Reply Serial No.

HAB485

CONTROLLING   OFFICER'S   REPLY

(Question Serial No. 3819)

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:

Please provide the following information:

a.   The Leisure and Cultural Services Department has indicated that an opinion survey would be conducted in 2014-15 to gauge the public's views on public library services. What are the findings of the opinion survey?

b.   It is noted that, in general, libraries have higher attendance during weekends and after-school hours.   Will the Department consider redeploying resources and manpower so as to make available more resources and manpower during sessions with higher attendance?   If so, or if the Department has any specific plans, please provide the estimate for the 2015-16 financial year.

Asked by: Hon MA Fung-kwok (Member Question No. 5)

Reply:

a.   As part of its on-going efforts to gauge the public's views on the services of the Hong Kong Public Library (HKPL) and future service needs, the Leisure and Cultural Services Department (LCSD) commissioned an opinion survey on HKPL in 2014-15. Field work was conducted between July and November 2014.   Data analysis and tabulations are underway.   The Survey is expected to be completed by the end of 2015.

b.   To support the smooth delivery of public library services to cater for the needs of library users, LCSD plans and deploys its resources taking into account the attendance and usage patterns during peak and non-peak sessions.   Apart from having a dedicated team of staff to provide core services, LCSD also leverages on the use of technology to enhance efficiency and quality.   For instance, the Department has introduced the self-charging terminals for borrowing of library materials across the library network, the use of Octopus cards for collecting library fees and charges, the

installation of electronic lockers and the provision of digital service workstations to all static libraries.   Together with the active development of the "Library without walls" that provides a rich and comprehensive collection of electronic resources through the library's workstations and Internet for access by the public in the libraries or remotely, all these measures have been smoothly implemented, bringing more efficient and better quality services to the public.

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