Print & electronic resources

More course reference books; more core texts, loans can be shortened, long queues for reserved books, etc.

We will buy more multiple copies of core texts, and if available, electronic copy to alleviate shortage. Faculty members are also encouraged to provide us with course reading lists in advance of the start of their courses so that we can ensure that these are available in the library collection. Suggestions on 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.

Service quality

Library staff there are professional and most helpful and friendly.

We are delighted to receive compliments on our services and staff. We will continue to serve our users with dedication and care.

Facilities - Seats

Not enough seats; hard to find a place or desk to study; need a break-out zone.

Study carrels on the first floor of the library are for the use of research postgraduate law students on application; however, whenever these seats are not being occupied, other users are encouraged to make use of them on a daily basis. We will also look into the feasibility of implementing a seat booking system similar to that available in Level 3 of the Main Library.

We are in the process of furnishing the timber flooring area near the information counter on the first floor of the library. At the time of writing, some easy chairs, soft low benches and a work bench are already in place. We hope that as more soft seating is being added to this area, this will provide a comfortable break-out zone for our users.

Physical environment – Noise, Lighting, and Washrooms

Some areas are noisy; users talk loudly and for quite long, etc.
Lighting in some areas is far too bright; some light bulbs turn on and off suddenly; some do not necessarily glow when the interior does not receive much sunlight.
Washrooms are not clean, have bad odors, etc.

The library offers a variety of learning space, from quiet study at single study tables to group work in discussion rooms and the Collaboration Zone. We will ensure that, through patrol and effective signage, users are aware of the choices available and to
avoid causing disturbance to others. To cater to users with different needs, we will also consider designating selected area(s) on the second floor of the library as Silent Zone, where absolute silence is maintained for those engaged in reflective study.

One of the sustainability features of the library is the use of light sensors along curtain wall study desks. If the level of light is too bright or is insufficient, library staff will seek immediate help from the property management unit to make necessary adjustments, or to advise alternatives. For malfunctioning light bulbs, we encourage users to report to staff, who will then take appropriate actions in time.

We will continue to make all possible efforts to improve the hygiene of the library’s washrooms. We have requested the Estates Office, who handles cleaning of the washrooms, to step up the cleaning and to revise the cleaning schedule so that it is more appropriately spread out at peak hours during the day time. Again, we encourage users to report to staff in case anything requires prompt action.

**Availability of books on shelves**

Some books are misplaced; not where they should be, etc.

As part of its collection management, the library has recently conducted a stocktaking exercise of collections. It is hoped that with enhanced shelving and shelf reading of library materials as a result, this will help us better manage the collections and to follow-up with missing items more effectively.