

The Education University of Hong Kong Library
Notes of the Library User Consultative Meeting

Date: 04 Nov 2025 (Tuesday)

Time: 5:30 – 6:30 pm

Venue: Flexi Zone, 1/F, MMW Library

Present:

Dr CHENG Sidney	Librarian
Mr HAU Kevin	Section Head of System Services
Ms WENG White	Section Head of User Services
Ms YIU Michelle	Section Head of Resource Services
Mr LI Emil	Associate Section Head of Resource Services
Ms IP Cherrie	Associate Section Head of User Services
Mr TAI Isaac	Assistant Librarian of User Services
Ms CHAN Wai Ling	Student Representative of HD(ECE)
Dr CHEN Yalan	Staff Representative of MEd
Ms CHEUNG Man Yan	Student Representative of BA(Lang Studies)
Ms CHIU Mei Sze Maize	Staff Representative of AAPSEF
Ms CHUNG Shu Nim	Student Representative of BA(ESDC)
Ms FU Hei	Student Representative of BEd(HIST)
Ms GWEON Hye Jee	Student Representative of FT PGDE(ECE)
Ms HE Hei Yu	Student Representative of BSc(SPSC)
Dr HO Ming Hon Robbie	Staff Representative of BA(CAC)
Dr HUANG Jing Peter	Staff Representative of BEd(EL), BA(ESDC) & BEd(EL), BA(Lang Studies) & BEd(EL)
Ms HUI Tsz Ching	Student Representative of BEd(BAFS)
Dr JIANG Ronghao	Staff Representative of BSocSc(SEDs)
Mr KWOK Chun	Student Representative of BSc(AI&EdTech)
Ms LAI Hiu Ying	Student Representative of BA(CAC)
Mr LAI Nok Hang Edward	Staff Representative of HD(ECE)
Mr LAM Chi Kuen	Student Representative of BA(CAC) & BEd(MU)
Dr LEE Kwok Wai Ray	Staff Representative of BEd(BAFS) BA(PF) & BEd(BAFS) / MA(PFE) / MPPM
Dr LEE Mun Wai Wendy	Staff Representative of LLM(DG)
Dr LEI Chin Pang	Staff Representative of BA(HE&AM) & BEd(CHI HIST), BEd(CHI HIST), BEd(HIST)
Dr LI Chen	Staff Representative of BSocSc(SCS)
Mr LI Haolin	Student Representative of BEd(S)-ICT
Ms LI Jiaxin	Student Representative of BA(TCSL)
Mr LI Ka Po	Student Representative of BA(CAC) & BEd(VA)
Mr LI Ki Yan Ryan	Student Representative of BA(CDA) & BEd(MU)
Mr LI Neng	Student Representative of MATESOL
Dr LI Yuet Man Benjamin	Staff Representative of BSocSc(SCS) & BEd(PHM)
Ms LO Pik Hei	Student Representative of MA(EC)
Ms LUNG Yuet Ching Joyce	Staff Representative of BA(CAC) & BEd(MU)/(VA)

Ms MIAO Yulu	Student Representative of MA(PPE)
Ms MOK Tsz Ching	Student Representative of BA(PF) & BEd(BAFS)
Ms NG Ka Hin	Student Representative of BSocSc(SEDs)
Ms NG Tsz Ying	Student Representative of MSocSc(TPWB)
Ms SHARMA Janhvi Kamlesh	Student Representative of BA(ESDC) & BEd(EL)
Ms SHING Hei Tung	Student Representative of BEd(SCI)
Mr SIU Ka Man Tom	Staff Representative of BSc(SPSC) / BEd(PE)
Ms SO Yuk Ying Yuki	Student Representative of BSocSc(SCS)
Ms SUN Ruwan	Student Representative of MA(ETFW)
Ms TANG Sin Ying	Student Representative of MA(EC)
Ms TANG Wai Lam	Student Representative of BSc(AI&EdTech)
Dr TAO Sisi	Staff Representative of MA(CFE)
Ms WANG Ting	Student Representative of MA(EfS)
Ms WANG Xinyi	Student Representative of MTeach
Ms WANG Yiting	Staff Representative of MATCIL
Dr WANG Yuan	Staff Representative of MA(NMSM)
Ms WANG Yuxuan	Student Representative of MA(CVBLE)
Mr WU Linliang	Student Representative of BA(PF)
Ms XIAO Liying	Student Representative of EdD
Dr XIONG Weiyuan	Staff Representative of MA(GlobalHE)
Ms YANG Pinzhuo	Student Representative of MA(CVBLE)
Ms YANG Tianqi	Student Representative of FT PGDE(ECE)
Ms YANG Yaran	Student Representative of MA(VAECp)
Ms YE Xiaohui	Student Representative of MA(CHEM)
Ms YU Ching Wing	Staff Representative of MACSLE
Mr ZENG Chenbo	Student Representative of MSc(AIEP)
Mr ZHANG Boheng	Student Representative of LLM(DG)
Mr ZHANG He	Student Representative of MA(GlobalHE)
Ms ZHANG Keke	Student Representative of BEd(EL)
Dr ZHANG Lexuan	Staff Representative of BA(CDA) & BEd(MU)/(VA)
Ms ZHANG Qian	Student Representative of MAGHE
Mr CHICK Siu Chung	Secretary & Assistant Librarian of User Services

