

The Education University of Hong Kong Library QA/QE Annual Report 2024/25

This report summarizes EdUHK Library's Quality Assurance and Quality Enhancement (QA/QE) activities in 2024/25. 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 Library Website at <https://www.lib.eduhk.hk/wp-content/uploads/2025/10/QA-QE-mechanism-2025-26.pdf>.

1. Library Committees – Highlights of Activities and Outcomes

1.1. Library Management Committee (LMC)

The Library Management Committee meeting met twice in December 2024 and May 2025. 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 2024/25 include:

Items	Outcomes
2025 Library User Survey	LMC members noted the results of the 2025 Library User Survey which is available at https://www.lib.eduhk.hk/about/user-survey-results/2025-user-survey/ . In response to user requests and comments collected from the Survey, improvements have been made to various library services and library facilities related to study and discussion spaces, air quality, hygiene, opening hours and more. Please refer to Section 2.3.1 below for details.
Amendments of Library Regulations	LMC members endorsed various amendments of the Library Regulations: • Changes to membership fee and definition of Organisation Members; • Changes aimed at improving circulation of high-demand items: – Suspension of various library privileges for users with overdue recalled items – Creation of a new loan type category for VR-AR-media production equipment with

Items	Outcomes
	separate loan rules and overdue fines arrangements
Plans for Enhancement of Study Area and Facilities	LMC members noted the Spatial Improvement Project plans to increase the number of seating, provide more collaborative discussion places, additional private Study Booths and Study Carrels, and better IT & media facilities. Please refer to Facilities and Equipment paragraphs under Section 4 below for details.
Supporting Open Access	LMC members noted the setting up of a one-off Open Access Fund to enhance the impact of research output by EdUHK.
Activities organized by the Centre for Entrepreneurship and Innovation Education (CEIE)	LMC members noted CEIE's plan for implementation of a new master programme in 2027 as well as the various credit-bearing / non-credit bearing entrepreneurship & innovation activities that it organized in 2025/25 such as the Social Entrepreneurship Week, EI Marketplace, EdUHK Lunar New Year Student Fair, "Make an Impact" Product Design Competition, EdUHK SDGs Challenge, Greater Bay Area visits, 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 2024/25, 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:
 - IEEE Journal & Proceedings Recent Archives
 - LinkedIn Learning
 - Springer E-Book Subject Collections in Computer Science, Artificial Intelligence, Earth & Environmental Sciences, Political Science and International Studies
- b) The Library has also continued to enrich our online resources for education and non-education disciplines. Notable additions in 2024/25 include:

- The Chronicle of Higher Education
- New York Times
- Times Higher Education
- 漢語辭典總匯
- 典籍文獻整理數據庫
- 中文社會科學引文索引
- Covidence
- scite

c) In addition, the Library has implemented Read and Publish Agreements providing free Open Access (OA) publication quotas with nine major publishers, namely Cambridge University Press, De Gruyter, Elsevier, IEEE, John Benjamins, Oxford University Press, Springer Nature, Wiley and Association for Computing Machinery, to enable EdUHK researchers to publish their articles in OA journals without paying additional fees. With additional funding support from the University, a one-off Open Access Fund was also set up to enhance the impact of research output by EdUHK staff by retrospectively converting their non-OA articles to OA.

1.3. Library Public Services Committee (LPSC)

In 2024/25, Library Public Services Committee has reviewed and actioned accordingly on the following issues.

Comments and Suggestions from Library Users and Library Staff	Outcomes
To install one card-reader on each floor at MMW Library for users to check-in their bookings.	Card readers were installed on each floor at Mong Man Wai (MMW) Library for users to check in their bookings with their student or staff cards.
To provide check-in function for Library study space via the Library app.	A check-in function has been added to “EdU Library” mobile app in September 2025.
User suggestions for extending the Sunday opening hours from existing 6pm to 10pm in term time.	Starting from 10 August 2025, Sunday closing time has been extended from 18:00 to 22:00 during term time.
User reports related to cleanliness issues.	One additional cleaner has been arranged by Estates Office (EO). EO will also continue to provide extra cleaning services to the Library during peak seasons.
User suggestions for opening 2/F and 4/F for 24 hours during Examination Period.	2/F and 4/F will also be open 24 hours during Examination Period from Semester 1 of 2025/26 onward.

