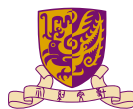


The Chinese University of Hong Kong Library

Annual Report 2019/20



香港中文大學圖書館
The Chinese University of Hong Kong
Library

Introduction – An Unprecedented Year



Unprecedented, Challenging, the New Normal... the events of 2019/20 blindsided most of us. Thankfully, years of building the digital library served the University well, and usage of our expansive digital collections rose in response to closure periods and the move to online teaching and learning. Yet there was still work for Library staff to do, often from home, to remove access barriers to resources needed by students and faculty.

Creative Approaches from the Library

- Print to E-copy purchasing service for books held in print only
- On-demand digitization of books without copyright issues
- Establishing a digital course pack service with additional funding from the University
- Obtaining permission to make 20,225 local archive TV programmes temporarily accessible via CUHK VPN
- Relaxing access restrictions on specific collections, for example loaning items from the school textbooks collection, and making the Minguo (民國) digital book collection accessible across campus rather than limited to the library
- Operating an emergency laptop loan scheme and testing new China-based VPNs in collaboration with ITSC, OAFA and OSA to help students overcome any digital divide



Re-evaluation in response to COVID-19

These new services, while helpful, highlight the restrictions on digital access due to copyright and publisher business models, which do not always include selling to libraries. The fulfillment rate for print to electronic book purchase requests was only 18%. There is a long tail of print books with no digital version in our collections, and these are needed by users. To meet this demand the Library ran a book retrieval service during times of limited opening, supplying almost 12,000 books. The pandemic offers us an opportunity to re-evaluate scholarly publishing and consider the benefits of open access for research and educational resources. I believe some of the flexible approaches we have taken during the pandemic will become permanent features of our library service to the benefit of all.

Safety Paramount

Throughout the year the safety of Library users and staff has been our priority. Services continued when Library staff worked from home, answering enquiries, processing inter-library loans and collection purchases, delivering workshops, supporting the RAE, and even launching a new digitised collection. On re-opening, library study space has been reconfigured to reduce the risk of spreading COVID-19. Social distancing, wearing masks, hand sanitizers, temperature checks, almost 50% fewer seats and public PCs spaced out, book sanitizers behind the scenes, enhanced cleaning... My thanks to all who have co-operated with these new, hopefully temporary arrangements, and to the University which has supported the Library throughout.



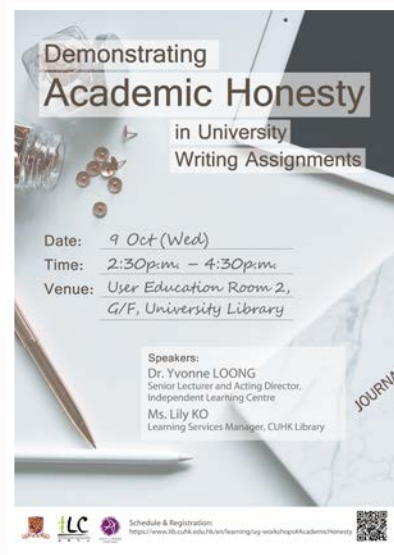
Finally, I must pay tribute to Library staff who have worked tirelessly and in the most testing circumstances to do their best for CUHK and the Library. While the focus has been on their response to the challenges posed by social unrest and COVID-19, at the same time they continued to deliver on the routine library operations and planned projects outline below, a testament to their dedication.

Education - Supporting the Student Journey



ReadingList

After last year's pilot project, to make it easy to create, access and manage reading lists, *ReadingList* software was made available to all. In total 548 reading lists were created, and following a review, improvements have been made to automatically show a ReadingList link in all BlackBoard courses, with thanks to ITSC.



Information and Digital Literacy Training

A new *Academic Honesty* workshop co-designed with ILC was piloted and proved successful. Preparations to move all training and workshops and orientation online for the 2020/21 academic year were completed.

MakerSpace Student Ambassadors

After its official opening in December 2019 use of the physical space was heavily restricted due to the pandemic. However, the Library has worked with Prof. Bernard Suen to train online a cohort of student makers and library staff who can support new users of the MakerSpace when fully open.

