

UNIVERSITY LIBRARY SYSTEM
LIBRARY USERS GROUP MEETING (LUG)

36th Meeting, Friday, September 13, 2013, 10:00 a.m.
Library Conference Room, 7/F TKP

Present:

Faculty Representatives:

Arts	Prof. Greta Jean OLSON
Education	Prof. WONG Wan Chi
Medicine	Prof. Tony NELSON
Science	Prof. CHU Lee Man
Social Science	Prof. Nicole CHEUNG

Student Representatives:

CUHK Student Union	Mr. Jeffrey CHAN
NAC Student Union	Miss CHENG Man Lai
Postgraduate Student Association	Miss Yuri CHEN
Shaw College Student Union	Mr. LO King Yeung

Library Representatives:

Ms. Louise JONES, University Librarian (Chairperson)
Ms. Maria LAU, Head of Reader and Learning Services
Mr. Dominic CHAN, Information, Research & Instructional Services
(Secretary)

By Invitation:

Ms. Louisa LAM, Head of Information Technology & Planning
Services

Apologies:

Faculty Representatives:

Business Administration	Prof. YANG Yong
Engineering	Prof. HUANG Jianwei
Law	Prof. Rita CHEUNG

Student Representatives:

CCC Student Union	Mr. Marco Wong
UC Student Union	Miss CHONG Po Ling

	<p><i>Welcome to Members</i></p> <p>Ms. Jones welcomed all members to Library User Group meeting. She thanked Dr. Storey for the past years of service, and his contribution to the University Community.</p>	
LUG36/1	<p><i>Confirmation of Minutes</i></p> <p>The minutes of the 35th Meeting were confirmed without amendment.</p>	
LUG36/2	<p><i>Matters Arising</i></p> <p>Nil.</p>	
LUG36/3	<p><i>Library Services</i></p>	
LUG36/3/1	<p><u>Extension of membership of the Library User Group to new Colleges' student representatives</u> (Re: LUG35/5/1)</p> <p>Members agreed to invite student representatives of the new Colleges to join in the Library Users Group. The Library will proceed to contact the new Colleges.</p>	ULS
LUG36/4	<p><i>Library Space and Equipment</i></p>	
LUG36/4/1	<p><u>Library collection update and e-book strategy</u></p> <p>Ms. Lau presented the latest status of the Library collection.</p> <p>The Library provides 2.5 million volumes of books and printed bounded periodicals, and 129,344 e-journal titles, which was comparable to many other major research libraries.</p> <p>To align with University's eLearning initiative, the Library has also increased the collection of e-books significantly to over 4.2 million.</p> <p>Ms. Jones presented the Library materials usage figures. The usage of online resources was collected for COUNTER compliant resources only. This is an international standard for recording only usage. There were over 5 million retrievals for the Library subscribed e-resources in 2012-2013 academic year. Access to e-books accounted for another 1.8 million retrievals. Since most Chinese resources are not COUNTER compliant, figures for these databases were not included, hence this is an underestimation of usage. Circulation statistics for physical materials, however, showed a 5% drop for printed books and 50% drop for AV-materials.</p> <p>Prof. Olsen inquired about the usage of music CDs and the access to the Naxos databases.</p> <p>Ms. Jones talked about the trend of eResources usage. Those figures showed that the Naxos databases also recorded an increase.</p> <p>Mr. Jeffrey Chan requested to provide open accessible guiding brochure apart from training for Easy Search <approved with amendment>. Ms.</p>	

