CUHK LIBRARY AND THE COVID-19 PANDEMIC

LOUISE JONES, CHINESE UNIVERSITY OF HONG KONG UNIVERSITY LIBRARIAN
23,300 students
83% undergraduate
6% postgraduate
11% doctoral

1700 academic staff

Rankings
QS 12th in Asia
43rd in the world
THE 8th in Asia
57th in the world
China Studies
- China’s Global Challenges
- Roots of Chinese Culture

Environment and Sustainability
- Smart and Sustainable Cities
- Climate Change
- Plant Molecular, Cell and Agricultural Biology and Food Security
- Renewable Energy and Natural Resources
- Population Studies: Migration, Youth Development and Ageing Management

Translational Biomedicine
- Genetic, Genomic and Precision Medicine
- Stem Cell Biology and Regenerative Medicine
- Brain and Mind
- Integrative Medicine
- Innovative Medical Devices

Information and Automation Technology
- Intelligent Reasoning and Cognition
- Big Data and eLearning Research
- Robotics
- Network Coding
7 libraries
220 library staff
2018/19

Visits
2.3 million

Orientations
126
5,200+ participants

Workshops
213
4,700+ participants

Database usage*
9 million downloads

E-journal usage*
5.3 million downloads

E-book usage*
3.3 million downloads

Print loans
631,000

* COUNTER compliant usage only
2020

Closed late January for Chinese New Year, due to reopen 29 January

29 January – 16 February
Online only, library buildings closed, except Medical Library open unstaffed throughout

17 February – 28 March
Very limited library access for CUHK staff and students only – gradual return of staff
HKALL resumes

29 March – 8 April
Online only, library buildings closed

9 April – 10 May
Limited library access, gradual return of staff

11 May – 17 May
University library open with staffed services, branches closed but all staff back preparing to reopen. Still limited to CUHK staff and students only

18 May
All libraries open for all library card holders
PRIORITIES DURING COVID-19 PANDEMIC

- Safeguarding the health and well-being of CUHK staff and students, enabling Library staff to work from home as necessary
- Off campus access to Library resources
- Access to physical books
- Access to safe study space
- Individual support by email, phone, online
- Delivering workshops online
WORKING FROM HOME…

- Notebook loans for staff,
- Office 360, Sharepoint, training on Zoom
- Library system privileges
- Communications with users
  - Online meeting with student representatives, Associate Faculty Deans for teaching
  - News items, social media, integrated with university communications and website
  - New LibGuides
  - More learning objects - How to….
- Tasks – enquiries, acquisitions, ILL, scholarly communications…
- Library webinar workshops
- Regular team zoom meetings at all levels
- Weekly email to all staff
- Normal work continued e.g. releasing new digital collection
ACCESSING ELECTRONIC LIBRARY RESOURCES

- Print to E-copy service for books held in print only
- Acquisition of E-copy for course reserve books
- On-demand digitization of books without copyright issues
- Established digital course pack service with additional funding from the University
- Obtained permission to make 20,225 local archive TV programmes temporarily accessible via CUHK VPN
- Loaning of previously reference only collections
- Standalone digitised special collections remotely available
- Continuous updating of temporarily free resources from academic publishers worldwide
- Bridging the digital divide
  - Student notebook loan scheme with support from IT
  - Tested new China-based VPN
## Print to Electronic Service

### Total Requests Received (% of Duplication Rate)

<table>
<thead>
<tr>
<th>Language</th>
<th>Total Requests Received</th>
<th>Total Requests Fulfilled</th>
<th>Fulfillment Rate</th>
<th>Requests without e-copy</th>
</tr>
</thead>
<tbody>
<tr>
<td>In English</td>
<td>5,375 (13%)</td>
<td>1,637</td>
<td>31%</td>
<td>3,549</td>
</tr>
<tr>
<td>In Chinese</td>
<td>3,046 (10%)</td>
<td>401</td>
<td>13%</td>
<td>2,603</td>
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<tr>
<td>Total</td>
<td>8,421</td>
<td>2,038</td>
<td>24%</td>
<td>6,152</td>
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</tbody>
</table>

Statistic as of 8 June 2020
ACCESSING STUDY SPACE & PRINT MATERIAL

- Library staff wellbeing
  - Daily masks, gloves, hand sanitizers, wipes, health declaration form…
  - Shifts, flexible start and finish times, cocooning staff with health issues

- Very limited study space – ground floor and basement of one library
  - Social distancing, mask and use of hand sanitizer compulsory
  - Intensive cleaning
  - Removed soft furnishings
  - BYOD
  - WiFi printing
  - No group study rooms
  - More study space gradually opened up as exams took place

- Reduced opening hours
- No staffed service counter
- Book retrieval service with self-checkout
**Automatic extension of loan period**: due date automatically extended to 31 July 2020 if it is not requested by other users.

**Automatic-renewal**: all loans automatically renewed until the maximum loan period is reached.

**Overdue fines**: except for Course Reserve items, all fines incurred from 29 Jan to 30 June 2020 are waived.

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<tbody>
<tr>
<td>Total number retrieved</td>
<td>11,839</td>
<td>57,039</td>
</tr>
<tr>
<td>Average per day</td>
<td>146</td>
<td></td>
</tr>
<tr>
<td>Busiest day</td>
<td>263</td>
<td></td>
</tr>
<tr>
<td>Not collected</td>
<td>20%</td>
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## Enquiries

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<tr>
<td>Total</td>
<td>4,177</td>
<td>9,647</td>
</tr>
<tr>
<td>Loans</td>
<td>66%</td>
<td></td>
</tr>
<tr>
<td>Library access</td>
<td>10%</td>
<td></td>
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<tr>
<td>Problems with access/using library resources (e-resources, databases, etc.)</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Facilities</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Opening hours</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Book retrieval service</td>
<td>1%</td>
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## In-person visits

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<tr>
<td>Total number</td>
<td>21,323</td>
<td>269,326</td>
</tr>
<tr>
<td>Average per day</td>
<td>263</td>
<td></td>
</tr>
<tr>
<td>Busiest day</td>
<td>816</td>
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</table>
THE NEW NORMAL

- Gradual re-opening
- Continued focus on staff wellbeing
- Social distancing and hygiene regime continues
  - 55% of seating removed
  - 30% of public PCs removed
- Digital First continues…..
  - Print to electronic service, reading list software
  - Speeding up digitization of special collections
  - Digital exhibitions
  - Virtual orientations, 360° tours
- Self service model enhanced – touchless?

WE ARE BETTER TOGETHER (BUT 2M AWAY)
NORMAL?

Library Resumes Normal Services
Why so optimistic about 2020? What do you think it will bring? Everything seems so messed up.

I think it will bring flowers

Yes? How come?

Because I am planting flowers