



# CREATING AN INTELLIGENT LIBRARY AT THE UNIVERSITY OF HONG KONG LIBRARIES

## 香港大学的智能化图书馆建设

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University Librarian  
香港大学图书馆馆长

23 May 2012

# What is an intelligent library?

## 智能化图书馆应具备什么特点？

- Self navigating 自我导航
- Intuitive 直观
- Flexible 灵活
- Self service 自助服务
- Seamless 无缝
- Ubiquitous 无处不在
- Predictive 可预测
- Proactive 积极主动
- Responsive 反应迅速
- Accurate 准确

# The Intelligent Library at HKU

## 香港大学的智能化图书馆建设

1. Supporting eLearning and self directed Learning  
支持电子学习和自我指导学习
2. Supporting self-service through RFID  
利用射频识别技术提供自助服务

# Supporting eLearning and self directed Learning

## 电子学习与自我指导学习

eLearning at HKU  
香港大学的电子学习



# Information Resources

## 信息资源

### **Subject coverage** 学科覆盖范围:

Disciplinary, multidisciplinary, interdisciplinary

单学科、多学科、跨学科

### **Various formats** 提供各种不同的格式:

Text, images, audio, video

文本、图像、音频、视频

### **Available online** 在线的:

48,000 electronic journals 电子期刊,

2.9 million e-books 电子书,

700 databases 数据库

# Usage 2010/11

## 2010 - 11 年的使用情况

- **Library website accessed 图书馆网站**
  - 198,716,925 times = Over 378 visits per minute
  - 访问了 198,716,925次，相当于每分钟超过378访问
- **Electronic resources accessed 电子信息资源**
  - 3,567,582 times = About 6.8 visits per minute
  - 访问了3,567,582次，相当于每分钟约6.8访问

eLearning at HKU  
香港大学的电子学习

Information  
Resources  
信息资源

Library  
Services  
图书馆服务

Facilities &  
Infrastructure  
设施及基础  
设施



# Services 图书馆服务

**Discovery**

发现

**Organize**

组织

**Write & Cite**

编写及引用



# Services 图书馆服务

## Discovery

发掘

### Improve discovery

- Online course reserves
- Embedding or linking information resources in learning platforms

### Support

- Professional support to teachers
- Discipline resource pages
- Information literacy

## Organize

组织

### 提升发掘能力

- 在线课程
- 在网上学习平台嵌入或链接信息资源

### 支持

- 为教师提供专业支持
- 学科资源网页
- 信息读写能力

## Write & Cite

编写及引用

# Online course reserve 在线课程



PROF/TA  
COURSE

[Lee Antoinette Marie](#)  
[CCHU9017](#)  
[Stages of Life: Scientific Fact or Social Fiction?](#)

Title	Author	Call #	Format
<a href="#">Adolescence and emerging adulthood : a cultural approach / Jeffrey Jensen Arnett.</a>	Arnett, Jeffrey Jensen.	AV & Reserve 2 HOURS -- 305.2355 A748 -- AVAILABLE	
<a href="#">Comparisons in human development : understanding time and context / edited by Jonathan Tudge, Michael Burman.</a>	(no author)	AV & Reserve 2 HOURS -- 155 C737Q -- AVAILABLE	
<a href="#">Deconstructing developmental psychology / Erica Burman.</a>	Burman, Erica.	AV & Reserve 2 HOURS -- 155 B962 d29 -- AVAILABLE	
<a href="#">Deeply into the bone : re-inventing rites of passage / Ronald L. Grimes.</a>	Grimes, Ronald L., 1943-	AV & Reserve 2 HOURS -- 291.38 G862 d -- AVAILABLE	
<a href="#">Developmental psychology and social change : research, history, and policy / edited by David B. Pille.</a>	(no author)	AV & Reserve 2 HOURS -- 303.4 D489 -- AVAILABLE	
<a href="#">The invention of childhood / Hugh Cunningham ; [foreword by Michael Morpurgo.]</a>	Cunningham, Hugh.	AV & Reserve 2 HOURS -- 305.230942 C97 -- AVAILABLE	
<a href="#">Life-span human development / Carol K. Sigelman, Elizabeth A. Rider.</a>	Sigelman, Carol K.	AV & Reserve 2 HOURS -- 155 S57 -- AVAILABLE	
<a href="#">The seven ages of man : from Shakespeare's "As you like it" / William Shakespeare.</a>	Shakespeare, William, 1564-1616.	AV & Reserve 2 HOURS -- 823.1 S52 C2 a3n -- AVAILABLE	
<a href="#">The things that matter : what seven classic novels have to say about the stages of life / Edward Mendelson.</a>	Mendelson, Edward.	AV & Reserve 2 HOURS -- 823.9099354 M5 -- AVAILABLE	
<a href="#">What's going on in there? develop in the first five years.</a>		AV & Reserve 2 HOURS -- 305.230942 C97 -- AVAILABLE	

