

The Education University of Hong Kong Library QA/QE Annual Report 2025/26

This report summarizes EdUHK Library's Quality Assurance and Quality Enhancement (QA/QE) activities in 2025/26. 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/2026/10/QA-QE-mechanism-2026-27.pdf>.

1. Library Committees – Highlights of Activities and Outcomes

1.1. Library Management Committee (LMC)

The Library Management Committee meeting met twice in November 2025 and May 2026. 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 2025/26 include:

Items	Outcomes
2026 Library User Survey	LMC members noted the results of the 2026 Library User Survey which are available at https://www.lib.eduhk.hk/about/user-survey-results/2026-user-survey/ . Overall feedback was positive, with improvement in all areas compared to the previous year. Services remained the highest-rated aspect, followed by space and facilities. Please refer to Section 2.3.1 below for details.
2024/25 QA/QE Report, Return on Investment and Performance Indicators	LMC members noted the 2024/25 QA/QE Report, Return on Investment calculation and the Library's latest Performance Indicators Report based on ISO 11620:2023 standard.
Plans for Enhancement of Study Area and Facilities	LMC members noted that spatial enhancement works at Mong Man Wai (MMW) Library including replacement of semi-enclosed Study Carrels with new Study Booths at Research Commons on 4/F, installation of additional electric compact shelves on 3/F and 4/F, new Discussion Zoom on 2/F, renovation, furniture and equipment

Items	Outcomes
	upgrade have also been carried out on all floors as well as most of the Future Classrooms. By the end of summer 2025, the overall seating capacity of MMW Library has increased by over 20% and study places with computers has increased by 24%. LMC members also noted the merging of the Information Counter and Circulation Counter of MMW Library and removal of the original Information Counter on G/F of MMW Library to free up additional circulation space.
Further Spatial Enhancement on 2/F, MMW Library	LMC members noted the details of an AA&I project to set up extra library spaces at the two back ends leading to Block B4 and Block D1 on 2/F of MMW Library which is scheduled to be completed by Semester II of 2026/27.
Activities organized by the Centre for Entrepreneurship and Innovation Education (CEIE)	LMC members noted the plans and progress of various credit-bearing / non-credit bearing entrepreneurship & innovation activities organized by CEIE in 2025/26 such as the Social Entrepreneurship Week, EI Marketplace, EdUHK Lunar New Year Student Fair, “Make an Impact” Product Design Competition, EdUHK SDGs Challenge, LinkedIn Ambassadors Programme, Student Employability Enhancement Workshops, Greater Bay Area visits, etc.
Explorative Study on the Relationship between Library Utilization and Student GPA	LMC members noted a Library project which studied the relationship between student GPA and library utilization. Using a Generalized Linear Mixed Statistical Model, the results indicated that library utilization level can better predict a student’s GPA ranking in class than the student’s gender, residency status and hostel living status after controlling for the student’s academic discipline and year of study.
Utilisation of Library Collections 2025	LMC members noted a 2025 Library Collections Utilisation Report which covered both the physical and digital collections. This analysis will be conducted every two years in the future.

Items	Outcomes
Library Stock Take 2026	LMC members noted a Report on Library Stock Take 2026 which provided evidence for a low loss rate. This analysis will be conducted every two or three years in the future.

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 2025/26, LCDC has recommended the following major enhancements to the library collections to support learning, teaching and research at EdUHK:

- a) The Library's e-book collection has been further enriched to better support e-learning at EdUHK:
 - Acquired e-book subject collections by major publishers such as Springer, IGI and Emerald on a wide range of subjects including education, psychology, educational technology, business, environmental sciences, computer science, artificial intelligence and information technology;
 - Continued to join the Chinese e-book consortium for Airiti and HyRead;
 - As in years past, the Library participated in multiple Evidence-Based Acquisitions (EBA) and Demand-Driven Acquisitions (DDA) e-book consortia, maximizing the value of collection funds by offering broad access to e-books and making final acquisition decisions based on actual user demand and usage.
- b) The Library also continued to enrich our online resources for education and non-education disciplines. Notable additions in 2025/26 include:
 - APA Style Manual
 - Business Source Elite
 - HeinOnline
 - 北大法寶 PKUlaw
- c) To support the University's strategic emphasis on increasing the visibility and impact of its research through Open Access publishing, the Library successfully negotiated two more transformative agreements with SAGE and Taylor & Francis. These new agreements complement our existing portfolio of publisher agreements, further expanding publishing opportunities for EdUHK researchers with support for Open Access dissemination of their research outputs.

