

**The Education University of Hong Kong Library
QA/QE Annual Report 2017/18**

This report summarizes EdUHK Library's Quality Assurance and Quality Enhancement (QA/QE) activities in 2017/18. It informs all related parties and completes the feedback loop of the Library's QA cycle, and hence is an integral component of EdUHK Library's QA/QE mechanism, details of which can be found on the Library Website at http://www.lib.eduhk.hk/info/about/QA_QEMechanism.pdf.

1. Library Committees - Activities and Outcomes

1.1. Library Management Committee (LMC)

The Library Management Committee met twice in November 2017 and June 2018. In the two meetings, Library Management informed and consulted Academic Staff representatives from the 3 Faculties and student representatives from Students' Union and Graduate School on important library business and developments. Members were also consulted on new initiatives and new projects such as setting up Future Classrooms in Mong Man Wai Library.

The following are major items discussed and/or supported by the LMC in 2017/18:

Items	Outcomes
Further review and restructuring of library organization in order to cope with future service development and support to the University.	Continued and enhanced the 2017/18 Library Structure by substantiating and expanding the scope of the Innovation and Development Unit, as well as setting up a new Entrepreneurship and Innovation Education Unit.
Improving library collections in all subject areas.	Annual recurrent library material budget has been increased by 28% from 2018/19 onward. The Library has also been granted extra one-off funding (equivalent to 28% of the new annual budget) for improving library collections in 2018/19.
Better support for research and knowledge transfer.	The new EdUHK Research Repository on Elsevier Pure platform was launched in March 2018, covering all types of research outputs by academic and teaching staff since the beginning of their career. A new RICH-Pure interface was also released in April 2018, facilitating academic staff to import their Repository data into RICH for CDCF and RAE submissions.
Further enhancing library facilities to better support learning and teaching of the University.	A pilot Future Classroom specializing in AR/VR technologies will be open in November 2018. More Future Classrooms are under planning.
Optimizing deployment of Library manpower.	New self-service session will be introduced on Saturdays after self-service facilities are in smooth operation. Manpower can then be released for other library services and initiatives.

The LMC is also playing a key role in library collection development. The Library will seek LMC student and Faculty representatives' endorsements for all expensive library acquisitions costing over HK\$200,000.

1.2. Library Executive Meeting (LEM)

The LEM meets bi-weekly and oversees all major aspects of library operation. It has supervised closely the progress of all library projects. Recommendations from Library Sections, LMC, LCDC and LPSC have been considered and executed effectively by the LEM.

1.3. Library Collection Development Committee (LCDC)

While additional funding has been granted to the Library in the past few years for acquiring materials on one-off basis, the Library has been receiving requests from both students and academic colleagues to subscribe additional e-journals and e-databases which require extra recurrent funding. In 2017/18 the Library has successfully applied for additional recurrent budget from 2018/19 onward.

The LCDC has carefully analyzed users' requests and recommendations received from different channels and formulated acquisition plans which met users' expectations and utilized regular and additional resources effectively. Major titles acquired or subscribed by the Library in 2017/18 include "Complete Anatomy" (an AR resource), 《VR 無界博物館》, "PressReader", "Brill Encyclopedia of Chinese Language and Linguistics Online", 《中華再造善本數據庫》, 《四部叢刊》, 《民國時期期刊》第 8 至 11 輯, 《Chinamaxx Digital Libraries 中文集獻》 (162,000 Chinese e-books), e-book collections in various subjects from prestige publishers such as Emerald, IGI, Wiley and Edward Elgar. In addition, "Wiley Online Library" has been upgraded to full database model and has greatly increased the Library's e-journal collection with a much broader subject coverage.

As a regular practice, many of the new resources were acquired through consortia formed with partner libraries which allowed the Library to enjoy significant cost saving.