	<p>Lau talked about the trend of using discovery tools, like the Easy Search, in academic libraries. The Library understood difficulties facing users when new search tools were introduced, and had already incorporated relevant training in regular Library Workshops.</p> <p>Prof. Nelson raised questions on the acquisition of Open Access journals and its impact on the overall cost. He also suggested that the Library should consider supporting open access publication by faculty, and the relationship between citation counts and Open Access journals.</p> <p>Ms. Jones agreed that there was an international trend for the academic community to publish in Open Access journals, usually led by research funder mandates, and some libraries were establishing open access publishing funds as often publishers require the authors to pay a substantial fee in order to make the article Open Access. Some publishers also packaged the Open Access articles with other paid journals, but without a matching reduction in subscription fees. The Library would continue to monitor the trend in the coming year.</p> <p>Mr. Jeffrey Chan raised question on the access to the publication produced by CUHK community. He suggested that CUHK publications should be free-of-charge to the CUHK community.</p> <p>Ms. Jones indicated that there were alternative licence agreements signed by the author and the publisher, requesting the publishers to allow free access to the materials from the originating institute.</p> <p>Members agreed that the University should lead the discussion of Open Access.</p>	
LUG36/4/2	<p><u>Teaching support: collection of reading lists</u></p> <p>Ms. Lau introduced to the members the practice of collecting reading lists for the taught courses. This would better serve the students to find course-related reading materials. Faculty are encouraged to provide the Library with reading lists in good time before a course begins.</p>	
LUG36/5	<p><i>Library Services</i></p>	
LUG36/5/1	<p><u>RFID implementation: Open Reserve at UL and CCL</u></p> <p>Ms. Lam reported that RFID tags were put on the Reserve Materials located in CCL and UL Open Reserve. This new measure would make checking out items easier. UL Open Reserve opens 24/7 and CCL would open till 2 a.m. during examination period. RFID, together with the Self-Checkout machines would enable users to check-out library materials in off-office hours.</p>	
LUG36/5/2	<p><u>Discovery tool: Easy Search and OPAC interface</u></p> <p>Ms. Lam introduced the new discovery tool, Easy Search, which was launched in January 2013 and demonstrate the new interface of Library Catalogue which was updated in September 2013.</p>	

	<p>Mr. Jeffrey Chan suggested the Library to keep the traditional Library Catalogue (Column) accessible because many students still relied on the Library Catalogue as an important tool to find books.</p> <p>Ms. Jones stated that Library had no immediate plan to decommission the traditional Library Catalogue. The Library would seek opinion from user groups in the future when changes were needed.</p>	
LUG36/5/3	<p><u>WiFi Printing (Re: LUG35/3/4)</u></p> <p>Ms. Lam reported that 34 Multi-function Printers (MFPs) were installed in the libraries to offer WiFi printing function. Users who were using SSIDs of CUHK, CUGuest, UniversityWiFi could use this function. The MFPs also supported Apple computers running MacOS. Users could find the user guides available from the Library Website. The next phase of this project would investigate on WiFi printing using mobile devices.</p>	
LUG36/5/4	<p><u>Security of Library Password</u></p> <p>Ms. Lam reflected on the excessive downloading problem in Library subscribed resources. She concluded the cause of this problem could be 1) weak library password; 2) shared library password; and 3) weak PC security. To improve security, incoming new student in the 2013-14 academic year had to set up their own Library Password, instead of the old method of setting the default password to be the student's DOB. When the Library found abnormal account usage behaviour, an email is sent to the user as a reminder to reset the Library Password.</p> <p>Ms. Yuri Chen expressed that the password setup process was smooth and easy to follow.</p> <p>Ms. Jones also stated that the Library is exploring with ITSC the possibility of a Single Password to make Library Password the same with CWEM password.</p> <p>Prof. Wong inquired about the seriousness of the excessive downloading problem. Ms. Lam reported that Library regularly recorded 12 user accounts were hacked per week from servers resided in various countries.</p> <p>Ms. Jones urged members to pass on the message of "Do not share your passwords" to fellow students.</p> <p>Prof. Cheung suggested the Library to email the academic departments to further promote that message.</p> <p>Ms. Lau reminded members the direct result of excessive downloading could be an immediate banning of the university's access to the abused resources. For resources paid for on a per download basis, excessive downloading will also have a cost implication.</p> <p>Mr. Jeffrey Chan suggested the Library to include the Library Password in the ITSC account information slip or in other similar printable format.</p> <p>Ms. Lam emphasised that this was the first year to require students to set</p>	

