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OUR VISION

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

OUR 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.
# Opening Hours

**Normal Term Time**
- **Monday - Saturday**: 8:30 a.m. - 11:00 p.m.
- **Sunday**: 12:00 p.m. - 10:00 p.m.
- **Public Holidays**: Closed

**Examination Period**
- **Monday - Sunday**: 8:30 a.m. - 11:00 p.m.
- **Public Holidays**: 8:30 a.m. - 11:00 p.m.

**Summer Break**
- **Monday - Friday**: 8:30 a.m. - 10:00 p.m.
- **Saturday**: 8:30 a.m. - 7:00 p.m.
- **Sunday & Public Holidays**: Closed

Closing time in the Library begins 15 minutes before the posted closing hour. Late-comers will not be admitted after closing procedures start. No borrowing is permitted 5 minutes before the Library closes.

Details of opening hours during examination periods, summer break and public holidays will be announced in advance via the Library Hotline, posted on the Library’s Homepage, and at the entrance to the Library.

Arrangements for Library opening/closure during Black Rainstorms and Typhoons are available from the Library Homepage: [http://www.lib.polyu.edu.hk/special_hours](http://www.lib.polyu.edu.hk/special_hours).
The University Library (Pao Yue-kong Library) was established on August 1, 1972 to serve the then Hong Kong Polytechnic. Between 1973 and 1976, Library services were provided at two centres, one at the present University site at Hung Hom and one at the Quarry Bay Centre. The two centres were consolidated when they were moved to the present Library Building in 1976. The modern Library Building is a six-storey purpose-designed building with an area of 16,662 square metres, providing approximately 3,600 study places. The Library also houses a 24-Hour Study Centre, group discussion rooms, teaching and learning labs for library instruction classes, group rooms for use of audio-visual materials, study carrels for private study, and a special room for the visually disabled.

The Library comprises one of the largest collections of scientific, engineering and business materials in East Asia. Other areas of strength are information technology, computing, nursing, textiles and design. The present holdings exceed 2.4 million items, to which more than 24,000 volumes are added annually. Around 2,700 active print serial titles are held in the Library. Via the Internet, the Library also provides round the clock access to near 46,000 unique full-text e-journal titles, over 370,000 e-books, and a wide array of multi-media and e-learning programmes. The Library also maintains several special collections and self-developed databases, including a comprehensive Standards Collection, the PolyU Examination Paper Database, a Digital Image Gallery and a Slide Collection. In addition, the Library provide access to a unique and heavily used collection of over 28,900 local Chinese and English language television programmes.

The Library is committed to provide world-class client-centred information resources and services to our users. This Handbook will help you to become familiar with our services and also to explore the wealth of materials available in the Library and beyond. If you need assistance, experienced professional librarians are always at hand at the Research Help Desk to offer help in a variety of ways.
LIBRARY RESOURCES

BOOKS & PERIODICALS
Over 1.2 million books in all languages are arranged on the shelves in classified order in the Circulation Collection. Please refer to the Location Guide on p.9 of this Handbook to locate materials by call numbers.

The Serials Collection includes journals, annuals, irregular serial publications and newspapers. Serials and newspapers (back issues) are housed on the 5/F. Some popular magazines and current local and international newspapers are available at the Current Awareness Centre on the P/F. For enquiries, please call the Circulation Counter (P/F) at 2766-6864.

RESERVE BOOK COLLECTION
The Reserve Book Collection in semi-closed stacks contains books listed in the Textbooks and Reference Books Lists, supplementary reading materials recommended by teaching staff as well as study packs for external examinations. All reserve books are available for short loans only and they are housed on the Podium Floor.

AUDIO-VISUAL COLLECTION
Almost 80,200 sets of audiovisual materials are housed in the Media Services (3/F). The following collections are accessible online:

• Video-on-Demand
• Online Audio Libraries
• Digital Image Gallery

ELECTRONIC RESOURCES
The Library provides 24-hour Internet access to a wide range of e-resources. Users can directly access these e-resources via the Library Homepage, which include near 46,000 unique full-text e-journal titles, over 370,000 e-books, and a wide variety of multi-media materials and useful reference tools.
REFERENCE COLLECTION
The Reference Collection contains handy and useful tools such as encyclopaedias, handbooks, gazetteers, yearbooks, directories, statistical sources and country data. Reference materials are not for loan normally and should be consulted in the Research Enhancement Centre (3/F). The Library also provides 24-hour online access to a wide variety of electronic references at http://www.lib.polyu.edu.hk/databases.

STANDARDS COLLECTION
The Collection provides access to major industrial standards kept in closed stacks. e-Versions of selected national and international standards are also available via Australian Standards and IHS Standards Expert.

EXTERNAL EXAM PAPERS
The Collection houses a great variety of curriculum related external examination papers and their suggested answers.

POLYU REPOSITORIES

 PolyU Course Schemes (Electronic)
The PolyU Course Scheme Database, which is also available via the Library Homepage, provides current course schemes received from faculties or departments.

 PolyU Examination Papers (Electronic)
The PolyU Examination Paper Database, which provides access to past examination papers of the University via the Library Homepage, is continuously updated with newly received examination papers from departments.

 PolyU Theses and Dissertations (Electronic & Print)
According to University regulations, all students are required to deposit their master’s theses or doctoral dissertations in the University Library. To facilitate access to these research works, the Library will digitise these theses and dissertations for access via the Internet. The intellectual property and copyright of students’ works are governed by the University Intellectual Property Policy.

Printed copies, citations with abstracts and full-text images of the theses and dissertations of postgraduate students can be accessed via the following means:
Printed Theses Collection
Kept in closed stacks, the Printed Theses Collection comprises the complete set of bound PolyU theses and dissertation collection, plus theses from other sources. Materials from the Printed Theses Collection are not available for loan, and can be consulted at the Circulation Counter on P/F of the Library.

PolyU Electronic Theses (1990+)
Bona fide library users can access the full-text images of PolyU theses and dissertations from 1990 onwards.

PolyU Institutional Repository (Electronic)
The PolyU Institutional Repository is a digital archive initiated by the Library. It collects, showcases, preserves and enhances the discovery of the research and scholarly output created by the PolyU researchers and scholars. The PolyU IR is open to web search engines and services.

