User Survey

18 Jan – 22 Feb 2013

Action Plans to

Address User Comments

Pao Yue-Kong Library

The Hong Kong Polytechnic University

Space

Overall, users asked for	The Library plans to …	The Library has …
Larger 24-hour study room (12) and more space for group discussions (139 comments)	This has been planned for in LER Project.	Converted Room L010 into a group discussion area. MS group rooms on 3/F have been made available for group discussion purpose. In the Space Enhancement Proposal 2013 that Library has submitted to the University Management for funding support, enlarging the 24-hour Study Centre is one of the major items for improvement. Fully supported by the Management, the Library will conduct the renovation work in summer 2014 with the support of CDO.
More private study space (109)	Review the provision and space use in LER Project.	Provided more private study space in L003, and former Exhibition Hall. Teaching & Learning Labs and REC Seminar Room are open for user study when not being occupied by Library events.
More space for 24-hour study during exam (26)	Build a larger 24-hour Study Centre in LER Project.	Provided Room L003 for 24-hour access during exam since April 2012.
Larger Library (14) and renovation for the rest of the Library (13)	Build one more floor and renovate all other floors in LER Project	Developed layout plan in the LER Project with the support of CDO and the architect for submitting to the government for funding support.
Larger seating space and more seats (13)	Review the provision in LER Project	Larger seating space provided in the newly renovated areas on P/F and 3/F.
A more comfortable and welcoming Library environment (11)	Upgrade the Library environment and space use in LER Project	The Library's Space Enhancement Plan 2013 to be implemented in Dec 2013 - Aug 2014 aims to provide an immediate space plan to address users' needs and to provide a better environment in support for teaching, learning and research. 3/F REC Reference Collection area, P/F exhibition area, 3/F Media Services and G/F 24-hour Study Centre will be renovated to provide a more comfortable and proper space for users.
Air Conditioning / Ventilation		

Overall, users asked for	The Library plans to …	The Library has …
Comfortable temperature level (53)	Continue working with FMO to maintain an acceptable temperature level (e.g. 22°C). Review and enhance the A/C provision in the Library Extension & Revitalization (LER) Project subject to government funding support.	Reported to FMO which confirmed that standard temperature range has been set at 20-22.5 degree. Air conditioning improvement work has been conducted in Room L001, L003 and L010 in summer 2012, allowing more flexible and independent temperature control. Bu The Library re-sets the thermostat to normal level in those rooms every morning and during patrol.
Air supply and quality (54)	Include air conditioning improvement in LER Project.	Conducted air conditioning enhancement in Room L001, L003 and L010 with the support of FMO which has greatly improved air circulation in the areas.
Cleanliness of Library Areas		
More cleaning in reading rooms (6)	Further monitor the situation to ensure all scheduled and required cleaning are appropriately done.	Forwarded the comments to FMO for follow-up.
More cleaning in computers (2)	ditto	Reminded cleaners to dust all pubic computers every day. More thorough cleaning is scheduled once every three months.
More cleaning in books (1)	ditto	Scheduled shelf and book dusting once every six months.
Toilets		
Improvement in toilet cleanliness & hygiene and ventilation improvement (26)	Continue working with FMO to review the cleaning schedule of washrooms and review the requirements as needed when renewing the contract with the cleaner contractor.	Forwarded user comments to FMO for follow-up. Regular cleaning schedule has been developed.

Overall, users asked for	The Library plans to …	The Library has …
More female washrooms (11)	Further review the provision in LER Project.	Forwarded the user suggestion to FMO for consideration.
Renovation of washrooms (5)	Further review the need in LER Project.	Renovated all washrooms in Library several years ago with the support of FMO where the design and all facilities inside the washrooms were upgraded.
Signage		
More and clearer signage and maps to indicate the location of books (30)	Explore ways to clearly show the book locations on online Library Catalogue, maps and signage.	Put up new directional signage and floor directories which indicate the ranges of call numbers for each study room. Enhanced signage and directories with colour zone information
Sufficient directional signage especially on G/F (1)	Further review and improve the signage	Enhanced directional signage and floor directories on all floors . Added signage to direct users to book shelves which are difficult to locate
Signage to remind users to check out books before leaving (1)	Re-design the Library Entrance and Exit and build an additional staircase that might help to avoid users from forgetting to charge out books before leaving.	Posted notices at Library Exit to remind users.
Signage in Chinese (1)	Further review the need of presenting Chinese on all signage.	Put up signage at the entrance of study rooms in both Chinese & English for reference by all users and visitors while the signage inside study rooms are presented in English only in order to save space on signage.
Signage to indicate books for circulation and books not for loan (1)	Review the need in LER Project.	
Facilities and Furniture		

