Library Handbook
(For Student)
2020 Edition

September 2020
Library
The Open University of Hong Kong
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Library Opening Hours

Electronic Library
The Electronic Library is accessible 24/7.

The campus libraries are open all year round, except the first 3 days of the Lunar New Year.

Stanley Ho Library & Ho Sik Yee Library

<table>
<thead>
<tr>
<th></th>
<th>Non-examination period*</th>
<th>Examination period*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mondays – Fridays</td>
<td>09:00 – 22:00</td>
<td>09:00 – 22:00</td>
</tr>
<tr>
<td>(excluding Public</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Holidays)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saturdays, Sundays</td>
<td>12:00 – 21:00</td>
<td></td>
</tr>
<tr>
<td>and Public Holidays</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Early closing at 17:40 on festival days including Mid-Autumn Festival, Winter Solstice, Christmas Eve, New Year’s Eve, and Lunar New Year’s Eve.

Notice of changes in opening hours under special circumstances will be put up at the Library entrance and on the Library Homepage.

Please be reminded that circulation services will terminate 15 minutes before the posted closing time.

Essential Contacts

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Enquiry Hotline</td>
<td>2768 6777</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:libwww@ouhk.edu.hk">libwww@ouhk.edu.hk</a></td>
</tr>
<tr>
<td>ITU Technical Support</td>
<td>2711 2100</td>
</tr>
<tr>
<td>Hotline</td>
<td></td>
</tr>
<tr>
<td>ITU Technical Support</td>
<td></td>
</tr>
<tr>
<td>Enquiries</td>
<td><a href="mailto:ituhelp@ouhk.edu.hk">ituhelp@ouhk.edu.hk</a></td>
</tr>
</tbody>
</table>
Introduction

This handbook provides an introduction to the services and facilities available in the OUHK Library and the Electronic Library. User guides on Library resources can be accessed from the Electronic Library and they are also available in the distribution racks located at the Library entrance.

Mission
The mission of the OUHK Library is to provide quality scholarly resources, responsive user services, and a convenient environment for information access to faculty and students of the Open University of Hong Kong in supporting their teaching, learning, and research activities.

Electronic Library
The Electronic Library provides abundant library information and learning resources for library users to access anytime anywhere while they are on campus, at home or in office.

In E-Library, users may find various kinds of information on library services, facilities, library development and projects, etc.. User education materials are also hosted on E-Library in order to support users in using the library resources for their study and research. Most importantly, users can search for abundant learning resources including databases, journals, books, as well as dissertations, reference resources, online multimedia, past examination papers and supplementary readings, no matter in print or electronic formats, via our library resources discovery platform.

The OUHK Library strives to keep pace with rapid developing information technologies in order to cater for the new ways students and faculty use library and access information. Design of E-Library is responsive to different types of device so that library users can conveniently access online library resources with their mobile phones, tablets or laptop computers. E-Library also adopts the latest technology in discovery and retrieval of library resources which offers one-stop service for searching across the full breath of contents from the Library's collections in electronic and physical formats. The OUHK was the first in Hong Kong to adopt this most advanced system in the field available internationally which is now also used by all UGC-funded universities and most local self-financing tertiary institutions.
**Campus Libraries**
The two campus libraries supports the teaching and research activities of OUHK by providing easy access to local and overseas resources as well as user-friendly multi-media teaching and learning facilities.

**Stanley Ho Library**
The Stanley Ho Library is located on Level 1 and Level 2 of the academic buildings on Main Campus with more than 480 study seats, including 40 Internet workstations for accessing electronic resources. Its Active Learning Space and Collaboration Zone provide a desirable environment for group discussions. In addition, the Library is equipped with special software and learning equipment for use by visually impaired students. The OUHK Language Centre is also located in the Stanley Ho Library.

**Ho Sik Yee Library**
The branch library, Ho Sik Yee Library, is located on Level 5 of the Jockey Club Campus with a seating capacity of over 300. To meet the teaching and research needs at the Jockey Club Campus and to extend the library services of the Stanley Ho Library, the Ho Sik Yee Library holds the collections of Cinematography and Film Production, Fine Arts, Photography and Medicine. In addition to the Quiet Study Zone and Internet workstations to facilitate users to access different types of resources, its Learning Commons and small group study rooms provide a vibrant environment for collaboration activities.
Stanley Ho Library Floor Plan - Level 1
Library Resources

**Electronic Collections**
The electronic collection, which can be accessed via the Electronic Library of the University (https://www.lib.ouhk.edu.hk/), provides abundant learning resources including full-text electronic journals, electronic books, databases, dissertations, electronic news, reference resources, past examination papers and supplementary readings. Library users can access the electronic collections anytime while they are on campus, at home or in office.

**E-Journals & Databases**
The subscribed databases, full-text electronic journals and selected Internet resources in the E-Library provide resources for general reference as well as for different subject areas.

**E-Books & Dissertations**
The E-Library consists of more than 4,267,100 titles of full text electronic books in English and Chinese.

**E-Reserve**
Contains selected past/specimen examination papers provided by schools, supplementary readings recommended by teaching.

