

Check it out @ Pao Yue-kong Library

Library News

Issue No.10 April 2006

2006 Library Survey Results



BIG THANKS

1,187

to all of the students who took the time to complete the survey questionnaire and provided us with their valuable feedback. Students were asked to indicate how important various aspects of library services were, and how well we performed. We also collected students' views on issues to be addressed for future planning. In this issue, we would like to share with you the major findings of the survey results.

On a 5-point scale, 99% of the respondents are either very satisfied with or find the services provided by the Library acceptable, giving a rating of 3 or above. The result is very encouraging with the overall satisfaction rating at 3.98 which is the highest score so far among the 5 years that surveys had been conducted.

Congratulations to the Lucky Draw Winners

As a token of thanks, four 512MB Flash Drives were given out as prizes to survey participants in a lucky draw.

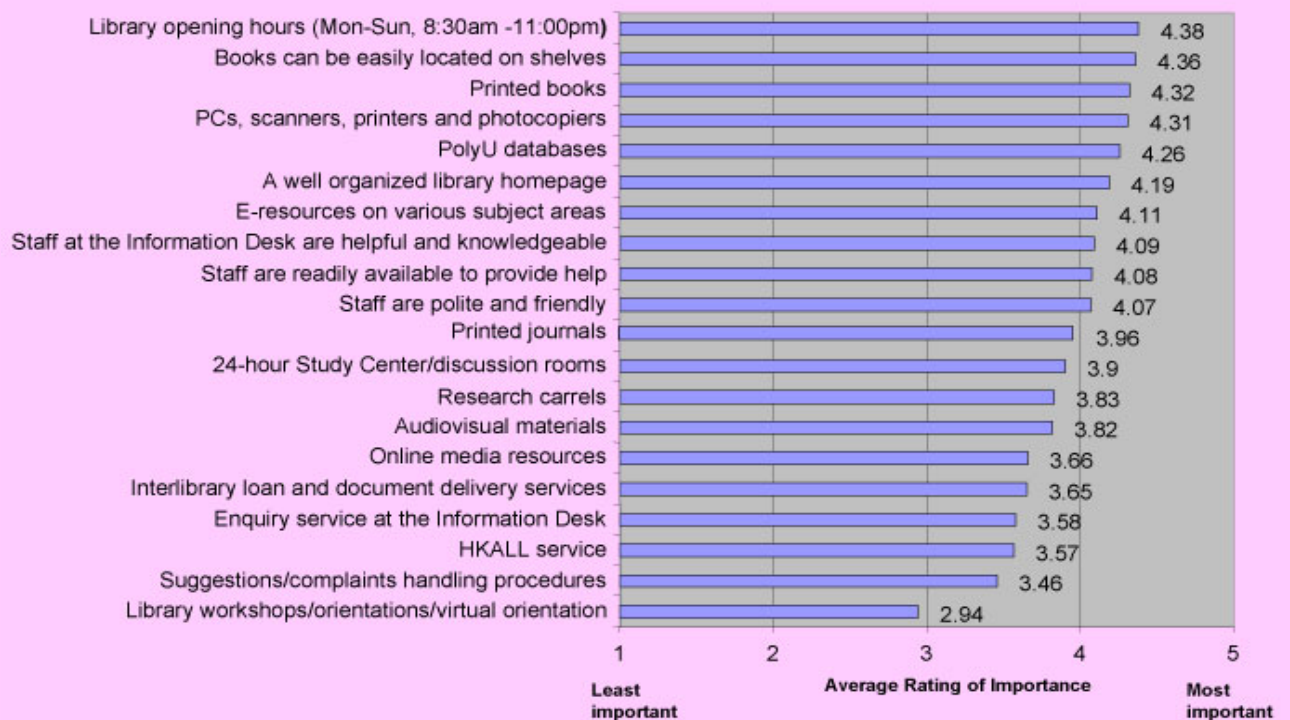




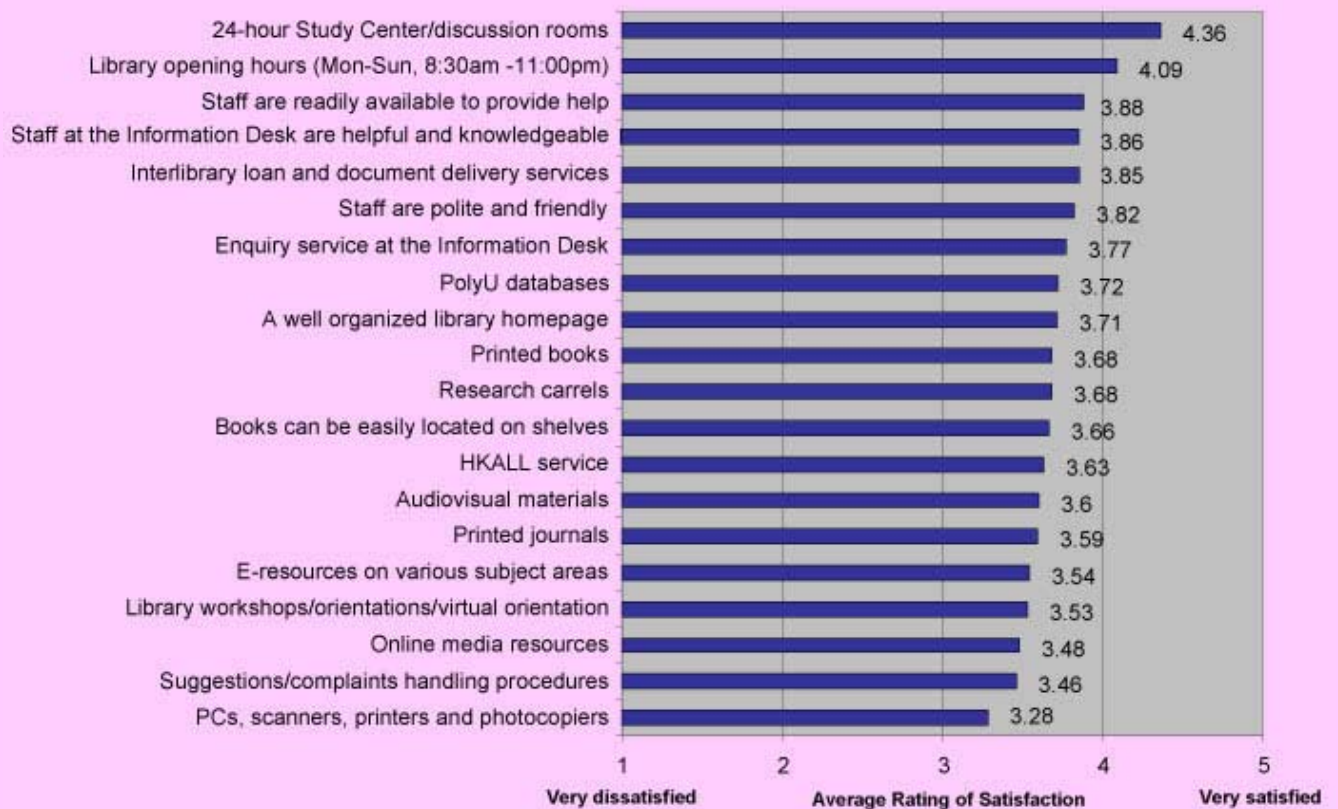
The lucky draw winners received the prizes from Mr Barry Burton, the University Librarian.

What did you tell us ?

