



## Broaden the Scope of Services

Looking for a supportive and friendly learning environment for searching information and doing your assignments in the Library? About 100 PC workstations, equipped with a wide range of software tools and mostly connected to laser printers, are now available in the **Information Space**.



Since its opening on October 12, Information Space has been very well received. An entrance statistics of over 66,000 was recorded for just 2 months since its opening, with daily average of 1,290 during weekdays and 580 during weekends.

Information Space is located near the exhibition area of the Library Lobby. It is an area designed to create a conducive area for interactive and participatory learning as well as small group teaching. Current CityU staff and students can use the PC workstations by logging in with their CityU Electronic ID.

A well equipped seminar room with a seating capacity of 28 is available for small group teaching and seminar. To use this room, teaching staff may email to [lb@cityu.edu.hk](mailto:lb@cityu.edu.hk).

## Nurture a Culture of Self-Help

The Library is pleased to introduce the **SelfCheck System**, the first of its kind among local universities, to offer its users an around-the-clock checkout service. Dr J T Yu, our Chief Information Officer, officiated at the Launching Ceremony on October 10. A Gift Parade was kicked off during the Ceremony to celebrate the event and to encourage use of the service.



The SelfCheck Units are located prominently near the Library entrance, at the corner right next to the Reference Counter. Simply scanning the smartcard and the barcode of the book, users can successfully check out their desired items anytime when the Library is open, even if the Circulation Counter is closed.

To address the ever-increasing number of users accessing Library resources and facilities, we believe that the solution lies in automation and self-service. The introduction of SelfCheck system marks the beginning of a self-help culture.

In the first phase, CityU and SCOPE smartcard holders (staff and students) can make use of the SelfCheck Units to borrow books. For users holding a barcode library ticket (e.g. JULAC Card, Alumni Library Ticket, Friends of the Library Membership Card), the Library is looking into the possibility of extending the service to them in the second phase.

## Request While You Search

The Hong Kong Academic Library Link (HKALL), a pilot project started off in February 2004 involving only CityU, HKU and LU, has now extended to include all the eight UGC-funded institutions with the full support and a special grant from the University Grants Committee (UGC).

In fact, no single library, with its individual book stock alone can support all the research, educational, teaching and learning needs of its students and staff. Resource sharing among libraries is the solution. Through HKALL, users can search and request materials belonging to other libraries and have the materials delivered to the home library for further checkout.

While the traditional interlibrary loan services are limited to certain categories of users, **HKALL borrowing services** are open to all students of programmes leading to CityU awards and staff members of all grades. Details of HKALL are available at <http://www.cityu.edu.hk/lib/service/hkall/overview.htm>.

## Library Facilitates Booking

Booking PC workstations in the Information Space, Group Study Rooms, and Study Carrels (Daily and Hourly) can now be done online and several days in advance as well.

Integrated into the University's electronic infrastructure, the newly developed **Library Room, Carrel & PC Workstation Booking System**

(<http://libbs.cityu.edu.hk/IndividualBooking.htm>)

is available alongside with other facilities booking systems under <Facilities Booking> of <School Services> within e-Portal. Students of programmes leading to CityU awards and staff of all grades can make use of the system for reservation.



## Bookdrop at Student Hostels

To enhance the service level, the Library has introduced the bookdrop service at the student hostels. The bookdrop is located between Hall 4 and Hall 5 at the student residence. Students can now simply drop their books nearby instead of making a trip back to the Library to return their books. With the help of the Facilities Management Office (FMO) for the transport arrangement, books will be collected by the Library staff according to a fixed schedule.

## “It’s Our Pleasure to Help You!”

Identifiable by their red uniform, **Service Ambassadors** are the most visible and approachable faces in the Library.

Thanks to the On-campus Service-learning Scheme, the Library has recruited a team of self-motivated and energetic CityU students, who yearn to learn not only what the curriculums offer, but also skills and working experience that will be useful to them in their future career life.



While the Service Ambassadors are offering timely assistance to those who are looking for a quick enquiry point, staff at the Circulation Counter can answer queries from users in greater details. The service thus creates a win-win situation for the Library, its users and the Service Ambassadors.

Ambassadors were all surprised by the complexity of work and effort involved to support the daily services provided by the Library. Luby Chan, a Year 3 student in the Department of Marketing, said that “systematic organization skills and attention to details are the keys to maintain good services to users. I am glad that I have the chance to pick up these skills.”

On the other hand, Emily Yum, a Year 2 student in the Department of Physics & Materials Science, is learning and practising her prioritization skills in a real working environment. Other Ambassadors also feel that by serving and interacting with Library users, they have improved their customer service skills and brushed up on their communication and language skills. They all acknowledged that their newly acquired assets will be useful for a lifetime.

## Arrangements to Cater for Students’ Needs during Examination Period

Understanding students’ need for study space to prepare for their examinations, the Library has made a series of special arrangements on service hours, study areas and access management.

1. From November 7 to December 23, the Library has extended its opening hours till 1:00am during this revision and examination period.
2. From December 5 to December 24, the four classrooms joined to the Library on 3/F Cheng Yick Chi Building have been converted to be the Library Self-Study Area.
3. From December 5 to December 24, the Library has imposed a partial access arrangement whereby access to our Library by certain categories of external users will be limited to non-busy hours of the day only.

## Research Tools and e-Resources Update

### SFX Version 3

The resource-linking service, SFX, was upgraded to Version 3 in August. In addition to the new design of the SFX menu featuring grouping service links by type, the following new SFX-powered features are now available:

*Searchable e-journal lists* (<http://www.cityu.edu.hk/lib/eres/ej/>)

The e-journal lists powered by SFX are now searchable by Title, Subject, ISSN and Publisher. The search results can be displayed in two formats – Table View and Detail View. The latter lists the subject category to which an e-journal belongs.

