

**CONTROLLING OFFICER'S REPLY**

**HAB146**

**(Question Serial No. 2574)**

Head: (95) Leisure and Cultural Services Department

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

Programme: (5) Public Libraries

Controlling Officer: Director of Leisure and Cultural Services (Vincent LIU)

Director of Bureau: Secretary for Home Affairs

Question:

1. What are the numbers of mobile library vans and their stock size, attendance, number of loans and number of returns in the past 3 calendar years?
2. What are the stock size, number of loans, number of pickups of reserved materials and number of returns of each of the self-service library stations in the past 3 calendar years?
3. Since public libraries were temporarily closed due to the COVID-19 pandemic, self-service library stations have become very popular. What initiatives did/does/will the Department adopt to enable more readers to borrow and return books at self-service library stations?
4. Is there any plan to provide additional self-service library stations in the coming year? If yes, what are the details?

Asked by: Hon LEUNG Mei-fun, Priscilla (LegCo internal reference no.: 103)

Reply:

1. The Leisure and Cultural Services Department (LCSD) operates a total of 12 mobile libraries, serving over 110 service stops by 12 mobile library vans across the territory. The stock size, attendance, number of loans and number of returns of the 12 mobile libraries in the past 3 years are tabulated below:

| <b>Year</b>       | <b>2018</b> | <b>2019</b> | <b>2020<sup>(Note)</sup></b> |
|-------------------|-------------|-------------|------------------------------|
| Stock Size        | 482 814     | 491 962     | 495 030                      |
| Attendance        | 390 759     | 386 788     | 78 487                       |
| Number of Loans   | 588 468     | 553 205     | 128 095                      |
| Number of Returns | 698 037     | 652 430     | 115 293                      |

Note: In line with the Government's monitoring of the COVID-19 pandemic and the implementation of infection control measures, mobile libraries were temporarily closed in 2020 intermittently.

2. The LCSD provides 3 self-service library stations under a trial scheme, 1 each on Hong Kong Island, in Kowloon and in the New Territories at convenient locations with heavier pedestrian flow but far from existing libraries, rendering round-the-clock services such as borrowing, return, payment and pickup of reserved library materials. The stock size, number of loans, number of pickups of reserved materials and number of returns of the 3 self-service library stations located at the Island East Sports Centre Sitting-out Area, Hong Kong Cultural Centre in Kowloon, and Tsuen Nam Road, Tai Wai of the New Territories in the past 3 years are tabulated below:

Self-service Library Station on Hong Kong Island (launched in December 2017)

| <b>Year</b>                             | <b>2018</b> | <b>2019</b> | <b>2020</b> |
|---|-------------|-------------|-------------|
| Stock Size                              | 12 518      | 12 963      | 13 605      |
| Number of Loans                         | 18 974      | 14 693      | 10 851      |
| Number of Returns                       | 50 705      | 52 733      | 28 727      |
| Number of Pickups of Reserved Materials | 6 261       | 6 089       | 3 084       |

Self-service Library Station in Kowloon (launched in December 2018)

| <b>Year</b>                             | <b>2018</b> | <b>2019</b> | <b>2020</b> |
|---|-------------|-------------|-------------|
| Stock Size                              | 12 157      | 12 646      | 13 260      |
| Number of Loans                         | 1 165       | 12 360      | 8 313       |
| Number of Returns                       | 430         | 10 766      | 8 475       |
| Number of Pickups of Reserved Materials | 26          | 1 537       | 1 927       |

Self-service Library Station in the New Territories (launched in January 2020)

| <b>Year</b>                             | <b>2018</b> | <b>2019</b> | <b>2020</b> |
|---|-------------|-------------|-------------|
| Stock Size                              | -           | -           | 12 813      |
| Number of Loans                         | -           | -           | 14 312      |
| Number of Returns                       | -           | -           | 36 467      |
| Number of Pickups of Reserved Materials | -           | -           | 2 543       |

3. The LCSD informs members of the public, through press releases and the Hong Kong Public Libraries website, that self-service library stations are providing services as usual while they are open. In addition, reserved materials are transferred from temporarily closed libraries to self-service library stations designated by the readers free of charge so as to facilitate the borrowing of library materials.
4. Self-service library stations are provided under a trial scheme. The LCSD will collect usage data of the service for analysing its utilisation, and evaluate the effectiveness of the trial scheme taking into account the cost effectiveness, users' feedback, sustainability and complementarity with other library services. At the onset of the outbreak of the pandemic in 2020, services of self-service library stations were suspended to reduce the flow of people and maintain social distancing. The LCSD will commence the review when the pandemic becomes stable. Subject to the outcome of the review, the LCSD will explore the feasibility of providing self-service library stations in other districts with the current mode.