

LIBRARY HANDBOOK

FOR STUDENTS

2012/13



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UR 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.

PENING 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.

INTRODUCTION



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.



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.

The screenshot shows the homepage of the PolyU Electronic Theses database. At the top, there is a header with the text '香港理工大學博碩士論文庫' and 'POLYU ELECTRONIC THESES' in English. Below this, the main content area is divided into several sections. On the left, there is a 'PolyU Electronic Theses' section with a description of the database and a 'Quick Search' box. The 'Quick Search' box contains a text input field and a 'Go' button. Below the search box, there are 'Search Tips' and a 'Browse' section with buttons for 'Department', 'Degree', and 'Year'. On the right side, there is a 'Quick Search' section with a text input field and a 'Go' button, and a 'Browse' section with a list of links: 'Author', 'Title', 'Department', 'Degree', and 'Year'. At the bottom, there is a 'More Information' section with links to 'Printed Theses Collection', 'Acquisition of Printed Theses', 'ProQuest Digital Dissertations', 'Suggestions', and 'Library Home'. The footer contains the address 'Pao Yue-kong Library, The Hong Kong Polytechnic University, Hung Hom, Kowloon, Hong Kong' and a link to the 'Privacy Policy Statement'.

香港理工大學博碩士論文庫
POLYU ELECTRONIC THESES
The Hong Kong Polytechnic University Pao Yue-kong Library

Home

PolyU Electronic Theses

The PolyU Electronic Theses provides access to the full-text images of the doctoral dissertations and master's theses of the postgraduate students of the University, comprising works in both English and Chinese. It contains citations with abstracts and full-text images of the theses and dissertations.

The Database is available for access by bona fide library users for the sole purpose of research or private study in compliance with the Copyright Ordinance.

Quick Search

Type ANY word(s) in author, department, degree, subject, title or year.

Search Tips:

1. Type in *operations research* to retrieve documents that contain both words.
2. Use *comput** to match computer, computers, computing etc.

[More Search Help](#)

Browse

Quick Search

[Advanced Search](#)

Browse

- [Author](#)
- [Title](#)
- [Department](#)
- [Degree](#)
- [Year](#)

More Information

- [Printed Theses Collection](#)
- [Acquisition of Printed Theses](#)
- [ProQuest Digital Dissertations](#)
- [Suggestions](#)
- [Library Home](#)

Pao Yue-kong Library, The Hong Kong Polytechnic University,
Hung Hom, Kowloon, Hong Kong
[Privacy Policy Statement](#)

❖ 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.

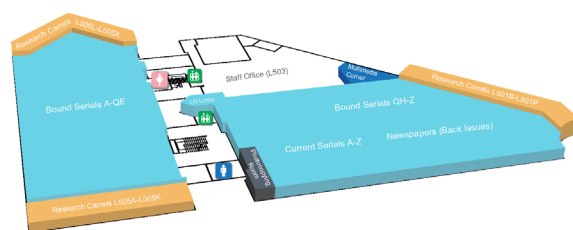
❖ University Collection (Print)

It comprises materials published or issued by the University or of special interest to the University.