**Print Collections**
The OUHK libraries have an extensive collection of printed and multimedia items. Books are classified by Library of Congress Classification Scheme and arranged on shelves by the call number found on the spine of the book. Materials in different languages are inter-shelved on shelves.

While the collection at the Stanley Ho Library covers most of the subjects, to support the learning and teaching activities at the Jockey Club Campus, the collection on Cinematography and Film Production, Fine Arts, Photography and Medicine are shelved at Ho Sik Yee Library. Currently, there are more than 202,000 printed books and dissertations in our collection.
**General Collection**
General Collection contains titles in Chinese, English and foreign languages. Materials from the General Collection can be checked out at the Service Counters.

**Reference Collection**
Reference Collection consists of standard reference tools such as dictionaries, directories, encyclopedias, indexes and abstracts, handbooks, atlases and Hong Kong Government documents. Reference materials are indicated by a prefix “REF” to the call number. They are for use in the Library only.

**Reserve Collection**
Reserve Collection consists of course materials, assignments, course set textbooks, selected past/specimen examination papers provided by schools, supplementary materials provided by teaching staff, audio-visual materials, CD-ROMs and microforms. Most of these reserved materials are available for 2-hour loans at the Service Counter of Stanley Ho Library or Ho Sik Yee Library.

**Serials Collection**
Serials Collection provides both local and overseas academic journals and magazines. Current issues of periodicals are displayed on periodical racks while back issues or bound volumes of periodicals are shelved separately. All serials are indicated by a prefix "SER" to the call number. They are for use in the Library only.

The Library also subscribes both local and overseas newspapers. Current issues of newspaper are put on the newspaper stands in the reading area. Back issues are kept at Service Counters for one month.
Finding Library Materials

**LibSearch**

It offers a single point of discovery for all types of library resources, including databases, journals, books, dissertations, reference resources, multimedia materials, past examination papers and course readings. Just type in the keywords in the search box and users can easily get all the information, including electronic and print books, journal articles, databases, multimedia materials and more in one go. Some articles provide links to full-text. OUHK users are advised to sign in first in order to retrieve more articles from OUHK subscribed resources.
Viewing Borrower Records
Library users can check their own loan records. Users can also renew their loan items in the "Borrower Record/Renewal" section. For details on renewal, please refer to the “Library Services – Renewals” section in this handbook.

Login is required to access your borrower record. The format of User ID and Password of your library account are described below.

Staff (OUHK staff (full-time, part-time, temporary) with OUHK email account.)
- User ID: Same as your email login name (e.g. “make” for staff with email address makc@ouhk.edu.hk)
- Password: OUHK Single Password

Tutor/Instructors:
- User ID: “t” + tutor/instructor number (e.g. t123456 for tutor number 123456)
- Password: OUHK Single Password

Students:
- User ID: “s” + first 7 digits of student number (e.g. s9876543 for student number 98765432)
- Password: OUHK Single Password

LiPACE students (without library-subscribed e-resources access right):
- User ID: Student number (all digits without the receding “s”)
- Password: HKID number without the digit in brackets (Default)

Mainland Programmes students/tutors:
- User ID: Student = “s” + first 7 digits of student number
  Tutor = “t” + tutor number
- Password: the first character of the surname plus the first character of the first name birthday in “yymmdd” format (e.g. your name is Zhen Xia Bou and birthday is 12 October 1970, and then your password is zx701012)

Retirees:
  - Log into Borrower Record
    - User ID: Retiree card number (all digits)
    - Password: HKID number without the digit in brackets (Default)

  - Log into Library’s internet workstations
    - User ID: Retiree card number (all digits)
    - Password: “g” + the first 6 digits of retiree card number (Default)
Library Reader’s/Borrower’s Ticket holders (OUHK Graduates):
- User ID: Library ticket number (all digits)
- Password: “g” + the first 6 digits of student number (Default)

Special users (without OUHK email account / Nursing tutors):
- User ID: Library-assigned User ID
- Password: Library-assigned Password

### Password Management

<table>
<thead>
<tr>
<th>User Type</th>
<th>Set/Change Password</th>
<th>Forgot Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff*</td>
<td>OUHK Single Password</td>
<td>Forgot Password</td>
</tr>
<tr>
<td>Students**</td>
<td>OUHK Single Password</td>
<td>Forgot Password</td>
</tr>
<tr>
<td>Tutors/instructors</td>
<td>OUHK Single Password</td>
<td>Forgot Password</td>
</tr>
<tr>
<td>LiPACE students without E-Library access right, Library Borrower’s Ticket holders and Special users without OUHK email account</td>
<td>Library Account &gt; Borrower Record &gt; Password &gt; Other Users</td>
<td>Call 2768 6777 or email to <a href="mailto:libwww@ouhk.edu.hk">libwww@ouhk.edu.hk</a> for assistance</td>
</tr>
<tr>
<td>Special Users (Nursing tutors)</td>
<td>Library Account Password</td>
<td>Call 2768 6777 or email to <a href="mailto:libwww@ouhk.edu.hk">libwww@ouhk.edu.hk</a> for assistance</td>
</tr>
</tbody>
</table>

*OUHK staff (full-time, part-time, temp) with OUHK email account.
**Including students taking distance learning, full-time, eLearning programmes, or LiPACE students with E-Library access rights.
**Locating Library Materials**

**Where Library materials are located?**
On the search result page, user should click “Available” under the title of the result to get information about the Collection, Call Number, Status and Availability of an item.

