

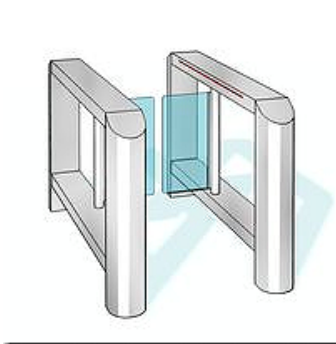
New Physical Access Policy

Ever since the Library opened its doors in 1991, HKUST has been proud of the Library's "Open Access" policy. We are the only UGC-funded academic library not requiring users to show university ID when entering the Library. However, priority to use the facility and its resources has always resided with HKUST community, as stated on the Library's website: <http://library.ust.hk/serv/visit.html>:

"As a public-funded institution, the Library seeks to benefit scholars both within and outside of the University community... The Library's primary commitment is to HKUST students, faculty and staff. When space, collections or services are overburdened, the Library reserves the right to restrict the use of materials, services and facilities..."

When the Learning Commons opened in 2012, users accessing the facility late at night need to use their university ID cards during the "Card Access Periods" (from 11pm to 8am during the regular semester). This ensures the facility is being used only by HKUST community members overnight.

New situations and challenges now require the Library to revise its physical access policies and procedures. The number of users entering the Library has increased almost 30% from 2012 to 2015 (from 1.6 million to 2.1 million). Study seats are always in high demand these days.



In order to maintain a quality, safe, pleasant study and research environment for our users, the Library plans to implement "**Card Access**" **at all times**. New entry gates will be installed on the Ground Floor. Students, staff, faculty, family members, and alumni are reminded to bring their university IDs when visiting the Library. Departmental cards will continue to be issued to departments/units/centers for their guests. Non-HKUST users with research needs can apply for a Reader's Card or a Borrower's Card (<http://library.ust.hk/serv/cardap.html>). During summer and winter breaks, non-HKUST users will be allowed to enter the Library if they provide personal information. These changes will ensure the Library's space, collections, and services will not be overstrained.

New Physical Access Policy

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Your Library Your Say! Library Services Quality Survey

Thank you all for participating in the Library Survey!

Last Fall, the Library conducted a Survey among students, faculty and staff as a joint effort of 6 UGC-funded libraries. We used **LibQUAL+®**, a survey tool offered by the Association of Research Libraries.

To include as many University members as possible, we offered incentive prizes and sent email notices inviting broad participation. 3,518 of you completed the Survey, a response rate of about 20%. 58 prize winners were drawn in the lucky draw, and received their prizes on 15 December.



Prize Winners and the University Librarian

LibQUAL+® measures three dimensions of service quality. **Affect of Service** (services provided by library staff), **Information Control** (library collections and access to resources) and **Library as Place** (spaces, facilities, and environment). Respondents used three scales to indicate the **Minimum service level** they would find acceptable, their **Desired service level**, and the **Perceived service level** the Library provides. Respondents could also add comments to elaborate their opinions. Based on the scores from all the respondents, an “Adequacy Mean Score” and a “Superiority Mean Score” were computed to reflect users’ level of satisfaction.

We are very pleased that the Survey results showed that we are meeting users’ expectations; as reflected by our Minimum score of 5.92, Desired score of 7.49 and Perceived score of 7.01. The Perceived score is very high, when compared with 6.88 in 2011 and 6.87 in 2007. Details can be found at <http://library.ust.hk/libqual/>



Profound quality, keep it up!
非常满意

Respondents’ comments also provide useful feedback to us for making sustainable changes and developing services to meet users’ needs. Of the 1,483 comments received, over 25% were solely positive, and many more combined suggestions with appreciation:

*Library is so great!
I love this library!*

While we are still reviewing the comments, here are some of our initial responses:

Affect of Service: There were demands for longer opening hours, larger loan quotas, more staff patrols, safer study environment, and more new services. We are working on opening all of LG1 for 24 hours on public holidays during term time, increasing loan quotas of HKALL, introducing a new rover service and a new access services policy. Actions will be taken to ensure you are provided with quality staff services.

Information Control: There is a consistent voice to ask for a bigger diversity of books, journals and media resources to support teaching, research and recreation. We will prioritize all requests, review our patron driven ebook acquisition program, fine tune all subscriptions and review specific resources mentioned by users so as to fulfill the needs within our budget constraints.

