Library Matters
AUGUST 2014

Loene Furler and Carol Archer, *Home: Elsewhere* series of collaborative mixed media postcard drawings, 2012-2014, see p.4

LINGNAN UNIVERSITY FONG SUM WOOD LIBRARY

Issue 07

Message from the University Librarian

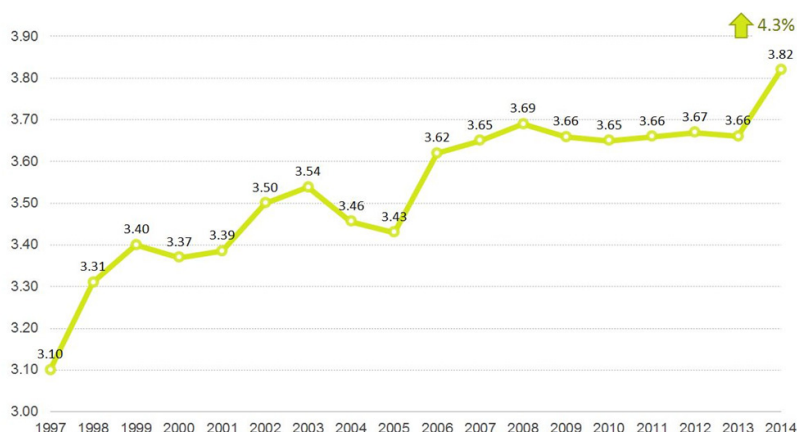### 2014 Library User Satisfaction Survey Highest Ratings since 1997

I would like to thank everybody who participated in the 2014 library user survey in March. We are absolutely delighted to find that we have received the highest user satisfaction ratings since 1997, the year the Library started to conduct annual survey. A full report of this year's user survey is available at: http://www.library.ln.edu.hk/about/library-statistics-and-surveys/user-survey-2014.

Due to limited budgets, library collection is always a concern. And yet, you may not be aware that as of 2014 the Library collection includes more than 514,000 books, bound journals, audio-visual materials, and more than 1,036,000 E-books. In fact, we now have a higher ratio of E-Books per full-time equivalent (FTE) student compared to other JULAC Libraries. Still we realize that we don't have everything you need, and strongly encourage you to make additional purchase recommendations. Alternatively, we can help you acquire the desired materials through interlibrary loan.

The survey results indicated that computers, printing & photocopy equipment were some of your key concerns. Two standalone Express Printers capable of printing files directly from USB were installed to further enhance printing services. In the first

FEEDBACK

Tell us what you think
Your Views Matter

2014 Library User Satisfaction Survey
www.library.ln.edu.hk/user-survey2014
17-31 March, 2014

term of 2014-15, we will upgrade all of the PCs in the Information Commons area. We will also install an additional Octopus network colour printer in the Information Commons, and a new heavy duty Octopus network printer on the Library 3/F.
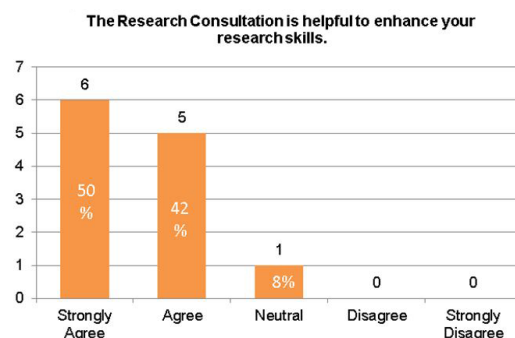
Some of you commented on the low temperature in some areas of the Library. Temperature monitors had been installed and we are actively working with the Facilities Management Division (FMD) to run regular checks on the temperature level to improve the library's environment.

We really appreciate your taking time to participate in the library survey. Your feedback, especially your written comments and suggestions, will continue to help guide our collected efforts to improve library services and operations.

