

The Education University of Hong Kong Library
QA/QE Annual Report 2016/17

This paper presents a summary report of EdUHK Library's Quality Assurance and Quality Enhancement (QA/QE) activities in 2016/17. 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 2016/17. Academic Staff representatives from the three Faculties and student representatives from Students' Union and Graduate School were kept informed of recent important library business. The Library Management also consulted Academic Staff representatives, student representatives and Library Staff representatives in the LMC on new projects and new service initiatives, including restructuring of library organization reported in later parts of this paper.

Major items discussed and supported by the LMC in 2016/17 include:

| Items | Outcomes |
|--|--|
| Restructuring of library organization to cope with future service development and support to the University. | Interim new library structure with a new Innovation and Development Unit will be implemented in Autumn 2017. |
| Necessary amendments to loan rules to cater for new renewal arrangement of the new Library System. | Proposed amendments to Library Regulations were endorsed and became effective on 1 July 2017. |
| Introduction of new library membership for retired staff and departed long-serving staff at all ranks. | Proposed amendments to Library Regulations were endorsed and became effective on 1 July 2017. |
| Review of Library Food and Drink Policy. | Survey results and users' opinions on Library Food and Drink Policy were considered. LMC supported to maintain status quo of the Policy. |
| Proposed operation and charges of self-served lockers which provide temporary storage of personal belongings in Library. | LMC endorsed the operation and charges of new self-served lockers. New lockers have been acquired and will be delivered within 2017. |

The LMC has also taken up a regular role in library collection development. All expensive library acquisitions (over HK\$200,000) have been endorsed by student and Faculty representatives of the LMC.

1.2. Library Executive Meeting (LEM)

Although there has been a major change in Library Management as the Information Management Section is now headed by an Assistant Librarian instead of a Senior Assistant Librarian, the LEM has operated smoothly in 2016/17. Recommendations from Library Sections, LMC, LCDC and LPSC were considered and executed effectively by the LEM which met regularly every two weeks.

1.3. Library Collection Development Committee (LCDC)

In response to users' demand for enhancing the Library's electronic resources as well as acquiring resources in non-education disciplines, the Library has successfully applied for additional one-off funding from the University. Even though the additional funding was designated for one-off non-recurrent purchases (such as e-books or perpetual databases by purchase), it provided flexibility for the Library to utilize its ear-marked library material budget, and to mobilize reserve in its one-line budget, to enrich databases and e-journals by subscription.

The LCDC therefore has been active in analyzing and responding to users' requests and recommendations received through different channels including Library User Survey and online recommendations, and making effective use of the funding available. New titles were sourced based on users' suggestions or requests, publicly tried by users and Library Staff, reviewed by the LCDC, and acquired through proper endorsements at different levels, including the LMC for expensive resources. Noticeable acquisitions and enhancements in 2016/17 include *Music & Dance Online*, 漢籍電子文獻資料庫, 晚清期刊全文數據庫, *BYU Corpora*, *Digital Dissertation Consortium*, various DDA (demand driven acquisition) e-books, *Arts and Humanities Citation Index*, and *Academic Search Ultimate* which has greatly increased the number of e-journals and broaden the subject coverage of e-journals. What is more, 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 explored, planned and proposed several major service enhancements in 2016/17, namely, Urgent Article Request which allows academic staff with urgent needs to access pay-per-view articles; sourcing and planning of self-served lockers for temporary storage of personal belongings; review of the trial Library Food and Drink Policy; review and introduction of library membership for retired staff and departed long-serving staff at all rank. LPSC's proposals for these new service enhancements were all supported for implementation by Library Management and/or LMC.

2. Other User Consultations and Outcomes

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

The biannual consultative meetings enabled the Librarian and library colleagues to have face-to-face dialogues with student and staff representatives from academic programmes. In 2016/17, eight consultative meetings had been held both on Tai Po Campus and at TKO Study Centre, and altogether were attended by 67 student and staff representatives. While student and staff representatives were informed of the latest development of library services, they also provided direct feedback and suggestions to different aspects of library resources and services. Highlights of views exchanged include:

