The Education University of Hong Kong Library
QA/QE Annual Report 2021/22

This report summarizes EdUHK Library's Quality Assurance and Quality Enhancement (QA/QE) activities in 2021/22. 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 https://www.lib.eduhk.hk/wp-content/uploads/2021/04/QA-QE-mechanism.pdf.

1.   **Library Committees – Highlights of Activities and Outcomes**

1.1.   **Library Management Committee (LMC)**

The Library Management Committee meeting met twice in November 2021 and June 2022. In the two meetings, Library Management informed and consulted Academic Staff representatives from the three Faculties and student representatives on important library business and developments, including news and updates on major projects such as Future Classrooms project and Noise Abatement Project in Mong Man Wai Library, results and findings of annual Library User Survey.

Major items discussed and/or supported by the LMC in 2021/22 include:

Items	Outcomes
Further enhancing library facilities to better support learning and teaching of the University	LMC members noted that Future Classrooms Project was completed and made available for booking in September 2021; and that the Noise Abatement Project had also been completed in November 2021. LMC members also learned that replacement of the two lifts inside MMW Library was delayed. Completion date for Lift No. 8 would be November 2022, followed by replacement of Lift No. 9.
Results of 2022 Library User Survey	LMC members noted the results of 2022 Library User Survey – the ratings were similar to the previous year, with a slight increase for "overall ratings" from 3.30 to 3.36 (more details in 2.3 below)
Changes to Library Regulations	LMC members discussed and endorsed amendment of Library Regulation 4.4.1 (effective 1st December 2021): - #4.4.1 the maximum loan period after renewal for 90-day loan items to be increased from 360 days to unlimited.
Entrepreneurship and Innovation Education Unit (EIEU) activities	LMC members learned the updates of EIEU activities: "Think & Design" Product Design Competition was held successfully with 25 student school team participants. Some of the products were displayed at the Library's booth of the Learning and Teaching

Items	Outcomes
	Expo 2021 at the Hong Kong Convention and Exhibition Centre. Due to the worsening situation of the fifth wave of COVID-19, 2022 Student Fair originally scheduled to be held before Chinese New Year at D2 Place was cancelled and replaced with the "2022 Online Student Fair".

LMC continues to play an important 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 Collection Development Committee (LCDC)

Since classes were mostly conducted online or in hybrid mode during COVID-19 pandemic, LCDC continued to emphasize the support for online teaching and learning.

Several ebook subject collections on education, psychology, educational technology, business, social sciences by major publishers such as Wiley, Springer, IGI and Edward Elgar have been added to the electronic collection; and Library also continued to join 2 Chinese ebook consortium for HyRead and Airiti. Same as past few years, Library also joined several Evidence Based Acquisitions (EBA) and Demand Driven Acquisitions (DDA) ebook consortia. This has allowed Library to acquire e-books more cost-effectively because users can access thousands of ebooks with EBA or DDA but essentially Library will only need to pay for the final purchases after reviewing the actual usage.

In order to enhance the Library collection and to support the new UGC Programmes at EdUHK, a number of electronic resources on various subjects have also been added during 2021/22:
- 讀秀學術搜索 (contains numerous Chinese ebooks and journal resources)
- 雅昌藝術圖書數據庫
- nkoda (music scores)
- VR 無界博物館 (new exhibition contents added)
- 中國學術輯刊全文數據庫 (哲學與人文科學; 社會科學專輯)
- 晚清期刊全文數據庫（增輯）
- 中國近代中小學教育資源資料庫
- China and the Modern World: Imperial China and the West
- Hongkong News Online
- Hongkong Weekly Press Online
- Sustainable Development Goals Online

1.3. Library Public Services Committee (LPSC)

In 2021/22, Library Public Services Committee has reviewed and actioned accordingly for the following issues.