	<u>Summary of Discussions</u>	<u>Follow Up</u>
1.	<p>Librarian highlighted the spatial improvement project for the new academic year, which involved systematic upgrades on different floors of MMW Library. These upgrades aimed to support the increasing needs for library spaces and facilities by students and staff.</p> <ul style="list-style-type: none"> G/F: Reserve Collection has been relocated to the former PC Area due to a reduction in size resulting from decreased usage of printed materials. The original Reserve Collection area was converted into a study space for users, allowing for more computer workstations to be set up here. 1/F: A new Discussion Zone has been set up in Children's Literature Collection area. Flexi Zone has been refurnished with full-glazed partitions. 	

	<ul style="list-style-type: none"> • 2/F: Study tables have been replaced with new models featuring regular-sized tables with three-sided partitions for single users. This change maximized space utilisation by replacing both two-seat and three-seat tables with single-seat tables, allowing for better occupancy while accommodating psychological distancing. Also, a new Discussion Zone has been set up outside e-Learning Studio. It was separated from Quiet Zone on the same floor by double-glazed soundproof partitions. • 3/F: Study tables have also been replaced with the new models as on 2/F. • 4/F: Old-style and bulky Study Carrels have been replaced by 54 fully enclosed Study Booths and 32 semi-enclosed Study Carrels in Research Commons, providing more private study options and increasing the number of available seats. • The enhancements mentioned above has achieved a 22% increase in overall seating capacity, including both private study and group discussion areas. <p>Librarian further outlined some longer-term plans below:</p> <ul style="list-style-type: none"> • A smaller scale expansion of 2/F of the Library would be implemented in the two wings facing Blocks B4 and D1. More indoor space with 100 to 200 more seats would be available for library users. • Existing Information Counter on G/F would be removed and merged with Circulation Counter, releasing more space for traffic and creating an open area. <p>Regarding resources such as e-books and e-journals, the Library currently had sufficient budget to meet the needs of both staff and students. They were encouraged to submit online recommendations for materials not available in our library. The Library would consider their requests according to its Collection Development Policy as well as the current and projects needs of the University on learning, teaching and research.</p> <p>It was noted that loans of print books have been declining. Users were still welcome to utilize the HKALL service to request circulating books from the other seven UGC libraries to be delivered to our library, if necessary.</p> <p>Regarding open access publishing, the Library would continue to negotiate with various publishers to explore new transformative agreements and more quotas for free open access publication.</p>	
2.	<p>A representative commented that she had the experience where the LCD display outside Future Classrooms indicated no bookings, yet some teaching staff come in to use the room.</p>	