Rachel Cheng
Chief Information Officer &
University Librarian

1997-2014 Library User Satisfaction Survey
Overall Satisfaction Mean Score (1 - 5, Least to Most)

Year	Score
1997	3.10
1998	3.31
1999	3.40
2000	3.37
2001	3.39
2002	3.50
2003	3.54
2004	3.46
2005	3.43
2006	3.62
2007	3.65
2008	3.69
2009	3.66
2010	3.65
2011	3.66
2012	3.67
2013	3.66
2014	3.82 (↑ 4.3%)

Lingnan University Fong Sum Wood LIBRARY 嶺南大學 鄺森活 圖書館

Research Consultation Service – What's the comments from users

As you may know that the Library is offering a personal one-to-one Research Consultation Service, but how the users felt about the service? According to the recent users feedback (Jan 2013–May 2014), 92% of users strongly agreed (50%) or agreed (42%) that the service was helpful to enhance their research skills. 91% of users gave an overall rating of Excellent (58%) or Good (33%) to the service. 100% of the users said that they would recommend the service to other students/colleagues.

The Research Consultation is helpful to enhance your research skills.

Strongly Agree	6 (50%)
Agree	5 (42%)
Neutral	1 (8%)
Disagree	0
Strongly Disagree	0

Here are some of the user's feedbacks:

* *The consultation was very helpful. I was able to know how to get information that I have been struggling to get for the past 5 months.*

* *It is appreciated for the consultant to try to find related and useful information for me. The suggestions not only fits my research purpose, but also riches my knowledge in research.*

* *[The librarian] is helpful and sophisticated with information searching knowledge … Some methods he taught are useful and practical to my research and I appreciated this in-depth enquiry session.*

If you want to try the service, make an appointment here: http://www.library.ln.edu.hk/research-consultation-service.

Information Technology Fluency Test (ITF Test)

In order to equip students with essential IT knowledge and skills for their studies and future career development, starting from 2012-13, all students enrolling in a Lingnan undergraduate programme are required to pass the ITF Test as a requirement for graduation.

INFORMATION TECHNOLOGY FLUENCY Test
資訊科技能力測驗

Register NOW !! Seats are limited

Have you passed the Test
你考左未

Pass the test, you will also earn 2 ILP units (Intellectual Development Domain) and obtain an IT Fluency Certificate. Registration and more information, please visit: http://study.ln.edu.hk/itfp/

To prepare for the test, please go to the Online Self-Learning Programme: http://tlc.ln.edu.hk/itfp/self-learning-programme/

You may also enroll the workshops offered by:
Library:
http://www.library.ln.edu.hk/services/workshops

ITSC:
http://www.ln.edu.hk/itsc/desktop/ilp/courselist

2013/14 ITF Test figures

Students completed the test: **76**

Students passed the test: **62**

Passing Rate: **82%**

Library Information Literacy Workshops

The 1st term Library Workshops will start in Sep 2014. Online registration begins on 1 Sep 2014 (Mon), http://www.library.ln.edu.hk/services/workshops.

We offer different types of workshops that are designed to help you to make the best use of library resources and improve your research skills.

Students can earn more than 3 ILP credits (which used to limit to 3 ILP). Staff and students who completed three or more workshops will receive a certificate issued by the Library.

Library Workshops 2014
Online Registration

As "Information Literacy" is part of the syllabus of the ITF (Information Technology Fluency) Test, students are encouraged to enroll to the library workshops, as a preparation for the test.

Research Readiness Self-Assessment (RRSA)

RRSA was developed by the Central Michigan University of the United States. It is an assessment to measure student knowledge of understanding and using library resources & scholarly information, as well as their perceived research abilities. The Library introduced the RRSA for the new students during the New Student Orientation since 2012/13 academic year. Each student participant was required to complete 40 questions and would get an individual analysis report immediate after the assessment.

A total of 532 results were collected from the 2013/14 cohort of new students. The assessment results cover six categories in two big areas.