	up their Library Password. Library would further investigate on available options to improve the process.	
LUG36/6	<i>Library Space and Equipment</i>	
LUG36/6/1	<p><u>Update on 334 new facilities (re:LUG35/4/1)</u></p> <p>Ms. Lau reported the status of the new facilities, such as defect fixing, the addition of the hand rail in UL Grand Staircase, the addition of furniture, the decoration in the UL Exhibition Hall, and the adding of signage. The number of users using the renovated libraries in UL and MEL had increased 42% and 52% respectively in 2012-2013 academic year.</p>	
LUG36/6/2	<p><u>Tender exercise of Library Café (Re: LUG35/4/2)</u></p> <p>Ms. Jones expressed that the tendering of Library Café was a difficult process. With encouragement from the students the Library was seeking a social enterprise to run the cafe. Unfortunately the Tender Committee was unable to select a successful bid. The Library has opted for adding in more vending machines as an interim solution. No negative comments were received so far, and it will be kept under review.</p>	
LUG36/6/3	<p><u>Green measures at the University Library System</u></p> <p>Ms. Jones talked about the environment-friendly measures the Library had implemented. Duplex printing was set as default, resulting in more than 90% of all print jobs utilizing both sides of papers. Recycle bins were installed beside printing machines to collect wasted papers. Multi-function printers also provided scanning function to encourage users to use less paper. The air-conditioning system in the Library was set to 22°C and 60% humidity, which was optimal for the keeping of printed books. UL also adopted de-lamping measures in the 1/F Reference Reading Room to take out 50% of the ceiling lighting. Motion sensors and photo sensors were installed in the aisles and along the windows. Old but usable furniture were also retained and re-used in the newly renovated areas.</p> <p>Ms. Jones stated that the University Library System will continue to try it's best to go green.</p>	
LUG36/6/4	<p><u>Theft cases: Personal notebooks</u></p> <p>Ms. Jones shared the problem of mobile phones and notebook computers thefts in the Library. The Library had put up posters on the walls to remind Library users to safe guard personal belongings. Library staff would also send out small flyers when they found unattended items during regular patrols. There were several theft cases that demand the viewing of CCTV recordings. Since privacy and personal data might be invovled, the formal procedure to view the recording requires an official request from the police.</p> <p>Mr. Jeffrey Chan inquired about the possibility for the Library to provide steel wires for loan to students to secure their notebook computers.</p> <p>Prof. Olsen questioned about what level of security should be provided</p>	

	<p>by the Library and stated that the responsibility should be on the library users to safe guard their own belongings.</p> <p>Ms. Jones agreed that there was a limitation on measures the Library could take on. She would like to pass on the message to remind all Library users to safe guard their belongings.</p>	
LUG36/7	<i>Library Strategy</i>	
LUG36/7/1	<p><u>Draft Library Strategy (2013-2016)</u> (Appendix I)</p> <p>Ms. Jones presented the draft Library Strategy to members., which was positively received.</p>	
LUG36/8	<i>A.O.B.</i>	
LUG36/8/1	<p><u>Book Disposal case in ARL</u></p> <p>Mr. Jeffrey Chan inquired about the removal of whole stack of property sales brochure in ARL (Oct 12, 2012). Mr. Chan questioned about the whereabouts of the collection.</p> <p>Ms. Lau explained that the ARL case happened during the ARL moving period. The collection of property sales brochure was carefully boxed and put in remote storage temporarily during that period of time as a moving process, so that it could later be moved in to the new building, which has now happened.</p> <p>Ms. Lau emphasised that the Library was very cautious about weeding Library materials.</p> <p>Ms. Jones talked about the Joint University Research Archive (JURA) project. The University also had discussions on providing remote storage sites in the University's newly founded Shenzhen Campus.</p> <p>Mr. Jeffrey Chan inquired about the Library's weeding policy, and suggested to put the weeding record in the Library Catalogue for public access, which he understood to be Hong Kong University's practice. He expressed the importance of keeping a record of Hong Kong published materials.</p> <p>Ms. Lau stated that it's the policy that the Library keeps all record of weeded library materials.</p>	
LUG36/8/2	<p><u>Drainage problem in the toilet of UL Extension</u></p> <p>Mr. Jeffrey Chan reported about the poor drainage system in the male toilet on the G/F of the UL Extension.</p> <p>Ms. Lau expressed that it was a known problem and the Library was working with responsible units to solve the problem.</p>	
LUG36/8/3	<p><u>Decommission of the Add Value Machines</u></p> <p>Mr. Jeffrey Chan expressed the inconvenience for students to add value</p>	