[Online Course Pack/e-Reserve](#)

**Title:** CCHU9017 Stages of Life: Scientific Fact or Social Fiction?  
**Authors:** Lee Antoinette Marie  
**Issue Date:** 29-Aug-2011

**Files in This Item:**

File	Description	Size	Format	
CCHU9017-01.html	Adolescent identity formation and rites of passage: The Navajo Kinaaldá ceremony for girls. (e-journal)	171b	HTML	<a href="#">View/Open</a>
CCHU9017-02.html	The influence of culture in emerging adulthood: Perspectives of Chinese college students. (e-journal)	149b	HTML	<a href="#">View/Open</a>
CCHU9017-03.html	The biology of aging: observations and principles (e-book)	134b	HTML	<a href="#">View/Open</a>

All items are protected by copyright, with all rights reserved.

JOURNAL OF RESEARCH ON ADOLESCENCE, 19(4), 399-425  
Copyright © 2008, Society for Research on Adolescence

## Adolescent Identity Formation and Rites of Passage: The Navajo Kinaaldá Ceremony for Girls

Carol A. Markstrom  
West Virginia University

Alejandro Iborra  
University of Alcalá de Henares, Spain

Psychosocial and anthropological conceptions of adolescent identity formation are reviewed relative to identity formation of American Indian adolescents. The Durham, Kidwell, and Wilson (1986) ritual process paradigm, an extension of van Gennep's (1908/1960) tripartite rites of passage model, is presented as a useful approach to examine identity transformations embedded in pubertal coming-of-age ceremonies. The rich array of rituals that constitute rites of passage ceremonies are argued to lead to optimal identity formation as delineated by Erikson (1968, 1987a). To illustrate a synthesis between psychosocial and an anthropological approaches, the Navajo female pubertal coming-of-age ceremony called Kinaaldá is described and analyzed using the published literature, observations of two ceremonies, and discussions with experts on the topic. It is concluded that through a series of complex rituals, an identity is ascribed to the young woman that connects her and transforms her into the primary female supernatural being of the culture.

Adolescence is regarded as a transitional phase of the life span between childhood dependence to the psychosocially mature person who is prepared to assume adult roles and responsibilities. Within this context of maturation, the central psychosocial task of adolescence is the formation of a sense of identity. Erikson (1968), who regarded identity as one of the cornerstones

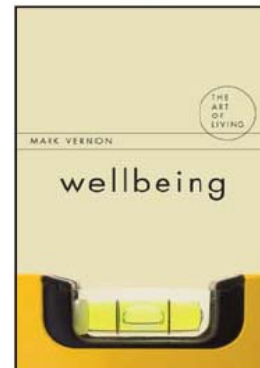
Requests for reprints should be sent to Carol A. Markstrom, Division of Family & Consumer Sciences, West Virginia University, Morgantown, WV 26506-1204