University Collection (Print)
It comprises materials published or issued by the University or of special interest to the University.
LOCATION GUIDE TO LIBRARY RESOURCES

Pao Yue-kong Library

COLLECTIONS
- Audio Visual Collection
- Learning Programmes
- Local Government Programme
- Maps
- White Windows
- Circulation Collection
- Catalogue A-Z
- Catalogue 1-2
- Catalogue 3-4
- Poly/Video
- Reference Collection
- Reserve Collection
- Study Carrels
- Project Spaces
- Group Study Rooms
- Media Services
- Group Discussion Rooms
- Imaging Services
- Multimedia Labs
- Photocopying
- Photocopying Unit
- Photocopying Room
- Outfit Study Rooms
- Research Enhancement Centre
- Information Services
- Information Commons
- IT Lounge
- Research Help Desk
- ARC Service Rooms
- Service & Technical Support Desk
- Training & Learning Lab 1 & 2

SERVICES / FACILITIES
- Access Services
- Circulation Counter
- Browsing / Study / Reference
- Internet Services
- 24-hour Study Room
- Current Literature
- New Book Display
- Newspaper
- Current Issues
- Popular Fiction
- Project Rooms
- Library
- Group Study Rooms
- Lab Centre
- Media Services
- Group Discussion Rooms
- Imaging Services
- Multimedia Labs
- Photocopying
- Photocopying Unit
- Photocopying Room
- Outfit Study Rooms
- Research Enhancement Centre
- Information Services
- Information Commons
- IT Lounge
- Research Help Desk
- ARC Service Rooms
- Service & Technical Support Desk
- Training & Learning Lab 1 & 2

www.lib.polyu.edu.hk
FINDING LIBRARY MATERIALS

SEARCHING THE LIBRARY CATALOGUE / ONESearch DISCOVERY PLATFORM

Users can access the Library Catalogue or the new OneSearch discovery platform to search Library resources in all formats, check loan records and place book reservations and online renewals. Users can also perform searches anywhere anytime with wifi-enabled smartphones.

REMOTE ACCESS TO LIBRARY ELECTRONIC RESOURCES

PolyU students can access most of the Library’s electronic resources remotely by logging in with their NetID and NetPassword. Please visit the Library Homepage (http://www.lib.polyu.edu.hk/usinglib/remote_access) for guides and instructions.

COLLECTION HIGHLIGHTS & NEW ADDITION LISTS ONLINE

The Collection Highlights introduces the new resources available in the Library, including books, av materials, e-resources and also e-learning materials. In addition, a list of new books which are on display for the current week and the previous week and a list of new av materials can be retrieved online from the Library Catalogue. Both lists are arranged in broad subject areas in the Library of Congress Classification order. The list of new serials, updated monthly, is arranged alphabetically by title.

NEW BOOK DISPLAY

Every Monday, newly acquired and catalogued books are put on display shelves at the Current Awareness Centre on the P/F. They are usually displayed for one week. Reservations for these new books can be made on the Library Catalogue.

NEWSPAPERS

Current local and international newspapers are kept at the Current Awareness Centre (P/F). Old newspapers, together with the some current serials, are housed in RoomL501 on 5/F.
The Library uses the Library of Congress Classification scheme to arrange its materials. The following gives an outline of the main subject divisions of the Library of Congress Classification.

A

General Works includes:
AE Encyclopedias
AS Academies and Learned Societies
AY Yearbooks, Almanacs, Directories

B
Philosophy, Psychology, Religion

C
Auxiliary Sciences of History:
Archaeology, Archives, Numismatics, Biography

D
History (other than American)
DS History of Asia
701-799 China
796.H7 Hong Kong

E-F
American History (F includes Canada, Mexico, South America)

G
Geography (General), Atlases, Maps
155 Tourism
GA Mathematical Geography, Cartography
GB Physical Geography
GC Oceanography
GF Human Ecology
GN Anthropology
GR Folklore
GT Manners and Customs (General)
GV Recreation, Sports

H
Social Sciences
HA Statistics
HB Economic Theory
HC Economic History and Conditions by Country
426-430 China
470.3 Hong Kong
HD Economic History and Conditions, Land Use, Agriculture, Industry, Labor
28-88 Management
HE Transportation and Communication
HF Commerce: Business
5410-5418 Marketing
5601-5689 Accountancy
5801-6182 Advertising
HG Finance: Money, Banking, Investment, Insurance
HJ Public Finance: Revenue, Taxation, Expenditure, Public Credit, Local Finance
HM Sociology
HN Social History and Conditions, Social Problems, Social Reform
HQ Social Groups: Family, Marriage, Woman
HS Societies: Secret, Benevolent, etc.
HT Communities, Classes, Races
HV Social Pathology, Social and Public Welfare, Criminology
J Politics and Government
<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RD</td>
<td>Surgery</td>
</tr>
<tr>
<td>RE</td>
<td>Ophthalmology including Ophthalmic Optics</td>
</tr>
<tr>
<td>RF</td>
<td>Diseases of Ear, Nose and Throat</td>
</tr>
<tr>
<td>RG</td>
<td>Gynecology and Obstetrics</td>
</tr>
<tr>
<td>RJ</td>
<td>Pediatrics</td>
</tr>
<tr>
<td>RK</td>
<td>Dentistry including Dental Technology</td>
</tr>
<tr>
<td>RL</td>
<td>Dermatology</td>
</tr>
<tr>
<td>RM</td>
<td>Therapeutics including Occupational Therapy, Physiotherapy, Pharmacology</td>
</tr>
<tr>
<td>RS</td>
<td>Pharmacy and Materia Medica</td>
</tr>
<tr>
<td>RT</td>
<td>Nursing</td>
</tr>
<tr>
<td>RV</td>
<td>Botanic, Thomsonian and Eclectic Medicine</td>
</tr>
<tr>
<td>RX</td>
<td>Homeopathy</td>
</tr>
<tr>
<td>RZ</td>
<td>Other Systems of Medicine</td>
</tr>
<tr>
<td>S</td>
<td>Agriculture (General)</td>
</tr>
<tr>
<td>SB</td>
<td>Plant Culture</td>
</tr>
<tr>
<td>SD</td>
<td>Forestry</td>
</tr>
<tr>
<td>SF</td>
<td>Animal Culture</td>
</tr>
<tr>
<td>SH</td>
<td>Aquaculture, Fisheries</td>
</tr>
<tr>
<td>SK</td>
<td>Hunting Sports</td>
</tr>
<tr>
<td>T</td>
<td>Technology (General)</td>
</tr>
<tr>
<td>TA</td>
<td>Engineering (General), Civil Engineering</td>
</tr>
<tr>
<td>501-625</td>
<td>Surveying</td>
</tr>
<tr>
<td>1500-1820</td>
<td>Applied Optics</td>
</tr>
<tr>
<td>TC</td>
<td>Hydraulic Engineering</td>
</tr>
<tr>
<td>TD</td>
<td>Environmental Technology, Environmental Protection, Sanitary Engineering</td>
</tr>
<tr>
<td>TE</td>
<td>Highway Engineering, Roads and Pavements</td>
</tr>
<tr>
<td>TF</td>
<td>Railroad Engineering and Operation</td>
</tr>
<tr>
<td>TG</td>
<td>Bridge Engineering</td>
</tr>
<tr>
<td>TH</td>
<td>Building Construction</td>
</tr>
<tr>
<td>TJ</td>
<td>Mechanical Engineering and Machinery</td>
</tr>
<tr>
<td>TK</td>
<td>Electrical Engineering</td>
</tr>
<tr>
<td>7800-7895</td>
<td>Electronics, including Computer Hardware</td>
</tr>
<tr>
<td>9001-9401</td>
<td>Nuclear Engineering</td>
</tr>
<tr>
<td>TL</td>
<td>Motor Vehicles, Aeronautics, Astronautics</td>
</tr>
<tr>
<td>TN</td>
<td>Mining Engineering, Metallurgy</td>
</tr>
<tr>
<td>TP</td>
<td>Chemical Technology including textile bleaching, dyeing, printing, etc.</td>
</tr>
<tr>
<td>TR</td>
<td>Photography, Applied Photography (Photogrammetry), Photomechanic Processes</td>
</tr>
<tr>
<td>TS</td>
<td>Manufactures</td>
</tr>
<tr>
<td>1300-1865</td>
<td>Textiles</td>
</tr>
<tr>
<td>TT</td>
<td>Handicrafts, Arts and Crafts</td>
</tr>
<tr>
<td>502</td>
<td>Fashion</td>
</tr>
<tr>
<td>TX</td>
<td>Home Economics</td>
</tr>
<tr>
<td>645-840</td>
<td>Cookery</td>
</tr>
<tr>
<td>901-950</td>
<td>Hotel Management and Catering Services</td>
</tr>
<tr>
<td>U</td>
<td>Military Science</td>
</tr>
<tr>
<td>V</td>
<td>Naval Science</td>
</tr>
<tr>
<td>VK</td>
<td>Navigation, Merchant Marine</td>
</tr>
<tr>
<td>VM</td>
<td>Naval Architecture, Shipbuilding: Marine Engineering</td>
</tr>
<tr>
<td>Z</td>
<td>Bibliography and Library Science</td>
</tr>
<tr>
<td>52</td>
<td>Word Processing</td>
</tr>
<tr>
<td>ZA</td>
<td>Information Resources</td>
</tr>
<tr>
<td>4201</td>
<td>Internet Searching</td>
</tr>
</tbody>
</table>
## LOAN QUOTAS & OVERDUE FINES

