



Steering Towards the Preferred Future

2008
2009
2010
2011
2012

Pao Yue-kong Library,
Hong Kong Polytechnic University

Strategic Plan 2008-2012

A Message from the Librarian

The University Library now has two clear presences: a physical and also a virtual presence. It is apparent that library users still wish to use both presences. Having access to both the physical and the virtual enables all library users to gain very powerful solutions to their information needs. It is also clear that user information behaviors are evolving, so our services and infrastructure must also evolve at the same time to meet those changed preferences in an era of challenge.



The Library has a strong focus on planning for the future. The time, resources and energy devoted to the Scenario Planning process has enabled the University Library to create its Preferred Library Scenario. This has, of course, drawn on enormous and thoughtful contributions from the University community and Library staff. Further and importantly, it is the scenario which was identified by, and for, University community.

The Preferred Library Scenario is now the benchmark against which our plans and actions can be measured against. With the new Library Strategic Plan serving as our blueprint, the University Library is working carefully toward the achievement of that new Library in 2011.

A handwritten signature in black ink, appearing to read 'Steve O'Connor'.

Steve O'Connor
University Librarian

3 Oct 2008



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Setting the Scene



Our Customers: The Hong Kong Polytechnic University (PolyU) is the largest tertiary institution in Hong Kong in terms of number of students. In the 2007-08 academic year, total student enrolment reached 28,529 by headcount. A wide range of courses at different levels are offered by the 6 Faculties and 2 Schools. As of 30 June 2007, the University has over 1,000 teaching staff.

Physical Fabric: Opened in 1977, the Pao Yue-kong Library Building is a six-storey purpose-designed building with an area of 16,662 square metres, providing over 3,600 study spaces. To meet the diverse needs of a new generation of users, the Library is engaging in a process to remodel its physical fabric to allow for more flexibility and collaboration in learning styles.

Print Resources: The print collection now exceeds 1.2 million, to which more than 40,000 volumes are added annually. Over 4,700 active print serial titles are held in the Library. As the Library further increases its collaborative efforts with other university libraries in Hong Kong, more of the print collection will move into a shared single-copy robotic repository.

Digital Resources: The Library provides Internet access to over 32,000 unique full-text electronic journal titles, 220,000 electronic books, 600 databases and a wide array of digital multi-media and e-learning programmes. 88% of the serial titles which the Library takes are only made available in electronic format.

Staffing Resources: The Library has a staff establishment of 150, of which twenty-five are professional librarians.



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Vision & Mission



Vision

To be the 'Learning Hub' of the University, achieving excellence and contributing strongly to intellectual inquiry and knowledge creation in the University

Mission

Our mission is to actively enhance learning and research by providing a flexible and stimulating study environment, seamless and timely access to high quality information resources, with efficient and innovative services delivered by knowledgeable and creative staff. We are committed to empowering the University community with skills essential to academic excellence and life-long learning.



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Strategic Objectives & Goals

The Library's Strategic Objectives are designed to be in alignment with the Strategic Plan of The Hong Kong Polytechnic University 2008/09 - 2011/12.



Objective 1 – Collection Development

To enhance the Library collection in support of the University's educational and research missions, with particular emphasis on developing outstanding research collections to support high-quality research of international excellence.

- Ensure better coordination in the integrated print and digital collection linking and supporting the University curriculum and research, and the wider use of blended-learning.
- Strengthen the Library's collections supporting University strategic development of areas of excellence.
- Target special purchases to support the new 4-year undergraduate degree programmes, foundation year and co-curricular programmes.
- Seek to provide adequate library resources for programme accreditation by each University discipline.
- Measure collection adequacy, levels and usage of collection to identify and fill-up collection gaps in a digital and collaborative environment.
- Engage stakeholders in collection development by hosting publishing industry development talks to University Communities on a regular basis, and further improving online book recommendation and notification system.
- Pursue the feasibility of establishing JURA (Joint University Research Archive) for enhanced access to lower use research materials.
- Pursue additional consortial opportunities to achieve cost efficiency and further benefits for our user population.
- Understand the relationship between our print and digital collections and seek ways to better plan and manage these resources in a coordinated fashion to reduce duplication and to extend the range of book and serials titles.
- Develop partnership with local and regional information providers in resource sharing.