	<p><u>Library's responses:</u></p> <p>All Future Classrooms, with the exception of Extended Reality Room, were open for access and usage by all library users when there was no class or activity in session. Academic and teaching staff in general would book Future Classrooms in advance, and the Library would update the LCD display showing the existing and coming bookings outside the classrooms once the bookings were approved by the Library on iBooking. The Library would look into the case reported.</p> <p><i>Post-meeting note: It was confirmed that the LCD display would take about 15 minutes to update after a new booking was approved.</i></p>	
3.	<p>A representative noted that many students in her programme were very satisfied with the Library, in particular the online databases and the ability to search for required textbooks and recommended materials. However, they expressed a desire for more recording facilities, as usually only a few sessions of the Studio inside Creative Arts Room are currently available for booking. They hoped to have more emotional support resources, as there was only one "Me Space" in the Library and that should be expanded. Finally, she suggested the Library to organize more workshops on academic writing, online materials, research skills, etc.</p> <p><u>Library's responses:</u></p> <p>The appreciation from students was noted.</p> <p>The Studio was part of the Creative Arts Room which was heavily booked for classes, it was therefore difficult to allocate more booking sessions for the Studio. However, it would be easier for students to book the Studio on weekends. Students were advised to use the Study Booths on 4/F which provided an ideal quiet environment for audio-recording with their own equipment such as mobile phone.</p> <p><i>Post-meeting note: The Library would set up a room suitable for video shooting under the 2/F space expansion project mentioned in agenda item 1 above.</i></p> <p>"Me Space" was set up and operated by Student Affairs Office (SAO), and the Library only provided space to support the initiative. There was no more free space to set up another unit inside the Library. The Library would convey this request to SAO to see if they could find other suitable spaces on campus.</p> <p>The comment regarding the library workshops was appreciated. Some library workshops had been video recorded, and the Library would arrange recording more sessions so that students could watch them later if they were unable to attend.</p>	Research and Learning Support Unit

4.	<p>A representative commented that Wi-Fi signal is very weak, especially on G/F. This was particularly problematic inside the Discussion Booths where the students attended Zoom sessions of their courses.</p> <p><u>Library's responses:</u> We would check whether Wi-Fi signal could be enhanced inside the booths, and would contact the Office of the Chief Information Officer (OCIO) for their further actions.</p> <p><u>Post-meeting note:</u> <i>OCIO had been contacted to explore solutions to improve Wi-Fi signal on G/F.</i></p>	System Services Section
5.	<p>A representative asked whether she could use the online recommendation form to suggest specific databases that the Library did not currently have.</p> <p><u>Library's responses:</u> Staff and students were welcome to use online recommendation form to suggest all types of library materials, including databases. Each academic department had its own Library Liaison Officer (LLO), who was responsible for endorsing recommendations from staff of the department for library materials required for teaching or research of the department. On the other hand, most online databases were very expensive, their costs would hence be provided centrally by the Library in general.</p>	
6.	<p>A representative commented that the Library did not have sufficient discussion facilities to accommodate larger groups of 6 to 9 people at the same time. Furthermore, Wi-Fi signal was weak not only in the Library but also throughout the whole campus.</p> <p><u>Library's responses:</u> There were 23 Group Discussion Tables on 2/F, each seating up to 8 users, along with 5 Group Discussion Rooms which could accommodate 6 to 8 users. Additionally, there were 9 Discussion Booths on G/F and 1/F which could accommodate 4 to 6 users. Students were also welcome to use most of the Future Classrooms for group discussions when there were no classes scheduled.</p> <p><u>Post-meeting note:</u> <i>For large group discussions, in addition to the discussion facilities mentioned above, EI Hub on LP/F also had 4 discussion tables that could accommodate up to 8 users each and 1 Meeting Room that could accommodate up to 12 users.</i></p> <p>Regarding the Wi-Fi issue, the Library had already added more access point routers to improve the coverage, and would contact OCIO for further follow up.</p> <p><u>Post-meeting note:</u> <i>OCIO had been contacted to explore solutions to improve the Wi-Fi signal on G/F.</i></p>	System Services Section