### Postgraduate Students

<table>
<thead>
<tr>
<th></th>
<th>Circulation Collection</th>
<th>Audiovisual Collection</th>
<th>Reserve Books</th>
<th>Books on 7-Day Loan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loan quota</td>
<td>60</td>
<td>5</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Loan period</td>
<td>1 term*</td>
<td>Movies/Drama series* - 3 days</td>
<td>60 hours</td>
<td>7 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>All other AV items* - 7 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Renewal</td>
<td>2 times</td>
<td>2 times</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>(AV items on 7-day loan only)</td>
<td></td>
<td>(AV items on 7-day loan only)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Request quota</td>
<td>10 items</td>
<td></td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>(AV items on 7-day loan only &amp; Circulation Books)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overdue fines</td>
<td>$2/calendar day/item (1-6 days)</td>
<td>$5/calendar day/item (1-6 days)</td>
<td>$2/hour/item (1-6 days)</td>
<td>$2/calendar day/item (7-42 days)</td>
</tr>
<tr>
<td></td>
<td>$3/calendar day/item (7-42 days)</td>
<td>$10/calendar day/item (7-15 days)</td>
<td></td>
<td>$3/calendar day/item (7-42 days)</td>
</tr>
</tbody>
</table>

### Undergraduate and Associate Degree Students

<table>
<thead>
<tr>
<th></th>
<th>Circulation Collection</th>
<th>Audiovisual Collection</th>
<th>Reserve Books</th>
<th>Books on 7-Day Loan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loan quota</td>
<td>30</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Loan period</td>
<td>4 weeks</td>
<td>Movies/Drama series* - 3 days</td>
<td>6 hours or overnight#</td>
<td>7 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>All other AV items* - 7 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Renewal</td>
<td>2 times</td>
<td>2 times</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>(AV items on 7-day loan only)</td>
<td></td>
<td>(AV items on 7-day loan only)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Request quota</td>
<td>5 items</td>
<td></td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>(AV items on 7-day loan only &amp; Circulation Books only)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overdue fines</td>
<td>$2/calendar day/item (1-6 days)</td>
<td>$5/calendar day/item (1-6 days)</td>
<td>$2/hour/item (1-6 days)</td>
<td>$2/calendar day/item (7-42 days)</td>
</tr>
<tr>
<td></td>
<td>$3/calendar day/item (7-42 days)</td>
<td>$10/calendar day/item (7-15 days)</td>
<td></td>
<td>$3/calendar day/item (7-42 days)</td>
</tr>
</tbody>
</table>

* One term: All term loans are due one week before the first, second or Summer term starts (i.e. regardless of the date of loan, a book has to be returned on or before the specified date due each term). All term loans are subject to recall. Late return is liable to a fine.

* Except high demand items and those AV items restricted for in-house use only due to technical reason or copyright restriction, etc. All AV items must be returned to the Media Services counter on the Third Floor and NOT via the 24-hour Book Drop.

# Reserve books can be borrowed for overnight reading during the last 5 and 6 hours before the Library closes on weekdays and weekends respectively.

Fines will be recorded when overdue loans are returned. Fines should be paid as soon as possible, otherwise borrowing privileges will be withdrawn.

## LOAN PROCEDURES

The Library operates a computerized issue system. To borrow a book, please bring the book and show your University Identity Card to the appropriate counter. The due date of the borrowed items can always be checked via “myRecord“ on the Library Homepage.

**IMPORTANT:** Library materials are protected electronically. Do not take out library materials without completing the loan procedures. The University may take disciplinary action against students who remove library materials from the Library Building without proper charging.
BORROWING FROM OTHER UGC-FUNDED LIBRARIES VIA THE HONG KONG ACADEMIC LIBRARY LINK (HKALL)

Students on all programmes leading to PolyU awards are eligible to use the Hong Kong Academic Library Link (HKALL), a system which allows users to request books directly from other UGC-funded libraries. For rules and procedures of using HKALL, please refer to the HKALL webpage http://www.lib.polyu.edu.hk/services/hkall.

24-HOUR/EXPRESS BOOK DROP

Return all loans to the appropriate counter or book drop (except audiovisual materials and books borrowed via Interlibrary Loans and Hong Kong Academic Library Link) or by post. The 24-hour book drop is located at the Library side entrance, on the podium walkway towards the Hung Hom MTR Station. An express book drop is also available at the Circulation Counter (P/F).

