

The Education University of Hong Kong Library QA/QE Annual Report 2023/24

This report summarizes EdUHK Library's Quality Assurance and Quality Enhancement (QA/QE) activities in 2023/24. 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/2024/09/QA-QE-mechanism-2024-25.pdf>.

1. Library Committees – Highlights of Activities and Outcomes

1.1. Library Management Committee (LMC)

The Library Management Committee meeting met twice in November 2023 and June 2024. 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 2023/24 include:

Items	Outcomes
2024 Library User Survey	<p>LMC members noted the results of the 2024 Library User Survey (please see also 2.3.1 below) which is available at https://www.lib.eduhk.hk/about/user-survey-results/2024-user-survey/survey-highlights.</p> <p>In response to user requests and comments collected from the Survey, improvements have been made to library services and library facilities. Major enhancements included:</p> <ul style="list-style-type: none">• The three high-back benches at The Lounge have been replaced with three 6-seat Discussion Booths and two 4-seat Discussion Booths would be added on 1/F, increasing the total number of Discussion Booths from 4 to 9.• Four single-person Study Booths have been added on 1/F.• The heavily used sofas in The Lounge will be replaced in September 2024.• Check-in procedure for booking group discussion facilities was modified, requiring all

Items	Outcomes
	users making the reservation to check in to avoid abuse.
Review of the trial implementation of revised Food and Drink Policy	After reviewing the revised Food and Drink Policy after a one-year trial period, LMC members endorsed its permanent implementation.
Review of trial implementation of extension of maximum loan period for students and staff.	After reviewing the extension of maximum loan period of 30-day loans by EdUHK students and staff after a one-year trial period, LMC members endorsed its permanent implementation.
Plans for additional study space	LMC members noted a new construction work proposal for additional study spaces on 2/F.
Supporting Open Access	LMC members noted the Library’s signing of transformative agreements with Cambridge University Press, Association for Computing Machinery and Springer Nature, providing article processing charge waivers for EdUHK researchers.
Exhibitions	LMC members noted several major exhibitions were being organized by the Library, Centre for Entrepreneurship and Innovation Education, and Hong Kong Museum of Education, including “National Glory - Exhibition on the Spirit of the Chinese Women’s Volleyball Team” in June 2024, “Heritage of Teacher Education in Hong Kong – An Exhibition Celebrating the 30th Anniversary of EdUHK” in August 2024 and “Cultivating Souls and Enlightening Wisdom - An Exhibition of Textbooks for Primary and Secondary Schools” in October 2024.
Activities organized by the Centre for Entrepreneurship and Innovation Education (CEIE)	LMC members noted the various activities organized by CEIE, including credit-bearing E&I activities and co-curricular E&I activities such as Student Fair, EI Marketplace, “Make An Impact” Product Design Competition, Project SEE Social Innovation Competition, 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 2023/24, LCDC has recommended the following major enhancements to the library collections to support learning, teaching and research at EdUHK:

- a) In response to the University’s enhanced research areas, the Library has been allocated additional funding to acquire the following major online resources:
 - Science Citation Index Expanded bundled with Essential Science Indicator, Conference Proceedings Citation Index and Emerging Sources Citation Index, together with multiple years’ data backfiles
 - IEEE Xplore Digital Library

- b) The Library has also continued to enrich our online resources for education and non-education disciplines. Notable additions in 2023/24 include:
 - Upgrading the Emerald journal package to Premier Package
 - SAGE Skills Business and SAGE Business Cases
 - 科學人知識庫
 - 天下雜誌群知識庫
 - 中華經典古籍庫
 - De Gruyter EBA (Evidence-Based-Acquisition)
 - Springer E-Book Subject Collections

- c) In addition, the Library has implemented Transformative Agreements (TAs) with free Open Access (OA) publication quotas with three major publishers, namely Cambridge University Press, Springer Nature and Association for Computing Machinery, to enable EdUHK researchers to publish their articles in OA journals without paying additional fees.

