

THE CHINESE UNIVERSITY OF HONG KONG LIBRARY
LIBRARY USERS GROUP (LUG) MEETING

61st Meeting, Monday, 4 Dec 2023, 3:00 p.m.
User Education Room, University Library

Present:

Faculty Representatives:

Law	Mr. Arthur LEE
Science	Prof. Jacky NGO
Social Science	Dr. Wallace MOK

Student Representatives:

Chung Chi College Student Union	Mr. Chak Fung TANG
Shaw College Student Union	Mr. Chak Hei Bosco CHIK
Morningside College Student Union	Mr. Muhammad Ishmam-UI HAQUE
S.H. Ho College Student Union	Ms. Hoi Ching Hilary KWOK
Wu Yee Sun College Student Union	Mr. Yu Hang LO
Lee Woo Sing College Student Union	Mr. Cheuk Lam Calvin LUI

Library Representatives:

University Librarian (Chairperson)	Mr. Benjamin MEUNIER
Associate University Librarian	Ms. Patti CHEUNG
Associate University Librarian	Ms. Lai Fong LI
Head, Research & Learning Support	Ms. Lily KO
Postgraduate Liaison Librarian (Secretary)	Ms. Bernice CHAN

Apologies:

Faculty Representatives:

Arts	Prof. Jette HANSEN EDWARDS
Business Admin	Prof. Xiting GONG
Education	Prof. Savio WONG
Engineering	Prof. Jie HUANG
Medicine	Prof. Wai Tsz CHANG

Student Representatives:

Postgraduate Student Association	Ms. Shiyu ZHANG
New Asia College Student Union	Mr. Yeung Hoi Henry CHAU
United College Student Union	Ms. Ka Yi CHENG
C.W. Chu College Student Union	Ms. Ziqi LIANG

Library Representatives:

Deputy University Librarian	Mr. John BAHRIJ
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ACTION

LUG/61/1	<p><i>Welcome to Members</i></p> <p>Mr. Meunier welcomed all faculty and student union representatives.</p>	
LUG/61/2	<p><i>Confirmation of Minutes</i></p> <p>The minutes of the 60th meeting was confirmed without amendment.</p>	
LUG/61/3	<p><i>Matters Arising</i></p> <p>There were no matters arising from this meeting.</p>	
LUG/61/4	<p><i>Library Update</i></p>	
LUG/61/4/1	<p><u>Progress Report against CUHK Library 2025 Strategic Plan</u></p> <p>Mr. Meunier mentioned the five key areas addressed in the University's Strategic Plan 2021-2025.</p> <p>Education - Over the last 12 months, the library has seen a 20% increase in footfall. The online usage of the library collections has risen to around 70 million accesses. The library team has focused on improving the user experience and education facilities. The User Education Room has been created, which is a shared resource for events by the library, faculties, and different student groups.</p> <p>Research support - Production of open access papers has increased fourfold to 168 articles in the last year, enabled by the CUHK Open Access Plan managed by the library. Over the past year, the library signed transformative agreements with Wiley and Springer. Another key area of development around research and innovation is the Research Data Management service. The library has been supporting CUHK researchers using the new research data repository. Training for postgraduate students on research data management is now mandatory. Mr. Meunier hopes that the library will continue to collaborate with faculty and students using AI and machine learning tools in accessing and using the special collections.</p> <p>Resources – The library is working to strengthen the collections and empower the staff. Mr Meunier highlighted the evidence-based and user-centric approaches to decision-making. The library carried out the Library Survey in 2023 and will use that as a mechanism to target action. The library is developing a set of key performance indicators to monitor how we are progressing against the targets with some data.</p> <p>Global and alumni engagement - the library's special collections team has hosted a range of exhibitions. A book <i>Bringing Together China and the</i></p>	