Library Service Improvements

The Library continued with incremental improvements. These included the purchase of EndNote citation management software, long asked for by the community; a pilot of *remoteLocker* at Shaw College enabling users to collect and return books at a convenient location; online payment of fees and fines to complement last year's introduction of Octopus payment, and overall improvements to *LibrarySearch*'s accessibility and mobile interface.



Research - Transforming the Library's Support for Research

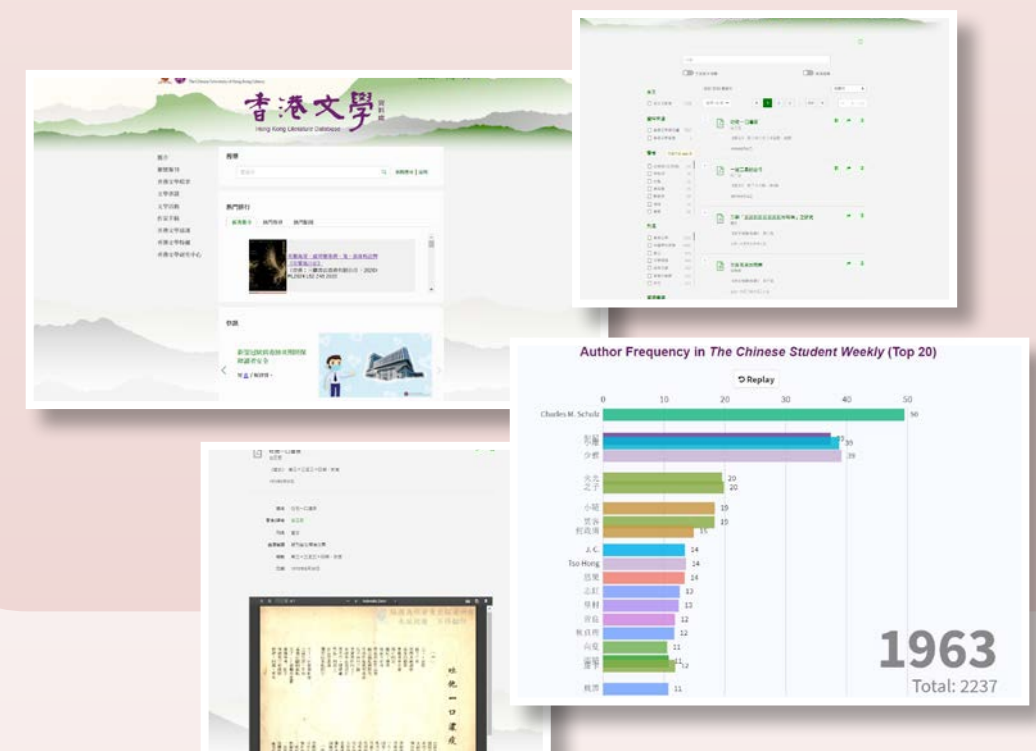


Workshops and Training Events

The Library's popular workshops aimed at research students continued, sometimes being delivered from home. A series of workshops on Digital Scholarship and Research Data were held in collaboration with departments, including data management plans, data citation, data mining, and use of Python, R and Tableau.

Digital Scholarship Projects

Using the Library's digital repository as a digital scholarship testbed, the Library worked with faculty on projects such as author frequency visualization from *The Chinese Student Weekly*. Phase I of the major project to redevelop our popular Hong Kong Literature Database by first moving it to a new platform that enables digital scholarship began. We are grateful to CUHK's Hong Kong Literature Research Centre, and our distinguished advisors for their input.



Digital Scholarship Workshops

The Library was delighted to have collaborated with the Centre for Translation Technology to organize workshops and seminars in November 2019 on CORPRO, software for Chinese text analysis developed by Prof. Ho-chia Chueh from National Taiwan University. Social unrest meant Prof. Chueh delivered the workshops online from a hotel room, and her dedication and expertise were much appreciated. In January 2020 we managed to hold two well-received in-person seminars co-organized with the Institute of Chinese Studies. The topic was historical research with Geographic Information System (GIS), conducted by researchers from Academia Sinica.

