

**The Education University of Hong Kong Library
QA/QE Annual Report 2022/23**

This report summarizes EdUHK Library’s Quality Assurance and Quality Enhancement (QA/QE) activities in 2022/23. 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/2022/10/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 2022 and June 2023. 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.

Major items discussed and/or supported by the LMC in 2022/23 include:

Items	Outcomes
2023 LibQUAL+ Survey Results	<p>LMC members noted the results of the 2023 LibQUAL+ Survey (please see also 2.3.2) which is available to EdUHK students and staff at https://www.lib.eduhk.hk/about/user-survey-results/2023-libqual-survey-results.</p> <p>In response to user requests and comments collected from LibQUAL+, improvements have been made to library services and library facilities. Major enhancements included:</p> <ul style="list-style-type: none"> • Starting August 2023, opening hours of public areas of Mong Man Wai Library during term time would be extended on Saturdays; • Computers for VR, AR and media production as well as general purposes have been upgraded or added in different areas; • Four Discussion Booths have been added on G/F and 1/F; • The maximum loan period of 30-day loans for undergraduate students and administrative staff have also been extended from 240 days to unlimited; • Food and Drink Policy has been relaxed to allow drinks inside the Library
Survey on Library Online Resources Usage Habits	<p>LMC members also noted the results from the Survey on Library Online Resources Usage Habits (please see also 2.3.3) which are available to EdUHK students and staff at https://www.lib.eduhk.hk/wp-content/uploads/_pf/2023/07/SurveyOnlineResourcesUsageHabits-20230731.pdf</p>
New access arrangement of online resources	<p>LMC members noted the implementation of new access arrangement in February 2023 which requires EdUHK</p>

Items	Outcomes
	students and staff to login before using online electronic resources subscribed by the Library, regardless whether they are on campus or not. Information collected has provided more comprehensive data for the Library as well as Faculties to assess the cost effectiveness of online resources acquired for the students.
Revisions to Food and Drink Policy	LMC members noted and supported the revised Food and Drink Policy which allows users to consume non-alcoholic drinks in all areas of the Library if they are stored in spill-proof containers.
Revisions to Library Regulations	LMC members noted and supported changes to wordings and outdated regulations such as clauses related to postage charges for pick-up notices, clauses related to forbidding photograph taking inside the Library, etc.
Activities organized by Entrepreneurship and Innovation Education Unit (EIEU, renamed Centre for Entrepreneurship and Innovation Education (CEIE) on 1 August 2023)	LMC members noted the various activities organized by EIEU (CEIE w.e.f. 1 August 2023) such as the Student Fair, EI Marketplace, “Think and Design” Production Design Competition, EdU Elevator Pitching Competition, entrepreneurship and innovation education activities for credit-bearing experiential learning courses, etc.

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 \$200,000.

1.2. Library Collection Development Committee (LCDC)

In 2022/23, LCDC has recommended the following major enhancements to the Library’s e-book collection to support e-learning at EdUHK:

- Acquired e-book subject collections by major publishers such as Wiley, Springer, IGI, Emerald, Elsevier and MIT Press on a wide range of subjects including education, heritage education, psychology, educational technology, business, social sciences, computer science, artificial intelligence, and information technology;
- Continued to join the Chinese e-book consortium for Airiti; and
- Like the past few years, participated in several Evidence-Based Acquisitions (EBA) and Demand Driven Acquisitions (DDA) e-book consortia, allowing the Library to acquire e-books more cost-effectively because users could access thousands of ebooks with EBA or DDA and Library could make final purchase based on the actual usage by EdUHK users.

To support the new UGC-funded programmes, the following electronic resources covering corresponding subjects have also been reviewed and recommended for acquisitions by LCDC in 2022/23:

- 中華經典古籍庫
- Gale OneFile: Gender Studies
- New e-journal subject collections
 - Taylor & Francis: Education; Hospitality, Leisure, Sport & Tourism
 - Elsevier ScienceDirect: Environmental Science
- Course-related e-books and e-journals from various platforms such as VitalSource e-Book for Pearson, Cengage e-textbook, IEEE journals

1.3. Library Public Services Committee (LPSC)

In 2022/23, Library Public Services Committee has reviewed and actioned accordingly for the following issues.