# Linking or embedding information resources in learning platforms

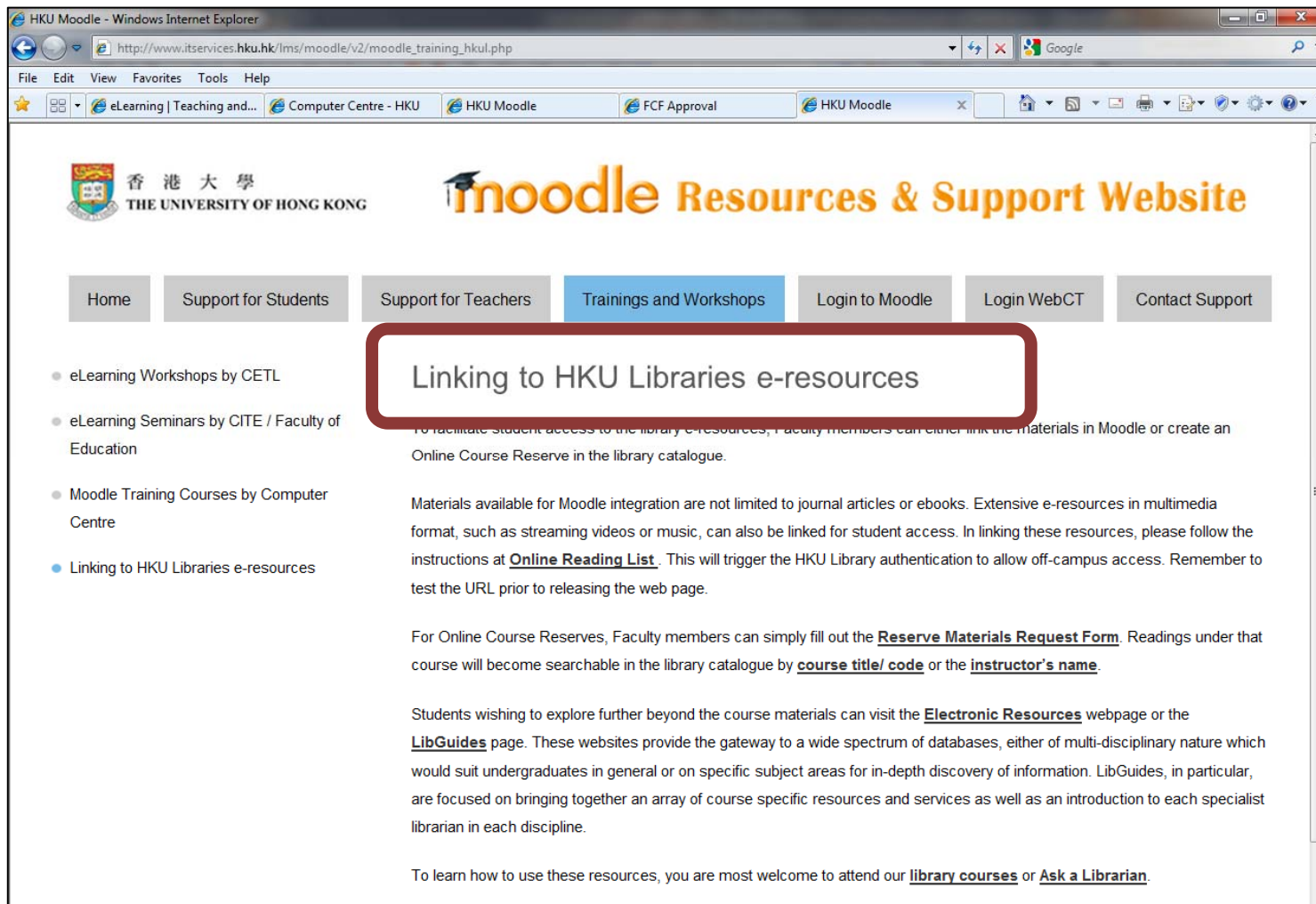
## 在网上学习平台嵌入或链接信息资源



A screenshot of a Moodle course page. The left sidebar shows navigation options like "Home", "My home", "Site pages", "My profile", and "My courses". The main content area is titled "Topic outline" and shows a list of topics. The second topic, "Scenario 2: Link to Individual Items", is highlighted with an orange box. Below this topic, three resources are listed: an e-Article, an e-Book, and an e-Video. Three orange arrows point from these resources to their respective external links shown in the next block.



# Professional support to our teachers 为教师提供专业支持



The screenshot shows a web browser window displaying the HKU Moodle website. The page title is "moodle Resources & Support Website". The navigation menu includes "Home", "Support for Students", "Support for Teachers", "Trainings and Workshops" (highlighted), "Login to Moodle", "Login WebCT", and "Contact Support". A red box highlights the "Linking to HKU Libraries e-resources" section in the left sidebar. The main content area contains the following text:

● eLearning Workshops by CETL

● eLearning Seminars by CITE / Faculty of Education

● Moodle Training Courses by Computer Centre

● **Linking to HKU Libraries e-resources**

To facilitate student access to the library e-resources, Faculty members can either link the materials in Moodle or create an Online Course Reserve in the library catalogue.

Materials available for Moodle integration are not limited to journal articles or ebooks. Extensive e-resources in multimedia format, such as streaming videos or music, can also be linked for student access. In linking these resources, please follow the instructions at [Online Reading List](#). This will trigger the HKU Library authentication to allow off-campus access. Remember to test the URL prior to releasing the web page.

For Online Course Reserves, Faculty members can simply fill out the [Reserve Materials Request Form](#). Readings under that course will become searchable in the library catalogue by [course title/ code](#) or the [instructor's name](#).

Students wishing to explore further beyond the course materials can visit the [Electronic Resources](#) webpage or the [LibGuides](#) page. These websites provide the gateway to a wide spectrum of databases, either of multi-disciplinary nature which would suit undergraduates in general or on specific subject areas for in-depth discovery of information. LibGuides, in particular, are focused on bringing together an array of course specific resources and services as well as an introduction to each specialist librarian in each discipline.

To learn how to use these resources, you are most welcome to attend our [library courses](#) or [Ask a Librarian](#).