![Search Result](image)

**Collection code:**

<table>
<thead>
<tr>
<th>Collection</th>
<th>Where in the Library</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counter ^</td>
<td>Service Counter (Level 2, Stanley Ho Library) / (Level 5, Ho Sik Yee Library)</td>
<td>Use inside the Library for 2 or 3 hours</td>
</tr>
<tr>
<td>General</td>
<td>Level 2 (Call no. A-K) and Level 1 (Call no. L-Z), Stanley Ho Library / Ho Sik Yee Library (Level 5, Jockey Club Campus)</td>
<td>Can be checked out – Initial loan period: 30 days or 90 days. Maximum loan period: 120 days or 360 days</td>
</tr>
<tr>
<td>General (Oversize)</td>
<td>Level 1, Stanley Ho Library / Ho Sik Yee Library (Level 5, Jockey Club Campus) (last row of General Collection)</td>
<td>Can be checked out – Initial loan period: 30 days or 90 days. Maximum loan period: 120 days or 360 days</td>
</tr>
<tr>
<td>Reference</td>
<td>Level 1, Stanley Ho Library / Ho Sik Yee Library (Level 5, Jockey Club Campus)</td>
<td>Use inside the Library only</td>
</tr>
<tr>
<td>Reference (Oversize)</td>
<td>Level 1, Stanley Ho Library / Ho Sik Yee Library (Level 5, Jockey Club Campus) (last row of Reference Collection)</td>
<td>Use inside the Library only</td>
</tr>
<tr>
<td>Serials</td>
<td>Level 1, Stanley Ho Library / Ho Sik Yee Library (Level 5, Jockey Club Campus)</td>
<td>Use inside the Library only</td>
</tr>
<tr>
<td>Status</td>
<td>Meaning</td>
<td>Can I borrow this?</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------------------------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Bindery</td>
<td>Being sent to binding</td>
<td>No</td>
</tr>
<tr>
<td>Damaged/Billing</td>
<td>Damaged item</td>
<td>No</td>
</tr>
<tr>
<td>Date/time</td>
<td>Checked out by another user</td>
<td>No</td>
</tr>
<tr>
<td>In Process</td>
<td>To be catalogued</td>
<td>No</td>
</tr>
<tr>
<td>Just Returned</td>
<td>Item might be on shelf</td>
<td>Yes</td>
</tr>
<tr>
<td>Lost/Billing</td>
<td>Lost item</td>
<td>No</td>
</tr>
<tr>
<td>Missing</td>
<td>Missing item</td>
<td>No</td>
</tr>
<tr>
<td>On Display</td>
<td>On new book display shelf</td>
<td>No</td>
</tr>
<tr>
<td>On Hold Shelf</td>
<td>Waiting for user to pick up</td>
<td>No</td>
</tr>
<tr>
<td>On Order</td>
<td>Being ordered</td>
<td>No</td>
</tr>
<tr>
<td>On Shelf</td>
<td>On shelf</td>
<td>Yes</td>
</tr>
<tr>
<td>Web Access</td>
<td>Available in electronic format</td>
<td>N/A</td>
</tr>
<tr>
<td>Reserved</td>
<td>Being held by another user</td>
<td>No</td>
</tr>
</tbody>
</table>

^ “Counter” Collection includes Reserve Collection, OUHK Theses and University Collection.

**Borrow/reserve the item:**
Readers can learn about the availability of an item from the condition described under "Status".
New Arrivals
The New Arrivals lists include books, serials, audio-visual items or electronic resources newly added to the Library collection during the last three months.
How Library materials are shelved?
Library materials are shelved according to the call number on the spine of the materials. The call number on book spine matches the one found in the Library Catalogue.

For example:
Call number in Library Catalogue:  HG173 .P577 2001
Call number on spine:          HG
               173
               .P577
               2001

Call number arrangement:

How to shelve library materials by call numbers
The first line of a call number will be shelved alphabetically.
For example:

<table>
<thead>
<tr>
<th>AC</th>
<th>HB</th>
<th>HC</th>
<th>PN</th>
<th>QA</th>
</tr>
</thead>
</table>

The second line of a call number will be shelved in numerical order. A call number with a smaller number is placed before one with a larger number.
For example:

<table>
<thead>
<tr>
<th>90</th>
<th>150</th>
<th>171.5</th>
<th>450</th>
<th>512</th>
</tr>
</thead>
</table>

The third line of a call number will be shelved alphabetically and then numerically. It should be noted that all numbers in this line are treated as if they were preceded by a decimal.
For example:

|------|-------|------|-------|-------|

The final line of the call numbers include dates, volume numbers, issue numbers, copy numbers, and other annotations. In such case, it will follow an ascending order.
Eventually, the call numbers will be arranged like this:
Library Facilities

Internet Workstations
The campus libraries provide over 70 Internet workstations for accessing library-subscribed e-resources, collection and the Internet. All Internet workstations are connected to network printers and are available to users on a first-come, first-served basis. You need to use your User ID and Password to login the Internet workstations.