| Issues | Outcomes |
|--|--|
| Gaps in library collection especially in non-education and STEM disciplines. | The Library has successfully requested for additional funding for acquiring non-education resources on one-off basis. The Librarian has also allocated additional funding from the Library's one-line budget for subscribing new science journals. <i>Academic Search Ultimate</i> has also been subscribed which provides more full-text e-journals in all subject areas. |
| Difficult to locate library materials inside the Library. | Additional signs have been installed. A new indoor positioning system mobile app will also be developed in 2017/18. |
| Need for spaces for temporary storage of personal items. | Octopus-operated self-served lockers will be installed. Padlock anchors have also been installed on all pedestals of Study Carrels in Research Commons. |
| No professional staff support at TKO Study Centre Learning Commons. | A Skype video-conference station has been set up at TKO which allows remote face-to-face dialogue between TKO users and professional staff on duty at MMW Library. |
| Difficulties in using Library Website. | A new Library Website will be implemented by phases within Semester 1 of 2017/18. Inputs and views of library users have been incorporated in the design of new Library Website. |

In addition, the Library has followed up two outstanding issues from previous year’s meetings:

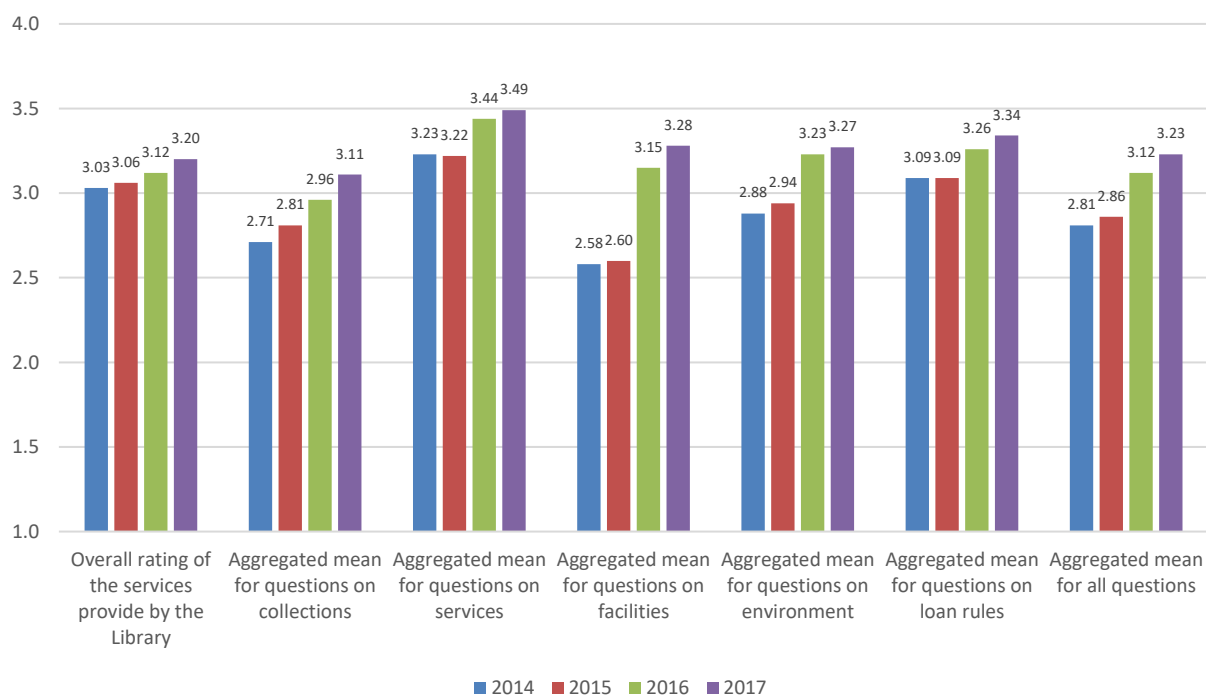
| Issues | Outcomes |
|--|--|
| Allow borrowers to renew overdue items. | Automatic Renewal: the new Library System will automatically renew a loan item 3 days before its due date. |
| Provide a past-exam paper database for consultation by students. | The Library has brought up this idea to the Library Liaison Officers but no responses have been received from departments. |