1.3. Library Public Services Committee (LPSC)

In 2025/26, Library Public Services Committee has reviewed and actioned accordingly on the following issues.

Comments and Suggestions from Library Users and Library Staff	Outcomes
To improve air quality in fully enclosed Group Discussion Rooms, Discussion Booths and Study Booths	Small air purifiers were installed in all Group Discussion Rooms and Discussion Booths. Small air purifiers will also be installed in all Study Booths at the beginning of Semester I of 2026/27.
Insufficient lighting in Study Booths on 4/F	Two desk lamps are now available at the Service Counter for borrowing by users who require additional lighting.
The fabric chairs in the library are dirty with visible stains	Since large-scale wet cleaning of the fabric chairs is impractical given the prolonged drying requirement, disinfectant and deodorant spray are regularly applied to disinfect and deodorize the booths, sofas, chairs and cushions. Chairs on 1/F which have been used for 10 years will be replaced in Semester 1 of 2026/27.
Additional warning signs on solid waste left behind the water dispensers	After reviewing the existing warning signs, it was concluded that warning against solid waste is already covered and there is no need to add new ones.
Reports about counter staff attitude issues	Customer skills training workshops for library counter staff have been scheduled in summer 2026, covering emotion management and effective communication with users.
Property loss and security issues inside the Library	More CCTVs will be installed during Semester I of 2026/27.
Extending the opening hours of 1/F on Sundays to 8:30 am	LPSC members reviewed and did not support to extend the opening hours on Sundays.
Add more dual monitors and more Mac Studio workstations	Restricted by the dimensions of the Study Tables, it is not feasible to add dual-monitor for most of the workstations. On the other hand, 28 units of 34-inch 21:9 ultrawide monitors have been installed on 2/F, which allow multiple applications to be

Comments and Suggestions from Library Users and Library Staff	Outcomes
	viewed side-by-side while using less desktop space than dual monitors. Considering that 12 units of iMac have already been provided in Quiet Zone on G/F which are available 24x7, with another 8 units of Mac Studio provided at Media Production Lab on 3/F, LPSC members did not support adding more Mac Studio workstations.
To display the availability status of AV equipment for loan on Library Website	A webpage for users to check AV equipment availability status will be launched in Semester I of 2026/27.
Reports related to mobile checkout failures when scanning multiple items in batch mode	The Library mobile app will be modified to alert users of the maximum number of items accepted by mobile borrowing with batch scanning.
Noise issues caused by users conducting video conferencing in Study Booths on 4/F	Video conferencing is no longer allowed for Study Booths opposite the Study Carrels on 4/F to minimize noise disturbance.

2. Other User Consultations and Outcomes

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

Two consultative meetings have been held in Semester I with 117 student and staff representatives from different academic programmes attending. Another meeting was held in Semester II, attended by 6 staff and student representatives. Besides the general enquiries which were responded on site, a list of specific comments that were raised and subsequent actions taken afterwards are included below:

Issues	Outcomes
A staff representative asked if the Library could provide musical instruments for teaching in play therapy lessons	Some facilities such as the grand piano in the Creative Arts Room are not managed by the Library. These facilities are directly managed by Department of CCA and only available to eligible CCA students and staff. In response to this

Issues	Outcomes
	request, the Library has subsequently purchased one portable digital piano, two tongue drums and one guitar. Academic and teaching staff may borrow these instruments for use in any Future Classroom.
A student representative commented that the new single sofas were not comfortable for prolonged use	Additional cushion has been added to all sofas to provide better lumbar support. Reading tablet on each sofa has also been lowered to a more comfortable level.
Student representatives commented on the temperature and air quality inside the Library	Air purifiers have been installed inside all Discussion Booths and Group Discussion Rooms. Small air purifiers will also be installed in all Study Booths. An IoT system has also been put in place to monitor the temperature and air quality in different areas of the Library.

