Music Library
User Survey 2013: Responses to Key Comments

1. **Opening hours: Library to open on Sunday**

Library’s response
While we appreciate that our users hope for the convenience of 7-day opening, we feel that it may not be entirely cost effective to open on Sundays as well since, according to our entrance statistics, usage on weekends has been consistently low compared with that for Mondays through Fridays.

2. **More electronic resources**

Library’s response
If there are specific electronic resources or areas that you would like to recommend, please let us know. We will provide the most relevant electronic resources to support research and learning needs within available budget.

3. **Facilities: poor WiFi, no LAN cable port**

Library’s response
Currently there are four WiFi access points in the Music Library, which support the latest WiFi standard of 802.11n and are backward compatible to 802.11b/g. Each WiFi access point provides bandwidth up to 200 Mbps. If you find a place in the Library without sufficient Wi-Fi signal, please report to us so that we can investigate and improve the service. Regarding the fixed network port, it is no longer available for users in the Library for its low usage and the popularity of portable electronic devices.

4. **Equipment: breakdown of network printer**

Library’s response
We apologize for the glitches experienced during the early days when the library has moved. The situation has now improved and we will continue to monitor closely and work with the Libraries’ Technology Support Services Division to improve the service.

5. **Physical environment: Noise at the Library entrance**

Library’s response
We are concerned that the Library entrance is noisy at times. This is due to the low ceiling of the lift lobby, noise generated from the lift lobby, and the strong echo created by the glass doors and solid walls that do not absorb sounds. To alleviate the problem, we have designated some seats inside the Library as Quiet Seats. This has been well received by users and we received a compliment saying that the Music Library provides a quiet and comfortable place for users.
6. Equipment and User Behaviour: Music students’ privileges

Library’s response
In response to some Music students’ concern about their privilege in using the Music Library, we would like to stress that the Music Library, as one of the subject branch libraries within the University Libraries system, is essentially open to all HKU community. Its close proximity to the Department of Music, however, facilitates the teaching and learning needs of faculty and students in the department. Most Music faculty members and students appreciate the convenience of having all music materials under one roof. Regarding facilities, our online booking system allows students to book computers, discussion rooms and study tables. We hope music students would take advantage of the booking system that provides convenience and shows your presence in the Music Library.

7. Circulation: books available but cannot be found on shelves

Library’s response
Library staff performs shelf-reading regularly so as to make sure library materials are shelved correctly. Notices have been placed on shelves to remind users not to re-shelve library materials by themselves after use. If users cannot find library materials on the shelves, they may seek help at the Information Counter and Library staff will provide assistance.