

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

62nd Meeting, Thursday, 13 June 2024, 4:00 p.m.
User Education Room, University Library

Present:

Faculty Representatives:

Education	Prof. Savio WONG
Science	Prof. Jacky NGO
Social Science	Dr. Wallace MOK

Student Representatives:

Shaw College Student Union	Mr. Mika Ka Ho WU
Morningside College Student Union	Ms. Chloe Hei Tung CHUNG
Wu Yee Sun College Student Union	Mr. Quinten Ki Him YEUNG

Library Representatives:

University Librarian (Chairperson)	Mr. Benjamin MEUNIER
Deputy University Librarian	Mr. John BAHRIJ
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
Engineering	Prof. Jie HUANG
Law	Mr. Arthur LEE
Medicine	Prof. Wai Tsz CHANG

Student Representatives:

C.W. Chu College Student Union	Mr. Sattar KADIR
Chung Chi College Student Union	Mr. Chak Fung TANG
Lee Woo Sing College Student Union	Mr. Calvin Cheuk Lam LUI
New Asia College Student Union	Ms. Ariel Siu Ching NG
S.H. Ho College Student Union	Ms. Hilary KWOK
United College Student Union	Ms. Ka Yi CHENG
Postgraduate Student Association	Ms. Shiyu ZHANG
Undergraduate Student representative	Mr. Quang Huy NGO

ACTION

LUG/62/1	<i>Welcome to Members</i> Mr. Meunier welcomed all faculty and student union representatives.	
LUG/62/2	<i>Confirmation of Minutes</i> The minutes of the 61 st meeting was confirmed without amendment.	
LUG/62/3	<i>Matters Arising</i>	
LUG/62/3/1	<u>Digital and contactless Octopus cards for printing</u> Mr. Meunier reported survey results indicating that 96% of users expect to have direct Octopus payment. However, the new follow-me MFP solutions are not sufficiently mature to support both direct Octopus payment and deposit-based payment at the same time. A Working Group formed by the Library and ITSC will review the market offering again in Nov 2024 and may consider a small-scale pilot for the new MFP solution (~10 MFP). The library is acquiring 50 new MFPs with direct Octopus payment to replace the existing MFPs in Summer 2024. Once the new 50 devices are installed, they will continue to offer Octopus payment solutions, with an option to upgrade to provide contactless Octopus payment in the future.	
LUG/62/3/2	<u>LibQual+ survey benchmark result</u> Ms. Ko presented the benchmark result of the LibQual+ survey, indicating that the CUHK Library has a higher minimum level of service that users find acceptable. Furthermore, the library achieved a higher perceived score in terms of the level of service that users believe it currently provides. The CUHK Library also received the highest score among the UGC-funded libraries, especially in the areas of “Information Control” and “Library as Place”. The CUHK users are more satisfied with the overall quality of library service compared to other UGC-funded Libraries.	
LUG/62/3/2	<u>Memo Tree</u> Ms. Ko reported that the library communicated with the Office of Student Affairs (OSA) to investigate the feasibility of setting up a memo tree in the Library. A memo tree was set up during the final examination period in Term 2 of the academic year 2023/24. This arrangement will be repeated in the future.	
LUG/62/4	<i>Library Update</i>	