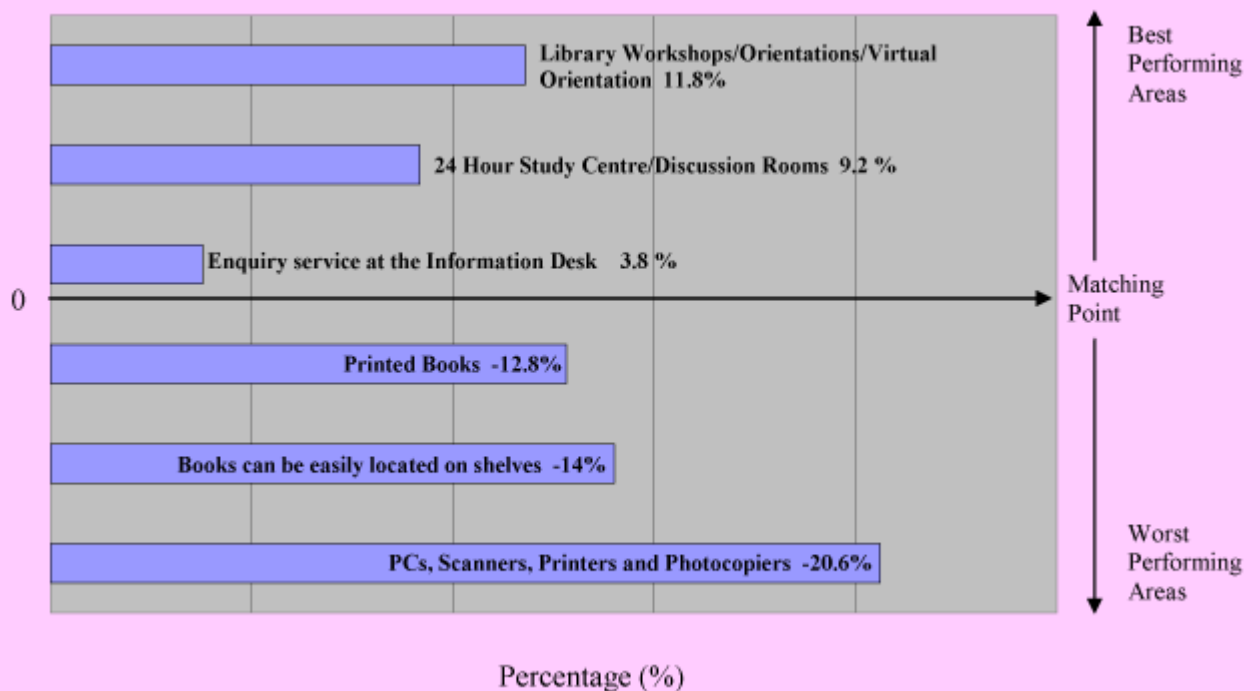
1. What matters most ?



2. What we do best ?



3. Gap between Satisfaction & Importance: The Top 3 Performance Areas & the Bottom 3 Performance Areas



We care about what you think...



Library Responses to Students' Suggestions/ Comments

Q1. It's difficult to find books easily on shelves!

A. In the past 12 months, the Library received 346 requests to find books claimed missing on shelves. About 2/3 of the cases, the Library was able to locate the requested items. For these 200 odd cases, our experience indicated that students were either unfamiliar with the call numbers, locations, book status and/or not searched in the right spot. The Library has formed a Working Group to identify in detail the causes for failing to locate books on shelves. Appropriate improvement action will be devised and implemented.

Q2. Is it possible to buy more copies of textbooks? It takes too long to wait for borrowing popular books with multiple holds.

A. According to the Library's Acquisition Guidelines, a maximum of 7 copies of textbooks will be purchased. Special requests from academic staff will be considered by the Library if funds are available. Students should note that the Library cannot possibly purchase textbooks for every student. Students should purchase their own copies of textbooks for classroom use.

As for high demand items, the Library reviews weekly items with 4-holds and above. Additional copies for Reserve and Circulation will be purchased in priority, if appropriate.

Q3. Photocopiers and printers are inadequate and of poor quality. The number of scanners is not enough too.

A. The Library is in the process of replacing 10 old copiers with multiple function and duplex copiers. LAN printers will also be extended to the 5/F and 1/F. If space allows, additional scanners will be added to the Serials Section (5/F) and Media Services Section (3/F). Scanners with staff support are already available on the Ground Floor. We will also work on improving the signage and user instructions of various types of equipments.

Q4. Would you consider adding more PCs with Microsoft application?

A. Students should note that a considerable number of PCs with Microsoft application are already provided by the Media Services Section. We will increase the number as far as space allows. However, students should note that Library PCs are primarily for searching of library resources only. To work on their assignments, students should use the PCs in ITS' computer centres.

Q5. Please improve the ventilation and lighting of the building. It's very stuffy...lights are too dim. Washrooms are dirty.

A. Though the building environment is often cited as an area of concern by students, the Library also noted that many students thought the Library is offering a comfortable environment/study atmosphere, saying that it is one of the 3 things they like most about us.