1.3. Library Public Services Committee (LPSC)

In 2023/24, Library Public Services Committee has reviewed and actioned accordingly on the following issues.

Comments and Suggestions from Library Users and Library Staff	Outcomes
To review the policy of “Drinks Allowed in All Areas of Library” (trial run since July 2023)	The policy has been on trial since July 2023 and was endorsed by LMC as an official library policy with effect from June 2024 onwards.
To review the “Extension of Maximum Loan Period after Renewals of 30-day Loans” loan rule (trial run since July 2023)	The “Maximum Loan Period after Renewals” of 30-day loans by EdUHK Undergraduate and Sub-degree Students, as well as EdUHK Staff Other Than Academic Staff & Administrative Staff of Equivalent Status from 240 days to unlimited was endorsed for permanent

Comments and Suggestions from Library Users and Library Staff	Outcomes
	implementation by LMC with effect from July 2024.
To study the possibility of returning non-EdUHK Library items via Self-service Stations	Because of security and liability concerns for properties of other libraries, it was not recommended to allow non-EdUHK library items to be returned via Self-service Stations.
User suggestions for additional notebook stands for public use in the library	Since notebook stands have already been placed at the study area on 2/F and 3/F and are not fully used most of the time, additional notebook stands would not be installed. Several notebook stands would be made available for loan at the Circulation Counter instead.
User suggestions for additional private study areas at Mong Man Wai Library	Four single-person Study Booths will be set up at Discussion Zone on 1/F in September 2024.
User comments on the evacuation procedure at library closing	After reviewing and following up with Estates Office, security guards will start reminding users to leave only at the library closing time, instead of 15 minutes in advance.
Default printer drivers for Print-N-Go stations were not reset after user logoff	To avoid the problem, Library has deactivated the “log-off” function so arriving users must use the “re-start” function after the former users finish using the Print-N-Go stations.
User reports of “unpleasant smell” at Discussion Zone on 1/F particularly in the morning or when it was full of users.	The problem was reported to Estates Office for investigation and improvement of ventilation on that floor. At the same time, all chairs in the Discussion Zone have been replaced with new ones. Additional air purifiers have been placed in the area to improve the air quality as well. Library will further review the situation in September 2024 after classes resume.
To lengthen the library opening hours	After reviewing the usage pattern, it was not recommended to make changes for term time opening hours. On the other hand, the Library will review specific floors to be open for 24 hours during Examination Period.
To review the loan policy for 14-day loan items and Reference items	LPSC reviewed and considered the suggestion, and did not recommend to extend the loan

Comments and Suggestions from Library Users and Library Staff	Outcomes
	<p>period of 14-day loan items because users may already keep these items up to 56 days if the items were not requested by other users, which should be long enough for borrowers to finish reading the book. In addition, many 14-day loan items are children books or school textbooks. Keeping the loan period short will allow other users to browse them on-site.</p> <p>Reference materials should be used in the library and the suggestion for allowing users to check out was not supported.</p>
User suggestion to shelve children’s literature according to “audience level”	The suggestion to shelve Children’s Literature Collection by audience level such as those for early infants, primary school students, etc. was reviewed but not supported because it may further scatter the collections and may cause confusions to most users.
User suggestion to allow administrative staff to book Library Rooms/Study Spaces	Since all library facilities including Study Rooms and Study Carrels are set up to support learning, teaching and research of students and academic staff, and all library users in fact can use most library facilities on a walk-in basis when the facilities are not booked or reserved, the suggestion to allow administrative staff to book these facilities was not supported.
User comments that computers on G/F keep freezing randomly	All computers in the public area on G/F are scheduled for replacement in 2024/25. In the meantime, Library staff will keep checking and monitoring the situation, and will arrange technical support to fix the problems.
User suggestion to install a laminating machine in the Library	Since laminating machines are not highly requested items and it is already provided by OCIO at Learning Commons on LP/F, the suggestion was not supported.
User comments that seating in The Lounge was not comfortable	The Library also noticed the deteriorating conditions of these heavily used sofas and has arranged a full replacement. All sofas in The Lounge will be replaced in September 2024 when the new academic year begins.