RETURNING OVERNIGHT LOANS OF SEMI-CLOSED STACK MATERIALS

Overnight loans of semi-closed stack materials can be returned through the book drop anytime before the Library opens, after which they must be returned to the Circulation Counter on the P/F.

IMPORTANT: Note that books borrowed from interlibrary loans/HKALL and audiovisual items should NOT be returned via the book drop. All fines should be paid to the Library when overdue loans are returned. Users’ borrowing privileges of all library materials will be suspended until he/she pays the fine.

ONLINE BOOK REQUESTS

For a book that is already on loan, you may submit an online reservation request on the Library Catalogue. You will be notified via your PolyU account when the book is available. It will be held at the Circulation Counter for a maximum of 7 working days for PolyU books and 5 working days for HKALL books. A postage fee may be charged if reservation notice by post is requested. To optimize use of library resources, high demand items with 5 or more outstanding requests will be transferred to the Reserve Collection for short loans (i.e. 6 hours for undergraduates and 60 hours for postgraduates and academic staff).

VIEWING ONE’S OWN LOAN RECORD AND HISTORY

You may view your own loan records including past loan records, the current checked out and held items on the Library Catalogue.

LIBRARY SECURITY AT THE EXIT

Library users may be asked to show anything being carried through the exit. Please open your bags or other kinds of receptacles for inspection. Your cooperation is much appreciated in this security procedure for the protection of valuable library materials.
OTHER SERVICES

24-HOUR HOTLINE
The Library provides a 24-hour interactive telephone service (2766-7734) for enquiries and obtaining application forms by fax.

REFERENCE AND INFORMATION SERVICES
Librarians at the Research Help Desk (3/F) are happy to assist students and academic staff searching the Library Catalogue and to provide guidance on using Library resources.

- Ask a Librarian
Users can send queries to the Library by using the Ask a Librarian service via the Library Homepage round the clock anytime, anywhere.

- Information Signposts
The Library has developed a series of “Information Signposts” to provide users with information covering different topics. You are welcome to browse and use the Information Signposts which are accessible via the Library Homepage.

- Interlibrary Loan & Document Delivery Services
Interlibrary Loan and Document Delivery Services for both local and foreign collections are available to postgraduate and final year degree students on a quota basis. Students may submit their requests via the Online Interlibrary Loan System on the Library Homepage. Books borrowed via this service must be picked up at and returned to the Service and Technical Support Desk on the 3/F of the Library. Documents are sent to the requesters’ PolyU correspondence addresses or email accounts.

Final year degree students working on dissertations or research projects may also request this service which is on a quota basis with lecturer’s approval. Application forms for interlibrary loan & document delivery services can be obtained from the Service and Technical Support Desk (3/F), or downloaded from the Library Homepage.

- Bibliographical Manager
The Library provides access to the use of a Bibliographical Database Manager: RefWorks. It is a personal Web-based Database and Bibliography Creator. It allows you to create your own bibliographical database by importing references from Library Catalogues or selected online databases.
Research Enhancement Centre (REC)
The REC, located on the 3/F of the Library, aims to offer support to faculty and students in one central location with specialized facilities and highly-trained professional librarians. There are services and facilities to empower users to find quality information and help developing research competency for faculty staff and students. The REC provides a comfortable and dynamic space conducive to outcome-based learning, discussion and user interaction. Services and facilities include: Research Help Desk, Service and Technical Support, IT Lounge, Teaching and Learning Labs, Seminar Room, and Research Carrels.

Researchers@Library
It is an online research support gateway (http://www.lib.polyu.edu.hk/researchers) for PolyU researchers and postgraduate students to gain easy access to information pertinent to their research and publishing needs.

Selective Dissemination of Information (Alert Service)
To keep current on the publication of articles and papers, Alert Service is available to postgraduate students to set up profiles of interests on various online databases. Please contact your Faculty Librarians for details. Also Faculty Librarians can help you to set up search alerts on databases that are available via the Library Homepage.

Library Workshops and Instruction Programmes
The Library organizes a variety of information literacy programmes: orientation, topical workshops and tailor-made advanced information research skills workshops.

Orientation sessions are conducted at the beginning of each academic year. Topical workshops are organized from time to time. Online registration is available via the Library Homepage. For a group of 10 or more students, you may request a library workshop on a specific topic via the Library Homepage.

The Online Information Literacy Programme is available via the Library Homepage. Staff and students of PolyU who successfully completed this self-paced online interactive tutorial will be awarded a certificate.

An online self-learning library tutorial in Putonghua is developed for the Outpost students in the Mainland.

Information Consultancy Service
The Information Consultancy Centre is situated on the 3/F of the Library. Our Faculty Librarians are there to help you to make strategic use of the relevant resources of your area of research. Please drop in.
ONLINE SUGGESTIONS BOX
The Library welcomes any suggestions that help to improve Library services. Users may submit their constructive ideas electronically via the Online Suggestions Box on the Library Homepage. The suggestions received may be acted upon and replies will be sent.

PHOTOCOPYING SERVICES
The Photocopying Unit is situated on the G/F, with a service counter which is open during all Library opening hours. Public photocopying machines are available on every floor in the Library. 2 colour photocopiers/printers and 2 large-format printers are available on the G/F. Colour laser printing, LAN printing, lamination, hot-stamping, thermal binding services, transparencies, CDs, computer diskettes and stationery items are also available. All machines function with stored-value cards. They can be purchased with a one-off HK$10 deposit at the Ground Floor Counter or at vending machines on the G/F, 1/F, 4/F & 5/F. Octopus can be used for LAN printing and photocopying on the G/F.

MICROFORM SCANNING & PRINTING
Users can use the microform scanners in the Media Services (3/F) to scan microfiches and microfilms to e-files and print to the network printer at $0.2 per page.

IMPORTANT: Materials may be reproduced only in conformity with the copyright law, a summary of which is displayed on the photocopying machines.

LOST AND FOUND
Please contact the security guard at the Library entrance or the Security Office in Room P111. Users are cautioned not to leave their belongings unattended. The Library will not be responsible for any loss or damage.

For lost library cards or University Identity Cards, please report immediately to the Academic Secretariat, or the appropriate issuing centre, as well as the Library Circulation Counter (P/F) without delay. You are responsible for any library materials charged out before the loss is reported.
USING UGC-FUNDED LIBRARIES

Postgraduate students may obtain a Joint University Libraries Advisory Committee (JULAC) Library Card for admittance to the libraries of UGC-subvented institutions and borrow books.

UGC-funded undergraduate degree students at PolyU may apply for reader access to other UGC-funded libraries. Registration is valid until the end of the academic year, i.e. 31 July each year. Renewal will be required yearly. There will be a fee of $50 for each host library for each registration and renewal. Applications for cards should be made at the Circulation Counter (P/F).

