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# LIBRARY NEWSLETTER



## PROFILE

### • A New Section -- User Experience and Outreach

To further strengthen the Library's partnership with the University community, a new User Experience and Outreach Section was established in July 2013. This section will take up the leadership role in the followings:

- \* Gauging user needs and collecting feedbacks via a wide range of user engagement activities.
- \* Ensuring user inputs into decision making about Library services, spaces, and collections.
- \* Promoting Library services through departmental and campus-wide opportunities.
- \* Assessing the effectiveness of the Library services that meet users' evolving needs.

### • Library Bids Farewell to Nora

Mrs Nora Fung, Section Head (Access Services) will retire in November 2013, after working at the PolyU Library for more than two decades. Starting as a cataloguer, Nora has promoted as Section Head of Cataloguing in 1991. From 2010, she has been appointed as Section Head of Access Services. Nora has played an important role in building and strengthening the Library's collections and services for the benefit of students, academic, and researchers.

The Library thanks Nora's dedication all these years and wishes her a very happy and leisurely retirement!



### • Staff Promotion



Mr. William Ho has been promoted as Section Head (User Experience and Outreach) from 1 July 2013. William will lead the Library's outreach and liaison programme, and be responsible for its planning and evaluation.



Dr. Yu Chun Pong has been promoted to Section Head (Access Services), effective 1 August 2013. Pong will oversee operations of access services of library materials and media resources; also manages the Library's spatial environment to ensure that we are offering the best services.