2.2. Monthly Meetings with Students’ Union Representative

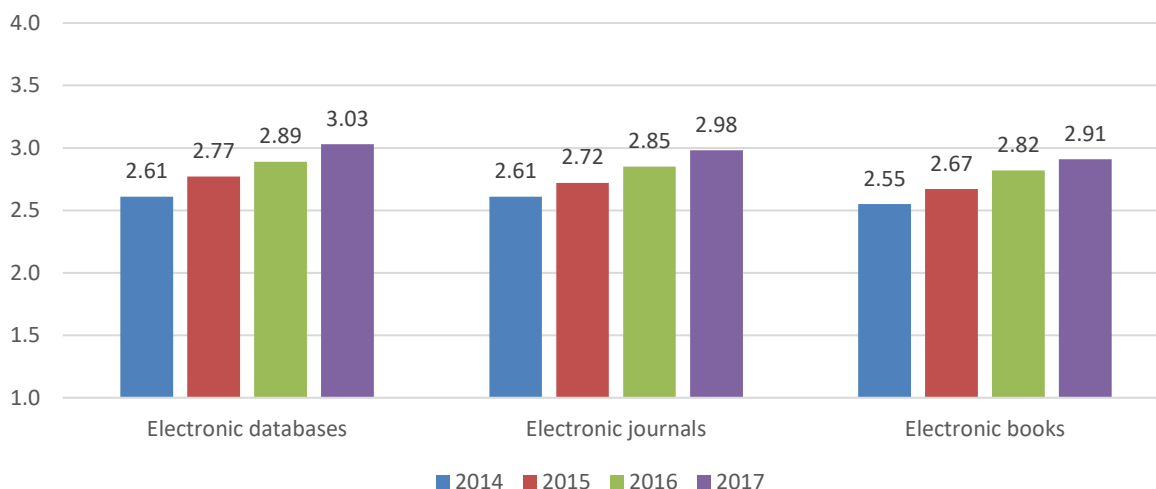
Every year a new student representative will be appointed by the Students’ Union to serve as liaison between the Library and the SU. The Deputy Librarian and Section Head of Access Services met with the SU representative every one or two months during term time. These meetings provided a regular channel for the Library to introduce its new services and initiatives to the student body, and at the same time to collect views and ideas from the students.

2.3. Library User Survey

The 2017 Library User Survey was conducted between 13 March and 12 April 2017. A total of 349 valid responses and 187 written comments were received. A 4-year comparison on the aggregate means for different categories of questions are illustrated in the following chart, with 1 = very unsatisfactory and 4 = very satisfactory:



Same as previous years, survey results revealed that library users were most satisfied with library services and least satisfied with library collections, whereas ratings in all aspects of library services were continuously improving over the years. The Library is well aware that library collections, in particular electronic resources, still require our attention and effort for further enhancement. More resources will therefore be allocated in this aspect in the coming years.



The Library User Survey also served as an important tool for gathering users' views on specific library services. A special section of the 2016/17 Library User Survey was set up to collect opinions on the trial of the Library Food and Drink Policy. Results and views collected from the Survey provided the basis for the Library's decision to maintain the existing Food and Drink Policy.

Results of the Library User Survey had been reported and discussed in Library Staff Forum and in the LMC. Full results of the survey including written comments collected and Library's follow up and responses have been posted on the Library Website (www.lib.eduhk.hk/survey2017_results/). Comments related to other units of the University had also been forwarded as appropriate.

2.4. Other Communication Channels

The Library welcomed and received comments and suggestions on library services from all available channels. One typical example in 2016/17 was a programme team informing the Library that part-time students of their programme would attend classes at study centres only for the whole semester and hence it was difficult for them to come back to Tai Po Campus to borrow library materials. The Librarian, Deputy Librarian and Head of Access Services Section met with the student representatives twice to understand details of their needs. Different options had been studied and eventually the Library set up a new courier and onsite pick up service for this group of students.

3. Library Staff Consultations and Outcomes

3.1. Library Staff Forums

A Library Staff Forum attended by all Library Staff was held in May 2017. The new Library Organization Structure resulted from earlier consultations with Library Staff, new services and new facilities were introduced to Library Staff. Although the Library was no longer required to formulate its own Development Plan, a list of items and projects which the Library plans to accomplish in 2017/18, their expected completion dates and their assessments were introduced and presented in the Library Staff 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 November 2016 and March 2017 respectively. Foci of discussions were on the implementation of new Library System as it would affect workflows of all Library Stations, as well as the review and restructuring of Library Organization. Other policy and logistics issues such as working procedures, sectional communications, staffing, staff development, health and safety, etc. were also discussed and addressed directly by the Librarian and Deputy Librarian.