Comments and Suggestions from Library Users and Library Staff	Outcomes
User suggestions for additional notebook stands for public use in the library	Four notebook stands are now available for loan at Circulation Counter of MMW Library.
User suggestions for USB charging cables loan in TKOSC Library	4 sets of USB cables are now available for loan at Tseung Kwan O Study Center Library (TKOSC Library).
User reported about malfunction of computer or power sockets on 4/F	EO has paid special attention to this issue when the new Study Booths were being installed in summer 2025.
User comments to shorten the booking session from 2 hours to 1 hour and compulsory check-in time from 15 mins to 10 mins.	One-hour session would be too short and might cause nuisance to most users with more frequent check-in. Results of a specific question from a prior library survey on this issue also indicated that most users prefer to keep the booking sessions unchanged at 2 hours each.
To resolve “smelly” problem on 1/F	To address this issue, EO has installed a vent in the open area outside the Creative Arts Room. The chairs in the Discussion Zone on 1/F which had been used for 8 years were all replaced. More standalone air purifiers were also installed on 1/F.
User concern of air quality in the library with the increase of student population in new academic year	EO will turn on the air conditioning at 07:30, one hour before the public area reopens at 08:30 to help improve the air quality. Six additional air purifiers have also been installed across various floors in August 2025.
To extend loan periods	LPSC members reviewed and did not support revision or further changes to the loan periods.
User suggestions to set up a place for praying and mediation inside the library	Since this suggestion is related to campus facilities at large, it was conveyed to EO for their consideration.
User comments that computers on G/F keep freezing randomly	Most desktop computers were upgraded with new and more powerful models, and the problem did not occur anymore.
User suggestion to borrow and return drone/video equipment during non-office hours	Since there are special legal requirements and checking procedures for borrowing and returning drones and other specialized

Comments and Suggestions from Library Users and Library Staff	Outcomes
	equipment, non-office hour arrangements can only be considered and arranged on a case-by-case basis.
Library fees and charges should be reviewed	A benchmarking exercise with other local university libraries on the fees and charges has been conducted. With the support of LMC, the following changes were made: • Annual fee for Organisation Membership with borrowing privileges was increased from \$2,000 to \$3,000; annual fee for Organisational Membership without borrowing privileges would remain at \$500. • Meanwhile, applications for Organization Membership would be restricted to non-profit organizations only. • To improve circulation of high-demand items, the following amendments have been made to overdue fine for recalled items: – 30/90-day loan: increased from \$1 to \$2 per day – 7-day loans (VR-AR-media production equipment): increased from \$2 to \$50 per day; and the maximum fine was changed to \$350 in 7 days

2. Other User Consultations and Outcomes

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

Three consultative meetings, attended by 88 student and staff representatives from different academic programmes, were held in Semester 1. Another two meetings, with 10 staff and student representatives attended, were held in Semester 2.

In addition to sharing updates on the latest library developments and the Spatial Improvement Project plan with the programme representatives, library colleagues also answered various inquiries regarding library study spaces, facilities, room temperature, cleanliness, and other related issues. There were no concerns or follow up actions required.

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 2024/25.

2.3. User Surveys

2.3.1. Annual Library User Survey

The 2025 Library User Survey was conducted from 3 to 31 March 2025. A total of 900 valid responses and 625 written comments were received. Further details are available on Library Website at: <https://www.lib.eduhk.hk/about/user-survey-results/2025-user-survey/>

The “overall rating” this year is 3.48 out of a scale of 1 to 4 (4 being the best), reflecting a slight decrease from 3.49 in 2023/2024.

	Overall Rating	Collections	Services	Facilities	Environment	Loan Rules	All Questions
2025	3.48	3.53	3.66	3.62	3.58	3.61	3.58
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

Consistent with past years, the aggregate mean satisfaction rating by categories for “Services” is still the highest among the five categories. Facilities and Loan Rules follow closely with ratings of 3.62 and 3.61 respectively. While the aggregate mean satisfaction for “Collections” is still the lowest, its 2025 rating at 3.53 shows substantial improvement in satisfaction when compared to the 2020 rating at 3.17, reflecting the results of additional support by the University for collection enhancements in the past few years.

In addition to regular questions, users were also asked to rate the new services introduced in 2024/25, including the new AI research tool, AI Chatbot, Study Booths, LinkedIn Learning, and transformative agreements. The ratings range from 3.48 to 3.59.

The questions on activities organized by Centre for Entrepreneurship and Innovation Education (CEIE) have also received high ratings from 3.62 to 3.67. The respondents 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/2025-user-survey/2025-written-comments>

User Comments & Issues	Outcomes and Changes
Air quality, hygiene and cleanliness	To improve the air circulation on 1/F to 4/F, the Library has requested Estates Office to turn on the air conditioning an hour before they open on daily basis. Additional cleaner and cleaning services have also been arranged after the completion of the Spatial Improvement Project.
Extended Sunday opening hours in MMW Library	Sunday opening hours of MMW Library during term time have been extended from 10:00-18:00 to 10:00-22:00 on Sunday beginning 2025/26 academic year.
Not enough discussion places	To meet the growing demands for library spaces and facilities from students and staff in the new academic year, the library underwent extensive upgrades across all six floors of MMW Library from Apr to Aug 2025. Overall seating capacity has been increased by 21.9%, with 21.7% and 35.5% increase in private study place and group discussion places respectively. Computing facilities have also been increased by 23.8%.
Users in TKOSC Library requested for USB cable loan	Four USB charging cables are now available for loan at TKOSC Library.