1.4. Library Public Services Committee (LPSC)

The LPSC has actively involved in planning, preparation, launching and operation of major library projects, including Short-Term Self-Service Lockers (launched February 2018), RFID library material circulation system and self-borrowing (launched December 2017, self-return function added in August 2017), Self Pick-Up Station (coming soon), and the indoor positioning app "EdU LibMap" (coming soon).

2. Other User Consultations and Outcomes

2.1. Biannual Consultative Meetings with Staff and Student Representatives of Academic Programmes

In each academic year, the Library will organize two rounds of consultative meetings with programme representatives. Staff and student representatives of all academic programmes are invited to attend and to exchange views with library colleagues in person. In 2017/18, eight meetings have been held and were attended by 56 student and staff representatives. Recent and future developments in library services were presented and discussed in the meetings. Major issues discussed include:

Issues	Outcomes
A lot of comments and complaints on the new integrated library system (ILS).	The ILS is new and is shared with all 8 UGC funded university libraries. Library colleagues have been working closely and diligently with the system supplier and colleagues of the other seven libraries on system improvement. Corrections, enhancements and new features have been implemented in the system's monthly updates. Most of the critical problems have been resolved and system performance is improving continuously.
Journals, in particular STEM journals, are not enough.	The recurrent annual library material budget has been increased by 28% from 2018/19 onward, allowing the Library to subscribe more journals and databases in different subject areas.
Teaching and video production facilities provided at Mini Theatre are good but the space is small and always occupied.	Special Collection Room has been modified to serve as a back-up studio. A pilot Future Classroom with flexible seating and high-end IT, AV and recording facilities will be open in November 2018. More Future Classrooms are under planning.
More flexibility in facility booking.	Check-out function has been added to the booking system so that a booked session can be released when a user finished using the facility.
Further improvement in study facilities and furniture in both Mong Man Wai Library (MMW) and TKO Study Centre Learning Commons (TKO).	The Library has successfully requested for additional funding for replacing old furniture both at MMW and TKO.

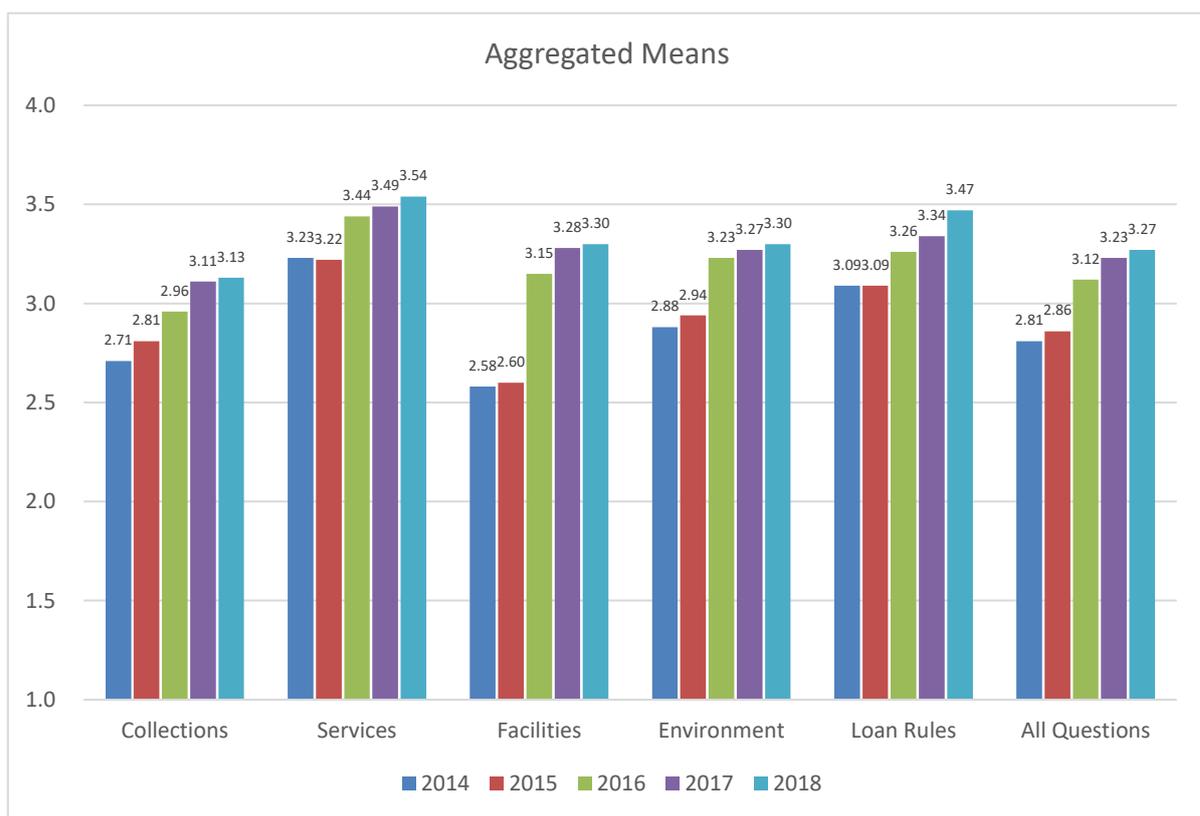
2.2. Regular Meetings with Students' Union Representative