7.	<p>A staff representative shared the following comments:</p> <ul style="list-style-type: none"> • Whether the Library could provide a longer advance booking period for its facilities. • Hot water provided by the water dispensers was not hot enough. • There was unpleasant smell from the renovation work on G/F, which could affect the user experience. • Whether the Library could increase the number of rest areas. • Whether the Library could provide facilities for mock interviews and classes. • Compared with other floors, there was more noise on 2/F when a lot of people passed by. • Information on each facility provided in the online booking system was not accurate and hence the users might book a facility not suitable for their needs. <p><u>Library's responses:</u></p> <p>Most library facilities could be booked by undergraduate students 7 days in advance. In addition, Master degree students could book Study Booths and Study Carrels at Zone A of Research Commons on 4/F 14 days in advance, and research postgraduate students (PhD, EdD and MPhil) and post-doctoral fellows could book Research Commons Zone A facilities 28 days in advance.</p> <p>The Library would request Estates Office (EO) to arrange for a checking of the water dispensers installed in the Library.</p> <p><i>Post-meeting note: EO checked all water dispensers in the Library. Temperature of hot water supplied had been standardized to 60°C. Higher temperature was not recommended for prevention of accidents and injuries.</i></p> <p>Regarding the smell, all renovation works had been completed and additional air purifiers had been provided. The air quality should resume normal in most areas.</p> <p><i>Post-meeting note: The Library would explore installing smaller size air purifiers inside Discussion Booths and Group Discussion Rooms.</i></p> <p>Two napping areas were provided at The Lounge. Altogether 12 easy chairs and armchairs were provided for resting and napping.</p> <p>For micro-teaching arrangement, students were welcome to use the Future Classrooms when no class or activity was in session. These classrooms supported teaching from early childhood to junior secondary level.</p> <p>The Library had implemented several measures in this summer to improve quietness of Quiet Zone on 2/F, including:</p>	
----	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

	<ul style="list-style-type: none"> Separated the Quiet Zone from the Future Classrooms by moving all individual study tables further close to Block B4. Relocated PC Stations to the space between Quiet Zone and Future Classrooms to serve as a buffer. <p>Information provided on the facility booking webpages had been updated and should provide accurate and up-to-date information.</p>	
8.	<p>A representative shared several comments below:</p> <ul style="list-style-type: none"> School textbook acquisition policy: his students mentioned to him that some current textbooks for primary schools were not available. Whether the Library could purchase e-textbooks in addition to the printed versions. HK EdCity provided accounts for access by members of schools, but his students were not school teachers. Hence whether the Library could liaise with HK EdCity to obtain some accounts for EdUHK users. Whether the Library could subscribe to image version of WisersOne instead of text version, as students might need to read newspapers in their original format. Purchase recommendations for course reading materials were in general processed faster than other recommendations, which was very timely and helpful. However, these books would be housed in Reserve Collection by default, while sometimes they were not required textbooks but just recommended reading, and he hopes that students can borrow them. Hence, whether it was possible to relocate them to Circulation Collection so that students could borrow them for longer period. The TV set up at The Lounge might disturb users who were discussing or resting. Whether it was possible to extend the loan period of some collections with short-term loans, such as the Children's Literature Collection and Teaching Resources Collection. It was inconvenient for users to approach the counter to borrow a key to open the map cabinets on 3/F when they needed to browse the maps, as the counter might be closed when 3/F was open. <p><u>Library's responses:</u> Local school textbooks were collected accordingly to EDB's latest Recommended Textbook List, and the collection would be updated annually. If users found that any titles on EDB's Recommended Textbook List were not collected by the Library, they could report to the Library for follow up.</p>	

	<p>Most local publishers did not offer library licences for their e-textbooks and only accepted subscriptions on school basis, under which fees would be required for all students of the schools.</p> <p><i>Post-meeting note: In addition, the Library had subscribed to a few online school textbook platform. Their usage was low and thus the subscriptions were terminated after review.</i></p> <p>HK EdCity currently only provided resources exclusively to schools. The Library would explore whether library options were available from HK EdCity.</p> <p><i>Post-meeting note: According to HK EdCity's registration website, there was no option for libraries to register. The Library would contact HK EdCity and explore.</i></p> <p>Comment on WisersOne was noted with thanks. The Library would contact Wisers for further information.</p> <p>Regarding placing recommended materials in Circulation Collection instead of Reserve Collection, academic/teaching staff were advised to submit a regular recommendation instead of a recommendation for course reading materials.</p> <p>The TV was set up at The Lounge since it was first open for users to watch live news broadcast. The Library would review whether such set up was still required as most users would have easy access to latest news on their mobile devices.</p> <p>Loan periods of teaching resources such as school textbooks and children's books were purposely set at a shorter period in order to ensure higher circulation and turnover.</p> <p><i>Post-meeting note: The maximum loan period (after repeated renewals) for Children's Literature Collection and Teaching Resources Collection was 56 days, provided that the items were not requested by other users.</i></p> <p>The concern on usage of maps was understood. The Library would look into it.</p> <p><i>Post-meeting note: It was confirmed that the map cabinets were not locked, contents of which could be accessed at any time. However, all maps had to be borrowed at Circulation Counter as the Self-service Stations could not handle materials in odd sizes.</i></p>	<p>Collection Development Unit</p> <p>Collection Development Unit</p> <p>Access Services Unit</p>
9.	<p>A representative asked whether the Library could provide guidelines on using library e-resources. He further inquired whether the free period for the Short-term Self-service Lockers could be extended from 3 hours to 3.5 hours.</p>	