*Books borrowed by PolyU JULAC cardholders from other UGC-funded libraries can be returned at the Circulation Counter (P/F), on or before the due date.*
24-HOUR STUDY CENTRE (G/F)
The 24-Hour Study Centre on the G/F opens 24 hours a day and can be entered via the Core E entrance after the Library closes.

CURRENT AWARENESS CENTRE (P/F)
A lounge type environment for library users to access up-to-date information through New Book Display, popular magazines and current local and international newspapers.

FACILITIES FOR THE DISABLED
A special study room for the visually disabled (Room L013) is located on the G/F. The room is equipped with a power braille, versapoint braille embosser, aladdin telesensory reader for use by the visually disabled, and computer and printers.

Specially designed trolleys for carrying books for library users who are on elbow crutches are available on each floor of the Library. Two of the carrels on the Research Enhancement Centre (3/F) are particularly designed for the students with special needs. In addition, disabled users may also use research carrels on the 4/F and 5/F.

All disabled library users may gain immediate admittance to the Library without waiting in the queue outside the Library. A separate exit is available for wheelchairs.

*Disabled users will be given priority at all service points. Library staff are always happy to assist in completing any necessary library procedures.*

Please identify yourself if you have no noticeable disability because you may need special help in case of emergency.

Students with any disability should contact the Student Affairs Office for general assistance. However, please contact the Section Head (Access Services) (Tel. 2766-6895) concerning any problems in using various Library facilities.

www.lib.polyu.edu.hk
GROUP DISCUSSION ROOMS
A Group Study Room (Rm L010) is furnished with hexagon and byte tables for groups of 2 or more and 6 small discussion rooms are also available inside the 24-Hour Study Centre on the G/F for students wishing to conduct discussions. They are available on a first-come-first-served basis. 7 group discussion rooms in Media Services are equipped with projector screen or 37-inch LCD monitor for presentation preparation and group viewing.

LibCafe@POLYU (P/F)
The LibCafe@PolyU offers 42 seats, with a window counter outside the Library for take-away purchase. It provides a meeting place to facilitate social interaction for the exchange of ideas and discussion. Library users are welcomed to enjoy their food and drink inside the Cafe.

MULTI-PURPOSE PC WORKSTATIONS
Besides those PCs in the Photocopying Unit for printing purpose, over 170 multi-purpose PC workstations installed with MS Office applications and other applications are available to users. For details, please visit http://www.lib.polyu.edu.hk/services/facilities#pcworkstations.

RESEARCH CARRELS
A total of 85 newly renovated, self check-in research carrels are available in the Research Enhancement Centre (3/F, Library) for PolyU Academic, Research, Administrative Staff of equivalent status and postgraduate students for private individual study. They can reserve these carrels online one day in advance and check in the carrels by swiping their smart cards on the door of the reserved carrels. The guidelines on the use and reservation of these research carrels are available at http://www.lib.polyu.edu.hk/usinglib/booking_system.

Research Carrels located on the 4/F and 5/F can be borrowed by eligible users at the Circulation Counter (P/F) in person on a first-come-first-served basis.

WIRELESS LAN
The wireless network is accessible in all public areas in the Library. Users are required to configure and authenticate their notebooks once and all future logins will be authenticated automatically. To configure your notebook, please see the wireless LAN setup and logon procedure in the ITS web site (http://www.polyu.edu.hk/its/services_facilities/LAN_Config).
To enhance communication between the Library and individual departments, professional library staff members are designated as “Faculty Librarians” and are responsible for

1. collection development;
2. liaison with departments;
3. handling specialized reference enquiries;
4. attending departmental or course planning committee meetings whenever necessary;
5. organizing tailor-made seminars or workshops to cater for individual department’s needs on the usage of library resources; and
6. supporting management activities of faculties, e.g. Programme review and accreditation exercise.

FACULTY OF APPLIED SCIENCE & TEXTILES
Mr Anthony Ho (Ext. 6860)
Department of Applied Biology & Chemical Technology
Department of Applied Mathematics
Department of Applied Physics
Institute of Textiles & Clothing

FACULTY OF BUSINESS
Mr William Ho (Ext. 6893)
Department of Logistics & Maritime Studies
Department of Management & Marketing
School of Accounting & Finance

FACULTY OF CONSTRUCTION & ENVIRONMENT
Ms Celia Chow (Ext. 6852)
Department of Building & Real Estate
Department of Building Services Engineering
Department of Civil & Environmental Engineering
Department of Land Surveying & Geo-Informatics
Library users should observe the rules of conduct listed here. Offenders may be liable to disciplinary action, and/or be excluded from the Library.

**Silence**
Silence must be observed in the Library to maintain a quiet study atmosphere. All discussions are to be conducted in designated areas or OUTSIDE the Library Building.

**Mobile Phones/Pagers**
Except in designated areas (the 24-Hour Study Centre/Discussion Rooms, and the Library front and back staircases), use of mobile phones and pagers is prohibited. Library users should deactivate these devices before entering the Library.

**Seating**
Library seats cannot be reserved. Please vacate your seat if it is no longer required. Any person can occupy any seat when nobody is sitting on it.

**Food & Drink**
Food and drink are not allowed in the Library except LibCafe@PolyU.

**Personal Belongings**
Personal belongings should not be left unattended. The Library will not be responsible for any loss or damage of personal belongings.

**Copyright**
Copyright law should be strictly observed by all users when reproducing Library materials, whether by photocopying or by electronic means. Users are fully responsible for any legal consequences arising from infringement of applicable copyright laws.

**Computer Equipment**
Library computer equipment is intended for library research and should not be used for games, chat programs, word-processing or similar applications. Also, users should not use public Library computers and printers to display or print materials that might be defined as harassing or obscene.
LIBRARY REGULATIONS (Updated July 2012)

(All Library users are requested to familiarize themselves with the following Library Regulations. Ignorance of any clause will not be accepted as an excuse for a breach of Library Regulations.)

1. Library Opening Hours

The opening hours are determined from time to time by the University Librarian in the light of demand for library use and staff availability. Details of opening hours are announced via the Library hotline 2766-7734, posted on the Library’s homepage www.lib.polyu.edu.hk, and at the entrance to the Library.

2. Admission

2.1 Admission to the Library is conditional upon the presentation of a valid University Identity Card or a Library Card. These cards are not transferable. In addition, the University Librarian or his/her designated representative shall have the authority to request a user to produce his/her University Identity Card or Library Card for identification.

2.2 All University staff and students should obtain the appropriate University Identity Cards from the appropriate issuing centres for the purpose of admission to the Library and for borrowing books.

2.3 Loss of a Library Card must be reported to the Circulation Counter without delay. A charge will be made for obtaining a replacement. Expired library cards must be returned to the Library.