[http://www.itservices.hku.hk/lms/moodle/v2/moodle\\_training\\_hkul.php](http://www.itservices.hku.hk/lms/moodle/v2/moodle_training_hkul.php)

# Discipline resource pages

## 学科资源网页

Library » Subject Guides @ The University of Hong Kong Libraries Admin Sign In

### Subject Guides @ The University of Hong Kong Libraries

Tags: subject guides

Last Updated: Apr 29, 2012 | URL: <http://libguides.lib.hku.hk/home> | [Print Guide](#) | [RSS Updates](#) | [SHARE](#) | [f](#) | [t](#) | [e](#)

[Subject Guides Home](#) | [Electronic Resources](#) | [HKUL Digital Initiatives](#) | [The HKU Scholars Hub](#) | [MyLibrary / MyAlerts](#)

[Center for Research Libraries \(CRL\)](#) | [WTO Resource Centre](#) | [European Documentation Centre \(EDC\)](#) | [Fung Ping Shan Library Rare Book](#)

[Special Collections](#)

[Subject Guides Home](#) | [Comments\(0\)](#) | [Print Page](#) | **Search:**  [Catalog](#) [Search](#)

#### Browse by Subject

Architecture

- Architecture, General
- Real Estate & Construction

Arts

- American Studies
- Chinese
- Comparative Literature
- English
- European Studies
- Fine Arts
- History
- Japanese Studies
- Linguistics
- Music
- Philosophy

Business and Economics

Dentistry

Education

#### Welcome

The new Subject Guides amalgamate information resources/services to enable sharing, exchange and discovery using 2.0 tools, embedding media and RSS to connect you with the world.

Just click on your subject area to start discovering a vast array of research resources, course contents and links to global knowledge, including web logs of frontier news about current research and developments.

Comments (0)

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#### Tag Cloud

actuarial sciences american studies anatomy anthropology applications  
**architecture** basic law biochemistry biological sciences biomedical engineering  
 chemistry child development china development studies chinese  
 chinese language literature citations civil engineering cognitive science  
 comparative literature computer education computer sciences counselling  
 criminal justice criminology cultural heritage cultural heritage studies dental

dental research dentistry dermatology earth sciences **education**  
**engineering**

eee electrical engineering electronic engineering  
 european studies evidence based dentistry fine arts gastroenterology  
 general engineering geography gis governance haematology history  
 hong kong law hong kong studies industrial engineering  
 information technology studies international and public affairs  
 international relations japanese studies **law** legal citations lexis life science  
 linguistics manufacturing engineering mathematics

#### Blog


- Proquest Maintenance Notice
- Latest articles published in Foreign Policy
- New publications are available at the Scout Report!
- Latest resources from Urban Institute
- Psychology Headlines Around the World from Socialpsychology.org

[View Website](#)  
[View Feed](#)  
[Comments \(0\)](#)

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#### Media Channels

[YouTube - HKUlib's Channel](#)  
[Video on Demand](#)  
[JSMC HKU on Vimeo](#)  
[U-Vision](#)







## Politics & Public Administration LibGuide

Tags: [governance](#), [international and public affairs](#), [international relations](#)

Last Updated: Oct 13, 2011

URL: <http://libguides.lib.hku.hk/poli>

[Print Guide](#)

[RSS Updates](#)

[SHARE](#) [f](#) [t](#) [e](#) ...

[Home](#)

[Services](#) ▾

[Course Resources](#) ▾

[Core Resources](#) ▾

[Other Resources](#) ▾

[Citation Management](#) ▾

[Guides](#) ▾

[Feedback](#)

[Home](#)

[Print Page](#)

Search:

Catalog ▾

[Search](#)

### Subject Blog

- [Proquest Maintenance Notice](#)
- [Latest articles published in Foreign Policy](#)
- [New publications are available at the Scout Report!](#)
- [Latest resources from Urban Institute](#)
- [Psychology Headlines Around the World from Socialpsychology.org](#)

[View Website](#)

[View Feed](#)

### Welcome

Doing research in Social Sciences at HKU? This guide will save you time as you search for the right databases or other resources. Helpful tools for improving efficiencies in locating primary sources, articles, statistics, and much more are included. Once you have found the material you need, learn how to manage citations and integrate them into your research documents easily and quickly.

### HKU latest research output in social sciences from Scopus

#### Articles Highlights

[When destiny hurts: Implicit theories of relationships moderate aggressive responses to ostracism](#)

2012; Journal of Experimental Social Psychology; Chen, Z. , DeWall, C.N. , Poon, K.-T. , Chen, E.-W.

