-reading procedure. This means we will have staff performing rounds of shelf-checking on a regular basis to ensure that books are shelved accordingly and available items located at the right place.

We also plan to move low usage books to storage to ease up shelving space and will assess the space situation as a whole to inform the relegation exercise. We will also continue to follow up on reported cases of missing items to ensure that any misplaced items can be found swiftly for users as soon as possible.

**Longer opening hours – especially in weekends**

The newly renovated Library Corner on G/F at the Main Library together with the Study Zone and Collaboration Zone on Level 3 currently remain open overnight and in weekends after core service hours. Aim at providing extra study space, the Collaboration Zone is the latest area to be offered for use during out of service hours as a direct response to user feedback.

We will continue to monitor the usage statistics and review the current circumstances to ascertain if there is a further need to extend library opening hours.
In the provision of textbooks, students are generally expected to purchase their own copies of textbooks. The Libraries will purchase and make available needed textbooks and other materials on course reading lists to support the teaching and learning. Unless where there is evidence of demonstrated demand, textbooks are generally not recommended for purchase in multiple copies because they go through many editions and become obsolete very soon.

However, the limit for the maximum number of duplicate copies has been increased to ensure that a higher percentage of titles are available on the shelves when they are needed.

- 1 copy may be purchased for every 15 students enrolled in the course, with a maximum of 12 copies.
- Multiple copies purchased may be placed in the main collection and/or on reserve, as recommended.

In spite of budgetary pressures in recent years, the Libraries’ top priority in resource provision remains increasingly digital. There is a wealth of digital resources: 41,613 electronic journals, 681 specialized databases, 3,481,589 e-books, and 53,459 computer files to support your research and learning needs. Our Faculty or Branch Librarians will help you discover resources relevant to your needs.

We understand that searching can sometimes be a daunting task given the myriad information resources available. Good news is that the library will be introducing a new search tool called UniSearch very soon. Through a single search box, users can search the library catalogue plus a central index of articles. We hope this one-stop search convenience would facilitate users in accessing pertinent information in support of their learning and research. More details will be announced nearer the time.
More wall mount sockets will be added to the Library Corner on G/F in the summer of 2013. Additional provision of power sockets will be incorporated into the coming renovation plan for 2/F New Wing.

Wi-fi signal is not strong enough

With the help of ITS colleagues, we fine-tuned the power level and wi-fi configurations of some APs in January and the wi-fi reception has been greatly improved, especially for users who are using new 802.11n network interface.

However, those users who are still using old 802.11b/g network interface will still occasionally suffer from wi-fi stability issue, as the connection/data speed is not that stable because of bandwidth constraint.

We have also identified two areas (1/F near Audio-visual & Reserve Collection and 4/F New Wing) to add more APs. Enhancement work will be done this summer.

Toilets in Level 3 are dirty

Broken toilet seats, urinals and soap dispensers were replaced in early June. Discussion will be held with Estates Office to explore the need of upgrading the water flushing system and increasing the daily visits by cleaners after expiry of the project liability period. An appeal for proper use of the sitting toilets has been introduced to relevant cubicles.

Main Library, especially Level 3, is noisy

It is the intention of the Libraries to provide a variety of spaces to cater for different learning styles. Silence is to be observed in study places while discussion is to be expected in collaborative areas. To help delineate the various types of spaces, we will improve on the signage to foster users’ awareness of the different zones, and hence to attain a more congenial learning environment.