Overall, users asked for	The Library plans to …	The Library has …
More power points (54)	Add power points individual seats and discussion areas in LER Project.	Provided power points in private study carrels and each individual seat in newly renovated areas on P/F and 3/F. The Library has added power points on different floors, where possible, by using power extension panels as an interim measure.
More drinking fountains (5)	Review the provision in the LER Project.	FMO has added one more drinking fountain on 1/F.
Provision of hot water (15)		Forwarded the request to FMO for consideration. However, for safety concern, FMO will only offer hot water in canteens on campus.
More REC research carrels (11)	Review the use of space in LER Project.	Provided 85 research carrels in REC for use by postgraduate students and academic staff only.
More comfortable chairs (8) and more sofa (4)	Consider more modern and comfortable chairs when adding and replacing chairs.	A large number of new and padded chairs have been acquired and provided in various areas of the Library over the past two years.
Self-check service (6)	Consider implementing RFID and self-check services if budget and manpower allow	The Library is considering implementing RFID self-check service in 2nd semester of 2013/14 for Reserve Collection as a pilot run.
Better noise control in different study rooms (4)	Review the space allocation and noise problem in LER Project.	The Library will try to provide group discussion space in areas separated from quiet study space.
Brighter and individual lighting (3)	Review the lighting provision and the need of personal lighting in study tables in the LER Project	Worked with FMO in implementing the major lighting enhancement project a few years ago to rectify the glare problem. Continue to monitor the lighting level of various user areas with FMO. Individual lighting is provided for those study tables in newly renovated areas.

Photocopying / Printer / Scanner Services (PU)

Overall, users asked for	The Library plans to …	The Library has …

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More printers (77)	Further review the provision and printer locations in LER Project.	Provided LAN printers on all floors. 4 colour printers are provided in PU and REC.
Improvement of printer speed and performance (38)	Upgrade the remaining printers within coming two years.	Upgraded quite a number of printers in the past few years.
Better services and less breakdown (16)	Further upgrade the printers where possible.	Arranged staff patrol twice per day during term time and 3 times a day during peak periods to provide support to users and fix minor breakdowns immediately.
More copiers (14)	Upgrade the copiers for improved speed of copying.	Reviewed the usage level of copiers over the past two years and do not find the need for providing more copiers.
Use of Octopus cards in all printers & copiers (13)	Ensure the stability and performance of the Octopus card readers with the vendor.	Installed Octopus card reader for all copiers and LAN printers.
Lower printing price (12)	Continue to monitor the situation and review the prices when appropriate.	Reduced the price to the current level in response to users' requests. The Library is currently offering the cheapest prices among UGC libraries. In view of the rising cost in staffing, paper, toner and meter charge, there is no room for further price reduction.
More scanners (10)	Continue to review the provision.	Provided 4 high-speed colour scanners in PU and REC. 2 desktop scanners attached to PC workstations at REC IT Lounge are available for advance booking.
Moving noisy printers and copiers farther away from study areas (9)	Further review the arrangement in LER Project	Arranged to add partitions at those printer/copier areas that are located near study areas.
Easy printer operation (7)	Continue to work with vendors to improve the printer interface.	Been working with vendors in simplifying operation procedures and for more user-friendly interface.
More types of binding service (3)	Review the need and the cost in providing other binding services.	Provided thermal binding service.
Air print from mobile phone (3)	Provide air print service once ready.	Been studying the technical feasibility in providing the service.

Systems Support & IT Provision

Overall, users asked for	The Library plans to …	The Library has …
App development		
Develop mobile app on library services (6)	Work with CPA to include similar Library Module in its newly developed Android App. The Library will continue to monitor the development in mobile devices and consider developing appropriate platform to meet the needs.	Developed the Library module on iPolyU iPhone App which provides catalog search, iBooking and other Library information to users. AirPac for catalog search is also available for use on all mobile devices.
Library Homepage		
Improved access to different e-journals in Library Homepage (5)	Review the presentation of e-journals and e-databases in Library Homepage.	The Library Homepage has been revised to present Databases in tab menu of the front page for easy access. Users can select to search or browse for databases right at the search menu. The OneSearch discovery service also provides a unified platform for searching journals articles.
A more user-friendly Homepage (4)	Solicit users' comments and further review the layout of Library Homepage	Organized two focus group meetings with student representatives to understand their information seeking behaviour, frequently-used Library resources, preference on layout design on Library Homepage, OneSearch and Classic Catalogue. Revamp the Library Homepage, OneSearch and Classic Catalogue with an aim to accommodate users' needs and use pattern. Pull-down menu are re-organized to help user quickly discover options. Frequently used items are presented in more prominent positions for easy access. Jargons are rephrased to easy-to-understand terms.

