

Public Libraries Advisory Committee

Meeting agenda and summary of discussion of the 9th Meeting on 3 March 2011

Uploading meeting agenda and discussion summary to public libraries website

1. The Committee agreed that the discussion summary for the 9th Meeting would be uploaded to the Hong Kong Public Libraries (HKPL) website after its confirmation in the following meeting.

Mode of Delivery of Frontline and Support Services at Public Libraries

2. Members noted the following development of the mode of delivery of frontline and support service in the public libraries : -
 - i. The Efficiency Unit (EU) had been invited to review the current mode of service delivery and to formulate a manpower strategy and implementation plan for the provision of library frontline and support services including the services provided by the Technical Processing Unit;
 - ii. The EU had recommended a number of improvement measures to streamline the workflow and redeploy resources for the provision of library frontline and support services. These improvement measures entailed mainly (a) wider application of technology, (b) hiring of services to deliver non-core library services so as to meet the increasing demand for public library services and maintain cost-effectiveness of service delivery, as well as (c) the gradual replacement of non-civil service contract (NCSC) staff by civil servants (clerical and Cultural Services Assistant (CSA) staff) to undertake the core library frontline services;
 - iii. 26 briefing sessions were held in December 2010 to brief staff unions, consultative committees and staff concerned about the proposed new mode

of service delivery. The views collected showed general support and understanding for the proposal;

- iv. Views and concerns collected during the staff consultation process would be carefully considered when drawing up the implementation plans; and
- v. In the coming years, Leisure and Cultural Services Department (LCSD) would implement the proposed new mode of service delivery gradually and create civil service posts taking into account natural wastage, number of existing vacancies, expansion of libraries and the current proposal. One of the recommendations under the new mode of service delivery was to create civil service posts by phases to replace NCSC positions undertaking work of a long-term nature which was aimed at providing a stable workforce for delivery of core library services including one-stop customer relations services and user education activities. Service providers would be engaged to assist in delivering non-core functions such as sorting, shelving and processing of new library materials. LCSD would maintain dialogue with staff and review the staffing arrangements under the new mode of service delivery.

3. The Meeting's discussion was summarized as follows:

- i. Members suggested assigning a more specific post title to the core team of front-line staff to better reflect their roles and duties as well as to facilitate their preparation of such instead of the general title of Clerical Officer. Moreover, more self-service equipment should be deployed to make the self-service by readers more effective;
- ii. Members expressed views on the proposed staff deployment. They suggested that appropriate training should be provided to the newly

appointed civil service clerical and CSA grades staff to ensure quality library services; and

- iii. The Committee would be regularly informed of the progress of the implementation.

Libraries@neighbourhood — Community Libraries Partnership Scheme

4. Members noted the following progress on the Scheme : -

- i. By the end of 2010, 188 community libraries had been set up and the total items borrowed had reached 6.5 million;
- ii. Apart from providing books lending services, some community libraries also provided one-stop information services, for example, newspapers & periodicals service, audio-visual service, photocopying service and Internet service etc;
- iii. The public librarians would provide professional advice on library operation and management through regular visits and contacts; and assistance in book selection and rotation would also be provided;
- iv. Details of the Scheme and general information of individual community libraries had been uploaded onto HKPL's website since July 2010 for wide publicity;
- v. The Scheme would be further enhanced through -
 - continuing to foster partnership with district councils and local organizations to promote reading habits;
 - providing thorough professional advice to enhance services and support to the community libraries;
 - procuring collections according to the needs and interests of different

communities; and

- fostering cooperation with community libraries to organize more reading promotion activities.

5. Deliberations of Members were summarized as follows:

- i. Members suggested that the community libraries could act as the focal points for those living in remote areas for getting access to the public library collection. It was also suggested exploring cooperation opportunities with the ethnic minority groups to form special community libraries to cater for their specific needs and that HKPL could collaborate with the professional organizations to serve the information needs of their members; and
- ii. Consideration could be given to expanding the collections in the remote community libraries via block loans from the district libraries. LCSD would take into consideration Members' suggestions in future service review and ascertain whether they were feasible from the resources and logistic points of view. HKPL would continue to enhance the community networks and invite professional organizations to make recommendations on collection selection and make those collections available in the public libraries within reach of the library users. HKPL would also encourage community organizations to set up more community libraries and of larger scale.

Promotion of Public Library Resources to Students

6. Members noted the following progress on the promotion of the library resources, especially the e-resources, to students in response to the various strategies of The

Strategic Plan of HKPL 2009 – 2018: -

- i. HKPL had worked closely with Education Bureau (EDB) and educational organizations to promote library resources to teachers and students by conducting library visits, user-education programmes and outreach activities;
 - ii. To achieve the target of serving the community as a “Library-without-Walls”, more than 10,000 e-books had been acquired during 2010; and
 - iii. Continuous cooperation with EDB, schools and other educational organizations to promote library services and resources to students and non-library users would be explored.
7. Members’ discussion was summarized as follows:
- i. Further publicity should be made to increase students’ awareness of the availability of the rich collections of HKPL’s e-resources;
 - ii. A study of the usage pattern of the e-resources should be made to facilitate formulation of development plan; and
 - iii. Following the development and implementation of the new senior secondary curriculum and the enhanced services of the HKPL, there could be more collaboration and cooperation between HKPL and EDB to achieve synergy in the way forward.

Secretariat of the Public Libraries Advisory Committee

June 2011