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 2025/26.

2.3. User Surveys

2.3.1. Annual Library User Survey

The 2026 Library User Survey was conducted from 2 March to 1 April 2026. A total of 757 valid responses and 423 written comments were received. Further details are available on Library Website at: <https://www.lib.eduhk.hk/about/user-survey-results/2026-user-survey>

The satisfaction rating for the “overall rating of the library” this year is 3.59 out of a scale of 1 to 4 (4 being the best) while it was 3.48 in 2024/25.

	Overall Rating	Collections	Services	Facilities	Environment	Loan Rules	All Questions
2026	3.59	3.62	3.74	3.69	3.67	3.68	3.66
2025	3.48	3.53	3.66	3.62	3.59	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

Overall, the findings indicate that user perceptions have become more positive over time. Strengths are most evident for questions related to Services and Facilities, while those related to Collections are still relatively weaker despite substantial improvement over past years – suggesting that continued attention to Collections may further strengthen the overall satisfaction in the future.

Ratings for questions on the new services introduced in 2025/26, including the new Discussion Zone, study tables, electric compact shelves, Study Booths and Study Carrels, pick-up and return services at West Kowloon Study Centre (Austin Road) and West Kowloon Study Centre (Museum Drive) range from 3.69 to 3.72. The results reflect that users generally welcomed all of the new services and facilities, with no major differences in satisfaction among different items, providing further evidence that the library enhancements were well received and they have met users' needs effectively.

Questions assessing activities organized by the Centre for Entrepreneurship and Innovation Education (CEIE) also received high ratings, ranging from 3.60 to 3.67. This consistency shows that users' perception of CEIE activities remained consistently positive over the years.

Results of the Library User Survey were reported and discussed in Library Management Committee. Full results of the survey, including written comments collected as well as responses by the Library, have also been posted on the Library Website at <https://www.lib.eduhk.hk/about/user-survey-results/2026-user-survey/2026-user-survey-written-comments>

Specific comments and suggestions have also been reviewed and further discussed at the Library Public Services Committee. For details, please refer to Section 1.3 above.

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 2025 and May 2026. 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 2025. Library colleagues were briefed on upcoming major events as well as various library services and facilities enhancements.

4. Quality Enhancement – Other New Initiatives in 2025/26

In addition to the items reported in previous sections, the Library has launched a few other enhancements and new initiatives in 2025/26:

- Facilities and equipment
 - Launched “Library Seat Finder”, an IoT-based application available on Library Website, “EdU Library” mobile app and “MyEdUHK” mobile app that integrates with the Library facility booking platform to provide real-time seat availability and temperature information at MMW Library to facilitate users with finding appropriate study spaces.
 - Upgraded the Short-Term Self-Service Lockers to enhance user storage services. The free usage period has also been extended from 3 hours to 4 hours.
 - Installed additional Wi-Fi access points at various spots on all floors to enhance wireless Internet connection.
 - Merged the Information Counter and Circulation Counter of MMW Library into one integrated Service Counter to release circulation space between the entrance gates, main staircase and lift lobby on G/F, and to enhance user experience.
 - Installed air purifiers inside Discussion Booths and Group Discussion Rooms to improve indoor air quality.
 - Enhanced the RFID security checking system of the Exit Gates of MMW Library.
- Services
 - Launched Primo Research Assistant – an AI research tool integrated to iSearch – aimed at enhancing discovery of library resources.
 - Launched the Joint E-Resources Discovery Week 2026, a collaborative campaign co-organized by EdUHK Library and six other UGC libraries, from 9 to 13 March 2026. Among the seven participating institutions, EdUHK has recorded the highest attendance number with over 900 EdUHK staff and students joining twelve online webinars on academic research skills for effective use of various e-resources subscribed by the Library.
 - Relocated Remote Storage materials previously kept in Tseung Kwan O Study Centre (TKOSC) to the compact shelves on 2/F of MMW Library to improve accessibility and space utilization.
 - Co-hosted a book exhibition on 中國知名作家走進香港校園交流活動 with the Communications Office.
 - Extended the closing hours of MMW Library on Sundays to 10 pm during Term Time and Examination Period, starting from Semester I of 2025/26.
 - Organized service skills training workshops for Library and CEIE staff on *Psychological First Aid* and *Customer Service and Communication Skills* (to be held in summer 2026)
 - Enhanced the privileges of Research Postgraduate Students and Post-doctoral Fellows for booking Study Booths and Study Carrels in Zone A of Research Commons on 4/F of MMW Library