Subjective Believes & Past Experiences	2013/14 Average Score (out of 100)	Objective Measurements	2013/14 Average Score (out of 100)
Perceived Research Skills	62.4	Obtaining Information	62.4
Research and Library Experience	38.8	Evaluating Information	43.9
Browsing the Internet	50.8	Understanding of Plagiarism	67.6

Perceived Research Skills reflected how the new students perceived themselves on their research and information skills.

Research & Library Experience reflected how often they would use library, access library website, discuss with library staff on a research topic, write a research paper, etc.

Browsing the Internet indicated the tendency of relying on popular search engine for scholarly research. (The higher the score means stronger reliance).

Obtaining Information covered the topics on keyword search, Boolean operators, primary vs secondary sources, reading call numbers, etc.

Evaluating Information showed the ability to locate information from different types of sources (peer-reviewed journal vs popular magazine) and judging the reliability and quality of information.

Understanding Plagiarism shows the student's awareness on the issues of copyright and plagiarism.

From the result, we noticed that there was room for improvement in certain areas of student's research skills and knowledge. We believed that the ability to find quality information on academic topics, conduct academic literature reviews, independent & critically evaluate the quality of information sources, access & use information ethically and legally are important qualities for student's lifelong learning.

The Library offered different types of service to help students in enhancing their information literacy such as the New Student Orientation programme, Guides@LU on the Library's website, Online Information Literacy Tutorial (access via Moodle), Information Literacy Workshops (some workshops are embedded in department's courses), and Research Consultation Services.

New Resources & Facilities

New E-books & E-databases

As we are committed to offer you the best resources, several new E-books & E-databases were acquired.

airiti Books 華藝中文電子書 - Provides access to over1,300 Chinese ebooks on various subjects.

Direction of Trade Statistics – IMF's Direction of Trade contains value of exports and imports between countries and their trading partners, with history to 1980. Updated once a month, it contains over 100,000 quarterly and annual time series data.

Foreign Office Files for China – Provides online access to the completed British Foreign office files dealing with China, Hong Kong and Taiwan during 1919 – 1937 and 1949 – 1980.
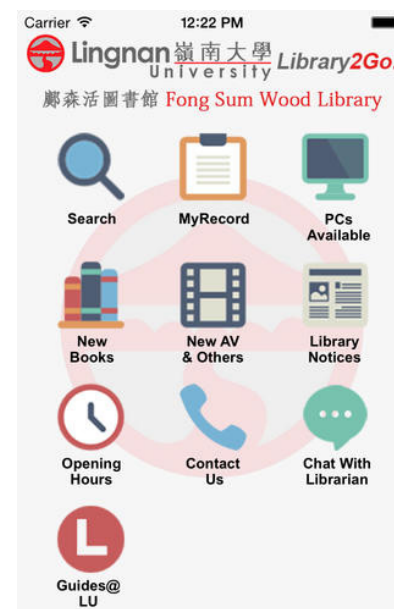
Industrial Statistics Database – Contains data for the period from 1963 to 2010 for 166 countries. Data are arranged according to International Standard Industrial Classification of All Economic Activities pertaining to the manufacturing sector, which comprises 23 industries for cross-country economic analysis.

Five new photocopiers with scanning function

We are very pleased to announce that 5 new photocopiers were installed in the two photocopier rooms on 1/F North & South, in the 1/F Reading Room, on the 2/F Serial Collection, on the 3/F North). All are equipped with double-side printing and scanning to USB drive function.

Library2Go app version 2.0

In Apr 2014, we upgraded the Library iOS App *Lingnan Library2Go* to version 2.0. For more information: http://www.library.ln.edu.hk/services/library2goapp

All-in-one PCs in the IC

We knew that one of your top concerns is computer equipment. We will upgrade the computers in the Information Commons in the first term of 2014-15. The new all-in-one PC which combines the touch-screen monitor with the CPU has the advantage of saving valuable desk space and more powerful capacity.