3. Library Membership

3.1 The following persons are eligible to apply for a Library Card by completing the registration procedure at the Circulation Counter:

(i) members of the University Court, Council and their delegates;
(ii) members of Departmental Advisory Committees;
(iii) university graduates;
(iv) members of the Federation of The Hong Kong Polytechnic University Alumni Associations, or PolyU Privilege Card Holders;
(v) members of professional organizations or special borrowers who have organizational needs;
(vi) such other persons approved by the University Librarian or his/her delegate from time to time for a specified period or purpose.

3.2 Persons listed in 3.1(iii), (iv), (v), (vi) above who are residents in Hong Kong may apply for a Library Borrower’s Card by paying a non-refundable annual fee.
4. Conduct of Library Users

4.1 All library users should follow the instructions on the proper use of the Library as displayed in the Library or given verbally by the Library staff.

4.2 The Library is a place for all library users to pursue their studies and research in a congenial atmosphere free from unnecessary disturbance. To this end, any misuse of library facilities or any behavior considered by the University Librarian to be unseemly is not permitted. The University Librarian or his/her designated representative shall have the authority to exclude those who have ignored verbal warning from the Library for the remainder of the day. Serious offences will be liable to further disciplinary action.

4.3 Books and other items which are the property of the Library must not be mutilated or defaced. The full replacement cost will be charged for any damage caused by users.

4.4 Anything in the opinion of the security guards or Library staff which may interfere with the proper use and management of the Library is not permitted inside the Library. Examples include: wet umbrellas, food or drink. The Library will provide plastic covers for wet umbrellas on rainy days. Audio and video equipment, and photographic equipment may not be used in the Library without the University Librarian’s express permission. Food and drink is allowed only inside the LibCafe@PolyU.

4.5 Except in designated areas determined by the University Librarian from time to time, users are strictly prohibited from using pagers, mobile phones, etc. in the Library. These devices should be deactivated before entering the Library. Any person using such devices in the Library outside of the designated areas will be liable to disciplinary action, and may be excluded from the Library. As a concession, the Library may issue only a verbal reminder to those offenders who immediately mute or switch off their phones upon ringing.

4.6 Library users must not wear boiler-suits in the Library, or wear any clothing likely to soil library property.

4.7 Library users are required to sit in the places provided. Tables and chairs should not be misused or moved to new positions unless permitted otherwise by Library staff.

4.8 Seat reservation is not permitted in the Library. Items including library books left unattended on Library desks may be considered as a “seat reservation”. Any such seats may be taken up by other users. In case of dispute, the University Librarian or his/her designated representative has absolute discretion in allocating seats or study places to users concerned. Unattended belongings may be removed by Library staff. The Library will not be responsible for any loss or damage of personal property.

4.9 Smoking is not permitted in the Library.

4.10 No physical games of any form are allowed in the Library.

4.11 All library users must enter and leave the Library through the normal entrances and exits unless directed otherwise by Library staff.
4.12 At the request of a Library staff member or a security staff member, all library materials and personal belongings must be shown for inspection at the Library exit. Library users may also be asked to show the contents of their bags, cases or other kinds of receptacles.

4.13 Silence must be observed in the Library. Any user causing disturbance to others and ignoring the verbal warning of the University Librarian or his/her designated representative will be liable to disciplinary action, and may be excluded from the Library.

4.14 All library materials must be kept clean.

4.15 In the use of photocopying machines in the Library, the law regarding copyright must be observed. Reproduction or duplication of audio-visual materials or computer software is strictly prohibited. Any request regarding duplication of audio-visual materials or computer software should be directed to the University Librarian. Users are warned that they are fully responsible for any legal consequences concerning copyright that may arise.

4.16 The use of Internet resources in the Library is for the interest and information of the Library community. The Library advocates a policy on intellectual freedom and thus will not proscribe, censor, or remove information or web sites because of partisan or doctrinal disapproval. However, Internet users in the Library have a responsibility to be aware of materials that may be objectionable to others when using computer facilities in public areas. Internet users should not use public library computers and printers to display or print materials that might be defined as harassing or obscene. The University Librarian or his/her designated representative shall have the authority to relocate or remove such users.

4.17 **Use of e-resources:** Unfair use of copyright works or violation of license agreements may result in the termination of access to e-resources for the entire University community. Activities including, but not limited to, excessive/systematic downloading or access via robotic tools are strictly prohibited. Legal action will be taken by the copyright owner. The University has the right to hold the user liable on an indemnity basis for any claims, liabilities, costs and damages the University may suffer as a result of any infringement.

5. **Borrowing Regulations**

Holders of Borrowers’ Cards, Student and Staff Identity Cards may borrow books according to the following conditions:

5.1 **Loan records:** Borrowers are responsible for all loans recorded through the use of their Borrowers’ Cards, Student and Staff Identity Cards. Any loss of tickets or change of address must be reported to the Circulation Counter (P/F) as soon as possible.

5.2 **Identification:** Borrowers’ Cards, Student or Staff Identity Cards must be produced when borrowing library materials.

5.3 **Borrowing procedure:** No library materials shall be removed from the Library until their issue has been properly recorded at the appropriate counter. Any infringement of this clause may lead to disciplinary action or prosecution.
### 5.4 Loan Quotas and Loan Periods:

<table>
<thead>
<tr>
<th>Categories of Borrowers</th>
<th>Circulation Collection</th>
<th>Reserve Books</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Quotas</td>
<td>Periods</td>
</tr>
<tr>
<td>(i) University Court members, Council members and their delegates</td>
<td>60</td>
<td>1 term*</td>
</tr>
<tr>
<td>(ii) members of Departmental Advisory Committees</td>
<td>60</td>
<td>1 term*</td>
</tr>
<tr>
<td>(iii) full-time / part-time academic staff, research/project fellows, research/project associates and research/project assistants, and administrative staff of equivalent status; and eligible retired staff of this category</td>
<td>60</td>
<td>1 term*</td>
</tr>
<tr>
<td>(iv) research degree students</td>
<td>60</td>
<td>1 term*</td>
</tr>
<tr>
<td>(v) taught master and doctorate degree students</td>
<td>60</td>
<td>1 term*</td>
</tr>
<tr>
<td>(vi) staff and eligible retired staff other than category(iii) above</td>
<td>30</td>
<td>4 weeks</td>
</tr>
<tr>
<td>(vii) full-time and part-time students other than categories (iv) and (v) above</td>
<td>30</td>
<td>4 weeks</td>
</tr>
<tr>
<td>(viii) persons listed under 3.1(iii), 3.1(iv), 3.1(v), 3.1(vi) and who are also holder of a Library Borrower's Ticket</td>
<td>15</td>
<td>4 weeks</td>
</tr>
</tbody>
</table>

* One term: All term loans are due one week before the first, second or Summer term starts (i.e. regardless of the date of loan, a book has to be returned on or before the specified date due each term).