- Developed a RFID library materials inventory application and conducted the first Comprehensive Library Stock Take in 2025/26.
- Provision of inter-campus delivery service for the two new EdUHK West Kowloon Study Centres.

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 2025/26 are reported in the following table.

	Target	Achievement in 2024/25	Achievement in 2025/26
MMW Library Circulation Counter and TKOSC Library (Access Services Unit)			
Responding to in-person/telephone enquiries	Immediate	100.00%	100.00%
Responding to written enquiries	1 day	99.67%	100.00%
Shelving returned books	3 days	96.65%	98.16%
Shelving returned Reserve items	Twice a day	100.00%	100.00%
Shelving newly arrived materials	3 days	97.50%	98.67%
Fetching close stack items	MMW - 30 min TKO - 5 min	100.00%	100.00%
Inter-campus delivery	3 days	100.00%	100.00%
MMW Library Information Counter (Research and Learning Support Unit)			
Responding to in-person/telephone enquiries	Immediate	100.00%	99.98%
Responding to reference enquiries in writing	1 day	100.00%	100.00%
Providing tailor-made workshops	7 days	100.00%	100.00%
Completing online search requests	5 days	100.00%	100.00%
Setting up Article Alerts for requesters	2 days	100.00%	N/A
Shelving new reference materials	1 day	100.00%	100.00%
Ordering of Library Materials (Collection Development Unit)			
Processing rush orders of items (except orders which require special approval or quotation)	1 day	100.00%	100.00%
Processing batch orders of EdUHK course textbooks and recommended reading of current academic year	7 days	66.80%	85.68%
Processing large batch orders (>250 titles per course or programme) of EdUHK course textbooks and recommended reading of current academic year	30 days	100.00%	100.00%
Processing normal orders from Departments	10 days	99.97%	100.00%
Cataloguing of Library Materials (Information Management Unit)			
Rush cataloguing of EdUHK course textbooks and recommended readings	7 days	100.00%	100.00%
Rush cataloguing of books requested by users	2 days	100.00%	100.00%
Rush cataloguing of media items requested by users	7 days	99.33%	100.00%
Cataloguing of normal print books and media	15 days	100.00%	100.00%
Cataloguing of new print journals	3 days	100.00%	100.00%

	Target	Achievement in 2024/25	Achievement in 2025/26
Cataloguing of new e-books	5 days upon receipt of MARC records	100.00%	100.00%
Cataloguing of new e-journals	5 days upon receipt of MARC records	100.00%	100.00%
System Services (System Services Section)			
Availability of Library Website	All time when EdUHK Network is normal	100.00%	99.91%
Availability of library online applications	All time during office hours on weekdays	99.98%	99.91%
Availability of public PC workstations	All stations available during office hours on weekdays	100.00%	100.00%
Availability of AV workstations	All stations available during office hours on weekdays	100.00%	100.00%
Availability of technical supports	All time during office hours on weekdays	100.00%	100.00%

8 October 2026