Overall, users asked for	The Library plans to …	The Library has …
A Homepage compatible with different browsers, e.g. Chrome & mobile phone (1)	Further review the Library Homepage to make it mobile device friendly.	Developed the Library Homepage which is best viewed with IE browser. Yet most of its functions can be viewed and used in other web browsers such as Google Chrome. Flash is avoided in Library Homepage to allow access and viewing on mobile devices.
Long menu in Homepage frontpage should be available in plain text (1)	Consider adding a brief site map at footer.	Provided a site map in plain text at the top of the webpage.
Redesign User Suggestion Box to make it more attractive to encourage suggestions (1)	Review its position to encourage user suggestions.	Provided User Suggestion Box under "Contact Us" at the top of the Homepage.
Information on Library Homepage that tells how to borrow AV materials (1)	Review the need to present the information in a more prominent position.	Provided the information in AV Materials Guides under AV Collection.
Library Records		
Quicker update of item status (1)	Monitor the system performance to detect delayed update.	Updated item status once the item is borrowed and returned in existing Library System.
Display of Chinese character in email and online catalogue (1)	Escalate the problem to Senior Management of system vendor for resolution.	Reported the problem to system vendor for action.
Display of item availability without having to log in (1)		Displayed item status without requiring login
Virtual preview of book covers by call number order (1)	Develop a virtual shelf to display items in order of call numbers.	

Overall, users asked for	The Library plans to …	The Library has …
Book cover and book review info from Amazon.com (1)	Explore more free resources.	Started linking book covers and information of Amazon.com to relevant Library records
Improve links from Google Scholar (1)	Review and find ways to enhance the linking performance.	Replaced previous link resolver with SFX in linking Google Scholar search results to fulltext journal articles subscribed by the Library.
myRecord		
Enhanced layout of login page (2)	Revamp the layout of myRecord and login page soon.	The Library is the process of revamping the Classic Catalogue and its associated pages, including myRecord login menu.
Display of overdue fine (1)	Include this feature in enhancement requests for system vendor.	
OneSearch		
Effective search with relevant results (15)	Further review the search algorithm, index fields and level of relevancy. The facets will also be re-arranged and highlighted to attract usage.	Revised the scoping on Library Collections, allowing users to locate items of specific format or type.
More simple and user friendly layout (7)	Further review the layout of search menu and results.	The Library is in the process of fine tuning the facets for result filtering.
Improved design and interface (3)	Further review the user interface.	Enhanced the layout and record display with CSS customization. Book cover images and hyperlinks have been added to enrich the content of the records.
Library Collections as default search option (1)	Review the display order and names of the tabs at	"Books & Media +" (i.e. Library Collection) has been made the default search scope in Library Homepage

Overall, users asked for	The Library plans to …	The Library has …
	Search Box	search box.
iBooking		
Long duration for each session for PCs (3) and REC research carrels (1)	Continue to review the usage and users' needs.	Current session duration is designed to allow more users to use the facilities. In response to users' suggestion and in consideration of the low demand, the morning session of research carrels has been divided into two sessions, making each session even shorter.
Cancellation of bookings if users not showing up (1)	Continue to monitor the situation.	Designed the iBooking system to cancel those bookings that are not claimed within 20 minutes after the booking time
Priority for research students in using REC Research Carrels during high-demand periods (1)	Continue to monitor the situation.	Provided REC Research Carrels for use by postgraduate students and academic staff only. Use statistics shows that REC Research Carrels are mostly used by postgraduate students.
Improved booking procedures of group rooms in 24-Hour Study Centre and booking one day in advance (2)	Consider providing all group rooms for advance booking and smart-card operated in the LER Project.	The Library has planned to implement smart card booking system to all discussion rooms in the Library including those in 24-hour Study Centre after the renovation scheduled in summer 2014.
Impose deposit or penalty in booking system to penalize no-shows (2)	Continue to monitor the situation in no-shows.	Tried to maintain a simple and lenient booking policy to accommodate users' needs.
Abolish the booking system for computers and group discussion rooms due to limited use duration (2)		Developed the iBooking System to help users to plan their study and book the facilities in advance. Users can also choose to use those facilities provided on first-come-first-served basis without limitation in use duration.