Deputy Librarian and Section Head of Access Services will meet with the student representative nominated by the Students' Union every one or two months during term time. Library and the student body can thus share and exchange views of library services and new initiatives. Other than regular meetings, a special meeting has also been held in April 2018 among representatives from Library, Estates Office and SU on better control and monitoring

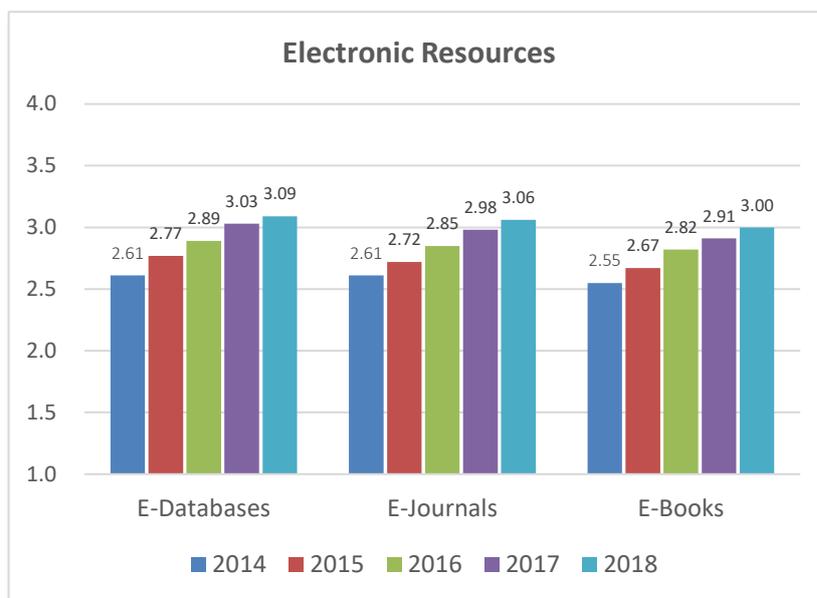
of noise-generating events held at the Central Plaza in order to minimize disturbance to users studying inside MMW Library.