Scholarly Communications

CUHK's submission for the RAE dominated the Scholarly Communications team's work during 2019 as they worked with the Faculties, ORKTS and ITSC to ensure the final submission was accurate, and UGC specifications and copyright requirements were met. The team was also instrumental in responding on behalf of the Library to the UGC's consultation on open access, and with library colleagues has been keeping up-to-date with global open access developments, particularly transformative licenses, which in essence flip library journal subscriptions to support open access article processing charges. Researcher's management of their scholarly identity was also a focus for the year, with guidance produced on Publons, Scopus Author Profile and Google Scholar Profile.

Research Data Management (RDM)

The Research Committee's Task Force on RDM, ably chaired by Prof. Liwen Jiang, successfully bid for a five-year project to establish an RDM service and data repository infrastructure at CUHK. Overseen by a Management Committee, the Library will work in the coming year on developing services and infrastructure. We look forward to reporting on progress in next year's annual report.



Engagement - Working in Partnership

This year the Library's partnerships have never been more important:

Campus Partnerships

The strength of our campus partnerships with faculties, departments and administrative units is woven through this report. This year during times when the Library has been the backdrop to social unrest, support from CPRO, Security and EMO has been particularly appreciated.

Within the Community – Donations

The Library welcomed significant donated items from:

Prof. Lo Wai Luen (盧瑋鑾教授); Mr. Liu Yi Chang's family (劉以鬯先生); Prof. Richard Ho (何文匯教授); Prof. Tanaka Issei (田仲一成教授); Rev. Canon Christopher Hall; Ms. Yip Chung Man (葉中敏女士); Mr. Tung Chiao (董橋先生); Mr. Mai Ke (邁克先生); Mr. Jin Yi (張初(金依)先生); Ms. Ha Chit (夏婕女士); Mr. Li Man Kin (李文健(杜漸)先生); Prof. David Faure

Within the Community – Exhibitions

The major exhibition this year was East-West Connection in Music: An Exhibition of the Rulan Chao Pian Collection. Co-organized with the Music Department, this exhibition showcased a significant donation from the late Professor Rulan Chao Pian, an eminent scholar of Chinese music. The Collection includes manuscripts, correspondence, notes and diaries, teaching materials, photos, audio visual materials, and musical instruments which are unique in the field of Chinese music studies. Planned lectures and a recital on a rare qin (琴) from the collection had to be postponed but are being recorded. The Library has also completed digitization of the collection and made it publicly available.



A year since the passing of Professor Sir Charles Kao, former Vice-Chancellor of CUHK and Nobel Prize Laureate, during October 2019 the Library hosted “Remembering Charles: A Memorial Exhibition” organised the Charles K. Kao Foundation for Alzheimer’s Disease. The exhibition highlighted Professor Kao’s lifetime achievements and outstanding contribution, and showcased his artwork produced during art therapy for Alzheimer’s disease.



The Library and University Archives were also honoured to participate in the first Hong Kong Public Libraries’ Festival in October 2019. At the Central Library in Causeway Bay our two displays and videos highlighting our Special Collections and University Archives were popular with the public.



Local, Regional and International Collaborations

JULAC. Campus restrictions and closure periods meant it was a difficult year for JULAC collaboration. However joint staff development activities took place, and CUHK Library staff continued to chair several JULAC committees.

The CUHK University Librarian chaired the Guangdong HongKong Macau University Library Alliance, a sub-group of the wider University Alliance. Hong Kong libraries participated in the first Young Scholars Forum held in Guangdong in November 2019.



International Collaboration. Unfortunately planned staff exchanges with a number of our international partners were put on hold this year, but we hope to resurrect them in the coming year. A new, significant Memorandum of Understanding was signed with the University of Toronto Libraries, with a focus on building links with the Richard Charles Lee Canada-Hong Kong Library.