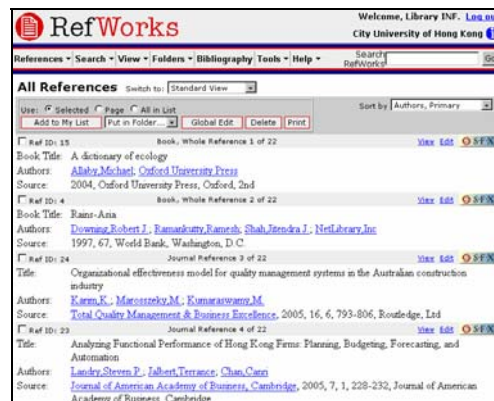
*More flexible Citation Linker* (<http://www.cityu.edu.hk/lib/eres/sfx/linker/article.htm>)

Now you don't need to enter the exact journal title in order to retrieve the article you want. Citation Linker allows you to input part of the title as far as you can remember. It can then quickly check the availability of an article against the Library's e-journal holdings and will link users to its online full text, if available.

### RefWorks – Your Personal Web-based Database of References and Bibliography Creator

In October, the Library launched RefWorks to CityU staff and students. Being a web-based bibliographic management tool, RefWorks can

- centrally store all the useful references/citations that you found in various online databases/library catalogues as a personal database
- help you organize the references into folders for different topics or assignments or projects
- automatically insert in-text references and create a bibliography in your preferred citation style in seconds when you are writing a paper
- be accessed at any time and at any geographical location



Training sessions were organized and more will be held in the coming semesters. For details about RefWorks, please visit <http://www.cityu.edu.hk/lib/eres/refworks/>.

### New e-Resources

*New eBooks* (<http://www.cityu.edu.hk/lib/eres/ebook/>)

English-language ebooks in various disciplines are now available from ebrary, Springer Online eBooks and Wiley InterScience. About 1,000 technical ebooks for programmers and IT professionals are also available from Safari Tech Books Online.

*Other New Titles* (<http://www.cityu.edu.hk/lib/eres/database/dbnew.htm>)

- IRRC Directors
- IRRC Governance
- MAGAZINEPLUS
- IHS Specs & Standards  
(includes full-text standards from British Standards Institution)

## Ambience of Creativity



On November 8, a ceremony was held by the Library in recognition of the generous and kind donations of the artworks by Mr Tsui Kar-yeung during the past two decades. Mr James Ng, on behalf of the CityU Gallery Management Committee and the Library, expressed a heartfelt thanks to Mr Tsui by presenting him a thank-you plate.

During the ceremony, Mr Tsui told us about his special ties with CityU. When the campus site of Kowloon Tong was still in construction, he had been invited to contribute his artworks for the then City Polytechnic. Over the years, he has given away over 200 pieces of calligraphy and paintings to CityU, while 28 of them are in the Library.

A glimpse of these 28 artworks reveals not only Mr Tsui's creative use of colour, but also his skills in expressing atmosphere and abstract ideas. His artworks have helped create a kind of ambience that patrons can enjoy while they read and study in the Library.

## 管理人分享人生與事業

11月11日，由圖書館和經濟及金融系合辦的「著名學者及作家講座」系列四邀請了資深銀行家及作家張健雄先生主講，分享他的人生和事業的心得。張先生活力充沛，妙語如珠，會場內不時傳來陣陣笑聲，與會者無不如沐春風。以下是英文與傳播系二年級蘇冠亮同學娓娓道來他的一些感想和啟發。



### 我想·我說——管理與人生

蘇冠亮

人生，一個多姿多采，充滿夢想的世界。在那裏，有太多的選擇，讓我們這一班年青人站不穩腳步。「人生，就好像金融、經濟一樣，是需要管理的。」張健雄先生的這一句話如黑暗中的明燈，照亮了我們的思想，使我們對人生有了更明確的目標和更深刻的體會。

人生匆匆數十載，我們心中的理想都不能如願地實現，歸根結底，是因為我們往往忽略了現實問題，將事業和志業混淆，為自己定下了一個不切實際的目標，以致我們常常在現實與理想之間徘徊，浪費了寶貴的時間。張先生認為人生有三個階段，先學習，然後事業，最後是志業。理想可能是我們的事業，也可能是我們的志業，這取決於現實環境而定。若我的理想是成為一位記者，那我便要在大學裏修讀新聞學，累積知識，畢業後以記者為我的事業。但若我的理想是成為一位作家，出版自己的著作，那便需要符合兩個現實條件：名氣和資本。這兩個條件是我們在學習階段中所不能滿足的，而要靠我們在事業階段中累積。所以，成為「作家」的理想是志業，而不是事業。我們在學習階段中累積知本，在事業階段中累積資本，到了志業階段，我們便可以靠累積多年的「知本」和「資本」完成我們的理想。

在工作方面，張先生也分享了他成功的管理心得。「上台瀟灑，下台漂亮」是張先生成功的座右銘。我們「上台」的時候，要記著當初進入公司時的渴望、熱情和積極，並要想一想將來「下台」，離開公司的時候，我們要在事業上得到什麼成就，累積什麼資本，然後計畫一下怎樣才可以達致目標。那麼，我們的工作有了目標，再加上積極進取的工作態度，我們才不致迷失，淪為生產金錢的機器，而是享受工作，享受工作所得到的資本。