Level 2, Stanley Ho Library – 40 Internet workstations

Quiet Study Zone, Ho Sik Yee Library – 20 Internet workstations

Learning Commons, Ho Sik Yee Library – 14 Internet workstations
Scanning, Photocopying & Printing

Photocopying and Printing
The campus libraries provide Octopus card operated photocopiers and printers for photocopying and printing. Users can print documents using the network printers via the Internet workstations. They can also use their notebook computers to connect to the network printers for wireless printing. Please read the Instructions for Wireless LAN service and the Configuration guide for Wireless Printing for more details. Besides, an express printing station is available for users to print out documents from their storage devices without the need to log in.

Charges for Photocopying and Printing

<table>
<thead>
<tr>
<th>Size &amp; Type</th>
<th>Simplex</th>
<th>Duplex</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4 Black &amp; White</td>
<td>HK$0.2</td>
<td>HK$0.4</td>
</tr>
<tr>
<td>A3 Black &amp; White</td>
<td>HK$0.4</td>
<td>HK$0.8</td>
</tr>
<tr>
<td>A4 Colour</td>
<td>HK$1</td>
<td>HK$2</td>
</tr>
<tr>
<td>A3 Colour</td>
<td>HK$2</td>
<td>HK$4</td>
</tr>
</tbody>
</table>

Scanning
You may use the designated copiers to scan your documents and send them to your OUHK email or other email account(s). Flatbed scanners are also provided.
**Wireless Network & WiFi Printing**

Wireless LAN is available for accessing the Internet with your own mobile devices inside the Library. You may read the Instructions for Wireless LAN Service to check the WiFi authentication and connection method.

You can also use your own notebook computers to connect to the network printers via OUHK Wireless LAN Service. Please read the OUHK Wireless Printing on Campus guide for details.

**Self Checkout Machine**

Self Checkout machines are available in both campus libraries. Borrowers can use the machines to check out General Collection materials.
**Book Sterilizer**
Self-service UV book sterilizers are available in the Stanley Ho Library (Level 2, MC) and the Ho Sik Yee Library (Level 5, JCC). Users are welcome to use the devices to sterilize library books. With simply one touch, up to 6 books can be sterilized each time.

**Student Notebook Computer**
Student Notebook Computer Loan Service is provided at the Stanley Ho Library. To borrow the notebooks, students can bring along their student cards and visit the Service Counter of the Stanley Ho Library on the Main Campus. Please see service guidelines [here](#).
Facilities for Special Educational Needs
The facilities for special educational needs, including braille translator, braille embosser, OpenBook OCR printer and scanner, are located on Level 2 of the Stanley Ho Library. Students can book the workstations in advance by calling the Library at 2768 6778 or contacting staff at the Service Counter. Students can also call the Student Affairs Office at 2768 6634 at the beginning of each semester to borrow some of the equipment for home use.

“Smart City Walk” mobile app
The “Smart City Walk” mobile app is developed by the Hong Kong Blind Union. The App provides audio and text navigation for about 30 outdoor and indoor venues in Hong Kong which allows people-in-need to walk around independently. Venue partners include government departments, shopping malls and hospitals. OUHK and its Library are the first higher education institution and library in Hong Kong to participate in the “Smart City Walk” project. The App can help users to know the major services provided by the Library, identify his/her current location in the Library and provide navigation to the specific destination.

To learn more about the project, please go to the Jockey Club Smart City Walk Project website.
To download the App, please go to App Store / Google Play.
Spaces for Different Needs

Active Learning Space
The Active Learning Space (ALS) on Level 1 of the Stanley Ho Library is open to all library users. The ALS is equipped with group tables and chairs, whiteboard writing surfaces, wireless LAN, notebook computers, projectors and LED monitors and a central control system for screen displays. It has been designed to provide a space that facilitates group presentation and collaborative studies for 40 users. The ALS is also available for reservation by OUHK staff for classes or for other teaching functions. When not reserved, the space is open to all library users who can also bring their personal computers to connect to the LED displays for group work or study.
Audio-Visual Room & Carrels
Ho Sik Yee Library
The Audio-Visual Room in the Ho Sik Yee Library is equipped with study tables and chairs, interactive whiteboard and blu-ray player. It can accommodate users in group to a maximum of 10 each time. To use the room, you can reserve the room through the Online Booking System for Amenities (OBSA). Click here for user guidelines.

When showing films or TV programmes in the Library, users should follow the “Guidelines for showing films and TV programmes on campus”. Please click the links below for details.

Guidelines for showing films and TV programmes on campus (for staff)
Guidelines for showing films and TV programmes on campus (for students)

Stanley Ho Library
The Audio-Visual Carrels provides equipment for listening and viewing audio-visual materials in the Stanley Ho Library. Users can book the carrel and equipment at the Service Counter. Users can also make use of the Internet workstations for listening and viewing VCD or DVD.
Collaboration Zone
To cater to the needs for group study and interactive learning among users, a Collaboration Zone has been set up on the 1/F of the Stanley Ho Library.