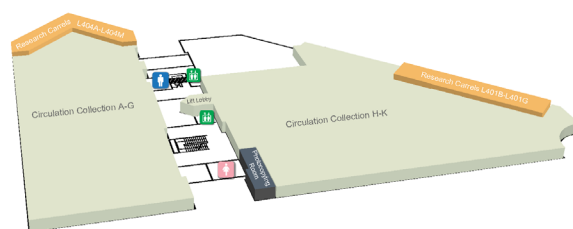
LOCATION GUIDE TO LIBRARY RESOURCES

PaoYue-kong Library

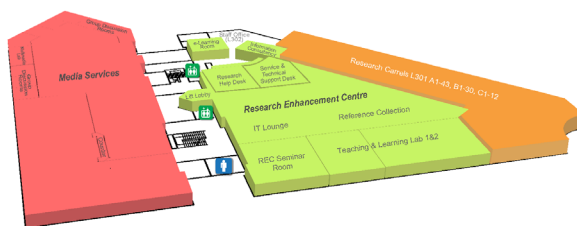
5/F



4/F



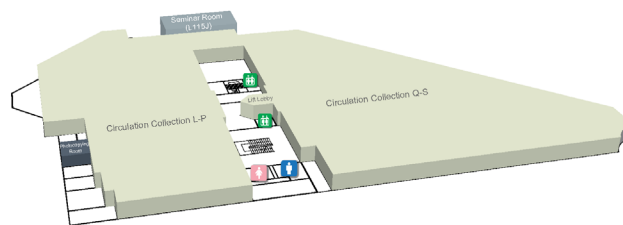
3/F



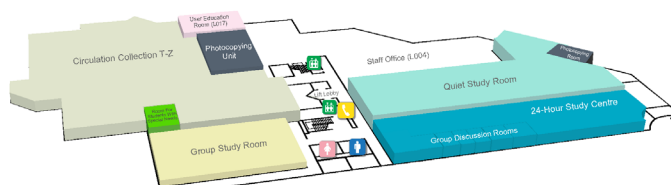
P/F



1/F



G/F



COLLECTIONS

● Audio Visual Collection	3/F
Audio CD	
e-Learning programmes	
Local Television Programmes	
Movies	
Slide Collection	
● Circulation Collection	4/F
Call no. A-K	1/F
Call no. L-S	G/F
Call no. T-Z	
● PolyU Reads	P/F
● Reference Collection	3/F
● Reserve Collection	P/F
● Serials Collection	
Bound Serials A - Z	5/F
Current Serials A - Z	5/F
Popular Serials	P/F
Newspapers (Back Issues)	5/F
Newspapers (Current Issues)	P/F

SERVICES / FACILITIES

● Access Services	
Circulation Counter	P/F
- Borrowing / Return / Renewal	
- Graduate & Special Borrower's Ticket	
- JULAC Matters	
24-Hour Book Drop	P/F
● Current Awareness Centre	P/F
New Book Display	
Newspapers (Current Issues)	
Popular Serials	
PolyU Reads	
● Enquiry	P/F
● Group Study Room	G/F
● LibCafe@PolyU	P/F
● Media Services	3/F
Media Services Counter	
Group Discussion Rooms	
Group Viewing Rooms	
Multi-purpose PC Workstations	
Multimedia Lab	
● Multimedia Corner	5/F
● Photocopying	
Photocopying Unit	G/F
Photocopying Room	G, 1, 4, 5/F
Photocopiers	All Floors
● Quiet Study Room	G/F
● Research Enhancement Centre	
Information Services Section	3/F
Information Consultancy	3/F
Interlibrary Loans	3/F
IT Lounge	3/F
Research Help Desk	3/F
REC Seminar Room	3/F
Service & Technical Support Desk	3/F
Teaching & Learning Lab 1 & 2	3/F
e-Learning Room	3/F
● Research Carrels	
L301 A1-43 / B1-30 / C1-12	3/F
L404 A-M / L401 B-G	4/F
L505 A-X / L501 B-R	5/F
● Room For Students With Special Needs	G/F
● Seminar Room (L115J)	G/F
● User Education Room (L017)	G/F
● 24-Hour Study Centre	
Group Discussion Rooms	G/F

■ Request at Circulation Counter (P/F)