Comments and Suggestions from Library Users and Library staff	Outcomes
To enhance Library Website usability	Library Website was revamped and launched in August 2021
To study how to better manage Departmental Library Cards issued to Faculties, Departments and Centres	In the past, there was no expiry date for Departmental Library Cards and this has sometimes caused extra efforts and management issues. By September 2021, Library has got in touch with all Faculties, Departments and Centres with Departmental Library Cards. Contact information was updated and a 3-year expiry period were added to all existing Departmental Library Cards. In the future, Faculties, Departments and Centres will be contacted to renew their Cards before the expiry date to ensure that contact information would be updated regularly and the Cards would be better monitored.
To study the feasibility of providing wi-fi printing via notebook computers	In progress.
To review Library loan rules	The loan rules were reviewed and it was recommended that no changes were needed.
To perform more checking for faulty equipment at the public areas	A checking schedule has been compiled for selected equipment which is more frequently worn out.
It was recommended to install dual monitors for some workstations to enhance users' efficiency conducting research works	A workstation with dual monitors has been set up at Quiet Zone on G/F
To review the booking period of library facilities such as Group Discussion Rooms.	Booking policy of library facilities and services was reviewed. Results from a previous Library User Survey question specifically on the length of booking sessions were referenced. No changes were recommended.
To review the opening hours of Mong Man Wai Library during Examination Periods	Since face-to-face classes have been suspended due to the 5th Wave of COVID-19 pandemic, the review was postponed until face-to-face classes resume.
To provide e-payment methods at counter cashier in addition to paying by cash, cheque or Octopus card	E-payment options were added to Library courter cashiers in October 2021.
To provide online payment for settling library fines	Launched in September 2022.
To install partitions for study tables to reduce the COVID-19 viral infection	To be installed in the third quarter of 2022 for tables at Quiet Zone and PC Area on G/F.

2.   **Other User Consultations and Outcomes**

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

Three Consultative Meetings were conducted online in late October 2021 with 41 students and 40 staff representative participants from different academic programmes. All user enquiries and questions were answered on site and no follow up actions were required. Due to the 5th wave of COVID-19 outbreak in Semester 2, the second-round meetings had been postponed.

2.2.   Regular Meetings with Students' Union Representative

Deputy Librarian and Head of Access Services met the Students' Union Representative in August 2021 and briefed her on the Library's latest developments and plans such as the launching of a revamped Library Website, personal data anonymization in Library system, the launching schedule of Future Classrooms, plans for e-payment provision and Library measures and support for students during the COVID-19 pandemic. Other issues such as opening hours and areas for 24-hour services were also discussed.

Since operation of SU is temporarily suspended, LMC members supported the Library to invite Faculties to nominate a Student Representative to LMC annually on rotation basis. Regularly meetings will also be arranged with the nominated Student Representative to exchange views on library services.

2.3.   Annual Library User Survey

The 2022 Library User Survey was conducted from 15 March to 14 April 2022. A total of 281 valid responses and 182 written comments were received.

The "overall rating" this year is 3.36 out of a scale of 1 to 4 (4 being the best) while it was 3.3 last year. By grouping the questions into 5 major areas (Collections, Services, Facilities, Environment and Loan Rules), the ratings over the last 5 years on different areas were reviewed. Questions related to "Services" were rated best while those for "Collections" were still rated the lowest despite showing an upward trend.

	Overall Rating of Library	Collections	Services	Facilities	Environment	Loan Rules	All Questions
	對圖書館整體評價	館藏	服務	設施	環境	外借	所有問題
	Q8	Q9 - Q24	Q25 - 28	Q29 - 37	Q38 - 40	Q41 - 43	Q8 - 47
2022	3.36	3.29	3.55	3.49	3.46	3.49	3.40
2021	3.30	3.25	3.59	3.55	3.45	3.54	3.41
2020	3.28	3.17	3.50	3.44	3.30	3.42	3.33
2019	3.25	3.00	3.37	3.16	3.19	3.36	3.17
2018	3.29	3.13	3.54	3.30	3.30	3.47	3.27

For ratings of individual questions, 3 of the top 4 highest ratings in 2022 are the same as 2021, which were "Self Pick-up Stations" (3.62), "Self-service Stations" (3.56) and "Circulation Counter" (3.56). "Overall service attitude of Library Staff" (3.59) is a new top 4 this year.

The lowest rating for 2022 is "electronic books" (3.16). This is still better than the lowest rating for 2021 for "TKOSC Library Collection" (3.09).

It was also noted that the two most improved ratings from 2021 to 2022 year are both related to TKOSC Library: "TKOSC Library Service Counter" from 3.25 to 3.44 and "TKOSC Library Collection" from 3.09 to 3.24.