Group Study Rooms
The three Group Study Rooms in Ho Sik Yee Library are ideal place to conduct collaborative study or group work inside the library environment. The Group Study Rooms provide group study tables and chairs, interactive whiteboard and wireless LAN for use by 4-10 students at the same time. Prior registration for use is required. User can book the Rooms through the Online Booking System for Amenities (OBSA). Please read the user guidelines before making bookings.
Learning Commons
Located in Block E of the Ho Sik Yee Library, the Learning Commons is designed to support collaborative learning in a vibrant and inspiring environment.

Dynamic Learning Spaces

Group Study Rooms
Each of the Group Study Rooms is equipped with an interactive whiteboards to facilitate your group discussion and collaborative learning.
**Individual and collaborative study**
To cater for the latest and changing needs of users, different styles of seats are provided in the Learning Commons. Booth seats, window seats, high tables... come and explore which types of seats best suit your study needs.

![Individual and collaborative study images]

**Flexible activity zone**
Our new flexible activity zone is a space that can be arranged flexibly for subject talks, workshops or other events. When not in use for specific activities, this area is open for all users for individual or collaborative study.

![Flexible activity zone images]
Enhanced Facilities

**Internet workstations**
Additional internet workstations are provided to facilitate your study and use of the Library-subscribed electronic resources. Alternatively, you can bring along your own laptops or tablets to work here as WiFi is available throughout the Learning Commons.

**Printing Stations**
Two printers, one black & white and one colour, are provided in the Learning Commons for users' convenience. Users also have access to the colour photocopying option on the colour printer.
Cozy Reading and Refreshment Corner

**Refreshment corner**
Tired after long hours of study? You can take a break at our cozy Refreshment Corner and have some light snacks! Our Refreshment Corner is the ONLY place inside the Library where you can eat and drink. We have vending machines here for your convenience; outside food and alcoholic drinks are not allowed.

**Be considerate**
- No eating or drinking while using library materials and equipment;
- Keep the Refreshment Corner clean and pleasant for everyone using this area;
- Make use of the self-service cleaning station next to the vending machines to clean up spills and crumbs immediately.

For details, please read the [Food and Drink Policy](#).

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**Quiet Study Zone**
Block D of the Ho Sik Yee Library is designed as Quiet Study Zone where a quiet atmosphere for individual study is maintained. The whole collection of the Ho Sik Yee Library is also shelved on electronic compact shelves in this zone.
Library Services

Access to Electronic Library
The Electronic Library at http://www.ouhk.edu.hk/lib is a gateway to the electronic resources and online services of the Library. Full Electronic Library services can be obtained through the Internet workstations at the Library or PC Laboratory. You can also access these resources and services outside the campus via Internet connection, simply log in with your user ID and password.

Book Loan Services
Borrowing Privilege
Students and staff of the University can use the University ID cards, valid Borrower’s Tickets issued by OUHK Library or Tutor cards issued by OUHK Registry, to enter the OUHK Library and borrow Library materials. Borrower categories and borrowing privileges are listed in the “OUHK Library Regulations” section. University ID cards, Library tickets and Tutor cards are not transferable. For further information on Loan Services, please refer to Using the Library > Loan Service > Loan Privileges on the Library Homepage.

Borrowing
Circulating materials can be checked out at Service Counters or Self Checkout machines. Users must use their own University ID cards to check out Library materials. Circulation services will stop 15 minutes before the Library closes.

Returning
Library users can return their loaned items to the Service Counters or the book return boxes located at the Library entrance. Loan records of the library materials returned to the book return box will be updated on the next library opening day. Items with disks, interlibrary loan items, materials from Reserve Collection, in-house use items, and library equipment have to be returned to the Service Counters.

Overdue and Losses
Borrowers are responsible for returning their loans on or before the due date. Late return of Library materials is subject to an overdue fine and the amount of which is specified in the Library Regulations.

There is a grace period of 3 days on normal loans and recalled loans, i.e. no penalty will be imposed if items are returned within the grace period. If items are returned after the expiration of the grace period, fines would be calculated from the original due date.

For lost or damaged items, borrowers are liable for the cost of replacement plus the shipping and/ or processing fees.
Renewals
All loaned items of the General Collection can be renewed anytime until the maximum loan period is reached. No renewal will be allowed if the item has been requested by another borrower. Borrowers may renew their loans at the Service Counters or online via Electronic Library under their own borrower records.

Library materials cannot be renewed if:

- Maximum renewal limit has been reached OR
- Items are being reserved by other users OR
- Your borrowing right is being suspended.

Making hold requests on Library Materials and Recall
Materials that can be placed hold via the Electronic Library are General Collection books and their accompanying items (SPM) when all the title’s available copies are checked out or reserved by another user. A hold request has to be made in person for all other reserve materials (except SPM) at the Service Counters.

All loaned items are subject to recall. Once an item is recalled, the borrower is required to return the recalled item in 14 days or by the due date, whichever comes earlier. Borrowers will receive email notices if their borrowed items are recalled.