	<p><u>Library's responses:</u> Instructions and user guides had been provided for most of the databases on "Databases A-Z" webpages on Library Website. Most databases also provided useful FAQ sections. Users were welcome to contact Information Counter if they would like to learn more about specific online resources.</p> <p>Regarding extending the free period provided by the self-service lockers, the Library would explore.</p> <p><i>Post-meeting note: The Library would install a new model to replace the existing Short-term Self-service Lockers with larger capacity. Free hours would be extended.</i></p>	Research and Learning Support Unit
10.	<p>A representative asked whether students could book Future Classrooms for student activities, as she noted that students could not access iBooking for reservations of these classrooms.</p> <p><u>Library's responses:</u> Future Classrooms were primarily set up for teaching, and thus were not appropriate for student activities. On the other hand, most of the Future Classrooms would be open for all students for private study or group discussions when they were not reserved for classes or events by departments and units.</p>	
11.	<p>A representative commented that coffee provided from the coffee machine did not taste as good as expected and suggested that coffee should be free of charge, following the practice from the past.</p> <p><u>Library's responses:</u> The Library would look into the quality of coffee provided by the machine. Free coffee was provided centrally by the University many years ago and was no longer available.</p>	
12.	<p>A representative received comments from her fellow students that loan quota for undergraduate students was insufficient. She recalled being informed by a counter staff member that she had only 1 to 2 items left in her loan quota.</p> <p><u>Library's responses:</u> It was clarified that undergraduate students could borrow up to 50 items.</p>	
13.	<p>A Master programme representative commented that booking timeslots of library facilities did not align well with her class schedules. She noted that sometimes the booking sessions would fall within class times, making it difficult for students to utilise the entire 2-hour session. She also expressed concern about the difficulty in seeing the maximum seating capacity for each</p>	

	<p>discussion facility when making a booking. Sometimes her group had more members than the facility could accommodate. Additionally, she commented that there was strong and unpleasant odor on 1/F, and hence she needed to find alternative spaces for discussions. She also noted that certain areas was still noisy when students walked pass after classes.</p> <p><u>Library's responses:</u> The current arrangement of each booking session started at half-hour 09:30 to 21:30 on term-time weekdays was based on the timetables of the majority of students. The Library would further review the arrangement.</p> <p>Seating capacity for each discussion facility was displayed on respective webpage on Library Website.</p> <p>Regarding the odor which was a hygiene issue, EO had already assign additional cleaners to the Library this year in anticipation of the increase in usage.</p> <p>While the Library would try reminding students to keep their voice down when they walked out of the classrooms after classes, it remained utmost importance for students to be considerate to others when they were inside the Library.</p>	
14.	<p>A representative opined that the Library was very crowded and suggested reducing the number of desktops in Quiet Zone on G/F to create more space for additional tables. He further emphasized the need for more discussion facilities on G/F. Additionally, he expressed concerns about the comfort of the new single sofas with armrests, stating that they were not very comfortable and are unstable for placing items.</p> <p><u>Library's responses:</u> Desktop PCs on G/F were in fact frequently used by library users and hence it was not justified to reduce their quantity.</p> <p>Due to the physical limitation of the building, there was no room for space expansion except on 2/F, where more spaces for both private study and group discussion would be provided. In addition, the Library had also set up more discussion facilities on 1/F and 2/F in summer of 2025.</p> <p>The Library also noticed that the new single sofas were not too comfortable for long-time sitting, and would add cushions to provide better lumbar support. The tablets installed on the sofas were only for placing light-weight materials such as books. The Library would explore if the set up of the tablets would be further improved.</p>	

There being no other business, the meeting was adjourned at 6:41pm.		