The Library is a busy place, with an admittance count of over 2.8 millions in 2004/05. With such a large user population, the Library has spent great efforts and resources to ensure that a clean, safe and comfortable study environment be provided to our users. Many building enhancement projects have been done, such as the installation of the rooftop chillers for ventilation improvement, a lighting enhancement exercise to be commenced this summer to enhance air diffusers where necessary, etc. FMO is constantly monitoring the contract workers to ensure that toilets are thoroughly cleansed after each visit paid by the workers. Students can be ensured that we will continue to work with CDO/FMO to improve the building environment.

Q6. More books please, particularly in areas such as art, music, sports, design, novels and Chinese books.

A. The Library has purchased over 34,000 monograph volumes in 2004/05. Subject to funding availability, single copy of books on specific areas outside the PolyU syllabi will be acquired where appropriate. For Chinese books, the Library has acquired over 5,000 volumes as of February 2006. A further 2,000 Chinese books will be added before June. The intake of Chinese books in the current year has increased by 28% in comparison with the previous year.

Q7. We need to print PowerPoint multi-slides on a single page. Can you help?

A. All the new LAN printers installed on G/F, P/F, and 4/F and most of the Library's laserjet printers are installed with the PCL6 and PS printer drivers. By selecting the appropriate printer driver, users can print multi-slides on a single page. The Library also has a plan to add new LAN printers on 5/F and 1/F, so that LAN printing will be available on all floors of the Library. The Library will also improve the instruction guides for printing slides.

Q8. Would you allow use of mobile phones in the back staircase?

A. Yes. In view that 70% of the respondents voted in favour, the Library will allow mobile phones in the back staircase. However, please be reminded that mobile phones are still not allowed in other parts of the library building (except the back staircase and 24-hour Study Centre/Discussion Rooms during library opening hours). Please be considerate and remember to switch your mobile phones to silent mode before entering the Library. Students are also reminded that the 24-hour Study Centre is used solely for self-studying after the Library is closed. No discussion, talking or mobile phone is allowed.

New Acquisitions: Selected Titles

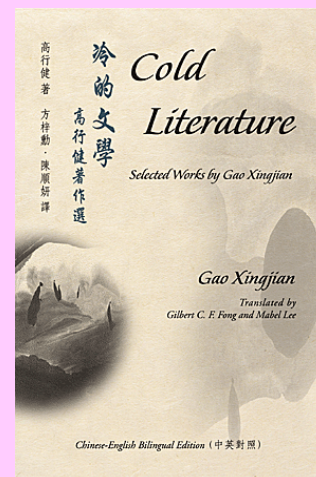
冷的文學：高行健著作選

高行健著；方梓勳，陳順妍英譯

香港：中文大學出版社，2005

《冷的文學》首度合編方梓勳及陳順妍的英文譯著，所有譯文均經重新修訂，部份更為初次問世。高氏的語言透現意美和樂美，妙譯英語，亦可作如是觀。

摘要



Visual Research Methods
Edited by Peter Hamilton
London: Sage Publications, 2006

This collection brings together the contributions of key writers within both the symbolic and empirical research traditions, presenting the most influential statements on visual research methods and the central debates about visual culture in a diversity of fields.

Abstract

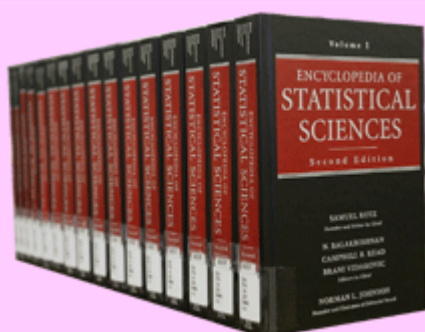
Quantitative Social Science

Edited by Jacqueline Scott and Yu Xie

London : Sage Publications, 2005 [4-volume set]

This Four-Volume Set constitutes the core of our understanding of contemporary societies, human behaviours, social institutions, and their evolutions in history. The demand for high-quality numerical and statistical social research is expansive and increasing. Often, advances in quantitative methods are discipline specific, and the cross-fertilization of ideas is poor.

Abstract



Encyclopedia of Statistical Sciences

Founder and editor-in-chief, Samuel Kotz;

editor-in-chief, N. Balakrishnan, Campbell

Read, Brani Vidakovic

NJ: Wiley, c2006

[10-volume set]

This new edition (available in both print and on-line versions) is designed to bring the encyclopedia in line with the latest topics and advances made in statistical science over the past decade--in areas such as computer-intensive statistical methodology, genetics, medicine, the environment, and other applications.