Most open-ended comments are general comments such as that the Library should buy more books, that the Library is too cold or too hot, or compliments and there will not be any specific follow up actions. More specific comments and suggestions have been discussed and follow up actions have been taken as shown in the table below. Comments related to other units of the University have also been forwarded as appropriate for further action though they are not listed below.

User Comments & Issues	Outcomes and Changes
Recommended to install dual monitors in some workstations for users to do research work.	A workstation with dual monitors has been set up at Quiet Zone on G/F.
Insufficient copies of senior secondary school textbooks.	Copy policy has been reviewed and will keep more copies.
Tables with writable table-tops were dirty.	New writable surfaces were replaced in summer holiday.

Additional details of the survey results are available on Library Website at https://www.lib.eduhk.hk/about/user-survey-results/2022-user-survey.

3. Library Staff Consultations and Outcomes

3.1. Library Staff Forum / Librarian and Deputy Librarian's Quarterly Meetings with Staff of Individual Sections

The Librarian and Deputy Librarian meet with staff from the five Sections in October and November 2021. Most of the issues discussed were operation related and have been followed up.

No Library Staff Forum has been held during 2021/22.

4. Quality Enhancement – New Initiatives in 2021/22

The Library has launched a number of enhancements and new initiatives in 2021/22:
- Launched a revamped Library Website in August 2021 to enhance user experience.
- Launched "Smart Learning" app, an online self-paced mobile app on academic research skills, in October 2021.
- Future Classrooms Project was completed in summer 2021. The project was promoted to the public in an exhibition booth hosted by the Library in Learning & Teaching Expo 2021 in December 2021 at the Hong Kong Convention and Exhibition Centre.
- Noise Abatement works with redesigned main entrance on G/F of Mong Man Wai Library to reduce noise disturbance coming from outdoor was completed in November 2021.

- Worked with the vendor and other UGC institution libraries on upgrading of the Library search platform, shared by all 8 UGC libraries, from Primo to Primo VE.
- Developed a number of new online repositories such as BLUE (Blended Learning for University Enhancement) Resources Portal, An Oral History of Yau Tsim Mong (我們的小故事：油尖旺區歷史文化口述資料), and Life and Values Education Resources

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 2021/22 are reported in the following table.

	Target	Achievement in 2020/21	Achievement in 2021/22
MMW Library Circulation Counter and TKOSC Library (Access Services Section)			
Maximum waiting time at counter	5 min	100%	100%
Responding to in-person/telephone enquiries	Immediate	100%	100.0%
Responding to written enquiries	1 day	99.7%	99.8%
Shelving returned books	3 days	96.4%	89.0%
Shelving returned Reserve items	Twice a day	100%	100.0%
Shelving newly arrived materials	3 days	100%	100.0%
Fetching close stack items	MMW - 30 min	100%	
	TKO - 5 min	100%	100.0%
Inter-campus delivery	3 days	100%	100.0%
MMW Library Information Counter (Academic and Learning Support Section)			
Responding to in-person/telephone enquiries	Immediate	99.98%	99.83%
Responding to reference enquiries in writing	1 day	100%	99.80%
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%	45%[1]
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 orders of EdUHK course textbooks and recommended reading of current academic year	7 days	100%	100%
Processing large batch orders (>250 titles per course or programme) of EdUHK course textbooks and recommended reading of current academic year	30 days	NA	100%
Processing normal orders from Departments	10 days	100%	95.68%

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[1] Email alert functionalities of EbscoHOST (a major e-journal platform) was down in Feb 2022.   It was only fixed a week after we reported the problem to the service provider.

Cataloguing of Library Materials (Information Management Section)			
Rush cataloguing of EdUHK course textbooks and recommended readings	7 days	100%	100%
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	96.85%	97.72%
Cataloguing of new print journals	3 days	100%	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%	100.000%
Availability of library online applications	All time during office hours on weekdays	99.98%	99.992%
Availability of public PC workstations	All stations available during office hours on weekdays	100%	100.000%
Availability of AV workstations	All stations available during office hours on weekdays	100%	100.000%
Availability of technical supports	All time during office hours on weekdays	100%	100.000%

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