Overall, users asked for	The Library plans to …	The Library has …
Avoidance of double booking of REC Research Carrel & 4-5F Carrel at the same time by applying booking system to all research carrels (1)	Review the provision and use policy of research carrels in LER Project	Intended to provide users more options in using research carrels.
First-come-first served borrowing policy of 4-5/F Research Carrels remaining unchanged (1)	Review the provision and use policy of research carrels in LER Project	Intended to provide users more options in using research carrels.
Allow other users to use research carrels during low seasons (1)	Review the provision and use policy of research carrels in LER Project	
Systems (Remote Access / Wifi)		
Improve Wifi connection performance (10)	Forward the comments to ITS for review and request for signal tests to find out the weakest points. The Library will continue to monitor the provision with ITS.	Provided Wifi service on all floors of the Library with the support of ITS. Weaker signal might occur at corners and when there are too many electronic devices in the same spot requesting network connection. ITS has been monitoring the provision and providing monthly report to the Library on wifi usage.
Remote Access to e-Resources from outside campus, home or other countries (4)		Already provided remote access to e-resources for all PolyU staff and students.
no login for remote access to Library e-resources from HMT Hall (1)		Not included the IP addresses of HMT Hall in PolyU IP range for database vendors as the network service of HMT Hall is provided by an external Internet Service Provider, instead of ITS.
Remote access to Library e-resources for SPEED students (1)		Not granted the privileges to SPEED students as such service is not covered in CPCE's agreement with the Library.
Computers / Notebook PCs / Mac		

Overall, users asked for	The Library plans to …	The Library has …
More PCs (64)	Review the need and provision in LER Project.	Provided over 400 PCs on different floors. Those PCs in Teaching & Learning Labs are also provided for use when the rooms are not occupied by Library events.
MS Office applications in public PCs (54)	Install the application in more public PCs.	Installed MS Office applications in all public PCs over the past few months.
Notebook Loan Service (34)	Continue to monitor the situation and review the need.	Not considered providing the service as users are encouraged to bring their own notebooks where they can save their files and use their software applications in preferred setup.
PC upgrade (21)	Upgrade the remaining 50 public PCs in this summer.	Upgraded over 85% of public computers over the past two years. PC upgrade is conducted almost every year by rotation.
More computers in group study areas (7)	Review the need and provision in LER Project and consider adding LCD monitors in the areas to support group discussion with computers.	Provided 30 computers in 24-hour Study Centre. Not many computers are provided in the group discussion areas as users are expected to bring their own computers that suit their needs and in desirable group setting. The Library is preparing to provide notebook PCs in all group discussion rooms.
Upgrade to Win7 (5)	Install Win7 to those 50 computers during upgrade.	Installed Win7 in all upgraded PCs.
Adobe applications in public PCs (3)	Consider installing Adobe applications in more computers.	Provided Adobe applications in eight public PCs and in 8 Macintosh computers in 3/F Media Services.
More Macintosh computers and MacBook (3)	Provide two more Mac computers in Media Services.	Provided 8 iMacs with various software applications.
Replace Notebook by Desktop (2)	The Library will review the provision and will make re-arrangement as needed.	Provided the notebook PCs as standing express workstation areas which are compact in area size. Those located near bookshelves are especially useful in supporting book search.