Abstract/Review

空間之旅：香港建築百年

陳翠兒, 蔡宏興主編

香港：三聯書店(香港)有限公司, 2005

本書以百年建築的發展過程為徑，如圍村、殖民地建築、唐樓、洋樓、公營房屋以及私人大型屋苑等；以個別建築類型為緯，如商業建築、教堂建築、公共建築、水上棚屋、交通交匯等，試圖穿越時空，引領讀者逐一領略香港建築背後的故事和設計者的巧思。

摘要



香港禮賓府 Hong Kong Government House

[Bilingual edition in English and Chinese]

楊春棠編

香港：香港大學美術博物館, 2005

全書分8個章節，除介紹禮賓府內的員工和工作外，也有到訪賓客和賞花市民的活動。此外，書中載有禮賓府內舉行的宴會與茶式，令大家一睹禮賓府的運作。

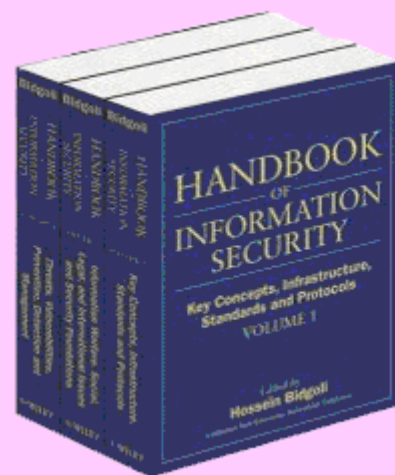
[There are 8 chapters and 260 pictures, covering its history, functions, facilities, staff, guests, visitors, events and banquets.]

摘要

[Handbook of Information Security](#)

Editor-in-chief, Hossein Bidgoli
N.J. : John Wiley & Sons, c2006
[3-volume set]

The Handbook of Information Security is a definitive 3-volume handbook that offers coverage of both established and cutting-edge theories and developments on information and computer security. The text contains 207 articles from over 200 leading experts, providing the benchmark resource for information security, network security, information privacy, and information warfare.



[Abstract/Review](#)



[導演視野：遇見250位世界著名導演](#)

Geoff Andrew 著；焦雄屏譯
台北市：麥田出版，2005
[全書兩冊]

本書的主旨在於：250位創作者如何用電影敘事的特殊文法要素——構圖、燈光、攝影機移動、色彩、剪接、聲音、場景——來表達其「視野」。

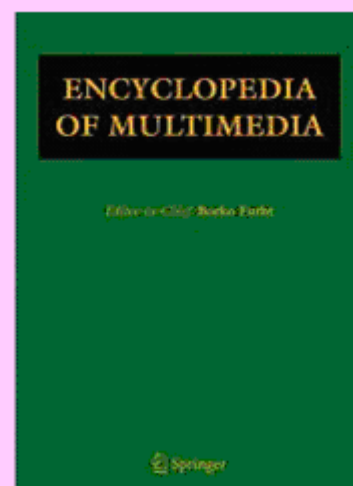
[摘要](#)

[Encyclopedia of Multimedia](#)

Editor-in-chief, Borko Furht
London : Springer, c2006

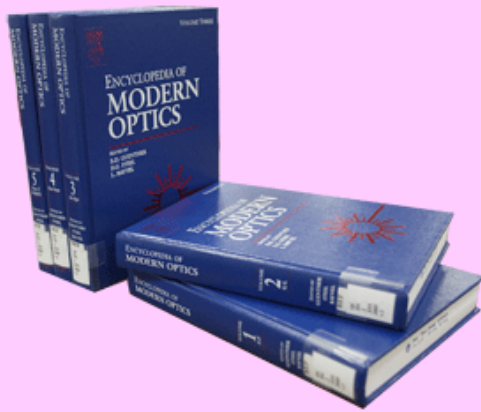
It is a comprehensive collection of more than 250 entries from hundreds of leading researchers and world experts. With over 1000 heavily-illustrated pages, the Encyclopedia of Multimedia presents concise overviews of all aspects of software, systems, web tools and hardware that enable video, audio and developing media to be shared and delivered electronically.