Resources – Realising the Potential of the Library’s Collections

‘Digital First’ was the slogan that drove acquisitions for the Library’s collection this year, with electronic resources accounting for 92% of the materials expenditure, and in response to COVID-19 the amount spent on ebooks rose by 69%. While digital collections dominate, unique archival and rare book collections are a mark of a research library, and our Special Collections continued to flourish:

Archival and Special Collections

The following collections were fully catalogued and made available to researchers; He Zi papers (何紫書信文件), Ma Jian papers (馬鑑書信文件), Ma Shimou papers (馬世倅書信文件), MoLuo Miaoxin papers (莫羅妙馨書信文件), Yang Hong papers (楊鴻書信文件) and the Wani Yukio collection on military Yen reparation cases of Hong Kong.



New Digital Collections

Without data there can be no digital scholarship, and our digitised collections now offer researchers 588,200 digital objects and 7.5 million Chinese character units. This year we added two new collections. The Bei Shan Tang Collection (北山汲古), launched in March 2020, brought together digitised rare books from the outstanding donation by the Bei Shan Tang Foundation. The Postbills of Cantonese Opera Collection consists of promotional material of opera troupes listing the cast and the main plays on stage, and focuses on performances by Sit Kok Sin, and Yam Kim Fai and Pak Suet Sin.

Born digital material is of increasing importance and we were pleased to receive funding from the Vice Chancellor’s Discretionary Fund together with the School of Journalism to work on born digital material relating to recent Hong Kong events.

University Archives

Implementation of the University Archives Collection Development Policy began this year, with the acquisition and preservation of historical administrative records. Campus maps from 1963 to 2019 showcasing the campus’s physical development were digitised and are now publicly available. Plans were made to digitise CUHK newsletters from 1973-1989, and Student Press material from 1969-2010, which will come to fruition in the next few years. Outreach included participation in Hong Kong Public Libraries Festival, and building links with other important archives in Hong Kong.



Infrastructure - Sustainability

Staff Development

Staff development has been vital as the Library made the move to delivering ever more services online and off campus. Quickly gaining proficiency in Zoom, team meetings switched to the online platform. Maintaining morale led to the establishment of a library-wide Staff Activities Group. Ideas for positive activities were put forward, although implementation has been disrupted, the group's work will come to fruition in the coming year.

Facilities

Celebratory official openings of the final phase of Chung Chi College Elizabeth Luce Moore Library, and MakerSpace in the University Library were happy occasions, and once again we must thank our CDO colleagues for their expert handling of the projects. The Lee Quo Wei Law Library was redecorated during summer 2020 and additional shelving added. The planned expansion of the Hong Kong Literature area was delayed until summer 2021. We were pleased to be included in a success AA+I bid to improve physical accessibility to the libraries, and work will begin in the coming year.



Sustainability

The Library was humbled to achieve its first Platinum Award in the 2019 GO! Green Office Award, recognition of the commitment of Library staff to green working practices.

Louise Jones
CUHK University Librarian
March 2021

CUHK Library in Figures 2019-20

Library Holdings

	Eastern Languages	Western Languages	Total
Print Holding Volumes	1,301,340	1,473,931	2,775,271
Current Printed Serials	1,902	1,340	3,242
Electronic Books	3,496,696	1,367,014	4,863,710
Electronic Journals	44,778	138,249	183,027
Electronic Databases	155	776	931

Library Users

Visits to the Libraries	1,107,328
Registered Library Users	61,835

Library Usage

Database Usage*	9,347,905
E-Book Usage*	3,624,589
E-Journal Usage*	5,945,490
E-A/V Usage*	6,551
Print Book and AV Loans	313,024

* COUNTER compliant usage only. COUNTER is the international standard for counting online usage of electronic resources

Library Activities

Library Orientations	123
Participants in Library Orientations	5,481
Library Workshops	184
Participants in Library Workshops	3,350

JULAC Activities

CUHK Users registered for a JULAC card	1,788
JULAC Users registered for a CUHK Library card	618
Loans to CUHK users from other JULAC libraries	9,164
CUHK Library loans to other JULAC users	10,590

Facilities

Seats	4,751
Public Computers	452