+ Book via iBooking :
www.lib.polyu.edu.hk/usinglib/iBooking



F

INDING LIBRARY MATERIALS

SEARCHING THE LIBRARY CATALOGUE / ONESEARCH DISCOVERY PLATFORM

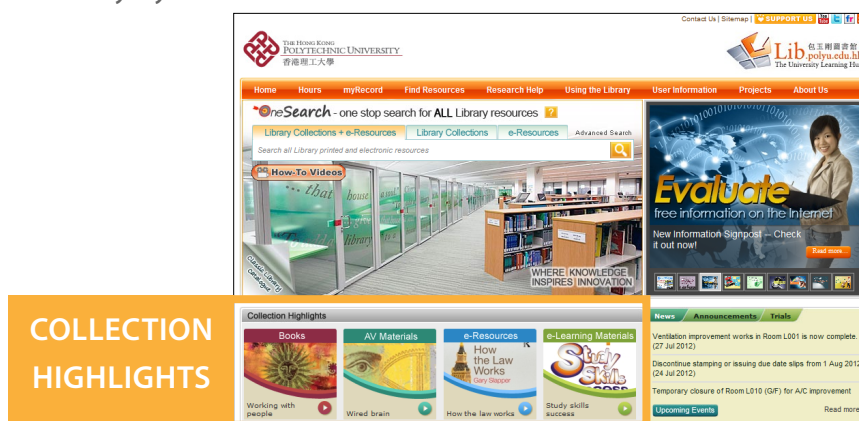
Users can access the Library Catalogue or the new OneSearch discovery platform to search Library resources in all formats, check loan records and place book reservations and online renewals. Users can also perform searches anywhere anytime with wifi-enabled smartphones.

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.



COLLECTION HIGHLIGHTS

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 CLASSIFICATION SCHEME

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

K		Law (General)
	KD	Law of the United Kingdom and Ireland
	KDZ	Law of America, North America
	KE	Law of Canada
	KF	Law of the United States
	KG	Law of Latin America, Mexico, Central America
	KH	Law of South America
	KJV	Law of France
	KK	Law of Germany and West Germany
	KNQ	Law of China (People's Republic, 1949-)
	9301-9399	Law of Hong Kong (Special administrative region of China)
	KNR	Law of Hong Kong (to 1997)
L		Education (General)
	900-991	Directories of Educational Institutions
	LB	Theory and Practice of Education: Teaching, Teacher Training, School Administration and Organization
	LC	Special Aspects of Education: Social Aspects, Economic Aspects and Education of Special Classes of Persons
	LG	Individual Institutions: Asia, Africa
	51-53	China, including Hong Kong
M		Music
N		Visual Arts
	NA	Architecture
	NB	Sculpture
	NC	Drawing, Design, Illustration, Commercial Arts, Graphics
	ND	Painting
	NE	Print Media
	NK	Decorative Arts, Applied Arts, Decoration and Ornament
	NX	Arts in General
P		Language and Literature (General)
		Philology, Linguistics
	PE	English Language and Literature
	PL	Oriental Languages and Literatures
	PN	Literature (General)
	1997	Feature Films
	PR	English Literature, Fiction
	PS	American Literature, Fiction
Q		Science (General)
	QA	Mathematics
	76	Computer Science
	QB	Astronomy
	QC	Physics
	QD	Chemistry
	QE	Geology
	QH	Natural History (General), Biology (General), Ecology
	QK	Botany
	QL	Zoology
	QM	Human Anatomy
	QP	Physiology
	QR	Microbiology
R		Medicine (General)
	RA	Public Aspects of Medicine: Medicine and the State, Public Health, Environmental Health
	RB	Pathology including Medical Laboratory Technique
	RC	Internal Medicine including Neurology and Psychiatry, Geriatrics, Industrial Medicine, Radiography

RD		Surgery
RE		Ophthalmology including Ophthalmic Optics
RF		Diseases of Ear, Nose and Throat
RG		Gynecology and Obstetrics
RJ		Pediatrics
RK		Dentistry including Dental Technology
RL		Dermatology
RM		Therapeutics including Occupational Therapy, Physiotherapy, Pharmacology
RS		Pharmacy and Materia Medica
RT		Nursing
RV		Botanic, Thomsonian and Eclectic Medicine
RX		Homeopathy
RZ		Other Systems of Medicine
S		Agriculture (General)
SB		Plant Culture
SD		Forestry
SF		Animal Culture
SH		Aquaculture, Fisheries
SK		Hunting Sports
T		Technology (General)
TA		Engineering (General), Civil Engineering
	501-625	Surveying
	1500-1820	Applied Optics
TC		Hydraulic Engineering
TD		Environmental Technology, Environmental Protection, Sanitary Engineering
TE		Highway Engineering, Roads and Pavements
TF		Railroad Engineering and Operation
TG		Bridge Engineering
TH		Building Construction
TJ		Mechanical Engineering and Machinery
TK		Electrical Engineering
	7800-7895	Electronics, including Computer Hardware
	9001-9401	Nuclear Engineering
TL		Motor Vehicles, Aeronautics, Astronautics
TN		Mining Engineering, Metallurgy
TP		Chemical Technology including textile bleaching, dyeing, printing, etc.
TR		Photography, Applied Photography (Photogrammetry), Photomechanic Processes
TS		Manufactures
	1300-1865	Textiles
TT		Handicrafts, Arts and Crafts
	502	Fashion
TX		Home Economics
	645-840	Cookery
	901-950	Hotel Management and Catering Services
U		Military Science
V		Naval Science
VK		Navigation, Merchant Marine
VM		Naval Architecture, Shipbuilding: Marine Engineering
Z		Bibliography and Library Science
	52	Word Processing
ZA		Information Resources
	4201	Internet Searching

