New Look of the Library

Where is the counter for checking out media resources? Where is the counter for borrowing course reserve materials? Where is the counter for checking out books?

The answer to all these questions is – all these counters have been combined to become the Circulation Counter, which is now located in the lobby facing the main entrance of the Library.

Circulation Counter
The Circulation Counter is made up of a main counter in the centre of the lobby and a side counter on the left. Both are wavy in shape and built with hardwood. Between the two counters is a small passage joining the Semi-closed and Media Resources Collections nearby.

Centralized Service
The Circulation Counter handles check-ins and check-outs of almost all kinds of library materials, not just circulation books. Users can now fetch media resources (such as VCDs, audio cassettes and computer disks) and semi-closed materials (such as course reserve and examination papers) from the open shelves nearby and check them out conveniently at either the main or side Circulation Counter as indicated by clear signs.

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**One Stop Shop**
The Circulation Counter now handles interlibrary loans, access to closed materials, booking of study carrels and group study and viewing rooms, as well as the use of AV carrels and equipment in the Room for Users with Disabilities. Users no longer need to wander around looking for different service points.

**Media and Electronic Resources Centre**
All the audio-visual and multimedia facilities have been moved to the renamed Media and Electronic Resources Centre (MERC).

Users who check out in-house-use media resources can use them inside the Centre. Enquiries related to the use of media resources and audio-visual equipment can be directed to the MERC counter.

**Library Lobby**
The Library Lobby has been enlarged and redesigned to create an atmosphere conducive to reading, study and research. A glass wall offers a view into the bookshop next to the Library. Large reading tables and three book display cabinets with recently received donated books have been moved to this area.

The central part of the Lobby is equipped with computer workstations for searching the Library Catalogue, various electronic resources and the Internet. Most of these workstations are also connected to network laser printers for which users can pay by their Octopus Cards.

On both sides of the Lobby are browsing areas for newly arrived books and frequently used ready reference tools. The Reference Collection will also be moved to the Lobby area. Part of it will be put on low shelves to facilitate browsing.
### SelfCheck System Pilot Test

Try checking out circulation books by yourself with the selfcheck system near the entrance of the Library. A pilot test of the system is being conducted in July and August to evaluate how the system functions and to assess whether Library users welcome this self-help service.

Operation of the system is simple. Users just need to place their CityU ID Cards or Library Tickets under the red scan light with the barcode facing up and then enter their Library PIN. Instructions for checking out the books desired appear on the screen. A receipt listing the books checked out and their due dates is issued by the system to the user on completion of the check-out process.

As the selfcheck system only accepts numeric PINs, users with Library PINs that are alphanumeric must change their PIN to numeric with the "View Your Circulation Record" function of the Library Catalogue before using the selfcheck system.

Users encountering problems using the selfcheck system during the pilot test period may approach staff members on duty at the Circulation Counter for assistance.

### Loan Privileges for Spouses of Full-time Staff Members

Spouses of full-time CityU staff members may now enjoy borrowing privileges free of charge.

**Application Methods**
Spouses can either apply in person at the main Circulation Counter of the Library or fill out an online application form. To complete the online form, staff members will need to input their Library PIN for authentication. Upon successful application, spouses can borrow materials with a Staff Family ID Card issued by the Human Resources Office.

**Loan Privileges**
Spouses can borrow a total of 7 Library items at any one time. The loan period for circulation books is 30 days; for Reserve and Media Resource materials, the loan periods vary from 1 hour to 7 days.

For details on the spouse loan privileges, visit [http://www.cityu.edu.hk/lib/service/staffspouse.htm](http://www.cityu.edu.hk/lib/service/staffspouse.htm)
If you are looking for Library materials and are not sure about their location, look up the Location Finder. There are two Location Finder workstations – one just outside the Semi-closed Collection and the other in the Library Lobby.

With the Location Finder, you will be able to quickly locate library services, facilities and library materials by type, subject and collection.

**New e-Resources**

http://www.cityu.edu.hk/lib/eres/database/subject/db_encyc.htm

The Encyclopedia of Applied Physics provides the basic principles and in-depth coverage of all technically pertinent areas of modern-day physics, coupled with technological applications from real life.