Library Notices
Current Staff/Students can receive the following Library notices timely through their personal OUHK email account. Students can also receive the notifications via the OUHK Student Mobile App.

i. Pre-overdue reminders
ii. Overdue notices
iii. Book reservation notices
iv. Recall notices

Library Notices
Current Staff/Students can receive the following Library notices timely through their personal OUHK email account:

i. Library Service Updates (LSU) – the latest issue
ii. Library workshop and other announcements
Library Workshop
The Library organizes various user education programmes and activities throughout the year to assist users in using the Library and its resources effectively.

1. Programmes offered by the OUHK Library
   - Library orientations for new students and staff
   - Training workshops/seminars on using resources of different subject areas
   - Learning events in collaboration with the Schools and Units of the University
   - Customized training programmes for different courses

2. Programmes offered by e-resources vendors
Users may register for the webinars organized by e-resources vendors to further enhance your skills in using the resources for your study and research.

Interlibrary Loan Service
Interlibrary loan service is available to full-time academic or administrative staff, postgraduate students, and project-based undergraduate students. The service delivers books and journal articles not held by the Library. Items can be obtained from both local and overseas sources for study, research and teaching purpose. For detailed information of the service, refer to the Using the Library > Loan Service > Interlibrary Loan Service on the Library Homepage.

New Book Display
New books are put on display for one week at the New Book Display Area of the Library. New books will be returned to shelves for loan after the display period. Lists of new Library materials are available on Library Homepage > Finding Resources > New Arrivals.
## Useful Library Service Directory

<table>
<thead>
<tr>
<th>Service</th>
<th>Responsible Section</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for the OUHK Library Ticket</td>
<td>Circulation</td>
<td>2768 6781</td>
</tr>
<tr>
<td>Facilities for Special Educational Needs</td>
<td>Service Counter</td>
<td>2768 6778</td>
</tr>
<tr>
<td>Interlibrary Loan</td>
<td>Information Services</td>
<td>2768 6780</td>
</tr>
<tr>
<td>Information Enquiries</td>
<td>Information Services</td>
<td>2768 6777 / <a href="mailto:libwww@ouhk.edu.hk">libwww@ouhk.edu.hk</a></td>
</tr>
<tr>
<td>Circulation Enquiries</td>
<td>Service Counter</td>
<td>2768 6778 (Stanley Ho Library) 3120 2555 (Ho Sik Yee Library)</td>
</tr>
<tr>
<td>Technical Support for Remote Access</td>
<td></td>
<td>2711 2100 / <a href="mailto:ituhelp@ouhk.edu.hk">ituhelp@ouhk.edu.hk</a></td>
</tr>
</tbody>
</table>
1 Library opening hours
The opening hours will be determined by the Librarian and will be adjusted according to the demand for library use and staff availability. Details will be displayed at the entrance of the OUHK Library and posted on the Library website.

2 Admission to the Library
(a) Admission to the Library will be permitted only upon presentation of a valid OUHK Identity Card, OUHK Library Borrower’s Ticket, or Reader's Ticket. Application for an OUHK Library Borrower’s Ticket or Reader's Ticket can be made at the Service Counter.

(b) OUHK Library Borrower's Ticket and Reader's Ticket are not transferable and any loss of them must be reported without delay. There may be a replacement charge.

(c) Students who have been inactive for not more than one year may gain limited access to the OUHK Library facilities and services. See the Library’s notices posted at the entrance of the Library for the latest arrangement.

(d) OUHK Library Ticket charges:

<table>
<thead>
<tr>
<th>Users</th>
<th>Ticket charges</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Reader's Ticket</td>
</tr>
<tr>
<td>OUHK Graduates</td>
<td>HK$50/annual fee plus HK$500/deposit</td>
</tr>
<tr>
<td>Other educational Institutes-Academic (Individual)</td>
<td>HK$1,500/annual fee plus HK$500/deposit</td>
</tr>
<tr>
<td>Public non-profit making organization (Corporate)</td>
<td>HK$500/annual fee plus HK$500/deposit</td>
</tr>
<tr>
<td>Public profit making organization (Corporate)</td>
<td>HK$2,000/annual fee</td>
</tr>
</tbody>
</table>

Charge for card replacement is HK$50.

(e) Visitors must first obtain a special permit from the Librarian prior to using any services available in OUHK Library.
1 OUHK staff should consult the OUHK Human Resources Unit for their Staff Identity Card. Part-time tutors should obtain their Tutor Identity Card from Registry. Registered students should obtain their Student Identity Card from Registry. Student status is determined by the highest level course(s) a student is currently enrolled in.

2 Distance learning programme students who are not currently registered in a course are classified as inactive students.

3 LiPACE programmes are not included. Applicants are required to submit a photocopy of their OUHK graduation certificate.

4 Requests for refund of the deposit, if applicable, should be made within one year upon the expiry of the Ticket. Requests made after the 1-year period will not be accepted.
3 Borrowing regulations

(a) A valid OUHK Identity Card, Borrower's Ticket issued by OUHK Library or Tutor card issued by OUHK Registry must be presented when borrowing materials (print and non-print). They are not transferable.