BORROWING

LOAN QUOTAS & OVERDUE FINES

Postgraduate Students				
	Circulation Collection	Audiovisual Collection	Reserve Books	Books on 7-Day Loan
Loan quota	60	5	3	3
Loan period	1 term ⁺	Movies/Drama series* - 3 days All other AV items* - 7 days	60 hours	7 days
Renewal	2 times	2 times (AV items on 7-day loan only)	-	-
Request quota	10 items (AV items on 7-day loan only & Circulation Books)		-	-
Overdue fines	\$2/calendar day/item (1-6 days)	\$5/calendar day/item (1-6 days)	\$2/hour/ item	\$2/calendar day/item (1-6 days)
	\$3/calendar day/item (7-42 days)	\$10/calendar day/item (7-15 days)		\$3/calendar day/item (7-42 days)
Undergraduate and Associate Degree Students				
Loan quota	30	2	2	2
Loan period	4 weeks	Movies/Drama series* - 3 days All other AV items* - 7 days	6 hours or overnight#	7 days
Renewal	2 times	2 times (AV items on 7-day loan only)	-	-
Request quota	5 items (AV items on 7-day loan only & Circulation Books only)		-	-
Overdue fines	\$2/calendar day/item (1-6 days)	\$5/calendar day/item (1-6 days)	\$2/hour/item	\$2/calendar day/item (1-6 days)
	\$3/calendar day/item (7-42 days)	\$10/calendar day/item (7-15 days)		\$3/calendar day/item (7-42 days)

+ 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 \(HKALL\)](http://www.lib.polyu.edu.hk/services/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 audio-visual 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.

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.

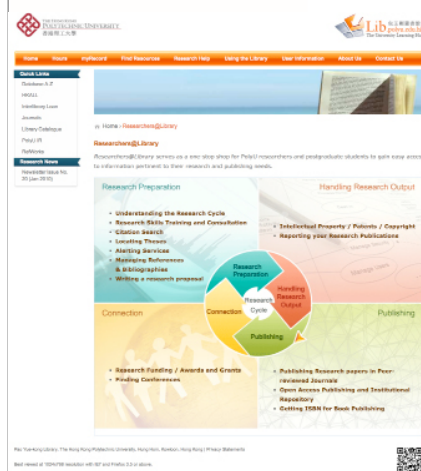
Orientation sessions are conducted at the beginning of each academic year. Topical workshops are organized from time to time. Online registration is available via the Library Homepage. For a group of 10 or more students, you may request a library workshop on a specific topic via the Library Homepage.

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.



FACILITIES

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.

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).