[Abstract](#)



[Encyclopedia of Modern Optics](#)

Editor-in-chief, Robert D. Guenther;
editors, Duncan G. Steel, Leopold Bayvel
Amsterdam : Elsevier Academic Press, 2005
[5-volume set]



Subjects covered: light and optics, lasers, optical fibers, and optical fiber systems, optical materials, and LED's, and applications of all these in control and manufacturing, data processing and storage, applications in environment, engineering, defence, ocean study, medicine and biology.

[Abstract/Review](#)

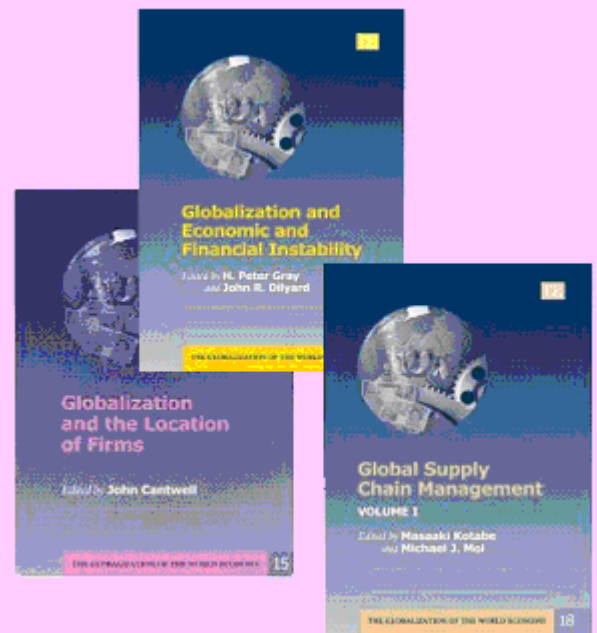
[Globalization of the World Economy](#)

MA : Edward Elgar Pub, 2006

[A multi-volume series]

This major series is an essential reading source for students, researchers and professors in economics and international political economy. It presents, by theme, an authoritative selection of the most important articles on globalization – an area that is attracting increasing interest in both advanced and developing economies.

[Abstract/Review](#)



New Colour Copier/Printer at Photocopying Unit (G/F)

!! Must try !!

New state-of-the-art colour copier/printer is now available at the Photocopying Unit on G/F. You can enjoy print service as fast as 50 copies per minute and at the old competitive price of \$3 per A4/A3 copy. Double-sided copying function is available too!



One Day at Media Services (Part 2)

Hi, this is Priscilla again. There are so many good finds at Media Services that I could not cover them all in the previous issue of the newsletter. I will continue to share with you the treasure hunt in this issue.

Facility highlights

If you are expecting only audio visual materials at Media Services, expect more. Because, to help you with your study and research, Media Services has been offering wireless LAN cards, computers equipped with MS Office, printers, and microform printing for your convenience.

1) Wireless LAN cards available for loan

Nowadays, everything is going wireless - your PDA, your Blackberry, and so is your notebook computer. Want to enjoy the mobility of wireless online experience but forget to bring your