Comments and Suggestions from Library Users and Library Staff	Outcomes
User suggestion to borrow and return drone/video equipment during non-office hours	Since there are special requirements and checking procedures for borrowing and returning specialized equipment such as drones, non-office hour arrangements can only be considered and arranged on a case-by-case basis.
User suggestion to provide carrying bags for notebooks at check out	Six carrying bags have been made available at the Circulation Counter of MMW Library for notebook borrowers upon request.
User comments that keyboards in the public area were noisy and disturbing	The Library has experimented installing silent keyboards in some workstations but still has not identified a suitable model that can meet all technical and security requirements.

2. Other User Consultations and Outcomes

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

Three meetings with 77 students and staff representatives from different academic programmes were held in Semester 1 of the 2023/24 academic year. Another two meetings with 15 students and staff representatives were held in Semester 2. Library colleagues shared the latest library developments and plans with the attendants and responded to some general enquiries on-site.

Major comments raised and actioned include:

Issues	Outcomes
Users would like the Library to provide more payment methods such as contactless payment using mobile apps when using the photocopy machines which currently only accept physical Octopus card payments	Library staff has been looking for a solution during the past year but so far no vendor can provide such options for self-service photocopy machines
A user complained that the Discussion Booths at Quiet Zone on G/F were causing disturbances	Library staff also noticed this issue and those two Discussion Booths have since been relocated to The Lounge area

2.2. Regular Meetings with Students' Union Representative

Since the Students' Union was not in operation, no meeting with the Students' Union representative was arranged in 2023/24.

2.3. User Surveys

2.3.1. Annual Library User Survey

The 2024 Library User Survey was conducted from 3 to 30 April 2024. A total of 628 valid responses and 407 written comments were received. Further details are available on Library Website: <https://www.lib.eduhk.hk/about/user-survey-results/2024-user-survey>.

The “Overall Rating” in 2024 is 3.49 out of a scale of 1 to 4 (4 being the best), improved from 3.36 in 2022¹.

	Overall Rating	Collections	Services	Facilities	Environment	Loan Rules	All Questions
	Q8	Q9 – Q24	Q25-28	Q29 – 40 (excl. Q32)	Q41 – 42 (incl. Q32)	Q43 – 45	(Q9 – 45)
2024	3.49	3.47	3.64	3.57	3.58	3.59	3.55
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

Consistent with past years, the aggregate mean satisfaction rating by categories for “Counter Services” is still the highest among the five categories. While the aggregate mean satisfaction for “Collections” is still the lowest, its 2024 rating at 3.47 shows substantial improvement as compared to the 2019 rating at 3.00, reflecting the results of extra funding provided by the University for collection enhancements in the past few years.

In addition to the regular questions, users were also asked to rate the eight Future Classrooms. All ratings of individual Future Classrooms were over 3.5, indicating high satisfaction. High ratings from 3.55 to 3.62 were also received for new services and facilities introduced in 2023/24, including the Library newsletter, Discussion Booths, the newly acquired Science Citation Index, mobile borrowing, as well as the pickup station and book return service in North Point Study Centre.

The questions on activities organized by Centre for Entrepreneurship and Innovation Education (CEIE) have also received high ratings from 3.53 to 3.58. The respondents

¹ Since the 5th JULAC LibQUAL+ survey jointly conducted by all eight UGC-funded university libraries was conducted in March 2023, no Library User Survey was conducted in 2023.

have also given valuable feedback on what they want for the future and activities that they are likely to participate in.