FACULTY LIBRARIANS

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

FACULTY OF ENGINEERING	Ms Karen Chan (Ext. 6886)
Department of Computing	
Department of Electrical Engineering	
Department of Electronic & Information Engineering	
Department of Industrial & Systems Engineering	
Department of Mechanical Engineering	
Interdisciplinary Division of Biomedical Engineering	

FACULTY OF HEALTH & SOCIAL SCIENCES	Ms Cannis Li (Ext. 6859)
Department of Applied Social Sciences	
Department of Health Technology & Informatics	
Department of Rehabilitation Sciences	
School of Nursing	
School of Optometry	

FACULTY OF HUMANITIES	Miss Wong Wan Shan (Tel. 3400-3998)
Department of Chinese & Bilingual Studies	
Department of Chinese Culture	
Department of English	
English Language Centre	
General Education Centre	

SCHOOL OF DESIGN	Ms Susanna Tsang (Ext. 6858)
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SCHOOL OF HOTEL & TOURISM MANAGEMENT	Mr Alexander Wong (Ext. 6908)
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Research Office	Ms Cannis Li (Ext. 6859)
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Industrial Centre	Ms Karen Chan (Ext. 6886)
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CONDUCT OF LIBRARY USERS



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.



(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:

<u>Categories of Borrowers</u>		<u>Circulation Collection</u>		<u>Reserve Books</u>	
		Quotas	Periods	Quotas	Periods
(i)	University Court members, Council members and their delegates	60	1 term*	3	60 hours
(ii)	members of Departmental Advisory Committees	60	1 term*	3	60 hours
(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	60	1 term*	3	60 hours
(iv)	research degree students	60	1 term*	3	60 hours
(v)	taught master and doctorate degree students	60	1 term*	3	60 hours
(vi)	staff and eligible retired staff other than category(iii) above	30	4 weeks	2	6 hours or overnight
(vii)	full-time and part-time students other than categories (iv) and (v) above	30	4 weeks	2	6 hours or overnight
(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	15	4 weeks	2	6 hours or overnight

* *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:

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

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.

B

REACHES OF VARIOUS LIBRARY REGULATIONS

Regulatory Breaches	Regulatory Actions
<p>1. Case I: Library user found leaving the Library without charging out an item by mistake and not concealing it:</p> <p>a) 1st breach</p> <p>b) 2nd – 5th breaches (repeated breaches accumulated over 4 years, calculable from the date of the first breach).</p>	<p>1st breach – A report will be made and kept in the Library only for 4 years.</p> <p>2nd to 5th breaches:</p> <p>1) Serving of a warning letter; and</p> <p>2) Imposition of a fine according to the following scale:</p> <ul style="list-style-type: none"> • 2nd breach – HK\$80 • 3rd breach – HK\$160 • 4th breach – HK\$320 • 5th and subsequent breaches – HK\$640. <p>3) Non-payment of a fine will result in suspension from using all Library facilities.</p>
<p>2. Case II: Library user found leaving the Library without charging out an item/part of an item and deliberately concealing it.</p>	<p>1) Offender will be served with a warning letter, a copy of which will be sent to his/her Department Head; and</p> <p>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.</p> <p>3) Non-payment of a fine will result in suspension from using all Library facilities.</p>
<p>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.</p>	<p>1) Offender will be served with a warning letter, a copy of which will be sent to his/her Department Head; and</p> <p>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</p> <p>3) Replacement cost of the mutilated Library material(s).</p> <p>4) Non-payment of a fine will result in suspension from using all Library facilities.</p>
<p>4. Use of mobile phones/pagers*, playing physical games, making excessive noise, etc. in the Library are breaches of Library Regulations.</p> <p><i>*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.</i></p>	<p>Users will be liable to the following:</p> <p>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.]</p> <p>2) 3rd breach – user's borrowing privileges will be suspended for one day.</p> <p>3) 4th breach – user will be denied access to the Library for one week.</p> <p>4) 5th breach – user will be denied access to the Library for one month.</p>