### 5.5 Renewals:

All books loan from the Circulation Collection (excluding the reserve books and books at closed stacks) can be renewed twice on condition that there is no one requesting for the same item. All loans are subject to recall in accordance with Library Regulation 5.6. Borrowers are responsible for returning their loans on or before the specified due dates.

### 5.6 Recalls:

All loans may be recalled after the item has been on loan for 4 weeks and it must then be returned on or before the new due date. Late return will be treated as an overdue and is liable to a fine.

### 5.7 Library Notices:

All Library notices are emailed to the official PolyU and CPCE accounts for eligible users. For other users, notices will be sent to the email accounts they provided to the Library in library card applications.

### 5.8 Fines:

Borrowers are responsible for returning their loans on or before the due date. An overdue fine calculable immediately from the day following the date due will be charged at the following rates for all categories of borrowers:

<table>
<thead>
<tr>
<th>Library Materials</th>
<th>Fine Rate</th>
<th>Maximum Fine</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) Normal loans /Recalled loans</td>
<td>HK$2/calendar day (1 – 6 days) HK$3/calendar day (7 – 42 days)</td>
<td>HK$120 per book</td>
</tr>
<tr>
<td>(ii) Reserve books</td>
<td>HK$2 per hour or part of an hour</td>
<td>HK$120 per book</td>
</tr>
<tr>
<td>(iii) Items from the Special Collections</td>
<td>HK$2 per hour or part of an hour</td>
<td>HK$120 per item</td>
</tr>
<tr>
<td>(iv) Research Carrel keys</td>
<td>HK$30 per calendar day</td>
<td>HK$120</td>
</tr>
</tbody>
</table>

### 5.9 Assumed lost:

Any material which has reached the maximum overdue fine and has not been returned, will be assumed to have been lost by the borrower who will be charged accordingly. For items listed in 5.8(i), (ii), (iii), an additional
fine equivalent to the estimated cost of replacement of the book plus processing costs will be claimed through the Finance Office. For items listed in 5.8(iv), an additional fine of HK$100 per carrel key will be claimed through the Finance Office.

5.10 Payment of fines: All fines paid are non-refundable. All fines should be paid to the Library when overdue loans are returned. Full-time staff members who have incurred fines to the extent of the replacement of the book will have the cost deducted from their salary by the Finance Office. Students may not be cleared for withdrawal or graduation until all library fines have been paid as well as all loans returned. When any fine of an individual reaches HK$120, his/her borrowing privileges of all library materials will be suspended until he/she pays the fine.

5.11 Advance date due reminder for staff and postgraduate students: As a reminder, a general library circular will be issued by the University Librarian at the end of each term before the due date for return of term loans.

5.12 Overdue notices: Attempts will be made to send overdue notices to borrowers as soon as possible. Non-receipt of such notices will not be accepted as an excuse for waiving or reducing fines for overdue books.

5.13 Loss and damage of library materials: Borrowers shall be held responsible for any loss, mutilation, damage or disfigurement by writing or other marks and shall be required to pay the full cost of replacing or repairing such materials. In order to stop overdue fines from accruing, these cases should be reported to the University Librarian without delay. The cost of replacement will be the estimated price of the material plus a service charge per item as determined by the University Librarian. The book replacement cost may be waived if the lost item is found and returned within four weeks of the issuance of the reminder. However, the overdue fine calculable from the due date to the date the item is actually returned still has to be settled. Lost library books or materials will continue to remain the property of the Library even if replacement costs have been paid. All sums paid are non-refundable.

5.14 Book reservations: A postage fee may be charged for sending the requested item Pick-up Notice via post.

5.15 Return procedure: All borrowers must return all loans to the appropriate counter or book drop or by post. If they wish, they may wait to ensure that records of loans are cancelled at the counter according to the standard procedure when the books are returned. However, Reserve Books must be returned to the Circulation Counter (P/F) during Library opening hours or via the 24-hour Book Drop during Library closing hours.

5.16 Non-circulating materials: Under exceptional circumstances, staff may obtain special permission from senior Library staff to borrow library materials that are not normally allowed to be charged out.

6. Data Privacy

6.1 Library users are required to provide minimum personal identifiable information and/or accept “cookies” while accessing certain restricted Library online services.
6.2 If the users fail to provide such information, the Library may not be able to provide the users with certain restricted Library online services.

6.3 The Library pledges to meet the standards of personal data privacy protection in compliance with the requirements of the Personal Data (Privacy) Ordinance. The Library’s data privacy policy and practices conform to the guidelines of the University’s Privacy Policy Statement.

7. Special Rules

7.1 The University Librarian may from time to time make special regulations regarding admission to and use of particular areas of the Library.

7.2 The University Librarian may restrict or preclude the loan or use of any book, class of books and other library materials.

7.3 Notwithstanding anything in the above, the University Librarian shall have the discretion to make special rules on library use and borrowing as deemed appropriate for the proper management of the library facilities.

7.4 Cancellation of Library Cards: Breach of any Library Regulations may result in the cancellation of access and/or borrowing privileges granted.

Remarks:
The above Library Regulations are subject to change. Please refer to Library Homepage for the latest update.
## Breaches of Various Library Regulations