Results of the Library User Survey were reported and discussed in Library Users Consultation Meetings and in Library Management Committee meeting. Necessary follow up actions on written comments have also been taken and comments related to other units of the University have been forwarded as appropriate for further action. In addition to the highlighted changes below, a full list of library responses to survey comments can be found at <https://www.lib.eduhk.hk/about/user-survey-results/2024-user-survey/written-comments>:

User Comments and Issues	Outcomes and Changes
Smell problems on 1/F of the MMW Library	The problem was reported to Estates Office for investigation and improvement of ventilation on that floor. At the same time, all chairs in the Discussion Zone have been replaced with new ones. Additional air purifiers have been placed in the area to improve the air quality as well. Library will further review the situation in September 2024 after classes resume.
Pest problems at The Lounge	The pest problem at The Lounge was mainly caused by improper use of the recycle bins (e.g. dumping food waste) which were since removed.
Not enough discussion space	Three new 6-seat Discussion Booths have been set up at The Lounge to replace the existing three sets of 6-seat high-back benches. Two new 4-seat Discussion Booths will also be installed in Discussion Zone on 1/F, increasing the total number of Discussion Booths from 4 to 9 in August 2024.

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 met with staff from the five Sections in October and November 2023. Most of the issues discussed were operation-related or about manpower arrangements and have been followed up.

A Library Staff Forum has been held in July 2023. Library colleagues were briefed on new services like the new mobile phone borrowing service and major upcoming events such as the CEIE activities and new courses.

4. Quality Enhancement – Other New Initiatives in 2023/24

In addition to the items reported in previous sections, the Library has launched a few other enhancements and new initiatives in 2023/24:

- Facilities and equipment
 - Provided support for the installation of Student Affairs Office’s “Me Space” on G/F of MMW Library. “Me Space” is a single-user booth functioning as a private area where staff and students of the University can experience a personalized mental wellness journey.
 - Replaced old notebook computers with new high-end notebook PCs at e-Learning Studio and STEM Room which can better support AI applications as well as VR/AR/media production.
 - Upgraded existing projection systems with theatre-grade 4K projectors in three Future Classrooms.
- Services
 - Self-borrowing function was introduced in “EdU Library” mobile app, allowing library users to directly borrow books by scanning the barcodes with their mobile phones.
 - Upgraded inter-library loan and document delivery service system from ILLiad to Ex Libris’ Rapido, providing seamless integration with iSearch and shortening of delivery time.
 - Launched *Library Links*, the Library’s newsletter.
 - Food and Drink Policy was revised to allow users to consume non-alcoholic drinks in spill-proof containers in all public areas of the Library.
 - “Maximum Loan Period after Renewals” of 30-day loans by EdUHK Undergraduate and Sub-degree Students, as well as EdUHK Staff Other Than Academic Staff & Administrative Staff of Equivalent Status was extended from 240 days to unlimited.
 - Opening hours of 1/F to 4/F of MMW Library was extended to 10 pm on Saturdays during term time.
 - A new FAQ Corner was set up before the launch of a new AI Chatbot on Library Website scheduled for September 2024.
 - Launched a total revamp of “EdU LibMap” with a brand new interface and indoor navigation function to improve user experience.
 - Subscribed to scite, an AI tool dedicated to academic research with reliable content licensed from major academic publishers.
 - Set up a new Self Pick-up Station and a book return at North Point Study Centre

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 2023/24 are reported in the following table.

	Target	Achievement in 2022/23	Achievement in 2023/24
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%	98.1%
Responding to written enquiries	1 day	99.6%	99.6%
Shelving returned books	3 days	93.7%	93.9%
Shelving returned Reserve items	Twice a day	100%	100%
Shelving newly arrived materials	3 days	98.9%	95.9%
Fetching close stack items	MMW - 30 min TKO - 5 min	100% 100%	100% 100%
Inter-campus delivery	3 days	98.8%	100%
MMW Library Information Counter (Academic and Learning Support Section)			
Responding to in-person/telephone enquiries	Immediate	100%	99.99%
Responding to reference enquiries in writing	1 day	100%	99.63%
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 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	N/A	100%
Processing normal orders from Departments	10 days	99.95%	100%
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	99.91%	99.66%
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%

	Target	Achievement in 2022/23	Achievement in 2023/24
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%	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%	99.88%
Availability of technical supports	All time during office hours on weekdays	100%	100%

30 September 2024