Comments and Suggestions from Library Users and/or Library Staff	Outcomes
More Print-N-Go facilities should be provided	After discussion with OCIO, it was confirmed that in addition to the dedicated Print-N-Go Stations, users can also send print jobs to the Print-N-Go System from desktop computers and their own notebook computers. Posters have been posted and user guides have been prepared accordingly.
Loan periods should be extended	LPSC proposed to extend the maximum loan period of 30-day loans from “240 days” to “unlimited” for Administrative Staff and Undergraduate Students. The suggestion was supported by members of both Library Executive Meeting (LEM) and LMC, and was implemented in July 2023.
Group Discussion Rooms were found occupied by single users	Although the “Rules for Using Group Discussion Rooms” already stated that Discussion Rooms must be used by at least 3 eligible users, the library facilities booking system only required one user to check-in on-site. LPSC reviewed the situation and recommended to require 3 users to check-in on-site simultaneously for using all group-use facilities including Discussion Rooms, Discussion Tables and Discussion Booths. The new requirement was implemented in July 2023.
Library opening hours should be extended, especially on Saturdays so that students could use library facilities after class	After reviewing the late-night access data for G/F and LP/F which are already open for 24 hours, it was not recommended to open the whole Mong Man Wai (MMW) Library on 24-hour basis. However, considering that there are classes on Saturdays until 6:20 pm, it was proposed to extend the opening hours of 1/F to 4/F of MMW Library on Saturdays during Term Time from 10:30am-7:00pm to 8:30am-10:00pm. The new arrangement was in effect from 12 August 2023 onwards.
All payments at library counters should be switched to e-payment to improve efficiency and to reduce cash handling workflow (counting, checking, banking in, etc.)	With the support of LMC, cash is no longer accepted for payment at all library counters beginning 3 July 2023. Users may settle their library payments such as fines, membership fees, printing fees, etc. in person at library counters via various e-payment systems including Octopus, Visa Card, Mastercard, JCB Card, BoC Pay, Alipay, WeChat Pay and Union Pay. Library charges can also be paid online with Visa Card and Mastercard.
Online membership application procedure should be provided for Alumni and other external members to improve efficiency and to speed up processing and approving process	Online membership application and payment for Alumni and School Teachers were launched in July 2023.

Comments and Suggestions from Library Users and/or Library Staff	Outcomes
Frequent public announcements inside the Library had caused disturbance to users	<p>After review, the frequency of “No Food and Drink” PA announcement was reduced from 4 times a day to 2 times a day; and the message was also shortened.</p> <p>The library closing reminder arrangement (15 minutes before closing; 5 minutes before closing and final closing announcement) will not be changed because users need to reserve sufficient time to wrap up their works or to use counter services as necessary.</p>
Users’ comments of lack of communications with users and promotion of new services	<p>Library has been using and will continue to use different channels to make announcements, promote new services and communicate with users, such as Library Website, University Intranet, e-mail, posters and animations displayed on LCD displays and inside the Library, push messages of the Library’s “EdU Library” mobile app, banners for special events, orientation programmes and user workshops, etc.</p> <p>The first issue of <i>Library Links</i>, Library’s newsletter, has also been launched in summer 2023.</p>
Students requested for supply of stationaries.	In addition to provision of self-help staplers and scissors, a set of stationaries has been placed at the Information Counter for use by students when the counter is open.
Noise generated from keyboards was disturbing	Quiet keyboards have been installed but their performance was not satisfactory. Library colleagues will continue to look for appropriate keyboards that are both quiet and high quality.
Library Website did not comply with web contents accessibility standards	Enhancements have been implemented accordingly.
Users suggested to promote reading atmosphere in the Library	Will explore collaboration with academics on effective ways to promote reading at EdUHK
Should increase the visibility of Lift No. 9 to help reduce the waiting time for Lift No. 8 during rush hours	<p>It was noted that users are aware of Lift No. 9 because they were using it during the replacement of Lift No. 8 in 2022. However, users prefer to use Lift No. 8 more because of its convenient location and proximity to the entrance and exit gates, and only Lift No. 8 provides access to LP/F.</p> <p>Nonetheless, the speed of the two new lifts is faster and waiting time has been shortened.</p>