LUG/62/4/1	<p><u>AI in CUHK Library</u></p> <p>Ms. Cheung reported on the adoption of AI in the library. The primary goal is to enhance the experience of users and staff, while the secondary goal is to address the requirements of teaching, learning, and research. The library has six commitments: 1) adopt transparent practices about the use of AI, 2) ensure data privacy and respect copyright, 3) promote inclusivity and prevent reinforcement of existing biases, 4) provide ongoing training for library staff, faculty and students, 5) monitor progression of AI implementation and usage, and 6) invest in AI for our library.</p> <p>Prof. Wong asked if the library would provide training for staff and students on the use of AI in their work. Mr. Ko replied that the library is partnering with HRO and ITSC to organize AI training sessions for administrative staff in July. We are also communicating with CLEAR and OSA to provide training sessions related to AI on teaching, learning, and research for teaching staff.</p> <p>Prof. Wong indicated that it would be good to have training on the use of AI Writing Detector of VeriGuide for teaching staff and students.</p> <p>Mr. Yeung asked if the library considers implementing the use of Apple AI into the workshops. Mr. Meunier replied that the AI-related training and the guidance are not tailored for any particular tools.</p> <p>Mr. Meunier suggested Ms. Ko to enhance promotion strategies aimed at students in order to ensure their awareness of the AI-related library guides and workshops.</p>	
LUG/62/4/2	<p><u>Fee Adjustment of Subscription-based Library Cards</u></p> <p>Mr. Bahrij introduced a mechanism for adjusting library card fee. Due to a cumulative increase of 5.9%, the library will apply this adjustment to the subscription-based library card fees.</p>	
LUG/62/4/3	<p><u>Chatbot for the WhatsApp-a-Librarian Service</u></p> <p>Mr. Bahrij introduced the enhanced WhatsApp-a-Librarian service with a chatbot, which is a service developed for after-hours. It will be launched at the end of June. Members are invited to try using it and provide feedback if any.</p>	
LUG/62/5	<p><i>Library Collections</i></p>	
LUG/62/5/1	<p><u>Book Fund Expenditure to Date</u></p> <p>Ms. Cheung reported the balance of the book fund as of 11 June 2024 was around HK\$265,000.</p>	

LUG/62/5/2	<p><u>Significant Acquisitions</u></p> <p>Ms. Cheung mentioned that the library continues to acquire rare books for the special collections. She highlighted four rare collections and eight electronic resources.</p>	
LUG/62/5/3	<p><u>Digital Initiatives</u></p> <p>Ms. Li reported that the library has completed the digitization of the Chinese Medicine Collection. The entire collection consists of over 400 titles in 3,000 volumes.</p> <p>The Hong Kong Drama Collection has been launched in conjunction with the exhibition on drama in June. More items from other playwrights will be digitized and released for open access soon.</p> <p>In the second phase of the Hong Kong Early Tabloid Newspapers, the library will apply AI and computer vision technologies to utilize the HOOCR for the segregation of the headings in the newspapers. It will enhance the precision and reliability of locating news headlines.</p> <p>Ms. Li reported that there are three new digital scholarship projects. They are 1) Finding the Hidden Gems in CUHK's Audio Collection, 2) Image Dataset Analysis of "Amusement News" from Hong Kong Early Tabloid Newspapers through Computer Vision and Machine Learning Algorithms, and 3) Create DH Project Website in Collaboration with the History Department.</p> <p>In collaboration with various departments, Data Hack was held from 8-10 March 2024. Over 60 registrations from CUHK students and staff in 7 teams completed the Hack. The library also organized 14 pre-hackathon workshops for participants.</p>	
LUG/62/6	<p><i>Library Services</i></p>	
LUG/62/6/1	<p><u>Research Data Management (RDM)</u></p> <p>Ms. Ko reported the RDM funds in 2022 and 2023, and the Faculty Research Data Management Incentivising Programme Fund. She also reported a series of RDM training, and the Research Data Management Week offered in 2023-2024. Data Champions is one of the new initiatives this year which was targeted for PhD students. The responses were positive and there were 14 Data Champions from eight faculties. The Data Analytics Practice Opportunity 2023/24 was opened to UG and PG students. This year, there were 7 teams consisting of 16 students. These RDM events will be organized again next year.</p>	
LUG/62/6/2	<p><u>Research Support</u></p>	