(b) Borrowers categories

<table>
<thead>
<tr>
<th>Borrower Categories</th>
<th>General Collection</th>
<th>Reserve Materials*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Loan quota</td>
<td>Initial loan period</td>
</tr>
<tr>
<td>Book</td>
<td>Day</td>
<td>Day</td>
</tr>
<tr>
<td>Academic/administrative staff</td>
<td>60</td>
<td>90</td>
</tr>
<tr>
<td>General grade staff</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Postgraduate students</td>
<td>60</td>
<td>90</td>
</tr>
<tr>
<td>Undergraduate students (including active students taking OUHK undergraduate degree and subdegree course and students taking LiPACCE eligible programmes)</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Others (including OUHK graduates and OUHK retirees, visitors, and outsiders)</td>
<td>10</td>
<td>30</td>
</tr>
</tbody>
</table>

* Refer to the "Reserve Materials" section below.

^ Loan period may vary with the nature or playing time of the item.

Restrictions:

The following can be used in the OUHK Library only
- Reference materials;
- Reserve materials, including AV materials (except special reserve materials);
- Periodicals and newspapers.

(c) Borrowing procedures:
All items must be signed out at the Service Counter or Self Checkout machine. Only materials from the General Collection are allowed to be removed from the Library after checking out. Other materials, such as
reserve materials, reference materials, AV materials, periodicals and
newspapers are normally not allowed to be removed from the Library.
Special permission may be granted by the Librarian only under rare
circumstances.

(d) Overdue materials:
It is the borrower's responsibility to return loan items on or before the due
date or time.

(e) Fines:
All borrowers who return loan items late will be subject to an overdue fine.

Library privileges will be withheld until the borrower completely settles his
or her overdue fines at the Service Counter.

<table>
<thead>
<tr>
<th></th>
<th>Fines</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Collection</td>
<td>HK$3 per day</td>
</tr>
<tr>
<td>Reserve materials</td>
<td>HK$3 per hour</td>
</tr>
<tr>
<td>Non-circulating materials*</td>
<td>HK$3 per day</td>
</tr>
</tbody>
</table>

*If the Librarian grants special permission for checking out non-circulating
materials from the Library.

(f) Renewals:
Renewals must be done by the borrower himself/herself on or before the
due date/time. All loaned items of the General Collection can be renewed
anytime until the maximum loan period is reached. No renewal will be
allowed if the item has been requested by another borrower.

(g) Reserve materials:
Reserve materials include all AV materials, CD-ROMs, computer
manuals, slides, course materials, set books and accompanying
materials. Reserve materials are not allowed to be removed from the
Library, except special reserve materials. The borrowing period for
reserve materials is normally two hours. A student's borrowing rights may
be suspended if a reserve item is not returned on time. Borrowing rights
will be resumed when the item is returned. Students may borrow up to
three reserve materials, in different formats, at a time.

(h) Reservations:
The requester will be notified to collect the item(s) from the Service
Counter within 7 days. Items that are not picked up within that period will
be returned to the General Collection for normal circulation, or will be
passed to the next requester, if applicable.
(i) Interlibrary loans:
Interlibrary loan service is available to full time academic and administrative staff. Students taking postgraduate or project-oriented courses can apply for interlibrary loans and may be subject to a service charge. Materials obtained through interlibrary loans will be subject to the loan policy of the lending institution. Library staff will clearly explain the related procedures and regulations to enquiring borrowers.

(j) Return procedure:
Borrowers must return all loan items to the Service Counter during regular library hours, or the 24-hour Library Book Return at the Library entrance.

(k) Loss and damage:
Any mutilation, damage or loss of library materials must be reported to library staff immediately. Borrowers will be held responsible for loss or damage to any items on loan to their account. Borrowers may be required to pay the full item value plus the shipping and handling fees for the replacement. Lost or damaged materials will continue to be the property of the OUHK Library even if a replacement charge has been paid.

(l) Special rules:
The OUHK Library reserves the right to make rules on library use and borrowing as appropriate for the proper management of the library facilities and services. Any changes will be posted on the Library Homepage.
4 Seat reservation
(a) Reservation of seats in the Library is not permitted. Any seat left vacant for fifteen minutes may be taken by another library user. Any items left unattended for more than fifteen minutes may be reported to the Service Counter.

(b) Under special circumstances, reservation on numbered seats in the OUHK Library may be carried out by the Library, e.g., during examination periods. No advance booking or choice of seat can be made. Please refer to the Library's notice board for details and the latest arrangement.

5 User conduct
(a) Library users should follow the instructions on the proper use of the Library as displayed in the library or given verbally by library staff.

(b) Library users should use their proper university ID to gain entry through the Library's Access Control System. Library staff may refuse entry if users cannot produce a proper university ID or establish their bona fide identity.

(c) It is the user's responsibility to attend to their personal belongings. The OUHK Library will not be responsible for any loss or damage to personal property.

(d) Unauthorized removal and/or mutilation of Library equipment/materials/resources, print and/or non-print, either in whole or in part, or any attempt to do so, will subject the offender to serious disciplinary action.

(e) Library users shall enter/leave the Library through the designated entrance/exit unless directed otherwise by the Librarian and/or library staff.

(f) Silence must be observed within the Library and adjacent areas. Users are reminded to switch off all beeping devices such as alarm watches, pagers and mobile phones while studying in the Library.

(g) Smoking is strictly prohibited in the Library. Eating and drinking are not permitted in the Library except for designated areas.