Collection

Overall, users asked for	The Library plans to …	The Library has …
Keep up-to-date edition on all materials More copies for textbooks / DVDs More printed books & journals / e-books & e-journals / e-reference resources / on-line AV materials More accessing quota for e-resources	Adopt Demand Driven Acquisitions purchase model Analyze ebooks' turnaway statistics to see if multiple-user license is required for high demand titles Explore mobile version of e-resources to facilitate their use	Adopted e-preferred policy in 2010 Adopted Demand Driven Acquisitions purchase model since May 2013 Acquired multiple-user license upon request Closely reviewed usage of print and online resources to ensure collection relevancy Closely liaised with vendors/publishers to learn their mobile development
More news about new purchases on books / journals / database / AV materials (sort by subject) & also provide information about Int'l Conference or Workshops on the Web	Mount Textbook/Reference Book/GUR titles list on the Library Homepage to raise user awareness	Mounted new books addition list and PolyU READ book list on the Library Homepage Launched Course Readings Database on August 2013
Improve quality of e-books Some missing books without replacement		Closely monitor quality of e-books. Acquired replacement for missing books whenever required
More library resources, such as book, e-book, journal, newspaper, database, audio-visual materials and Chinese titles.	Purchase more Chinese e-books from various source; Prepare the list of mobile resources and information materials as well as the links to apps for access the library e-resources via mobile devices.	Allowed the students and staff to recommend book titles and AV materials; Cancelled the low use journal subscriptions due to budgetary reasons; Subscribed new journals and databases by Faculty requests; Analyzed loan statistics of Books on Approval Plan (BOAP) from 2008 to 2011 for further refinement of the approval plan.
More copies of textbooks	Review the Guidelines for Allocation of Multiple	Acquired more textbook titles to support 4-year undergraduate degree curriculum;

Overall, users asked for	The Library plans to …	The Library has …
	Copies; Acquire more e-version of high-demand reserve books, which supports 24/7 accesses to multiple concurrent users.	Developed the 7-day loan for these textbooks and popular titles; Implemented the e-preferred policy for books.
More bestseller's books	Increase the purchase of popular, bestseller and award winning books for reading enjoyment.	Purchased and selected a total of 734 book items for the PolyU Reads Collection. Arranged book exhibition on *Science Fictions: Novels and other Media* to arouse students' interests in reading habit out of their curricula.
Recommending books to the Library	Invite students and staff, especially undergraduate students to make a book recommendation; Promote this service to users.	Allowed all students and staff to recommend books and AV materials.
Users would like to have enhanced access to library resources	Continue to work in collaboration with various stakeholders (including Faculty, vendors of library resources and Blackboard) to advance access to library resources on LEARN@PolyU; To provide mobile access to library resources to enable use of library content while on the go;	Implemented the integration of the Library System with the University LMS, LEARN@PolyU, to connect learners with content. Developed the Promo-Bb Connector which allows faculties to push Library resources directly from OneSearch to Bb course pages. Embedded links will facilitate students to access Library resources efficiently. Mobile Friendly Databases page were created to list out all Library resources which provide mobile websites or Apps for handheld devices.
More copies on course textbooks	Strive for the approval to increase book vote budget for acquiring library collection.	Adopted the e-preferred acquisition policy. Explore the feasibility of demand-driven acquisition.
More e-resources such as e-books, e-journals, e-databases	Continue reviewing the collection development policy together with the usage statistics, so as to	Formed the collection development working team to deal with collection management activities. Increased significant amount of budget on purchasing

Overall, users asked for	The Library plans to …	The Library has …
	fine-tune the budget allocation on purchasing material in support of educational and research needs.	material in electronic format over the past few years.
More titles on various subject areas such as popular interests, Chinese, health science, design, etc.	Strengthens the quality of collections.	Fine-tune the selection through the collaboration between Faculty Librarians & Subject Specialists
A discovery tool with Intuitive interface to locate materials easily	Continue reviewing the functions of *OneSearch* to facilitate easier and more reliable information retrieval. Continue to enhance information literacy program in order to equip students with search skills	Delivered an extensive information literacy programme to enhance students' abilities to locate, to evaluate and to use effectively information. Developed and posted on the Library Homepage various guides and online tutorials to assist users.

Subject: Shelving / Locating Library Materials

Overall, users asked for	The Library plans to …	The Library has …
Items on the library shelves be easier to find	Continue to explain what the location and call number in the catalogue means. Improve signage, maps and floor plans in the Library.	Posted "How the call numbers work" on many book shelves as a guide to users to understand how the books are shelved. Indicated Library locations by color zoning signage. Updated Library directory and webpage with zoning information.
Items with status "Available" be on the bookshelf.	Increase student awareness of how we follow up books that are missing or lost.	Deployed more manpower to pick out the misplaced items while shelving.
More assistance to locate the library material.	Continue publishing and placing the location map on prominent spots in the library.	Put hardcopies of OneSearch Guide, with location map of library material, on each of service counter. Improved the visibility of Call No. guide of book shelves.