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 met with staff from all Sections in November 2024 and May 2025. Most of the issues discussed were operation-related or about manpower arrangements and have been followed up.

A Library Staff Forum was held in September 2024. Library colleagues were briefed on the new organizational structure of the Library, as well as the enhancement plans for library services and facilities.

4. Quality Enhancement – Other New Initiatives in 2024/25

In addition to the items reported in previous sections, the Library has launched a few other enhancements and new initiatives in 2024/25:

- Facilities and equipment
 - Replacing and reorganizing all 28-year-old multi-seats study tables of irregular dimensions on 2/F and 3/F with standard size tables providing single study places with a width of at least 850mm, 3-side translucent table-top dividers and individual power sockets.
 - Furniture of EI-Hub was replaced to increase the seating capacity from 29 to 44.
 - More seating is provided at Research Commons on 4/F with the bulky semi-enclosed single Study Carrels and sofas installed in 2015 replaced by fully-enclosed Study Booths and semi-enclosed Study Carrels of smaller footprint as well as smaller size sofas in summer 2025.
 - Construction of a new Discussion Zone on 2/F which is separated from the Quiet Zone by double-glazed sound-proof partitions.
 - Refurbishment of Flexi Zone on 1/F with full-glazed partitions.
 - Conversion of the reading area in the Children Literature Collection on 1/F to a new Discussion Zone.
 - Installation of new user-friendly electric compact shelves on 3/F and 4/F.
 - Computing facilities for students on all floors were upgraded to better support production and application of AR, VR, media and AI; more Macs and high-end PCs were also added.
 - Video recording systems in all Future Classrooms were upgraded.
 - Creative Lab, the pilot Future Classroom on G/F, was revamped with updated equipment and more flexible seating.
 - Audio systems in Creative Arts Room and Special Education Room on 1/F were upgraded.
 - Game stations were upgraded in Extended Reality Room on 2/F.
 - Installed a new Self Pick-up Station at MMW Library to replace the old one which has been running on 24-hour basis since Jan 2019.
- Services
 - Launched Version 2.0 of “EdU Library” mobile app with an enhanced user interface, check-in function for Library Booking System, integrated library floor maps and improved mobile borrowing functions.
 - Revision of Library Regulations: loan rules and overdue fines for recalled items and VR-AR-Media equipment were revised; new rules on suspension of library privileges for users with over recalled items were introduced to improve the circulation of high-demand items.
 - Implementation of QR code entry permits arrangements for external visitors.
 - Launched scite – an AI research tool for academic research.
 - Launched Library AI Chatbot.
 - Launched the Library’s Instagram and Xiaohongshu accounts.
 - Organized and supported several public exhibitions:

- National Glory – Exhibition on the Spirit of the Chinese Women’s Volleyball Team
- Xu Bing's artworks Exhibition: Prologue: Where Sky and Earth Meet
- Heritage of Teacher Education in Hong Kong: An Exhibition Celebrating the 30th Anniversary of EdUHK (at Central Market)

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 and Units for monitoring their services since 2014. Achievement of Service Pledges in 2024/25 are reported in the following table.

	Target	Achievement in 2023/24	Achievement in 2024/25
MMW Library Circulation Counter and TKOSC Library (Access Services Unit)			
Maximum waiting time at counter	5 min	100%	100.0%
Responding to in-person/telephone enquiries	Immediate	98.1%	100.0%
Responding to written enquiries	1 day	99.6%	99.7%
Shelving returned books	3 days	93.9%	96.7%
Shelving returned Reserve items	Twice a day	100%	100.0%
Shelving newly arrived materials	3 days	95.9%	97.5%
Fetching close stack items	MMW - 30 min TKO - 5 min	100%	100.0%
Inter-campus delivery	3 days	100%	100.0%
MMW Library Information Counter (Research and Learning Support Unit)			
Responding to in-person/telephone enquiries	Immediate	99.99%	100%
Responding to reference enquiries in writing	1 day	99.63%	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	100%	100%
Shelving new reference materials	1 day	100%	100%
Ordering of Library Materials (Collection Development Unit)			
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%	66.8%
Processing large batch orders (>250 titles per course or programme) of EdUHK course textbooks and recommended reading of current academic year	30 days	100%	100%
Processing normal orders from Departments	10 days	100%	99.97%
Cataloguing of Library Materials (Information Management Unit)			
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%	99.33%
Cataloguing of normal print books and media	15 days	99.66%	100%
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 2023/24	Achievement in 2024/25
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%	99.98%
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	99.88%	100%
Availability of technical supports	All time during office hours on weekdays	100%	100%

9 October 2025