Services	Standard Pledged	Target
ACCESS SERVICES (OVERALL)		
• Priority services for the disabled	Immediate	100%
• Attending to users at counters	Within 5 minutes	98%
• Responding to customer enquiries	Within 24 working hours	98%
ACCESS SERVICES - CIRCULATION		
• Processing of Library card applications	Immediate	95%
• Sorting/Re-shelving of used or returned books and serials	Within 24 working hours	95%
• 1st search for items not on shelf and reply	Within 36 working hours	100%
• Delivery of items requested via HKALL	Within 2-3 working days	95%
ACCESS SERVICES - MEDIA SERVICES		
• Technical support to users	Immediate	98%
• Processing teaching staff's recommendations for AV Reserve	Within 2 working days # after receipt of recommendations #For AV items on loan, waiting time is subject to the return of items recalled	98%
ACCESS SERVICES - SPECIAL COLLECTIONS		
• Sorting/Re-shelving of used or returned Reserve books	Within 30 minutes from receipt	100%
• Fetching books from Closed Stack	Within 15 minutes	95%
• Re-shelving of used or returned closed reserve items	3 times per day	100%
INFORMATION & USER SERVICES		
Enquiries handling		
• in person/by phone	Immediate	100%
• in writing	Within 24 working hours	99%
• Responding to user suggestions	Within 24 working hours	99%
• Providing tailor-made library workshops	5 working days notice	99%
INTERLIBRARY LOAN & DOCUMENT DELIVERY SERVICES		
Items obtained from local libraries		
• books	Within 8 working days	90%
• articles	Within 6 working days	90%
Items obtained from major overseas suppliers		
• books	Within 9 working days	90%
• articles	Within 8 working days	90%
PHOTOCOPYING SERVICES		
• Priority services for the disabled	Immediate	100%
• For academics	Within 24 working hours	99%
• Theses	Within 3 working hours	98%
• Photocopiers and printers check	Twice a day	100%
• Average up-time of 38 copiers	Throughout Library opening hours	98%
• Average up-time of printers serving 377 PCs	Throughout Library opening hours	98%
TECHNICAL SERVICES - ACQUISITION SERVICES		
• Recommendations received to books received	Within 35 working days	86%
• Processing of journal issues from receipt to shelves	Within 3 working days	98%
• Processing of claims for missing issues and late volumes	At regular intervals of 3 days to 2 months	98%
TECHNICAL SERVICES - CATALOGUING SERVICES		
Classify and catalogue new books		
• Normal	Within 9 working days	99%
• Urgent	Within 1 hour	100%
• Classify and catalogue AV materials	Within 12 working days	99%

The above performance standards are targets which will be achieved under most operating circumstances.



STAFF DIRECTORY

TITLE/SECTION	NAME	TEL:	E-MAIL ADDRESS: (@polyu.edu.hk)
University Librarian	Shirley CW Wong	2766-6856	shirley.cw.wong
Associate Librarian (Acquisitions & Cataloguing)	Cindy Lui	6910	lbsclui
Associate Librarian (Administration)	Ann Au	6861	lblcau
Associate Librarian (Digital and Infrastructure Services)	Lisa Kwan	6869	lbisak
Access Services	Nora Fung	6895	lbnoralf
Media Services	Yu Chun-pong	7884	cpongyu
Acquisitions	Josephine Lee	6900	lbjolee
Cataloguing	Helen Sin	6914	lbhelens
	Ada Cheung	3400-3196	lbada
	Rebecca Yu	6850	lbrebey
Collection Development	Mei Li	6699	lbmeili
Information Services			
Section Head/Faculty Librarian (SD)	Susanna Tsang	6858	lbtsang
Faculty Librarian (FAST)	Anthony Ho	6860	lbaho
Faculty Librarian (FB)	William Ho	6893	lbwkho
Faculty Librarian (FCE)	Celia Chow	6852	lbcelia
Faculty Librarian (FENG)	Karen Chan	6886	lbkaren
Faculty Librarian (FH)	Wong Wan Shan	3400-3998	lbwswong
Faculty Librarian (FHSS)	Cannis Li	6859	cannis.li
Faculty Librarian (SHTM)	Alexander Wong	6908	sowong
Library Revitalization	Vacant	6879	--
Photocopying Unit	Edmond Wong	6973	lbbedmond
Project Development	Christina Chau	6872	lbwcwchau
Systems & Digital Services	Wayne Lam	6887	ywlam
Enquiries	2766-6863		lbinfo
Opening Hours Enquiry	2766-7734		
24-Hour Enquiry Hotline	2766-7734		
Online Suggestions Box			lbviews
Library Homepage	www.lib.polyu.edu.hk		