Wireless Printing from your laptop

Convenience is the key to enhancing user experience. The Library will introduce the Wireless Printing in the first term of 2014-15. You will be able to print to a library printer over the wireless network from a PC notebook computer.

Upcoming Exhibitions

醉荷塘 康雁屏 現代水墨

Exhibition Dates: 19 Aug - 30 Sep 2014
Opening Ceremony: 19 Aug, Tue 11:00 am
Artist Talk: 16 Sep, Tue, 3:00-4:00 pm,
Mini-theatre 2/F Library

We are delighted to have Ms Hong Ngan Ping Brenda's exhibition of the modern ink painting in the Aug-Sep 2014. Brenda is an alumni of Lingnan University. She has great passion in the modern ink painting. She is the Committee member of Hong Kong Modern ink Painting Society and the Founding Chairman of Hong Kong Contemporary innovative Ink Painting Association.

友愛明信片:協同繪畫與創意教學法
Postcards Between Friends: Collaborative Drawing and Creativity Pedagogy

Exhibition Dates: 31 Oct - 15 Dec 2014
Opening Ceremony: 4 Nov, Thu 4:00 pm

The exhibition will showcase the collaborative postcards produced by Australian artists Carol Archer (Hong Kong), Anna Couani, Loene Furler, Kit Kelen (Macao), Sue Rawlinson and Virginia Shepherd, along with those made by around 85 students from four drawing classes over the past two years. The project comprises the exhibited works of collaborative drawing, two video works that explore the postcard-making process and the learning it entailed, and a catalogue. It is an instance of academic

Sarah Fung and Clara Lwo, *Strange Places* series of collaborative mixed media postcard drawings, 2014

research and pedagogy that builds on knowledge gained through an artist-scholar-researcher's own art practice. The project is supported by Prof. Archer's Hong Kong Research Council Grant and Lingnan University Teaching Development Grant.

Past Event & Exhibition

Myanmar Perspective: 50 Paintings from a Changing Country

It was a valuable chance to take a glimpse of Myanmar through 50 paintings by Burmese artists. The exhibition was curated by Prof. Ian Holliday, a renowned political scientist of the University of Hong Kong with keen interest in Myanmar. We were delighted to have him to speak at the opening ceremony on 27 Feb, and gave a guided tour on 7 Mar, followed by a film show and panel discussion on the film, "The Lady", the story of Aung San Suu Kyi as she became the core of Burma's democracy movement, and her relationship with her husband.

Donation Ceremony of Mr. Lee Yuk-wang's collection of Lingnan Records

Lingnan Archives recently received a very valuable donation of Lingnan records from the family of Mr. Lee Yuk-wang (Lingnan alumnus of Class 1943; 李毓宏學長, 1943 年榮社). A donation ceremony, coordinated by Lingnan University Alumni Association, was held on 28 Jun 2014 at the Lingnan Archives in the 2nd floor of the Library. Ms. Margaret Lee Wing-yee, the daughter of Mr. Lee, representing her late father and family, presented the donation to Lingnan Archives, and highlighted the significance of the few key records.

The donation comprises of various unique Lingnan-related photographs, documents, publications, as well as memorabilia of the late Mr. Lee who attended Lingnan primary, junior and high school as well as Lingnan University. Of particular interests are his graduation certificates and awards received during his life as a Lingnan student during 1930s to 1943 and a letter prepared by Dr. Lee Ying-lam (President 1938-1948) in 1942 for the revival of Lingnan University at Tai-tsuen (大村).

The Library is deeply appreciative of this valuable donation from Mr. Lee Yuk-wang's family. The records will add tremendous value to documenting the history of Lingnan University. We have begun to process this collection, selective records with enduring value will be digitized and made available online for public access. In the meantime, please visit this website for more information: http://commons.ln.edu.hk/leeyukwang/