2. Other User Consultations and Outcomes

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

Three consultative meetings with 87 student and staff representatives from different academic programmes attending were held in Semester 1. Another two meetings with 13 staff

representatives attending were held in semester two (invitations had been sent to both staff and student representatives but no student representative was able to attend the meetings in Semester 2).

Library colleagues shared the latest library development and plans with the attendants and responded to some general enquiries such as technical issues on database access, arrangement of special workshops for part-time students, etc. In particular, there was a request to provide SMS notifications in addition to e-mail. The Library in fact has been providing SMS notifications to users for years. In response to this request, SMS Alert Service was promoted again on Library Website and LCD displays.

2.2. Regular Meetings with Students' Union Representative

Since the Students' Union was not in operation, no meeting with Students' Union representative was arranged in 2022/23.

2.3. User Surveys

2.3.1. Annual Library User Survey

In collaboration with other JULAC libraries, the Library conducted its 2023 LibQUAL+ Survey in March 2023. Since LibQUAL+ was a comprehensive and large scale survey covering all aspects of library services, the Library decided not to conduct its regular annual Library User Survey in 2023.

2.3.2. 2023 JULAC LibQUAL+ Survey

EdUHK Library has been conducting LibQUAL+ Survey together with other UGC-funded university libraries (i.e. JULAC libraries) every 4 years since 2007. This will be the first time for all 8 JULAC libraries to conduct LibQUAL+ Survey in the same year. Four libraries, including EdUHK, have already conducted their LibQUAL+ Survey in the first half of 2023, the other 4 libraries will conduct their LibQUAL+ survey in late 2023. When all 8 JULAC libraries completed their LibQUAL+ survey, a full report for all 8 libraries collectively will be available in late 2023 or early 2024. Benchmarking among JULAC libraries will be further conducted by the Library in the final summary report.

The Library's 5th LibQUAL+ survey was conducted from 1 March to 31 March 2023, receiving 1,602 valid responses. The full EdUHK Library report generated by LibQUAL+ and a preliminary summary report (without benchmarking among JULAC libraries) prepared by Library are available to EdUHK students and staff at

<https://www.lib.eduhk.hk/about/user-survey-results/2023-libqual-survey-results>.

The standard LibQUAL+ survey contains 22 core questions. Students and staff were asked to indicate their "Minimum", "Desired" and "Perceived" levels of service provided by the Library on a scale of 1 (lowest) to 9 (highest) for these questions, representing respectively the lowest level they can tolerate, the highest level they expect, and the level they actually feel. These 22 core questions were set on three dimensions of service quality defined by LibQUAL+, namely, "Affect of Service" (9 questions) relating to services provided by library staff,

“Information Control” (8 questions) relating to information resources, i.e. collections, provided by the Library and “Library as Place” (5 questions) relating to study, learning and research space provided by the Library.

Looking at the results from the five LibQUAL+ Surveys for EdUHK Library from 2007 to 2023, the normalized scores for all types of users generally peaked at 2019, with results from 2023 being the second highest. Among the three dimensions, “Affect of Service” was in general most favorably perceived by students and staff, which is consistent with the results of the annual Library User Surveys in recent years. Despite continuous efforts in enhancing the library collections and online resources, “Information Control” remains to be the “weakest” area of library service as shown in its lower normalized scores of 56.69% among different categories of students and staff. More efforts and resources in developing library collections are thus required.