2.3. Library User Survey

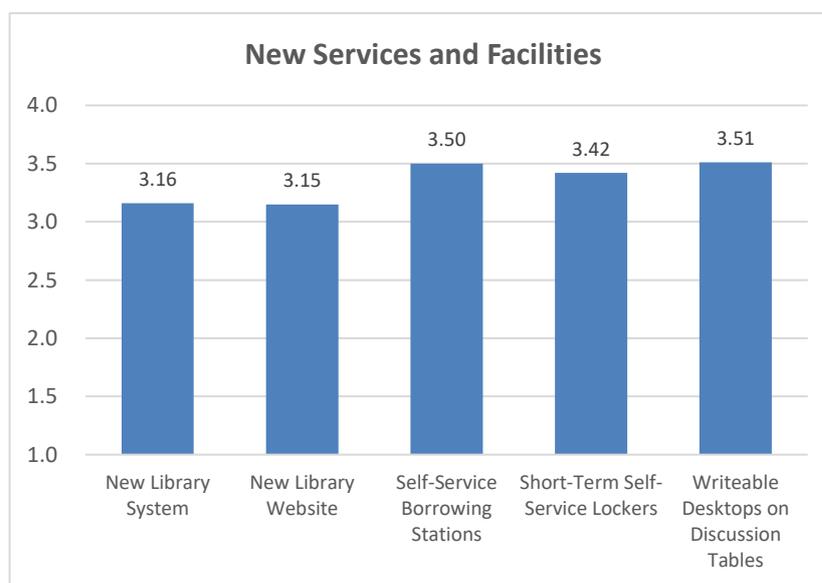
The 2018 Library User Survey was conducted between 12 March and 15 April 2018. Altogether 336 valid responses and 311 written comments were received. The 5-year comparison on the aggregate means for different categories of questions can be found in the following chart, with 1 = very unsatisfactory and 4 = very satisfactory:



Continuous improvement can be seen in all aspects of library services from the survey results, with highest rating in the area of library services, and lowest rating in the area of library collections. The University has provided additional resources in recent years to enhance library collections, in particular electronic resources. Positive impacts of which are reflected in the rating of library collections in general, and in the rating of e-databases, e-journals and e-books. All three electronic resources were rated 3 or above in 2018, indicating that library users are now generally satisfied with them. However, noting that library collections were still rated lower than other areas, the Library will continue its effort on collection development in all subject areas and in all formats.



The annual survey also serves as an important tool for the Library to collect users' feedback on new services and new initiatives. In the 2018 survey, library users were specifically asked about their satisfaction with 5 newly implemented systems and facilities. All 5 new items have received positive rating of 3.15 and above, with two being rated 3.50 and 3.51. The Library is thus certain that the new services and facilities are welcomed by library users.



What is more, the Library has carefully reviewed and responded to all written comments collected from the survey. Necessary follow up actions have also been taken, for instances, renovation of all library toilets, replacement of old furniture, installation of book sterilizers, etc. Comments related to other units of the University have also been forwarded as appropriate for further action.

Results of the Library User Survey were reported and discussed in Library Staff Forum and in the LMC. Full results of the survey including written comments collected as well as responses

by the Library have also been posted on the Library Website (<http://www.lib.eduhk.hk/survey-highlights-2018/>).

3. Library Staff Consultations and Outcomes

3.1. Library Staff Forums

Two Library Staff Forums attended by all Library Staff have been held in November 2017 and May 2018. Library colleagues were kept updated and consulted on all library projects and new initiatives. Opinions and views collected in meetings with programme representatives, Library User Survey and sectional staff meetings were presented and discussed in the Forums. A proposal of new Saturday rostering system affecting all Library colleagues were also deliberated in the May 2018 Forum.

3.2. Librarian and Deputy Librarian's Quarterly Meetings with Staff of Individual Sections

Two rounds of meetings between the Librarian, Deputy Library and Sectional Staff have been scheduled in October 2017 and May 2018 respectively. Matters raised and discussed covered a wide range of subjects ranging from daily operations to Library organization structure and strategic development. Issues on operation and logistics were basically addressed and followed up directly by Librarian and Deputy Librarian. Matters which may have significant impacts, e.g. revising duty rosters and staffing arrangement, redesigning and renovating library counters, etc. were escalated to related Library Committees, LEM and LMC for further consideration and follow up.