	<p><i>West</i> has also been published in partnership with the History department. Another area in terms of partnership and collaboration is the CUHK History Gallery, which was reopened in Sep 2023.</p> <p>Infrastructure – The library has maintained its triple gold accreditation for the library website, which means that it is highly accessible. For physical accessibility, the library has installed several automated doors, ramps, and lifts in the branch libraries over the past 12 months to make the library a more inclusive and welcoming place for users. This is an area that the library will continue to develop.</p> <p>The library will be continuing to target all five of these areas and also exploring ways that the team can work in partnership with the faculties and other departments. The library is also looking at opportunities to collaborate further with CUHK Shenzhen and CUSCS.</p>	
LUG/61/5	<i>Library Survey 2023</i>	
LUG/61/5/1	<p><u>Report on key findings</u></p> <p>Ms. Ko reported the library survey results which was held in March to April 2023. A total of 3979 responses were received. There were 22 core questions on 3 service dimensions (Affect of Service, Information Control, Library as Place). The perceived scores of these three areas are increased compared to the last survey in 2019.</p> <p>The top 5 most satisfied areas are:</p> <ul style="list-style-type: none"> • A haven for study, learning, or research • A comfortable and inviting location • Quiet space for individual work • Making information easily accessible for independent use • Willingness to help users <p>For undergraduates, they rated the library as the most important place for their study and learning. For postgraduate and academic staff, information control is most important for them. The postgraduate students is the most satisfied user group for all questions.</p> <p>Ms. Ko reported that over 1000 written comments were received. Some of them are very positive comments. They are being sorted into 9 categories. All comments and summaries have been uploaded to the library website. The library formed a library survey working group to analyse the results. Some action items have been identified and included in the library action plan. Ms. Ko shared the action plan items with the feedback received.</p> <p><u>Survey on Graduates of Research & Taught Postgraduate Programmes (2021-2022)</u></p> <p>Ms. Ko reported the survey result related to the library on Graduates of Research & Taught Postgraduate Programmes which was done in 2022.</p>	

	<p>The feedback is mainly related to the library resources enhancement and more space for study.</p> <p>Mr. Meunier pointed out that the budget for resources has increased by 5% year-on-year. The library will work hard to acquire more resources for users.</p>	
<p>LUG/61/5/2</p>	<p><u>Discussion</u></p> <p>Ms. Kwok indicated that some students prefer to use digital or contactless Octopus cards for printing instead of physical Octopus cards. Mr. Meunier shared that the library is working with ITSC to explore the feasibility of having a simpler system for printing across all of our libraries. It is at an exploratory stage. An update will be provided in the next meeting.</p> <p>Mr. Chik asked if it is possible to lower the printing fee in the library. Mr. Meunier replied that the library needs to strike a balance between encouraging less printing of paper and ensure that it's affordable for students and staff.</p> <p>Mr. Chik reported that there are some ants in the Learning Garden and insects in the reading room of CC Library. Mr. Meunier replied that the library has regular pest prevention schemes and will follow up on those two sites that mentioned.</p> <p>Ms. Kwok reported some table lamps in the library extension were not working. Mr. Meunier replied that the user service team will follow up on that. There will be a replacement of some single study carrels in the library extension in the summer of 2024. It may help to address these issues.</p> <p>Mr. Meunier raised a question about how we might help to raise the aspiration around the service that we provide. Dr. Mok asked if we have benchmarked ourselves against other external libraries. Mr. Meunier replied that all JULAC libraries would have completed the same LibQual survey by the end of 2023, then we would be able to do a comparison. LibQual+ is a global survey, so we could benchmark against other participants in the LibQual+ survey. Ms. Ko supplemented that the benchmark result will be available maybe early 2024 and could be shared in the next LUG meeting.</p> <p>Dr. Mok asked if there were any restrictions on the textbooks during the exam period. Ms. Ko replied that the instructor can put essential textbooks on course reserve so more students can access the course materials.</p> <p>Mr. Lee suggested making more books online. Ms Cheung replied that the library has tried its best to acquire more ebooks. Although lots of publishers are providing more textbooks in e-format, the publishers still have concerns about providing e-textbooks. For the number of print copies, the library will recommend the instructor put those high usage materials on reserve, so more students have access to them. The library can explore the possibility</p>	<p>Mr. Benjamin Meunier</p> <p>Ms. Lily Ko</p>