Loan policy

Overall, users asked for	The Library plans to …	The Library has …
Due Date Slip and stamping due date	Be environmental friendly and support green policy. Increase the awareness of library users of their official PolyU email accounts and encourage them to check MyRecord at the Library homepage more frequently.	Sent email notification upon borrowing and provided stationeries to users for marking due date. Sent Library reminders and overdue notices to users in due course.
Enlarging loan period for HKALL books	Review the loan policy of all library materials	Increased the hold quota so that eligible users can reserve more HKALL books
Longer Reserve Book loan period	Review the loan policy of all library materials	Introduced a new type of 7-day loan books by the beginning of current academic year to meet the demand of the double cohort of new students in addition to the 6/60-hour loan in the Reserve Collection.
Extending the loan period and increase of renewal times	Review the loan policy of all library materials.	Proposed to increase the number of renewals and loan quotas in user survey. Followed the majority feedbacks of survey to maintain the current loan policy of books.
Reminder notices be sent more frequently by email, SMS and phone call	Increase the awareness of library users of their official PolyU email accounts and encourage them to check MyRecord.	Enhanced the format of recall and book due notices which are more easy to read in smart phones as well as on PC. Sent due date reminders to users 5 days before item is due. Done much marketing to remind users to check official PolyU email accounts and add an additional personal email account in MyRecord so that reminder notices must reach user's preferred email account.
Returning books on remote locations	Explore the feasibility of adding a book drop at Phase 8 campus.	Provided book drop service at Kowloon Tong campus.
Self-checkout machines	Study the feasibility and cost implication.	Studied the possibility to implement the RFID self-check services.

Inter-Library Loan

Overall, users asked for	The Library plans to …	The Library has …
Easier way to request literature not held in our Library.	Facilitate submission procedure: plan to review request submission procedures.	Begun to develop electronic form which allows undergraduate students to seek for endorsement from lecturers and submit requests online.

User Education

Overall, users asked for	The Library plans to …	The Library has …
More workshops and make them available at different time slots for users to learn how to make effective use of resources.	Develop and deliver new topical workshops regularly	Review workshop topics and statistics to identify popular topics workshop to run on different times.
More workshop variety/ sessions and guides for different groups, e.g. exchange students, freshman.	Continue to develop more new workshops topics, inject workshops with new content, and liaise with relevant units to organize orientation sessions and information literacy workshops on various topics for specific groups.	Conducted workshop sessions upon request from units and developed a variety of instructional materials and Research Guides online for users to learn how to use resources 24x7.

Developed online registration systems for both faculty staff and students to facilitate users to register orientation online. |
| Workshops on different discipline subjects | Continue to liaise with faculty staff to organize tailored subject specific workshops for students. | Delivered more subject specific workshop.

Conducted tailor-made workshops on request by students |

Subject: Noise and Seat Reservation

Overall, users asked for	The Library plans to …	The Library has …

More staff patrol and minimize noise control	Continue to remind staff to minimize the noise made when they are patrolling, shelving and working in between bookshelves.	Opened up more designated areas for discussion, such as L001—24-Hour Study Centre, L010—Discussion Zone, L504—Research Lounge and 5 group discussion rooms in Media Services.
Controlling seat reservation	Increase the awareness of library users not to leave their belongings unattended. Increase staff patrol to prevent seat reservation.	Implemented anti-seat reservation policy during Exam periods. Removed any unattended belongings when seat reservation is reported by users.
The use of mobile phone in designated area	Continue to guide the users to use their mobile phones in the back staircase of each floor, and the designated area for phone talking.	Increased user awareness of designated area for phone talking. Reminded staff to stop users from talking mobile phones in non-designated area.

Subject: Library Staff

Overall, users asked for	The Library plans to …	The Library has …
Most Library Staff are helpful, efficient and polite. But in the shelf areas, they are making noise and disturb my study.	Remind Library staff to be more conscientious of users studying nearby, and keep the noise level down as far as possible.	Reminded staff to keep their noise level down. A customer service workshop has been organized in September 2013 to foster a customer service culture among all Library staff members.
More staff to help on different floors of the Library and to remind fellow students not to use mobile phone or chat	to introduce a new staff roving service to provide timely assistance to users, and remind them to keep quiet in the reading areas.	Scheduled to introduce Library Staff Roving Service during the exam period in the first semester of 2013.

Subject: LibCafe (ACS)

Overall, users asked for	The Library plans to …	The Library has …
Better food quality	Convey the food quality request to the FO Catering Facilities Committee.	Conveyed the food quality request to the FO Catering Facilities Committee.