	<p>Ms. Ko reported the CUHK Open Access Publishing Plan and 17 publishers are joining this year. Springer, Taylor & Francis, and ACM are the new OA agreements in 2024.</p> <p>Ms. Ko introduced the Institutional Research Information System (IRIS) Project which is going to replace the existing system, AIMS. The current stage is the system pre-launch. This system will be launched in Jan 2025.</p> <p>There are two new subscriptions on research metrics tools, they are Altmetric Explorer and SciVal.</p>	
LUG/62/7	<i>Space and Renovation</i>	
LUG/62/7/1	<p><u>Summer Building Works - University Library</u></p> <p>Mr. Bahrij reported the library summer works in the University Library:</p> <ul style="list-style-type: none"> • Renovation works at Seminar Room (1/F, ULE) • Installation of shutters (G/F, ULE) • Replacement of vinyl flooring (G/F, UL, ULE & TKP) • Maintenance works of CCTV system (various floors) • Network cabling (7/F, TKP) • Renovation works at Learning Garden (LG/F, UL) • Solar PV panels installation on rooftop (R/F, TKP, UL & ULE) 	
LUG/62/7/2	<p><u>Summer Building Works - Lower Campus Libraries</u></p> <p>Mr. Bahrij reported the library summer works in the lower campus libraries:</p> <ul style="list-style-type: none"> • Installation of Self-pickup Station (Reading Room on G/F, Chung Chi College Library) • Carpet replacement (Chung Chi College Library) • Chilled water pipes and drainpipes replacement work (Chung Chi College Library) • Solar PV panels installation on rooftop (R/F, Chung Chi College Library) 	
LUG/62/7/3	<p><u>Summer Building Works - Upper Campus Libraries</u></p> <p>Mr. Bahrij reported the library summer works in the upper campus libraries:</p> <ul style="list-style-type: none"> • Spalling repairing and wall repainting work (New Asia College Library) • Renovation of Toilets (United College Library) • Renovation of Outdoor Reading Area (United College Library) • Installation of Solar PV system (R/F, New Asia College Library and R/F, United College Library) 	
LUG/62/7/4	<u>Summer Building Works - Law Library</u>	

Mr. Bahrij reported the library summer works in the Law Library:

- Ceiling painting exercise

LUG/62/8

A.O.B.

Mr. Wu mentioned that Shaw College conducted a survey, and some comments were received about toilet usage in the library. The Learning Garden has combined the women's restroom and the disabled restroom into a single facility. Consequently, there is only one toilet seat available, which fails to meet the demand. Throughout the exam period, female students frequently encounter prolonged waiting times to use the restroom due to the closure of other floors during nighttime. Mr. Meunier invited Mr. Wu to share the survey responses in detail for the library to follow up.

Post-meeting note:

Mr. Wu shared the following survey responses in written after the meeting. The library replied to him with the following answers via email on 8 July 2024:

Survey response	Library answer
<p>總體而言挺好的，但是有些小問題。在天氣轉涼的時候仍舊空調溫度開很低。而且進學園的女衛生間和殘疾人衛生間是一個，導致只有一個廁位，完全跟不上需求。在考試周的時候，因為晚上其他樓層關閉，經常女生要等很久才能上洗手間。<i>(Translation: Overall it's good, but there are some minor issues. During the colder weather, the air conditioner temperature remains significantly low. Additionally, the Learning Garden has combined the women's restroom and the disabled restroom into a single facility. Consequently, there is only one toilet seat available, which fails to meet the demand. Throughout the exam period, female students frequently encounter prolonged waiting times to use the restroom due to the closure of other floors during nighttime.)</i></p>	<p>謝謝您的意見。關於空調溫度的問題，預設溫度設定在攝氏 23.5 到 24.5 度之間，以適合於讀者和館藏。然而，圖書館的室內溫度難以避免地會受室外溫度影響而有所浮動。如你在特定區域感到異常寒冷，請與服務櫃檯職員聯絡。我們會通知中大物業管理處跟進。至於進學園的洗手間設施，除地庫外，地下亦設有女洗手間供 24 小時使用。此外，在上一個學期開始，圖書館應學生要求試行提早至學期中段 24 小時開放新翼 1 樓至 4 樓，女生可使用該樓層的女洗手間。</p> <p>Thank you for your feedback. Regarding the air conditioning temperature, the default temperature is in a range of 23.5-24.5 °C , which is considered suitable for both users and books. However, fluctuations in temperature may occur due to varying weather conditions. If you find a specific area unusually cold,</p>