		2007	2011	2015	2019	2023
Affect of Service	Minimum	5.87	5.75	6.01	6.07	6.10
	Desired	7.55	7.39	7.37	7.26	7.21
	Perceived	6.81	6.73	6.85	7.05	6.94
	Normalized	55.95%	59.76%	61.76%	82.35%	75.68%
Information Control	Minimum	6.09	6.00	6.21	6.27	6.20
	Desired	7.76	7.66	7.65	7.54	7.47
	Perceived	6.93	6.77	6.71	7.07	6.92
	Normalized	50.30%	46.39%	34.72%	62.99%	56.69%
Library as Place	Minimum	6.05	5.98	6.25	6.40	6.28
	Desired	7.75	7.67	7.72	7.64	7.52
	Perceived	7.19	6.94	6.79	7.33	7.13
	Normalized	67.06%	56.80%	36.73%	75.00%	68.55%
All 22 Questions	Minimum	5.99	5.90	6.14	6.22	6.19
	Desired	7.67	7.55	7.56	7.45	7.39
	Perceived	6.94	6.79	6.79	7.12	6.98
	Normalized	56.55%	53.94%	45.77%	73.17%	65.83%

These results could also help the Library to identify areas of services which were considered more important and more satisfactory by students and staff, as well as the areas which need improvement. Among the 5 services which need improvement most, 3 are related to electronic resources, i.e., IC-8, IC-4 and IC-1. For “IC-8: Print and/or electronic journal collections I required for my work”, the perceived mean of Academic Staff is less than their minimum mean. One possible reason was that the demand on online resources was much higher during the pandemic when learning and teaching were conducted online.

Most Important Services (by Desired Level)	Most Satisfied Services (by Normalized Score)	Services Needing Improvement (by Normalized Score)
LP-2: Quiet space for individual work (7.77)	AS-1: Library staff who instill confidence in users (84.76%)	IC-8: Print and/or electronic journal collections I required for my work (47.90%)
LP-4: A haven for study, learning, or research (7.57)	AS-3: Library staff who are consistently courteous (81.90%)	IC-6: Easy-to-use access tools that allow me to find things on my own (52.17%)
IC-7: Making information easily accessible for independent use (7.57)	AS-5: Library staff who have the knowledge to answer user questions (81.48%)	IC-4: The electronic information resources I need (54.48%)
IC-1: Making electronic resources accessible from my home or office (7.56)	LP-3: A comfortable and inviting location (78.50%)	IC-1: Making electronic resources accessible from my home or office (55.15%)
LP-5: Space for group learning and group study (7.55)	AS-2: Giving users individual attention (76.47%)	IC-7: Making information easily accessible for independent use (58.54%)

In addition to the 22 core questions, each library may include up to 5 local questions in 2023 survey. Four local questions were adopted by EdUHK Library. Results of all four questions were affirmative. For the “Other Staff” user category, the perceived results have exceeded their expectation in three out of these four questions with Normalized Scores higher than 100%.

A total of 607 written comments or suggestions have also been collected in LibQUAL+, which have been reviewed, replied and followed up. Noticeable action items have been reported in 1.1 and 1.3.

2.3.3. Survey on Library Online Resources Usage Habits

As a follow up to the findings in 2023 LibQUAL+ on library users’ perception of information resources provided by the Library, in particular online/electronic resources, a specific Survey on Library Online Resources Usage Habits was conducted online from 2 May to 16 June 2023 in order to better understand students’ and staff’s satisfaction and usage habits of Library’s online resources. The information collected would help interpreting the results of LibQUAL+, as well as assuring and enhancing the quality and cost effectiveness of online resources acquired by the Library. In addition to questions to identify usage patterns, the respondents were also asked to indicate their level of satisfaction with e-books, e-journals, other databases and Chinese databases provided by the Library.

A total of 251 valid responses have been collected. While the results of LibQUAL+ have drawn concern on information resources provided by the Library, results of this specific survey indicated that students and staff are generally satisfied with Library’s online resources, with rating of e-books at 3.26 (on a scale of 1 to 4), e-journals at 3.27, other databases at 3.18 and Chinese databases at 3.02. The findings are also similar to those of the annual Library User Surveys conducted in recent years.