	<p>to their printing accounts online using credit card after the decommissioning of the Add Value Machines. He suggested the Library to provide a few Octopus Cards to loan to students in need. Students could then pay cash over the counter for the printing charges. He also suggested to install Octopus Add Value Machines in the Library.</p> <p>Ms. Lau informed members about University's plan to install an Octopus Add Value Machine on Central Campus in 2014 as a possible solution.</p>	
	<p>There being no other business, the meeting was adjourned at 12:15 p.m.</p>	
	<p><u>Date of Next Meeting</u></p> <p>To be confirmed</p>	

Partnering for Success

***University Library System Strategic Plan
2013 to 2016***

www.lib.cuhk.edu.hk

Our Mission

As a leading research library, the University Library System partners in the creation, access, dissemination and preservation of knowledge to inspire and support the Chinese University of Hong Kong in its research, learning and teaching.

Our Vision

Over the next four years we will be recognized for:

- Our continued strength in collecting and providing access to world class resources in support of the University's priorities.
- Our enduring commitment to reflect the University's bilingual and bicultural environment in our collections, services and collaborations.
- Our research support services that underpin 21st century research methods and scholarly communication.
- Engaging with our students, faculty and the wider university community to design and deliver user-centred services and spaces.
- Leading digital library developments, and supporting the integration of new technologies into learning and research at CUHK.

Our Strategic themes

The Strategic Plan is structured around five themes, with objectives underlying each theme. Specific, measurable actions will deliver the objectives, realizing the potential of an already well-respected Library.

- Realising the potential of our collections
- Transforming our research services
- Supporting the student journey
- Sustainability
- Working in partnership

Context

This document builds on the Library's previous strategy *The Evergreen Tree*, and the achievements in preparing the Library for the '3+3+4' era including new buildings and services. The strategy has been developed to support and complement the University's Strategic Vision and underpinning strategies. We identified the following challenges and trends that have shaped the strategy:

- Our students and other users are sophisticated and mobile users of technology and expect the Library to offer vibrant and technology rich space and services
- We have reached the 'tipping point' in the transition from print to digital collections
- Digital scholarship and e-science, along with social networking technologies will mean scholarly communication and publishing continues to evolve rapidly, with potential new roles for the Library in supporting research
- Technology developments such as cloud computing, open source systems and shared services will become increasingly realistic options

The strategy has been informed by feedback from colleagues and students. The strategy will guide the Library's annual operational Action Plan. It is anticipated that much can be achieved within the ULS recurrent annual budget. Major initiatives requiring any additional significant capital will be submitted to the University senior management.

Strategic themes and objectives

1. Realising the potential of our collections	2. Transforming our research support	3. Supporting the student journey	4. Sustainability	5. Working in partnership
1.1 Build our research collections to fit with University priorities	2.1 Create specialist services, reflecting the University's research priorities	3.1 Enhance our students information and digital literacy skills	4.1 Progress towards environmental sustainability wherever possible	5.1 Work with faculty to understand their Library needs throughout the research life cycle
1.2 Promote Special Collections as a source for primary research	2.2 Build capacity in ULS to support e-research	3.2 Continue to develop innovative, technology-rich study spaces	4.2 Deliver and demonstrate value and fiscal responsibility	5.2 Engage with students and faculty to identify how the Library can best support the student journey
1.3 Ensure students have access to their core learning materials	2.3 Lead discussion on changes in scholarly communications	3.3 Deliver seamless services that encourage independence	4.3 Optimise collection space, storage and preservation	5.3 Deepen collaboration with our internal partners, and with libraries and consortia locally, regionally and beyond.
1.4 Facilitate discovery and easy access to collections and resources	2.4 Grow Library services to research postgraduate students	3.4 Cultivate students by offering project work, volunteering, internships and employment	4.4 Secure the organisational structure and staff skills needed to deliver the ULS mission and vision	5.4 Develop a supportive Library working environment

Measuring Our Success

The achievement of our vision for the University Library System will be monitored annually through:

- developments within the University Library System measured against our Annual Action Plan
- our financial performance
- our results in recognised surveys, including student satisfaction
- any external awards and accreditation

Louise Jones
University Librarian, September 2013