		<p>please contact our staff, and we will inform the Estates Management Office for follow-up action.</p> <p>Regarding restroom facilities during overnight opening, there are women restrooms located on the ground floor (G/F), accessible 24 hours a day. Additionally, since last semester, the Library has arranged to open floors 1/F to 4/F of the University Library extension a 24/7 basis from mid-term, female students can access the women restrooms on those floors.</p>	
	<p>Not enough group discussion rooms during peak periods.</p>	<p>The Library has a total of 46 Group Study Rooms (GSR), of which 17 GSR are in the University Library. Each eligible user can book one session of 30 mins to 120 mins per day and up to two sessions per week. Bookings can be made up to seven days in advance. We monitor usage regularly and understand there are peak periods of high demand but also quiet periods when the existing GSR provision is not fully utilised. We will look to increase the provision of group study facilities, including flexible spaces for student groups in open plan areas, in future library refurbishments.</p>	
	<p>Sem 尾沒有足夠座位 (<i>Translation: Towards the end of the semester, there is an insufficient number of study space.</i>)</p>	<p>圖書館及位於伍何曼原樓的學習共享空間合共提供 4,346 個座位。學期期間（部分指定日子除外），進學園、位於崇基學院圖書館、新亞書院圖書館及聯合書院圖書館的閱讀室，及學習共享空間 24 小時開放，合共提供 1,033 個座位。在考試及溫習週期間，大學圖書館新翼 1 至 4 樓亦 24 小時開放，提供額外 785 個座位。我們即將有 2025 年及以後的新策略計劃，將優先就著圖書館空間的問題與大</p>	

		<p>學社區進行協商。我們已得悉你對圖書館額外空間的要求，雖然短期內無法增加座位的數量，但我們將在未來幾年尋求建立更多的學習空間。</p> <p>There is a total of 4,346 study spaces across all our libraries and the Learning Commons at Wu Ho Man Yuen Building. During the term time (except for some specified dates), the Learning Garden, the Late Reading Rooms at Chung Chi College Library, New Asia College Library and United College Library, and the Learning Commons open 7x24 which offer a total of 1,033 study spaces. During the revision and examination periods, 1-4/F of the University Library Extension will also open 7x24 providing additional 785 study spaces. As we approach a new strategic planning cycle for 2025 and beyond, we will be consulting with the community on the priorities of the university community for library space. We note your request for additional space, and whilst we cannot increase seating capacity in the short-term, we will look to develop more study space in future years.</p>	
	<p>進宿可否增加規管謝謝 <i>(Translation: Could we implement additional regulations in the Learning Garden. Thank you.)</i></p>	<p>圖書館職員會在進學園定期巡邏，如有發現違規行為會作出提醒和警告。例如，在每個學期結束後，進學園會進行全面清潔，並提醒讀者帶走個人物品，遺留下來的個人物品將按失物程序處理。歡迎您就完善我們的規管提出具體建議。如果您遇到任何與使用者行為相關的問題，請通知圖書館職員，以便即時處理。</p> <p>The Library staff patrol the Learning Graden regularly. Library</p>	

		<p>staff routinely patrol the Learning Garden area. They are instructed to remind and warn users if any misbehavior is observed. For example, during the semester-end closing, the Learning Garden will be thoroughly cleaned, and any personal belongings left behind will be collected and stored for retrieval.</p> <p>We welcome any specific recommendations you may have for improving our regulations and policies. If you encounter any issues related to user behavior in the future, please do not hesitate to inform our staff so we can address the matter promptly.</p>	
	The meeting was adjourned at 5:02 p.m.		