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Objective 2 – Learning and Teaching Engagement

To offer services and a flexible environment for students to achieve academic excellence and to acquire the skills needed for lifelong learning and personal growth.

- Plan for the staged introduction of credit-based Information Literacy programmes, in collaborating with academic departments on course design and delivery.
- Ensure the greater integration of information resources into course design/delivery.
- Develop a platform with adapted use of Web 2.0 features to enhance online interaction with users and delivery of information services.
- Establish partnerships with other PolyU departments, such as EDC, to integrate learning assessment in Library's information literacy programmes.
- Support academic departmental accreditation processes by producing supporting documents/statistics and conducting tour/demonstration to accreditation panel.
- Enhance library workshops, services and resources for local, mainland China and international students.
- Intensify training of front-line and roving staff on the use of electronic tools and reference resources to provide timely assistance to users.
- Liaise closely with FMO, CDO and HSEO to ensure flexible collaborative learning environments for learning in support of the University's strategies on student development and campus development.
- Create flexible and innovative learning environments to support individual and group learning.
- Complete a Design Brief or Master Plan to optimize the use of Library space for learning and research purposes.



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Objective 3 – Research Enhancement

To source and provide information products and services to enhance the University research activities, knowledge creation, transfer as well as innovation.

- Raise the University's scholarly profile, both locally and internationally, by establishing and growing a PolyU Institutional Repository (IR) to capture, archive and publicize University's academic accomplishments for open access on the Internet.
- Pilot with selected academic departments to promote open source publishing and the availability of research publications on the web.
- Create social and informational spaces which are informative, research friendly and responsive to discipline interests.
- Apply the latest and effective technologies providing integrated one-point of access to information resources; and empower researchers with a multi-platform search engine and knowledge discovery tools.
- Identify and support the research needs of academic staff by strengthening the role of the Faculty Librarian Team to collect researchers' feedbacks, and to harvest research information from the Faculties to support collection development, policy direction and IR growth.
- Conduct tailor-made and advanced workshops and seminars on using all information resources to conduct research effectively and efficiently.
- Collaborate with ITS to provide seamless remote access to electronic resources with a user-friendly client-free authentication mechanism.
- Present a unified approach to the Library's created digital resources and to economize on technological and staffing resources.



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Objective 4 – Communication & Promotion

To strengthen communication with all key stakeholders and further promote the Library's products and services to students and staff.

- Develop a marketing program to raise the profile of the Library, its services and information resources among students, staff, alumni and the wider community.
- Conduct regular user group meetings, web surveys and interviews to solicit feedbacks on current Library services and opinions on future initiatives for the Library.
- Achieve coordinated publicity or marketing of major library initiatives via webpage, Library Newsletter, exhibitions and other innovative means to promote active participation and awareness from stakeholders.



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Objective 5 – Partnership Development

To deepen the Library's participation in collaborative efforts and partnership with Chinese mainland, local and overseas institutions in resource development, service delivery and technological initiatives.

- Enhance strategic alliance and deep collaboration with other UGC university libraries in realizing a variety of JULAC initiatives.
- Further strengthen collaborative efforts with partner Mainland academic libraries via staff exchanges, interlibrary loans, and professional consultation services and strengthen the book approval programme with Tsinghua University Library and one-million book program.
- Establish partnerships with relevant PolyU teaching support centres to ensure that students have the best learning experience possible.



Objective 6 – The Skilling of Our People

To prepare Library staff to support new library initiatives and adapt to changes necessary to meet current and future user's needs.

- Establish a means to understand and prepare Library staff for the present and future skills required across the whole organization.
- Create a Staff Development Programme across all levels of library staff aimed at achieving the Preferred Library Scenario.



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