

**CONTROLLING OFFICER'S REPLY**

**HAB481**

**(Question Serial No. 6119)**

Head: (95) Leisure and Cultural Services Department

Subhead (No. & title): ( )

Programme: (5) Public Libraries

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

Director of Bureau: Secretary for Home Affairs

Question:

Did the Government conduct timely review of the usage rates of the mobile library vans in all the 18 districts in the past five years? If so, what were the details and the expenditures involved? Did the Government conduct public consultations in all the 18 districts in the past five years on the provision of additional mobile library vans? If so, what were the details and the expenditures involved? Does the Government have any plans to review the usage rates of the mobile library vans in all the 18 districts in 2015-16? If so, what are the details and the estimated expenditures involved? Does the Government have any plans to conduct public consultations in all the 18 districts in 2015-16 on the provision of additional mobile library vans? If so, what are the details and the estimated expenditures involved?

Asked by: Hon KWOK Ka-ki (Member Question No. 219)

Reply:

The Leisure and Cultural Services Department (LCSD) is committed to enhancing the quality, accessibility and cost-effectiveness of public library services on a continuous basis. Apart from monitoring patronage and loan statistics, the Hong Kong Public Libraries (HKPL) also conducts regular public opinion surveys, customer liaison group meetings, meetings with focus groups such as teacher-librarians to gauge the public's views on its services, facilities and collection.

As far as surveys are concerned, a survey was conducted in 2009-10 and another one was commissioned in 2014-15 to gauge the public's opinion on the present public library services and their future needs. Regarding the survey commissioned in 2014-15, field work was completed whereas data analysis and tabulations are underway. The survey is expected to be completed by the end of 2015. The costs of the two surveys are \$998,000 and \$890,000 respectively.

In addition to the above surveys, LCSD has also conducted an overall review of the mobile library service in 2013. Having regard to the findings of the review and the views

collected from District Councils, LCSD has enhanced the mobile library service progressively since July 2014 by introducing two new mobile library vans and reshuffling the routes of the existing mobile library vans. 15 mobile library stops have been set up or are under preparation. In addition, the visiting frequency of nine existing mobile library stops with high usage or potentially high usage have been increased. The cost of implementing the above measures is absorbed by the existing manpower resources. LCSD will continue to monitor and review the usage of its mobile library services for the effective utilisation of resources to better serve the public.

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