3.3. Library Staff Retreat

The 2017 Library Staff Retreat was held in January 2017 and was attended by all Library Staff except those who were on counter duty. Current status of the Library was reviewed and brainstorming on library development in the next 5 years was conducted. Proposals for new library structure were also presented and discussed. Ideas developed from the Retreat were documented for future planning and development. Some staff suggestions with foreseeable impacts have been implemented immediately, such as additional publicity displays in high traffic areas of the Library, production of new library video, etc.

4. Quality Enhancement – Major Transitions in 2016/17

Instead of improving the existing systems, a number of major library services/systems have undergone or were prepared for total upgrade to new systems or platforms in 2016/17:

| The System | The Transition |
|---|---|
| Integrated library system (implemented in 2016/17, launched in July 2017) | To migrate from the 20 years old server-based standalone INNOPAC Millennium system to cloud-based Ex Libris Alma and Primo shared by all 8 UGC libraries which provides better support for electronic resources and offers more opportunities |

| | |
|---|---|
| | for sharing of workflows and resources among all UGC institution libraries. |
| Library organization (planned in 2016/17, Interim Stage launched in October 2017) | To transform from a traditional hierarchical organization structure to a more flexible organization structure which allows matrix-like and project-based operations; to recruit new staff with skills and experience in IT and instructional design to support future project development especially in e-learning. |
| Library Website (planned and implemented in 2016/17, launched in Semester 1 2017) | To upgrade to Responsive Web Design which provides better support for new and innovative online services on all major desktop and mobile platforms. |
| Research Repository (planned and implemented in 2016/17, launched in October 2017) | To migrate from the freeware-based local system to a more sophisticated cloud-based Current Research Information System (CRIS) with potential to become the Research Management System of the University. |
| Library material circulation and security system (implemented in 2016/17, launched in Semester 1 2017) | To migrate from traditional electro-magnet technology to smart UHF RFID technology in circulation and security control of physical library materials. RFID technology with smart features will improve efficiency of circulation and turn-over of physical collections, and provide opportunity for more 24-hour self-services, including self-served borrowing, return and pick up of library materials. |

Stakeholders including Library Staff, staff from other units or other universities, and library users have been involved as appropriate in the development and implementation of these items. New requirements, workflows, assessments, benchmarks, performance indicators will also be developed for each new system.

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 of their services since 2014. Achievement of Service Pledges in 2016/17 are reported in the following table.

| | Target | Achievement In 2015/16 | Achievement In 2016/17 |
|---|-----------|---------------------------|---------------------------|
| MMW Library Circulation Counter and TKOSC Learning Commons (Access Services Section) | | | |
| Maximum waiting time at counter | 5 min | 100%* | 98.8% |
| Responding to in-person/telephone enquiries | Immediate | 100% | 96.9% |

| | | | |
|---|--|--------|-------|
| Responding to written enquiries | 1 day | 100% | 100% |
| Shelving returned books | 3 days | 100%** | 99.6% |
| Shelving returned Reserve items | Twice a day | 100% | 100% |
| Shelving newly arrived materials | 3 days | 100% | 100% |
| Fetching close stack items | MMW - 30 min | 100% | 100% |
| | 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 | 99.9% | 99.8% |
| Responding to reference enquiries in writing | 1 day | 99.1% | 100% |
| Responding to reference enquiries by WhatsApp | 1 hour | 96% | 96.4% |
| Providing tailor-made workshops | 7 days | 100% | 100% |
| Completing online search requests | 5 days | 85.7% | 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 | 1 day | 100% | 100% |
| Processing batch order of EdUHK course textbooks and recommended reading of current academic year | 7 days | 100% | 100% |
| Processing normal orders from Departments | 10 days | 100% | 97.1% |
| Cataloguing of Library Materials (Information Management Section) | | | |
| Rush cataloguing of EdUHK course textbooks and recommended readings | 7 days | 100% | 99.8% |
| Rush cataloguing of books requested by users | 2 days | 100% | 100% |
| Rush cataloguing of media items requested by users | 7 days | 100% | 100% |
| Cataloguing of normal print books and media | 15 days | 95.1% | 94% |
| Cataloguing of new print journals | 3 days | 100% | 98.3% |
| 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 | 99.8% | 100% |
| Availability of public PC workstations | All stations available during office hours on weekdays | 100% | 100% |
| Availability of AV workstations | All stations available during | 100% | 100% |

| | | | |
|------------------------------------|--|------|------|
| | office hours on weekdays | | |
| Availability of technical supports | All time during office hours on weekdays | 100% | 100% |

* *For Q1 and Q2 2016 only*

** *For TKO only*

20 September 2017