[Two first-year students' strategies for writing from sources: Patchwriting or plagiarism?](#)

2012; Journal of Second Language Writing; Li, Y. , Casanave, C.P.

[Smoking family, secondhand smoke exposure at home, and nicotine addiction among adolescent smokers](#)

2012; Addictive Behaviors; Wang, M.-P. , Ho, S.-Y. , Lo, W.-S. , Lam, T.-H.

[Male and female juveniles arrested for murder: A comprehensive analysis of U.S. data by offender gender](#)

2012; International Journal of Offender Therapy and Comparative Criminology; Heide, K.M. , Roe-Sepowitz, D. , Solomon, E.P. , Chan, H.C.

[Learning study: Helping teachers to use theory, develop professionally, and produce new knowledge to be shared](#)

2012; Instructional Science; Pang, M.F. , Ling, L.M.

[Cooperative instructional and writing aspects of an L2A study of the global business](#)

### Social Sciences Faculty Librarian



Tina Yang



#### Contact Info

5/F, Main Library, University of Hong Kong, Pokfulam Road, Hong Kong.

Phone: (852) 2241-5775

Fax: (852) 2915-2458

[Send Email](#)

#### Links:

[Profile & Guides](#)

#### Subjects:

[Geography](#) [Politics & Public](#)

# Information literacy 信息读写能力

- Generic 通用的
- Course specific 跟据课程而定制的
- 于 2010/2011
  - **740** training sessions (90 for Postgraduates)
  - 举办了 740次培训课程 当中90次为研究生级别
  - attended by **16,800** participants
  - 参加人数 16,800人
















































# Online tutorials 在线教程

## Research Guides

### Information Literacy Tutorial

Below are the most-frequently-searched-for materials in this library. Learn how to find these materials through the quick guides and demo. You may also test your skills by taking the online quiz.

	Printer friendly version	Demo	Test your skills
Audio-visual materials			
a Book given a citation			
Books on a topic (Keyword search)			
Dictionaries and encyclopedias			
Dissertations (HKU)			
Dissertations (Chinese)			
Dissertations (Overseas)			
E-books		 	
E-journals articles			 
HKU past examination papers			 
a Journal article given a citation			
Journal articles on a topic			
Newspaper articles (Find a particular news title)			
Newspaper articles (Databases)			 
Reserve materials			

# Services 图书馆服务

**Discovery**

发现

**Organize**

组织

**Write & Cite**

编写及引用



## Endnote

- HKU-wide site licence
- 全校性的产品使用许可权

## Support (用户支持)

- Training (Online and face to face)
- 在线培训和面授的培训

# Endnote书目管理软件

- Bibliographic management software
- 书目管理软件
- HKU site-wide licence since 2006
- 自 2006 开始购置了全校性的产品使用许可权

# User training

## 用户培训

- Face to face 面授培训
  - Endnote workshops 工作坊
  - 114 sessions in 2010/11 attended by 2,400 users
  - 于 2010/11年，举办了114次，有2,400个用户参加
- Online 在线培训
  - Support and training at [lib.hku.hk/endnote](http://lib.hku.hk/endnote)
  - 在[lib.hku.hk/endnote](http://lib.hku.hk/endnote)网站提供支持和培训讯息
- Training raises awareness of plagiarism and correct citation methods
- 通过培训提高了对剽窃的正确理解和的正确的引文方法

Barton	2004
Bel	2004
Callison	2005
Carri	2003
Clarke	2003
Co	2004
Ewers	2004
Fain	2003
Gohm	2005
Gurter	2002
Hubbart	2003
Utama	2002

Promoting information literacy: an evaluation of the library's collaboration with the  
 Promotion Through "Technology"  
 Library Research Project for First Year Engineering Students: Trends  
 Information Literacy Collaborative: A Student Perspective  
 The Role of Competency-Based  
 Promoting information literacy  
 Walking the  
 Promoting  
 Attention  
 The First  
 Post-graduate  
 198-199

# EndNote @ HKU

Endnote@HKU

Download Endnote  
Training and Support

HKU has signed a site licence agreement with EndNote, which permits all current HKU staff and students to use the software both on campus and at home. Upon accepting the agreement in the request form, HKU staff and students must abide by the Conditions of Use of the EndNote software.

## What is EndNote?

EndNote is a bibliographical management software package designed to help you to organize bibliographic references and create a bibliography. Endnote allows you to search, retrieve relevant citations, and builds your bibliography, all within one program.