Library as Place: There were many requests for more open space, more study rooms, more individual carrels, and even more floors and a bigger building. We will be taking action as appropriate and feasible. On a more micro level, we have already tested every power outlet in the building immediately after receiving your feedback. About 3 dozen sockets with broken pieces inside from poor quality plugs were repaired or replaced.

Collection Spotlight: 中文電子書

□ 中文電子期刊之外 圖書館入藏的中文電子書也越來越多。到目前為止 本館已購入41,000多種中文電子書 其中約60%購自內地的北京世紀超星信息技術發展有限責任公司 Superstar 、北京方正阿帕比技術有限公司 Apabi 和同方知網 北京 技術有限公司 CNKI 其餘的則購自臺灣華藝數位股份有限公司 Airiti 和凌網科技股份有限公司 HyRead 。需要說明的是 華藝的圖書是香港八所大學的圖書館共同使用和擁有的 而凌網的圖書則為香港、澳門和臺灣的60個圖書館所共用共有。

這些電子書涵蓋的學科範圍甚為廣泛 但以人文及社會科學為主 既有學術著作 也有流行讀物 既可以在網上瀏覽 又能下載閱讀。

在圖書館目錄中 讀者可以檢索這些圖書 並可用“超星書世界”、“中華數字書苑”、“中國學術典藏圖書庫”、“airiti Books”、“HyRead ebook”等關鍵詞查得購自每個書商的全部電子書。

為便於讀者更好地使用這些電子書 本館還編制了下列中文電子書使用說明

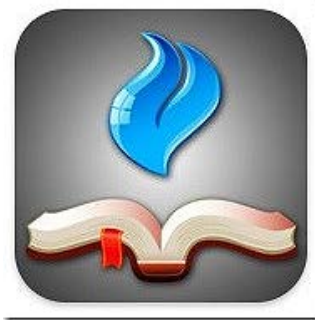
<http://libguides.ust.hk/ebook/airitibooks>

<http://libguides.ust.hk/apabi>

<http://libguides.ust.hk/hyread>

<http://libguides.ust.hk/superstar>

今後 圖書館會繼續為讀者選購更多的中文電子書。



Library BookTalks: Feb/March

The Library has two book talks scheduled soon.

The first, **Seeing (My World) through Writing**, will be held on Friday, February 19th at 12 noon and will be in English. Dr Susanna Ho of the Center for Language Education at HKUST will discuss and compare her two novels: *Mother's Tongue: A Story of Forgiving and Forgetting* and her forthcoming *Who's that Ant? Whose Dead End?* She will explore how she sees the world through the eyes of the main characters and share how she makes sense of her world through writing, illuminating both Dr Ho's work and the writing process itself.

Well-known Hong Kong author and reporter 陳曉蕾 will talk to us on Tuesday, March 22nd from 1:00-2:00pm. Ms Chan Hiu-lui is the author of many works; most recently 阿媽 (2014), 好味 (2013), and 死在香港:見棺材 (2013). Speaking in Cantonese, Ms Chan will discuss her books and writing.



We hope you will enjoy these lunchtime talks, both of which will be held in the Library's LG4 multi-function room.

HKUST Library Hosts Information Literacy Training for Hong Kong

For a week, (January 18-22) HKUST Library hosted a capacity building program as part of the UGC-TDG funded project, **Enhancing Information Literacy in Hong Kong Higher Education**. Thirty-eight librarians participated from across the eight UGC-supported institutions in Hong Kong.

In a nutshell, “information literacy” is a set of skills, attitudes, and behaviors that allow people to recognize when they want or need information, and then to search, locate, evaluate, manage, and use what they find effectively and ethically. Information literacy is vital for students to develop into well-informed scholars and citizens (information creators and users) with strong critical thinking skills.

We were privileged to have Ms Lisa Janicke Hinchliffe as trainer and facilitator for this program. In addition to being Professor, University Library and *Coordinator for Information Literacy Services and Instruction* at the University of Illinois at Urbana-Champaign; she is also a founder of the Association of College and Research Libraries’ (ACRL) *Information Literacy Immersion* and is past-president of ACRL.



The program was designed to build librarians’ capacity to create collaborative partnerships with faculty members and to design effective research assignments for students to help develop their information literacy. A second 2-day program on assessment will be held in June. These programs are intended to prepare librarians for the later phase of this UGC-TDG project (from July 2016), in which each institution will provide “course enhancement funds” to individual courses to promote faculty-librarian partnerships to embed information literacy elements deeply into the course-work via collaborative partnerships with faculty members.