(h) Anything which, in the opinion of the Librarian (or Library staff or security guards), may interfere with the proper use and management of the Library is not permitted within the Library. For example, food and/or drinks, games
of any form, using music/video player. All filming, photographic, imaging and recording activities must be approved by the Librarian in advance.

(i) Library users shall not wear clothing likely to soil Library property. All Library materials and resources must be kept clean.

(j) Library users shall not damage, mutilate or deface any of the Library materials or resources.

(k) At the request of the Librarian or the Library staff in charge, the user shall display personal belongings for inspection at the Library exit. Users may also be required to show the contents of their bags, cases or other containers.

(l) Library users shall not copy any data from their own software onto the hard disk of any computer in the Library. The University reserves the right to erase any such data on OUHK computers without notice and without making a copy.

(m) Library users shall not copy to their own diskette any data from the hard disk of any computer in the Library without the permission of the University.

(n) When using the Library’s self-service photocopying machines, users must observe copyright law. The University and OUHK Library shall not be held responsible for any infringement of intellectual property rights that might arise from a user copying any materials or data. The Library does not guarantee that photocopying facilities will be available at all times. Users shall pay for any photocopies.

(o) The Librarian may from time to time make special regulations regarding admission to and use of particular areas of the Library.
Appendix 1

Public libraries with OUHK course materials

<table>
<thead>
<tr>
<th>Public Libraries</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hong Kong District</strong></td>
<td></td>
</tr>
<tr>
<td>Aberdeen Public Library</td>
<td>2921 1055</td>
</tr>
<tr>
<td>3/F, Aberdeen Municipal Services Building,</td>
<td></td>
</tr>
<tr>
<td>203 Aberdeen Main Road, Aberdeen, Hong Kong.</td>
<td></td>
</tr>
<tr>
<td>City Hall Public Library*</td>
<td>2921 2672</td>
</tr>
<tr>
<td>2-6/F &amp; 8-11/F, City Hall High Block, Central,</td>
<td></td>
</tr>
<tr>
<td>Hong Kong.</td>
<td></td>
</tr>
<tr>
<td>Central Reference Library, 8/F, Hong Kong</td>
<td>2921 0222</td>
</tr>
<tr>
<td>Central Library*</td>
<td></td>
</tr>
<tr>
<td>66 Causeway Road, Causeway Bay, Hong Kong.</td>
<td></td>
</tr>
<tr>
<td>Quarry Bay Public Library</td>
<td>2922 4058</td>
</tr>
<tr>
<td>4-5/F, Quarry Bay Municipal Services Building,</td>
<td></td>
</tr>
<tr>
<td>38 Quarry Bay Street, Quarry Bay, Hong Kong.</td>
<td></td>
</tr>
<tr>
<td><strong>Kowloon District</strong></td>
<td></td>
</tr>
<tr>
<td>Kowloon Public Library*</td>
<td>2926 4062</td>
</tr>
<tr>
<td>5 Pui Ching Road, Kowloon.</td>
<td></td>
</tr>
<tr>
<td>Lai Chi Kok Public Library</td>
<td>2746 4270</td>
</tr>
<tr>
<td>G-1/F, 19 Lai Wan Road, Lai Chi Kok, Kowloon.</td>
<td></td>
</tr>
<tr>
<td>Ngau Chi Wan Public Library</td>
<td>2927 6055</td>
</tr>
<tr>
<td>5-6/F, Ngau Chi Wan Municipal Services Building,</td>
<td></td>
</tr>
<tr>
<td>11 Clear Water Bay Road, Kowloon.</td>
<td></td>
</tr>
<tr>
<td>Shui Wo Street Public Library</td>
<td>2927 3055</td>
</tr>
<tr>
<td>5-6/F, Shui Wo Street Municipal Services</td>
<td></td>
</tr>
<tr>
<td>Building, 9 Shui Wo Street, Kwun Tong, Kowloon.</td>
<td></td>
</tr>
<tr>
<td>Yau Ma Tei Public Library</td>
<td>2928 6055</td>
</tr>
<tr>
<td>G. &amp; M/F, 250 Shanghai Street, Yau Ma Tei,</td>
<td></td>
</tr>
<tr>
<td>Kowloon.</td>
<td></td>
</tr>
</tbody>
</table>
New Territories

Cheung Chau Public Library
2/F, Cheung Chau Municipal Services Building,
2 Tai Hing Tai Road, Cheung Chau. 2981 5455

Shatin Public Library*
1 Yuen Wo Road, Sha Tin. 2694 3729

Tseung Kwan O Public Library
9 Wan Lung Road, Tseung Kwan O. 2706 8101

Tsing Yi Public Library
1/F, Tsing Yi Municipal Services Building,
38 Tsing Luk Street, Tsing Yi. 2497 2904

Tsuen Wan Public Library*
38 Sai Lau Kok Road, Tsuen Wan. 2490 3891

Tuen Mun Public Library*
1 Tuen Hi Road, Tuen Mun. 2450 7129

Yuen Long Public Library
G-1/F, Yuen Long Leisure & Cultural Building,
52 Ma Tin Road, Yuen Long. 2479 2511

* Materials for postgraduate courses are available only in these locations.