 [RSS](#)
 [Twitter](#)

## Twitter Updates

- Get new RefMan filter: <http://t.co/0PLatvcT> - Save it in C:\Program Files\EndNote X5\Filters [117 days ago](#)
- Endnote X5.0.1 update available - To update, open Endnote and choose from top bar menu, Help > Endnote Program Updates. [118 days ago](#)
- Endnote X5 (MAC) version available for downloading by current HKU staff and students - <http://t.co/b8REsVSD> [179 days ago](#)
- Endnote workshops lined up in September are all full. Sorry... But we promise more workshops will be offered in October...and year round. [230 days ago](#)
- What's new in Endnote X5? Watch this Youtube video - <http://t.co/pX3ZrNtQ> [230 days ago](#)

[follow me on Twitter](#)

# Services

**Discovery**

发现

**Organize**

组织

**Write & Cite**

编写及引用



Besides Endnote...

除了 Endnote之外

Turnitin

- HKU site-wide licence
- 全校性的产品使用许可权

Support (用户支持)

- Training (Online and face to face)
- 在线培训和面授的培训

# Turnitin 学术剽窃探测软件

- Originality Checking on students' work for proper citation or potential plagiarism
- 检查正确的引文或潜在抄袭
- HKU site-wide licence since 2004
- 自 2004 年开始购置了全校性的产品使用许可权
- Turnitin-Moodle integration in January 2012, seamlessly generated originality reports for student papers uploaded to Moodle.
- 在2012年1月与 Moodle学习平台集成、学生在Moodle学习平台提交的论文可以实时地检查原创性

# Turnitin 学术剽窃探测软件

- Face to face 面授培训
  - Student seminars and staff workshops
  - 学生研讨会及教学人员工作坊讲习班
  - In 2010/11于 2010/11年，
    - 31 student seminars for 814 students
    - 举办了31次学生研讨会，有814个学生参加
    - 8 staff workshops for 120 staff
    - 举办了8次教学人员工作坊，有120个学生参加
- Online training 在线培训
  - [lib.hku.hk/turnitin](http://lib.hku.hk/turnitin)
  - 架设了[lib.hku.hk/endnote](http://lib.hku.hk/endnote)网站



## Turnitin@HKU



### What is Turnitin

Faculty

Students

Citation Styles

### What is Turnitin?

Turnitin offers Originality Checking on students' work for proper citation or potential plagiarism. Once a paper is submitted to Turnitin, it will compare with documents in a continuously updated database consisting of current and archived web pages, millions of student papers worldwide, and collections of newspapers, magazines, scholarly journals, e-Books and e-Texts.

#### For enquiries:

HKU SPACE staff / students

Email: [turnitin.support@hkuspace.hku.hk](mailto:turnitin.support@hkuspace.hku.hk)  
URL: <http://www.hkuspace.hku.hk/turnitin>

HKU staff / students

Tel: 2859-2203  
Email: [turnitin@hku.hk](mailto:turnitin@hku.hk)



RSS



Twitter

### Twitter Updates

- ▶ Turnitin-Moodle integration in place since Semester 2 (2011-2012). Student papers can now be submitted via Moodle for originality checking. [60 days ago](#)
- ▶ New content added to the Turnitin comparison database! Over 300,000 Proquest dissertations and theses from 2008 to current [60 days ago](#)
- ▶ More student seminars on Turnitin organized in October. Register online at <http://t.co/yTe18a3M> [223 days ago](#)
- ▶ Turnitin@HKU website strengthened with e-Learning elements - pdf guides and training videos at your finger tips! - <http://t.co/CiaSm4W> [258 days ago](#)

# Turnitin@HKU



What is Turnitin ▶

**Faculty** ▶

Students ▶

About Plagiarism ▶

Citation Styles ▶

## Turnitin for Faculty members

[Instructor Guide](#)

[Important note](#): Things that you need to bear in mind before you begin

[Turnitin workflow](#): Shows the major steps from set up to retrieving reports

<b>Step I</b> : Set up Turnitin instructor account	<a href="#">PDF</a>	<a href="#">Video (0:52s)</a>
<b>Step II</b> : Set up for student submission		
Method A: Standard Class		
1. Create a class	<a href="#">PDF</a>	<a href="#">Video (1:41s)</a>
2. Create assignment	<a href="#">PDF</a>	<a href="#">Video (4:00s)</a>
Method B: Master Class for TAs		
1. Create a master class	<a href="#">PDF</a>	<a href="#">Video (1:35s)</a>
2. Create a section	<a href="#">PDF</a>	<a href="#">Video (1:31s)</a>
<b>Step III</b> : Submit assignment		
Method A: By students		



# Turnitin@HKU

- What is Turnitin ▶
- Faculty ▶
- Students ▶
- About Plagiarism ▶
- Citation Styles ▶

## Turnitin for Students

[Student Guide](#)