A total of 64 written comments were also received which can be generally summarized as:

- Suggestions to add more online resources in general or for specific subjects
- Requests for more training and user guides
- Reports of technical issues related to the use of online resources
- Comments related to other library services such as borrowing of notebook computers
- Compliments

All comments have been replied and followed up.

Report of the specific survey is available to students and staff at

<https://www.lib.eduhk.hk/wp-content/uploads/pf/2023/07/SurveyOnlineResourcesUsageHabits-20230731.pdf>

2.3.4. Quality Enhancement Resulted from the Two Surveys – A New Interface for Local Loans, Inter-Library Loans and Document Delivery Service

Since no single library will be able to collect everything needed by its users nowadays, modern academic libraries will focus more on access to resources via inter-library collaborations than ownership. However, from the qualitative comments collected in both surveys, it appears that many students and staff do not realize and utilize the rich resources supported by the Library's network of partnerships with local and overseas academic libraries. Most of them are not aware that even though the Library does not keep particular items physically in its collections, we can supply the required items, e.g. journal articles, book chapters, etc. to a user usually within two or three working days.

To address this issue, the Library decided to implement Rapido by Ex Libris in early 2024. Rapido is a library resources sharing platform which will provide an enhanced and seamless user interface for library users. Resources from EdUHK Library collections and partner libraries (e.g. HKALL, inter-library loans and document delivery) will become transparent to students and staff. They will no longer be required to fill in any extra forms in order to request for materials from other libraries.

3. Library Staff Consultations and Outcomes

The Librarian and Deputy Librarian met with staff from the five Sections in November 2022 and May 2023. Most of the issues discussed were operation related and have been followed up (please see also 1.3).

A Library Staff Forum has been held in August 2022 in hybrid format. Library colleagues were briefed on new services and then major upcoming events such as the Mini-market in September 2022 and the arrangements for Learning & Teaching Expo booth in December 2022.

4. Quality Enhancement – Other New Initiatives in 2022/23

In addition to the items reported earlier in 1.1 and 1.3, the Library has launched a few other enhancements and new initiatives in 2022/23:

- Facilities and equipment
 - Replaced both lifts inside the Library

- Installed Reality Capture (3D capture and modelling software) on high-end computers to support new Programmes at EdUHK
- Added new drones for loan to students and staff and revised the lending procedures to comply with the related government regulation revisions
- Services
 - New login requirements for accessing all Library's online resources implemented in February 2023 to enable Library and Faculties to better assess cost-effectiveness of online resources
 - Further promotion of Future Classrooms: partnered with LTTC to train students to work on their own contents to showcase in the CAVE; 13 VR experience sessions have also been held for staff and students
 - Produced the *Library Challenge* web-based interactive video series to enhance students' information searching skills
 - Developed a new Greater Bay Area Activities Website to support CFCC and Faculties' Planned GBA-related Learning Activities

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 2022/23 are reported in the following table.

	Target	Achievement in 2021/22	Achievement in 2022/23
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%
Responding to written enquiries	1 day	99.7%	99.6%
Shelving returned books	3 days	96.4%	93.7%
Shelving returned Reserve items	Twice a day	100%	100%
Shelving newly arrived materials	3 days	100%	98.9%
Fetching close stack items	MMW - 30 min TKO - 5 min	100%	100%
Inter-campus delivery	3 days	100%	98.8%
MMW Library Information Counter (Academic and Learning Support Section)			
Responding to in-person/telephone enquiries	Immediate	99.83%	100%
Responding to reference enquiries in writing	1 day	99.8%	100%
Providing tailor-made workshops	7 days	100%	100%
Completing online search requests	5 days	100%	100%
Setting up Article Alerts for requesters	2 days	45% ¹	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%

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

	Target	Achievement in 2021/22	Achievement in 2022/23
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	100%	N/A
Processing normal orders from Departments	10 days	95.68%	99.95%
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	97.72%	99.91%
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%
Availability of library online applications	All time during office hours on weekdays	99.99%	100%
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%	100%
Availability of technical supports	All time during office hours on weekdays	100%	100%

12 September 2023