	<p>of having a new policy on shortening the loan period during the exam period.</p> <p>Mr. Haque asked if the library would purchase access to online courses offered by other universities. Ms Cheung introduced the database Harvard Business Publishing Education which included some online courses. There are more databases with access to online courses on the library website. Mr. Meunier indicated that with the open science movement globally, there is a growing of high-quality material that is available for free in various open educational repositories. The library might be able to help navigate.</p>	
LUG/61/6	<i>Library Collections</i>	
LUG/61/6/1	<p><u>Book Fund Expenditure to Date</u></p> <p>Ms. Cheung reported the balance of the book fund as of 29 Nov 2023 was around HK\$39 million. Faculty members and students are welcome to make recommendations.</p>	
LUG/61/6/2	<p><u>Significant Acquisitions</u></p> <p>Ms. Cheung introduced four special collections that were newly collected and covered different subjects. She thanked the recommenders who keep recommending rare items for showcasing in the library. Ms. Cheung also highlighted eight databases, they are Gale Primary Sources, Harvard Business Publishing Education, Sage Video, Altmetric Explorer, China Social Science Library, Keledge, 中華書法資料庫, and 歷代教外涉佛文獻數據庫.</p>	
LUG/61/6/3	<p><u>Digital Initiatives</u></p> <p>Ms. Li introduced some new digital collections. The first one is the CUHK 60th Anniversary Oral History Project, which was executed by the Department of History. The second one is the Shiu-ying Hu Collection which included her field notes from 1984 to 2007. In 2003, these field notebooks were donated to the University Archives for permanent retention. Her early field notes are also available at the Harvard Library's online database.</p> <p>Ms. Li mentioned that the library regularly organizes exhibitions with various themes to promote and showcase the special collections. This year, there have been eight organized exhibitions uploaded to the online exhibition platform for preservation and to increase accessibility.</p>	
LUG/61/7	<i>Library Services</i>	
LUG/61/7/1	<p><u>Research Data Management</u></p> <p>Ms. Ko reported that there are 154 CUHK users registered accounts in DMPTool between May and Nov 2023, which is a tool that helps users</p>	

	<p>work on their data management plan. 24 valid data management plans were created during this period using the CUHK DMP templates. For the CUHK Research Data Repository, 19 datasets, 4 personal profiles, and 4 projects have been published during this period. The team also called for applications for the two Research Data Management (RDM) funds.</p> <p>The library has been providing RDM training. Some are customized seminars for faculties and departments, and there is an IPL online course on RDM which is compulsory for RPG. Two sessions of the Data Management Plan Writing Clinic were organized to help researchers with their DMP. A new event called Data Champions is organized to offer immediate RDM advice for researchers. The last event is the Data Analytics Practice Opportunity which encourages exploration and reusing data resources at CUHK to create data analytics and visualisation projects.</p>	
LUG/61/7/2	<p><u>Research Support</u></p> <p>Ms. Ko reported that currently 14 publisher agreements have been signed since 2023. 277 open access articles were published via the plan in 2023 and the number is growing.</p> <p>The team is working on the Institutional Research Information System (IRIS) Project to replace the current system. Eight briefing sessions were conducted with faculties in November 2023 to introduce the IRIS project. The IRIS system will be launched in Jan 2025.</p>	
LUG/61/8	<i>Space and Renovation</i>	
LUG/61/8/1	<p><u>Summer Building Works</u></p> <p>Ms. Ko reported that most of the renovation and building works are carried out during the summer holiday to minimize disturbance to users. Some works were completed in the summer of 2023:</p> <ul style="list-style-type: none"> • Barrier-free automatic door at UL • Refresh the internal wall paint of UL, ULE and TKP • Enhancement of lighting at UL entrance • Fix the movement joint at the connection between UL building and TKP Building • Fix the water seepage problem and re-paint for the study seats by the window on 3/F and 4/F, UL • Facilities upgrade at the Learning Garden and MakerSpace • Facilities upgrade of the Research Consultation Room on the 1/F UL • Repair and Refresh the external wall paint of UL, ULE and TKP • Refresh the wall paint of the Law Library • Chung Chi College Library Outdoor Reading Area Refurbishment • Upper Campus Summer Maintenance Works 	
LUG/61/8/2	<u>CUHK History Gallery Renovation</u>	

	<p>Ms. Li introduced the opening of the CUHK History Gallery. It was reopened in Sep 2023 after a year of renovation. The opening ceremony was held on September 19, 2023. The gallery has attracted around 14,000 visitors and 18 guided tours since its opening.</p>	
LUG/61/9	<p><u>A.O.B.</u></p> <p>It was suggested to have the memo tree in the library. Ms. Ko will contact OSA for the collaboration.</p> <p>[Post-meeting note: The Library has communicated with the Office of Student Affairs (OSA) to explore the possibility of arranging a memo tree in the Library during the final examination period in Term Two of the academic year 2023/24]</p>	Ms. Lily Ko
	The meeting was adjourned at 4:56 p.m.	