Ms. Mok Wong Wai-man
Postgraduate Diploma (Wales), BSc (CUHK)

Librarian
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Ms Wong was born in Hong Kong. She received her Bachelor of Science in Chemistry from The Chinese University of Hong Kong, and Postgraduate Diploma in Library Science from the University of Wales.

With more than 30 years of experience in academic libraries, Ms Wong has demonstrated her foresight in the application of information technology in library service provision. She had established the CDROM Centre while working in the Hong Kong Polytechnic in 1988. Upon joining the then Open Learning Institute (OLI), she started promoting library automation in the OLI Library and had successfully automated library operations by 1994. These included implementation of the ‘DYNIX’ library automation system with all modules in the Library, establishing infrastructure and providing telnet access to the Online catalogue from anywhere in the campus, from home, and from the Hong Kong Public Libraries and establishing infrastructure for dial-up access to the OLI CDROM databases from outside the campus.

Realising that information access is of vital importance to distance-learning students, Ms Wong strived to promote the use of e-library service in the hope that students can access library resources for their study round the clock anywhere. With the support of the University management and funding support from the Government, the Hong Kong Jockey Club and the Croucher Foundation, Ms Wong implemented a HK$40 million Electronic Library Project for the OUHK in 1997. The Project, which was completed in early 2001, has enabled remote access to web databases, to CDROM databases, and to the locally digitised collection in pdf and xml document format. The project also built an infrastructure including the building of a bilingual search engine for English and Chinese digital collection; the content management system for easy student access and easy maintenance; digital reserve book room; interlibrary loan system using workflow management; video streaming for user education; and remote access using direct dial-up and/or virtual private network. All these suit the special needs of distance learners in the OUHK. Because of the pioneering work on the e-library and the implication of the e-library model internationally for distance education, the OUHK won the international Stockholm Challenge Award conferred by the European Commission and the City of Stockholm in 2000. The success of e-library service can be seen in the steady increase in usage rate by students since its implementation. Ms Wong was also conferred the President's Award for Distinguished Achievements (OUHK) for the E-Library Project.

In order to share OUHK’s experience in setting up the e-library with its international counterparts, Ms Wong organized the AAOU Librarians’ Roundtable for AAOU members, with delegates from 13 nations, in 1998. She also organized the ICDE Librarians' Roundtable for ICDE members in 1999 with delegates from 17 countries. Ms Wong has published a number of papers on the implementation and use of e-library services, and she has also been invited to give presentations on library service provision in conferences to share her experience with professionals in the field.
To cope with the emergence of a digital learning environment for students in multiple learning modes in OUHK, Ms Wong initiated the migration of the ‘DYNIX’ library system to the ‘Aleph’ library management system in 2010. Digital products, including ‘SFX’ and ‘MetaLib’, were implemented in 2011, and this has facilitated the direct linking up of full text articles and searching of databases in batches. The implementation of the next generation of searching and discovery tool ‘Primo’ in OUHK in 2012 has made possible one-stop searching and discovery, which has greatly enhanced the user’s convenience and experience in information retrieval.

In order to facilitate students of local self-financing tertiary education institutes in information access, the OUHK, in collaboration with five other local self-financing higher education institutes, commissioned a HK$50 million 3-year project in 2014, and with the Government’s QESS funding support, OUHK has succeeded in building a common library online platform for self-financing tertiary institutes in Hong Kong. This also serves the purpose of electronic book sharing and enrichment. Ms Wong was appointed convenor of the project team to oversee the implementation of the project, which has been implemented on schedule.

In order to ensure effectiveness of library service provision, Ms Wong has maintained close contacts with library users and established formal and informal communication channels between the library and the academics to ensure that library collection/services meet users’ needs, which include the setting up of a Library Users’ Committee and appointing subject specialists from among the library professionals. Over the past years, there has been a rapid expansion in library collections, and students have benefited from the enhancement in library service provision.
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- Fellow and Chartered Member, Chartered Institute of Library and Information Professionals
- Member of the Editorial Board, Journal of Library & Information Services in Distance Learning, Taylor & Francis
- Member, International Organization Committee, M-Library conference
- Member of the Editorial Board, East Asia Global Distance Education Network; World Bank project administered by Commonwealth of Learning
- Member of the Internal Validation Panel, Postgraduate Certificate of Archival Studies, SPACE, University of Hong Kong
- Advisor on Library Services, Hong Kong Public Libraries, Leisure and Cultural Services, Hong Kong Government
- Member of the Academic Committee, Diploma in Library and Information Science / Bachelor of Arts (Library and Information Science) (Australian Library and Information Association recognised course), SPACE, University of Hong Kong and Charles Sturt University
- Member of the Academic Committee, Diploma in Library and Information Science / Graduate Diploma of Applied Science (Library and Information Management) (Australian Library and Information Association recognised course), SPACE, University of Hong Kong, Hong Kong Library Association and the Charles Sturt University
Selected Publications

Journal Articles

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- **WONG, Wai Man** and Kar Yan TAM (1999), Sharing Chinese Resources on the Web, Paper presented in the Conference on Chinese Libraries in the 21st century, Chinese University of Hong Kong, November 4-5, 1999
- **WONG, Wai Man** (1998), Library services for distance learners in the Open University of Hong Kong in the Asian Librarians' Roundtable, 1998, ED438833, p.10-12
- **WONG, Wai Man** (1998), Library Resources: going electronic to provide quality support for learners, Proceedings of the 11th annual AAOU conference, Malaysia, 1997