**Important note:** Things that you need to bear in mind before you begin

**Turnitin workflow:** Shows the major steps from set up and retrieving reports

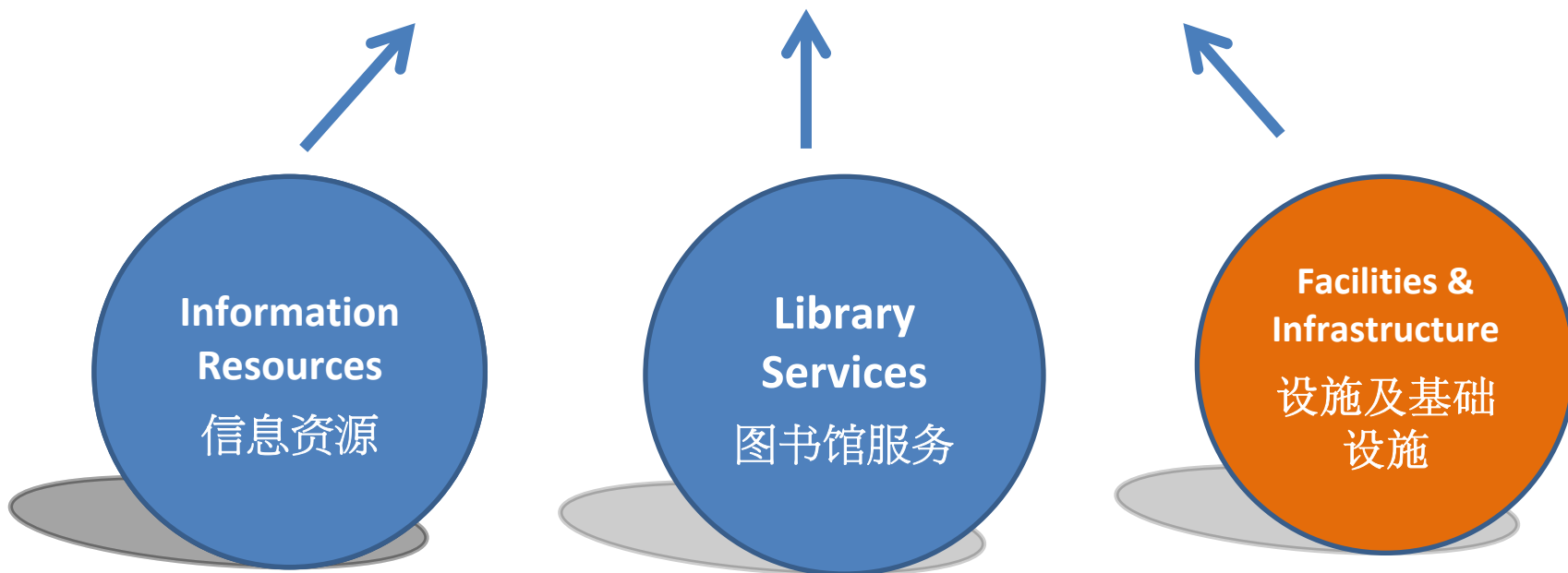
Step I : Create a Turnitin student account	<a href="#">PDF</a>	<a href="#">Video (1:29s)</a>
Step II : Enrolling in a new class	<a href="#">PDF</a>	<a href="#">Video (0:49s)</a>
Step III : Submit assignment	<a href="#">PDF</a>	<a href="#">Video (2:05s)</a>
Step IV : View the originality report	<a href="#">PDF</a>	<a href="#">Video (1:57s)</a>

Other resources

- ▶ [Wiki@HKUL](#): the HKUL KnowledgeBase
- ▶ [Training Center at Turnitin](#)