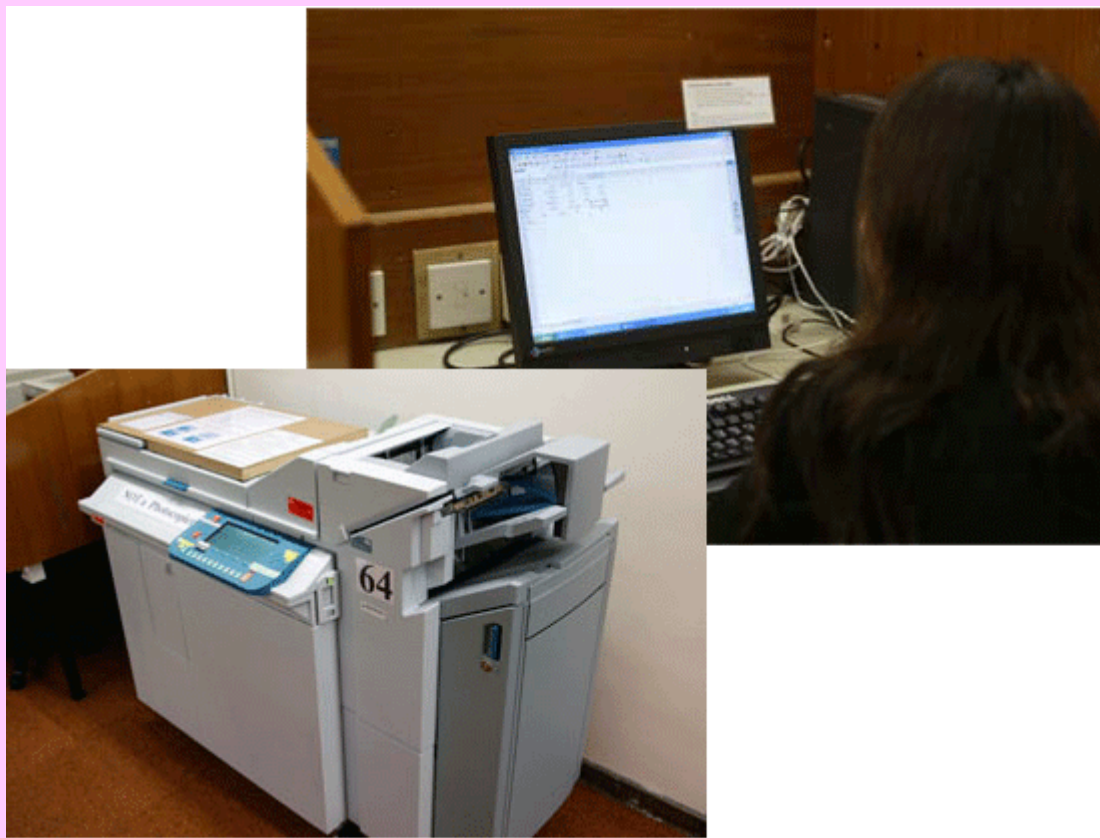
wireless LAN card or do not have one? The answer is to come to the Media Services counter, where wireless LAN cards are available for loan. However, do remember to return the LAN card within the 3-calendar-day loan period, or you will have to pay HK\$30 fine for each day's delay.



Borrow a wireless LAN card at Media Services and enjoy a mobile online experience.

2) Printer and MS Office ready

A number of computers in Media Services are equipped with MS Office applications and connected to a network printer, so that you can save and print your ideas when you are browsing on the web or viewing the audio or visual files on PCs. However, in order not to inconvenience your fellow students, please use the PCs provided in the ITS Computer Labs if you need to use the PCs for an extended time or for doing your assignments.



A number of computers at Media Services are equipped with MS Office applications and connected to a network printer.

Collections

If collection is the core and fundamental of a library, then it is definitely worth mentioning that Media Services has some of the biggest TV programmes and slide collections among Hong Kong academic libraries. You may also be interested in checking out some precious specialty collections as well.

1) Slide images and TV programmes

Media Services' Slide Collection - containing over 260,000 slides - provides a sizable image library for students in Art and Design, Textile and Fashion, Architecture, and other majors. The image library has turned digital since five years ago. All the images added since then are available in CD-ROMs, which is located next to the Slide Collections. The collection of TV programmes covering over 20,000 news and public affairs programmes from ATV, RTHK, TVB and Cable TV produced since early 1980s also provides a useful resource for teaching and research.



Need inspiration for your social science or design projects? Come check out the slide image and local TV programme collections.

2) Fabric books

Media Services' collection is not only big in size but also superb in quality. There, you can find the "Peclers Fashion Trend Books", a well known publication in the fashion industry showing real fabrics of the trend. But good things always come with a price. They are so expensive and hard to replace that we can only use it within the Media Services Section.



You can find the highly acclaimed fashion publication, "Peclers Fashion Trend Books", in the PolyU Library.

3) Movies

Last but not the least is the movie collection which is no doubt one of the most popular services in the Media Services Section. The collection now holds almost 2,700 non-Chinese movie titles and nearly 700 Chinese movie titles.



Library etiquette

The popularity of the movie loan service grows as the size of its collection expands. Staff at Media Services need to perform the checkout procedures and records need to be done before a movie video could be checked out; therefore, users' patience will be a big help to the busy staff at the service counter.



The movie collection is one of the most popular among users.

[TOP](#)