<table>
<thead>
<tr>
<th>Regulatory Breaches</th>
<th>Regulatory Actions</th>
</tr>
</thead>
</table>
| 1. **Case I:** Library user found leaving the Library without charging out an item by mistake and not concealing it:  
   a) 1st breach  
   b) 2nd – 5th breaches (repeated breaches accumulated over 4 years, calculable from the date of the first breach). | 1st breach – A report will be made and kept in the Library only for 4 years.  
2nd to 5th breaches:  
1) Serving of a warning letter; and  
2) Imposition of a fine according to the following scale:  
   • 2nd breach – HK$80  
   • 3rd breach – HK$160  
   • 4th breach – HK$320  
   • 5th and subsequent breaches – HK$640.  
3) Non-payment of a fine will result in suspension from using all Library facilities. |
| 2. **Case II:** Library user found leaving the Library without charging out an item/part of an item and deliberately concealing it. | 1) Offender will be served with a warning letter, a copy of which will be sent to his/her Department Head; and  
2) Imposition of a fine of HK$80. The fine will be twice as much as the previous offence if the user commits the offence again during his/her period of study in the University.  
3) Non-payment of a fine will result in suspension from using all Library facilities. |
| 3. **Case III:** Library user found mutilating Library material(s)/ leaving the Library with uncharged mutilated Library material(s) regardless of whether the material(s) is concealed or not. | 1) Offender will be served with a warning letter, a copy of which will be sent to his/her Department Head; and  
2) Imposition of a fine of HK$80. The fine will be twice as much as the previous offence if the user commits the offence again during his/her period of study in the University; and  
3) Replacement cost of the mutilated Library material(s).  
4) Non-payment of a fine will result in suspension from using all Library facilities. |
| 4. Use of mobile phones/pagers*, playing physical games, making excessive noise, etc. in the Library are breaches of Library Regulations.  
*Use of mobile phones/pagers is not permitted in any part of the Library except in designated areas (e.g. Library’s front & back staircases and the 24-Hour Study Centre/Discussion Rooms) determined by the University Librarian from time to time. | Users will be liable to the following:  
1) 1st and 2nd breaches – user will be served with a written reminder and a record kept in the Library system for 12 months.  
   ([As a concession, the Library may issue a verbal reminder to those users who immediately mute or switch off their phones upon ringing.]  
2) 3rd breach – user’s borrowing privileges will be suspended for one day.  
3) 4th breach – user will be denied access to the Library for one week.  
4) 5th breach – user will be denied access to the Library for one month. |
<table>
<thead>
<tr>
<th>Services</th>
<th>Standard Pledged</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCESS SERVICES (OVERALL)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Priority services for the disabled</td>
<td>Immediate</td>
<td>100%</td>
</tr>
<tr>
<td>• Attending to users at counters</td>
<td>Within 5 minutes</td>
<td>98%</td>
</tr>
<tr>
<td>• Responding to customer enquiries</td>
<td>Within 24 working hours</td>
<td>98%</td>
</tr>
<tr>
<td>ACCESS SERVICES - CIRCULATION</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Processing of Library card applications</td>
<td>Immediate</td>
<td>95%</td>
</tr>
<tr>
<td>• Sorting/Re-shelving of used or returned books and serials</td>
<td>Within 24 working hours</td>
<td>95%</td>
</tr>
<tr>
<td>• 1st search for items not on shelf and reply</td>
<td>Within 36 working hours</td>
<td>100%</td>
</tr>
<tr>
<td>• Delivery of items requested via HKALL</td>
<td>Within 2-3 working days</td>
<td>95%</td>
</tr>
<tr>
<td>ACCESS SERVICES - MEDIA SERVICES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Technical support to users</td>
<td>Immediate</td>
<td>98%</td>
</tr>
<tr>
<td>• Processing teaching staff’s recommendations for AV Reserve</td>
<td>Within 2 working days # after receipt of recommendations</td>
<td>98%</td>
</tr>
<tr>
<td></td>
<td>#For AV items on loan, waiting time is subject to the return of items recalled</td>
<td></td>
</tr>
<tr>
<td>ACCESS SERVICES - SPECIAL COLLECTIONS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Sorting/Re-shelving of used or returned Reserve books</td>
<td>Within 30 minutes from receipt</td>
<td>100%</td>
</tr>
<tr>
<td>• Fetching books from Closed Stack</td>
<td>Within 15 minutes</td>
<td>95%</td>
</tr>
<tr>
<td>• Re-shelving of used or returned closed reserve items</td>
<td>3 times per day</td>
<td>100%</td>
</tr>
<tr>
<td>INFORMATION &amp; USER SERVICES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enquiries handling</td>
<td>Immediate</td>
<td>100%</td>
</tr>
<tr>
<td>• in person/by phone</td>
<td>Within 24 working hours</td>
<td>99%</td>
</tr>
<tr>
<td>• in writing</td>
<td>Within 24 working hours</td>
<td>99%</td>
</tr>
<tr>
<td>• Responding to user suggestions</td>
<td>Within 24 working hours</td>
<td>99%</td>
</tr>
<tr>
<td>• Providing tailor-made library workshops</td>
<td>5 working days notice</td>
<td>99%</td>
</tr>
<tr>
<td>INTERLIBRARY LOAN &amp; DOCUMENT DELIVERY SERVICES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Items obtained from local libraries</td>
<td>Within 8 working days</td>
<td>90%</td>
</tr>
<tr>
<td>• books</td>
<td>Within 6 working days</td>
<td>90%</td>
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<tr>
<td>Items obtained from major overseas suppliers</td>
<td>Within 9 working days</td>
<td>90%</td>
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<tr>
<td>• books</td>
<td>Within 8 working days</td>
<td>90%</td>
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<tr>
<td>• articles</td>
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<tr>
<td>PHOTOCOPYING SERVICES</td>
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<tr>
<td>• Priority services for the disabled</td>
<td>Immediate</td>
<td>100%</td>
</tr>
<tr>
<td>• For academics</td>
<td>Within 24 working hours</td>
<td>99%</td>
</tr>
<tr>
<td>• Theses</td>
<td>Within 3 working hours</td>
<td>98%</td>
</tr>
<tr>
<td>• Photocopiers and printers check</td>
<td>Twice a day</td>
<td>100%</td>
</tr>
<tr>
<td>• Average up-time of 38 copiers</td>
<td>Throughout Library opening hours</td>
<td>98%</td>
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<tr>
<td>• Average up-time of printers serving 377 PCs</td>
<td>Throughout Library opening hours</td>
<td>98%</td>
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<tr>
<td>TECHNICAL SERVICES - ACQUISITION SERVICES</td>
<td></td>
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</tr>
<tr>
<td>• Recommendations received to books received</td>
<td>Within 35 working days</td>
<td>86%</td>
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<tr>
<td>• Processing of journal issues from receipt to shelves</td>
<td>Within 3 working days</td>
<td>98%</td>
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<tr>
<td>• Processing of claims for missing issues and late volumes</td>
<td>At regular intervals of 3 days to 2 months</td>
<td>98%</td>
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<tr>
<td>TECHNICAL SERVICES - CATALOGUING SERVICES</td>
<td></td>
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</tr>
<tr>
<td>Classify and catalogue new books</td>
<td>Within 9 working days</td>
<td>99%</td>
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<tr>
<td>• Normal</td>
<td>Within 1 hour</td>
<td>100%</td>
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<tr>
<td>• Urgent</td>
<td>Within 12 working days</td>
<td>99%</td>
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<tr>
<td>• Classify and catalogue AV materials</td>
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The above performance standards are targets which will be achieved under most operating circumstances.
<table>
<thead>
<tr>
<th>TITLE/SECTION</th>
<th>NAME</th>
<th>TEL:</th>
<th>E-MAIL ADDRESS: (@polyu.edu.hk)</th>
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<tbody>
<tr>
<td>University Librarian</td>
<td>Shirley CW Wong</td>
<td>2766-6856</td>
<td>shirley.cw.wong</td>
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<tr>
<td>Associate Librarian (Acquisitions &amp; Cataloguing)</td>
<td>Cindy Lui</td>
<td>6910</td>
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<td>Associate Librarian (Administration)</td>
<td>Ann Au</td>
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<td>Section Head/Faculty Librarian (SD)</td>
<td>Susanna Tsang</td>
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