The Wiley Encyclopedia of Electrical and Electronics Engineering brings together the core knowledge encompassed by electrical and electronics engineering. The Encyclopedia also features important topics of interest to engineers such as education and historical background of fields in electrical and electronics engineering.

**Pilot Live Reference Service**

http://www.cityu.edu.hk/lib/instruct/liveref/

To enhance reference services, the Library has introduced a pilot Live Reference Service. The Internet chat-based service allows you to chat in real time with a reference librarian in the Library. All current CityU staff and students are welcome to use this service. As it is a pilot service, your feedback is important and most welcome. Please send comments or suggestions to lbinf@cityu.edu.hk.
New CityU HomePage to welcome all

In the past, external users and internal ones used different routes to get information from the CityU website. External users accessed information about the University via the CityU HomePage. Before the e-Portal replaced the student intranet, students and staff went to separate intranets for information and services, often going through various logons to get the information required. The impression presented to users was that these web-based information and service systems were all disjointed and it was up to them to get to the right page for the right information.

With the launch of the e-Portal at the start of the 2002-03 academic year, the issue of presenting information and services from the users’ perspective began to be addressed. As the e-Portal can recognize individuals as soon as they log on, it can channel services and information they need to them directly. Furthermore, the e-Portal exemplifies the advantage of having dynamic information presented to users at the right time. With pertinent contents delivered to users at specific times of the academic cycle, students have enjoyed the “one-stop-shop” concept, where a collection of useful links is put together for important events such as course registration and examinations.

Before the e-Portal students and staff usually entered the CityU website via the intranets. With a year’s experience gained on the e-Portal and access statistics showing that students have adopted it without much problem, it was decided to bring all users into a new CityU website via a redesigned CityU HomePage.

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Remote Access to e-Resources via VPN

Access to most of the Library-subscribed web-based resources is restricted to the City University campus network. Current CityU staff and students can access these Library resources off campus via CityLink Plus Service, or any Internet Service Provider using the CityU Virtual Private Network (VPN) facility provided by the Computing Services Centre.

A new online Guide to Remote Access to Library Electronic Resources introducing the new method of remote access via the CityU VPN is now available at URL: http://www.cityu.edu.hk/lib/instruct/guides/eresguid/remote.htm#vpn. Users will find detailed information on the service and a link to connection set-up guide on this page.
**Design Philosophy**
The diagram illustrates the design philosophy of the new CityU website. In the centre circle are public announcements and information that the University makes freely available on the web as these may be of interest to anyone who comes to our website. External visitors, students and staff will all see these announcements. Students can log on to the e-Portal, the private section of the University’s website, and find announcements and services that are targeted at them. This is shown by drawing the students circle around the centre one. Extending this philosophy to the next level, the staff circle encompasses both previous circles so staff members can keep informed about students’ work and activities. Beyond the three concentric circles, specific groups such as members of University committees will have secured access to web pages designated for them.

**Access to Information and Services**
To enter the University’s website, everyone will start at the CityU HomePage. To make the HomePage attractive to both internal and external users, a new dynamism will be injected into information delivery on this front page. News and achievements of the University will be displayed and updated regularly.

Access to the private section of the website requires logons for access to personalized information. In line with the launch of the new HomePage, the staff intranet will be withdrawn and the e-Portal will become the sole means to access private and internal University information. Once inside the e-Portal, the system knows the individuals, so news, information and services will be presented accordingly. As the e-Portal is student-centric, all information targeted at students will be available to staff as well. Extra information and services will be provided for staff only.

This layered structure of information and service delivery will free us from the old design of vertical silos that artificially separate information and services into those for outsiders, students only or staff only. It will also greatly simplify the management and maintenance of the contents on our website.

The launch of the new CityU HomePage together with the new layered structure philosophy of information and service delivery represent a new era of website development of the University. It is a first step towards relationalization of, and provides a solid platform for, better content management and access to information, taking the perspective of the users as the most important consideration.