4. Quality Enhancement – Major Transitions in 2017/18

2017/18 was a year of transition with a number of systems and services upgraded from the old models:

The System	The Transition
Integrated library system – Alma and Primo (launched in July 2017)	A cloud-based system shared by all 8 UGC libraries to replace the old standalone INNOPAC Millennium system installed in the 1990s.
Library Website (launched in September 2017)	Responsive Web Design which provides better support for new and innovative online services on all major desktop and mobile platforms.
Research Repository (launched in February 2018)	Migrated from open-source DSpace to Elsevier Pure platform which provides more sophisticated functions and better visualization of research outputs. Scope of the Repository has also been expanded to cover all types of research outputs since the beginning of the researcher's career.
RFID library material circulation and security system	RFID technology with smart features has improved efficiency of circulation and turn-over of physical

The System	The Transition
(launched in December 2017)	collections, and supports 24-hour self-service borrowing and return.

Other than academic staff, students and Library Staff, colleagues from other EdUHK units or other universities have been involved in the development and implementation of most of the new systems. Same as other library services and systems, requirement specifications, workflows, assessments, benchmarks, performance indicators will also be developed for each new system. The Library has also invited the JULAC Change Manager to conduct a workflow re-engineering project “Enhancing User-Initiated Library Materials Online Recommendation Workflow”. The project has completed successfully and will serve as protocol for future re-engineering exercises.

5. Performance Indicators - Achievement of Service Pledges

The Library’s Service Pledges have been used as Performance Indicators of services provided by different Library Sections for monitoring their services since 2014. Achievement of Service Pledges in 2017/18 are reported in the following table.

	Target	Achievement in 2016/17	Achievement in 2017/18
MMW Library Circulation Counter and TKOSC Learning Commons (Access Services Section)			
Maximum waiting time at counter	5 min	98.8%	99.8%
Responding to in-person/telephone enquiries	Immediate	96.9%	97.3%
Responding to written enquiries	1 day	100%	100%
Shelving returned books	3 days	99.6%	98.9%
Shelving returned Reserve items	Twice a day	100%	100%
Shelving newly arrived materials	3 days	100%	100%
Fetching close stack items	MMW - 30 min TKOSC - 5 min	100%	100%
Inter-campus delivery	3 days	100%	100%
MMW Library Information Counter (Academic and Learning Support Section)			
Responding to in-person/telephone enquiries	Immediate	99.8%	99.9%
Responding to reference enquiries in writing	1 day	100%	99.7%
Providing tailor-made workshops	7 days	100%	100%
Completing online search requests	5 days	100%	100%
Setting up Article Alerts for requesters	2 days	100%	100%
Shelving new reference materials	1 day	100%	100%
Ordering of Library Materials (Collection Development Section)			
Processing rush orders of items (except orders which require special approval or quotation)	1 day	100%	100%
Processing batch order of EdUHK course textbooks and recommended reading of current academic year	7 days	100%	79.8%*
Processing normal orders from Departments	10 days	97.1%	98.9%

	Target	Achievement in 2016/17	Achievement in 2017/18
Cataloguing of Library Materials (Information Management Section)			
Rush cataloguing of EdUHK course textbooks and recommended readings	7 days	99.8%	99.8%
Rush cataloguing of books requested by users	2 days	100%	100%
Rush cataloguing of media items requested by users	7 days	100%	97.3%
Cataloguing of normal print books and media	15 days	94%	84.7%**
Cataloguing of new print journals	3 days	98.3%	100%
Cataloguing of new e-books	5 days upon receipt of MARC records	100%	100%
Cataloguing of new e-journals	5 days upon receipt of MARC records	100%	100%
System Services (System Services Section)			
Availability of Library Website	All time when EdUHK Network is normal	100%	100%
Availability of library online applications	All time during office hours on weekdays	100%	99%
Availability of public PC workstations	All stations available during office hours on weekdays	100%	100%
Availability of AV workstations	All stations available during office hours on weekdays	100%	99%
Availability of technical supports	All time during office hours on weekdays	100%	99%

* Three courses submitted a total of 867 recommendations simultaneously and thus extra time was needed for processing the recommendations.

** Extra time was needed on cataloguing during the running-in stage of the new library system.

20 September 2018