

CONTROLLING OFFICER'S REPLY

HAB178

(Question Serial No. 0136)

Head: (95) Leisure and Cultural Services Department

Subhead (No. & title): (-) Not Specified

Programme: (5) Public Libraries

Controlling Officer: Director of Leisure and Cultural Services (Ms Michelle LI)

Director of Bureau: Secretary for Home Affairs

Question:

It is mentioned in Matters Requiring Special Attention in 2017-18 that 3 self-service library units will be provided on a trial basis. Please inform this Committee of the following:

1. What are the details of the self-service library units (their locations, scope of service and publicity programme)?
2. Will there be any staff on site to explain the operating procedures during the implementation of the trial scheme? If yes, what is the manpower involved?
3. What is the amount involved in the trial scheme?

Asked by: Hon CHAN Chun-ying (Member Question No. 35)

Reply:

1. The Leisure and Cultural Services Department (LCSD) plans to provide on a trial basis 3 self-service library units, 1 each on Hong Kong Island, in Kowloon and in the New Territories at convenient locations with heavier pedestrian flow and away from existing libraries. The 3 identified locations are in the Eastern District, Sha Tin District and Yau Tsim Mong District respectively. The self-service units will provide round-the-clock services such as borrowing, return, payment and pickup of reserved library materials. The LCSD plans to launch the service in the second half of 2017-18. Publicity will be arranged through press release, newsletters and electronic channels such as e-news and relevant government websites. Posters and leaflets will also be displayed and distributed to reach out to the local communities and organisations.
2. Similar to vending machines, the library units are easy to operate. Simple and clear instructions will be posted on the machine, complemented by QR Code linking to a video demonstration via mobile devices. During the initial implementation stage, a

customer service ambassador will station on site during peak hours to promote the service and provide assistance where necessary.

3. The estimated expenditure for the procurement of equipment and related IT services is about \$7.8 million, excluding the costs of site preparation. The LCSD has earmarked \$2.4 million for the daily operation and maintenance of the self-service library units in 2017-18.

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