

Public Libraries Advisory Committee
Meeting agenda and summary of discussion of the 13th Meeting
held on 31 May 2012

Development of Public Library Services

1. Members were briefed on the major developments in the provision of public library services and the follow-up actions undertaken by the Administration since June 2010 including matters on provision of public libraries, enhancement in IT infrastructure and development of e-resources, etc.
2. Members' discussion was summarized as follows:-
 - i. Members suggested considering to factor in demographic changes when planning for new public library services/facilities; adopting recognized library performance indicators in the enhancement of library services; providing toy library in new public libraries; providing automated book machines in MTR stations; offering more reading materials to ethnic minorities and new immigrants as well as more newspapers copies for library users; and to devise a mechanism to follow up library survey results;
 - ii. HKPL would give due regard to various aspects such as geographic characteristics and utilization of existing libraries in addition to demographic factors when planning for new library services and facilities. It would be to the public interest to continue with the strategy to designate major and district libraries as the backbone of the library network, to be supplemented and strengthened by small

and mobile libraries as appropriate. As to key performance indicators, they were established and promulgated in the Controlling Officer's Report of the Annual Estimates for the Year. On the provision of automated book machines in the heavily used MTR stations, the difficulty in identifying a large and suitable site needs to be resolved. Regarding survey results, information obtained would be provided to individual district councils to facilitate their development of services to better serve the needs of local library users in the district; and

- iii. On nurturing reading interest through the provision of toy library for children and reading materials for the ethnic minorities, new immigrants and other library users, efforts were made by public libraries by means of offering a variety of reading activities in partnership with NGOs and the community to encourage the fostering of reading interests and parent-child interaction. Efforts would continue to be made in this respect.

Progress Report on the development of the "Food and Nutrition" and "Modern Living" Thematic Collection

3. Members were being briefed on the progress of setting up a "Food and Nutrition" in Tuen Mun Public Library and a "Modern Living" Thematic Collection in Tsuen Wan Public Library which would be available to readers in 2013 and 2015 tentatively. The purpose of the collections was to enhance consciousness and enrich knowledge of healthy lifestyle and livelihood of the people in Hong Kong. Thematic websites would be developed for the two

collections for easy access of readers. Subject talks and books exhibitions would be arranged to promote these collections.

4. Members' discussion was summarized as follows:

- i. Members welcomed the two new thematic collections and suggested to promote the collections through uploading video recordings of talks specifically held for the thematic collections onto the internet for broader access.

Progress Report on the Implementation of the New Mode of Front-line Service Delivery (NMSD)

- 5 Members were being updated on the progress of implementation of self service under the New Mode of Service Delivery (NMSD) in March 2012. The promotion of self service, among which included the self return of library materials at express check-in counter and self check out library materials at the self check terminals. In addition, encouraging the use of electronic lockers and electronic payment also allowed management to redeploy library staff to provide more effective 'one stop' service to the public. In the process, management maintained regular communication with staff to gauge their views, as well as to equip them with better skills through training. The Advisory Committee would be kept informed of the implementation progress in due course.

Secretariat of the Public Libraries Advisory Committee
November 2012