

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

Date: 12 May 2026 (Tuesday)

Time: 11:00 am – 12:00 pm

Venue: Special Collection Room, 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)
Ms CHIU Mei Sze Maize	Staff Representative of AAPSEF
Dr JIANG Ronghao	Staff Representative of BSocSc(SEDs)
Dr LEE Kwok Wai Ray	Staff Representative of BEd(BAFS) / BA(PF) & BEd(BAFS) / MA(PFE) / MPPM
Dr LO Chung Kwan	Staff Representative of FT & PT PGDE(S)
Dr WONG Nichol	Staff Representative of MSocSc(SCS)
Mr CHICK Siu Chung	Secretary & Assistant Librarian of User Services

	<u>Summary of Discussions</u>	<u>Follow Up</u>
1.	<p>The Librarian highlighted the results of the 2026 Library User Survey and the latest developments for the coming academic year.</p> <ul style="list-style-type: none"> • In the 2026 Library User Survey with over 700 respondents, the overall mean satisfaction score across all questions on library services and resources was 3.59 on a 4-point scale. Overall ratings were highly positive, indicating a strong level of satisfaction. Users also identified the three most improved areas, namely TKOSC Library, study spaces, and PC workstations. Moreover, users' satisfaction with the Service Counter was very high. • Overall ratings for library facilities are also highly positive. <ul style="list-style-type: none"> - In this academic year, improvements have been made to the study tables by replacing both two-seat and three-seat tables with single-seat tables, allowing for better occupancy while accommodating physical distancing. Charging facilities are provided at each seat, and students also seem to prefer and enjoy using the individual study places. In addition, most of the PCs have also been upgraded. - Most of the Future Classrooms have been upgraded. For example, the layout of Creative Lab on G/F has been 	

reorganized by removing the storeroom, resulting in more useable space.

- In addition, the Self Pick-up Station has also been upgraded this academic year. The new lockers provide larger capacity for bigger books.
- The survey results show that users' satisfaction with the Library's collections (both print and electronic) has increased significantly. In recent years, the Library has successfully sought additional funding from the University to acquire new resources such as Science Citation Index Expanded (SCIE), which is based on user feedback to enhance our research resources on science disciplines. Nevertheless, colleagues and students are welcome to submit online recommendations of specific titles at <https://www.lib.eduhk.hk/recommend/>. In addition, there is resource sharing across UGC-funded university libraries. Users are welcome to use HKALL and document delivery services. Unlike other libraries, EdUHK Library does not impose any quotas for document delivery service, even for students. Eligible users are also welcome to apply for a JULAC card to access other UGC-funded university libraries.
- In the survey, some users commented that the temperature was too cold and that there may be air quality issues. The Library has been closely liaising with Estates Office to improve ventilation. In addition, the Library has discussed with the supplier the feasibility of installing small air purifiers in different types of booths. Small air purifiers have already been installed in Group Discussion Rooms and Discussion Booths.
- The Library has increased cleaning arrangements at the start of the new semester this year, including additional cleaners arranged by Estates Office. Nonetheless, hygiene of the Library still relies mainly on users' cooperation. For example, the Library has observed that some users leave tea residue on the water dispensers and sinks. Users are expected to use the facilities with care and consideration of others, which will help maintain a cleaner environment for everyone.
- In view of users' feedback regarding the provision of fully soundproof Study Booths, the Library has examined the feasibility of this option. However, a fully soundproof booth will make its occupant feels too restrictive and uncomfortable. In addition, when the booths are extremely quiet, some users may experience tinnitus in their ears. The booth supplier therefore does not recommend a high level of soundproofing.
- In the 2026/27 academic year, the Library and Estates Office will further expand floor space of MMW Library by converting the two wings outside the Library on 2/F into indoor student areas, with an increase of approximately 100 square metres. One area will be used for private study, and

	<p>another area will be used for group discussion. This renovation project is currently at the tendering stage and is expected to commence after the summer. The Library will continue to monitor usage in the new academic year and, if necessary, may introduce booking system for some of the study tables.</p> <ul style="list-style-type: none"> The Library has successfully entered into transformative agreements (TAs) with additional major publishers, providing free open access publishing opportunities for EdUHK researchers. Users are welcome to make good use of these opportunities. 	
2.	<p>A representative commented that when using the Discussion Booths, she can hear voices from nearby, which affects her studying.</p> <p><u>Library's responses:</u> The Discussion Booths are not fully soundproof; they only reduce noise to some extent and provide privacy for group discussion. The Library has placed signage in Discussion Zones and Flexi Zone to remind users to keep noise levels down in these areas. For a quieter environment, users may consider using the Study Booths on 4/F, which are relatively more soundproof.</p>	
3.	<p>A representative asked whether the Library can increase the ratio of discussion facilities compared with self-study spaces.</p> <p><u>Library's responses:</u> The Library has already provided a wide variety of discussion facilities on LP/F to 2/F, including Group Discussion Tables, Group Discussion Rooms, Discussion Booths and Meeting Room. <i>Post-meeting note: Over 600 library seats are designated for discussion, which is equivalent to 34% of the Library's total seating capacity.</i></p>	
4.	<p>A representative commented that the booking system in the App does not display a location map, which makes seat selection less convenient.</p> <p><u>Library's responses:</u> When booking via the library website on a desktop computer or through a mobile browser, a location map is shown during the booking process. The Library will further review the App's current layout, which currently does not display the location map during booking.</p>	System Services Section
5.	<p>A representative asked whether the Library can provide real-time updates on the quota status of our transformative agreements with different publishers.</p>	

Library's responses:

For all transformative agreements with limited free OA quotas, a substantial amount of manual checking is required for each article, including verifying the author's eligibility (i.e., the author must be a full-time academic staff member at EdUHK and be the first or corresponding author), confirming that the article is published in a Q1 journal listed by a recognized citation index service, and checking whether the publication date meets the eligibility criteria, noting that the acceptance date starts from the current year of the agreement. These manual checks make it difficult to provide real-time quota information. The Library will regularly notify users by email of the latest updates when the quotas for some transformative agreements will soon be or have been used up. Users are also encouraged to continue using the transformative agreements with unlimited quotas.

There being no other business, the meeting was adjourned at 11:40 am.