DataSpace@HKUST

The Library has recently established a platform called **DataSpace@HKUST** (<http://dataspace.ust.hk>) to facilitate HKUST researchers in publishing research data – and storing and sharing data among their own group.

Once published in **DataSpace@HKUST**, datasets will be given an internationally recognized identifier (DOI) and

become openly accessible, making it easier for our researchers to get credit for their work. The Library will provide services to enhance the metadata and to ensure the published data is properly archived and permanently accessible.

HKUST researchers can also create their own workspace in **DataSpace@HKUST** for their ongoing projects. They can store and manage their data files in a restricted environment throughout the research cycle, sharing data among collaborators or with classes. Data in the workspace will be routinely backed up, thus saving you that trouble as well.



The Library is inviting faculty members and RPG students to join this service. You can simply fill in an online form to create your workspace. Currently, available storage allows the platform to accept datasets up to 50GB in size.

Contact lbs@ust.hk if you are interested in the service or to request a demonstration. Also let us know if you have datasets to deposit.

Researchers are increasingly challenged by the needs of managing their research data systematically. Granting agencies are requiring proposals to include a data management plan, while publishers are asking manuscript submitters to deposit their supporting data in publicly available repositories.

A research support survey conducted by the Library last year reveals that our researchers highly value data support from freely available software and from the Library. With the introduction of **DataSpace@HKUST**, our researchers now have a readily available platform that can support their data management needs.

Spring Exhibitions

At the start of the Spring Term, the Library will stage two exhibitions:

Have Cloud: Paintings by Danny Liu (有雲 - 劉定渝油畫展) will feature over 45 paintings by Prof Danny Liu – an accomplished scientist, academic, and artist. This will be Prof Liu's first exhibition in Hong Kong.



Now a professional artist, Prof Liu is an Emeritus Professor of Arizona State University; the founder of *ZONA Technology*; *A Fellow of the American Institute of Aeronautics and Astronautics*; a two-time Ronald Reagan Gold medalist; and a member of President Bush's small business advisory council. He earned his PhD in Aeronautics and Astronautics from the University of Southampton.

Prof Liu showed his artistic talents when he was an undergraduate at National Taiwan University. He was a university symphony violinist, and launched Taipei's first string quartet when 19 years old. Almost at the same time, he mounted his first painting exhibition with several outstanding student painters at NTU. He has three distinctive periods in his painting career: his college days (1960s); California and Arizona (1980s-2000s); and Taiwan (2011-).

The Exhibition will open on *25 February* in the Library's Ping Yuan and Kinmay W Tang Gallery. On the same day, Prof Liu will give a gallery tour and a talk titled "*My Horizon*" to share his views on Science and Arts. For details see <http://library.ust.hk/info/exhibit/danny-liu/>.

Art Dimensions (薈藝空間) will display 87 outstanding artworks by students from this year's Common Core Programs. The works are of different art media, such as Chinese and contemporary paintings,

photos, figure and experimental drawings, print making, etc. The artwork images will also be posted to our online platform at <http://library.ust.hk/info/exhibit/art-dimensions/>

Library Exhibition Supports the Teaching Curriculum

The Library has been very successful in organizing exhibitions and many have received wonderful comments. Apart from their artistic and cultural values, these exhibits serve as learning objects for the University's academic programs.

In the Palm of Your Hand: Miniatures in Chinese History and Others features over 130 ancient miniatures from China and other cultures. This exhibition opened on 26 November and will run until 30 April. This term it will provide a focus of study for the course *"Introduction to Chinese Arts"* offered by the Division of Humanities.

Students enrolled in the course will choose one or more of the exhibited miniatures to study as their individual term project. At the end of the term, students will present their results for publication on the exhibition website.



The Library will organize several in-depth gallery tours and a talk to help students study and evaluate these art works. Our librarians will also provide reference assistance and other research support.

To make all this possible, the Library works closely with Prof Li-tsui Flora Fu, course coordinator, and Mr Francis Li, the collector who lent us these exhibits. This is our second collaboration, and we are happy to work with them again to turn an exhibition into an exciting teaching and learning project.



Stay tuned for announcements of the gallery tours and talk, open to ALL University members!

The exhibition website is at <http://library.ust.hk/info/exhibit/miniatures-2015/>