eLearning at HKU  
香港大学的电子学习



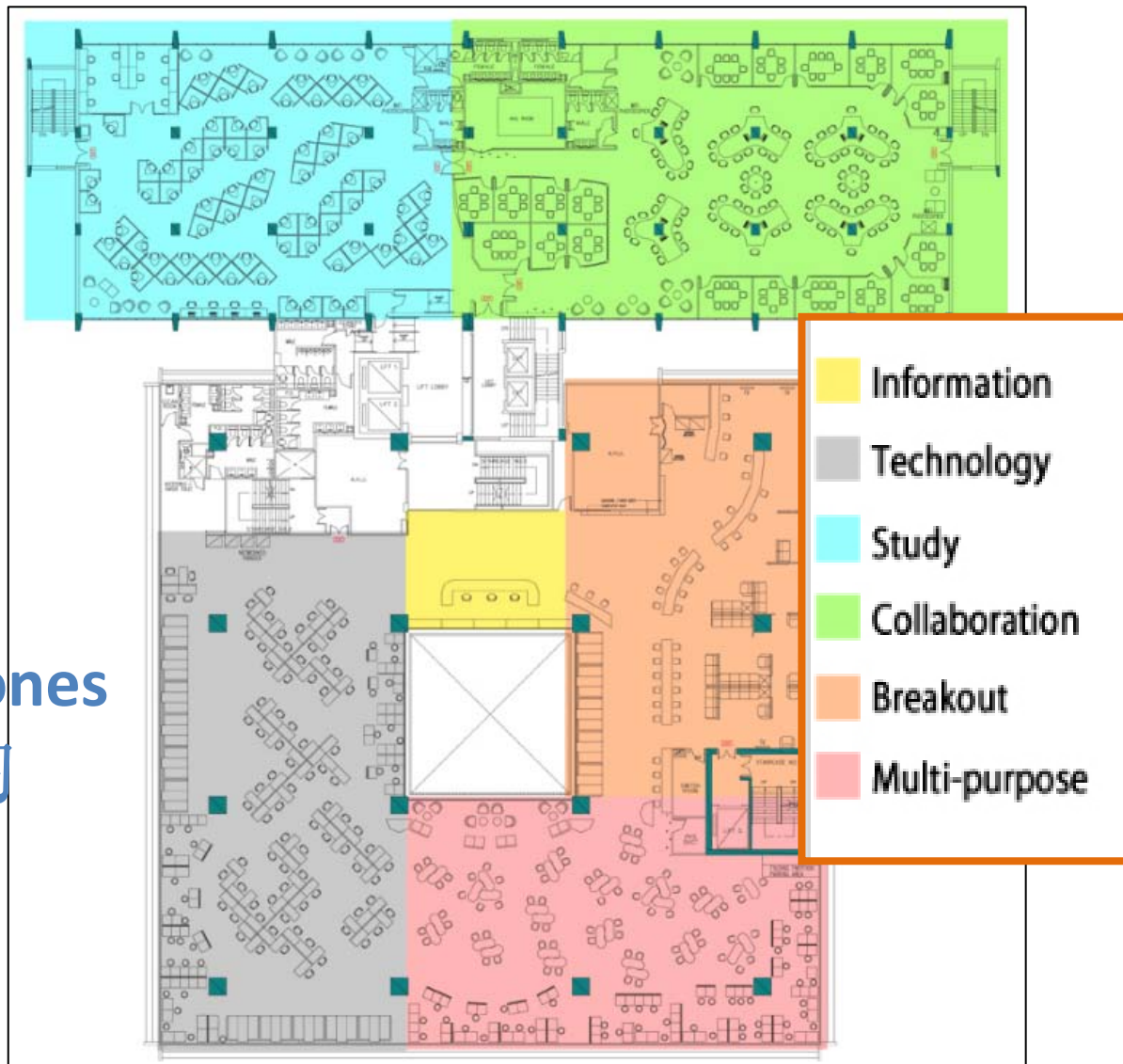


# Level 3 (Main Library)

## 香港大学图书馆主馆三楼

Supporting  
eLearning:  
Technology and  
Collaboration zones

开设了电子学习  
科技专区和  
协作专区



# Technology Zone 科技专区



# Technology Zone

## 科技专区

- One stop shop convenience for searching quality information and the production of assignments or projects
- 一站式服务提供高效的信息搜索，并提供设施方便学生准备功课或项目

# Technology Zone

## 科技专区

- Facilities 设施包括
  - Over 80 computers with Internet connection
  - 超过 80 台连接互联网的计算机
  - Scanners (flatbed scanners for A4 and A3, film scanners, fast speed scanners)
  - 扫描仪（平台式A4和A3扫描仪，胶片扫描仪，高速扫描仪）
  - Software applications such as Microsoft Office 2010, Adobe Design Premium, Endnote
  - 软件应用如微软 Office 2010，Adobe Design Premium，Endnote
  - Octopus card operated network printing
  - 利用一卡通付费的网络打印



# Collaboration Zone

## 协作专区



# Collaboration Zone

## 协作专区

- Provides an environment that fosters group discussion.
- 提供了一个促进小组讨论的环境

# Collaboration Zone

## 协作专区

- **Facilities 设施包括**
  - 19 discussion rooms: Equipped with state-of-the-art technology, such as interactive whiteboards, interactive TV panels.
  - 19间讨论室：每一间也配备了先进的器材，如电子白板、互动电视屏幕。
  - Open clusters: Equipped with all-in-one computers and touch screen monitors mounted on movable arms. (12 sets of computers)
  - 开放式的簇：12台多功能一体电脑和安装在活动臂上的触摸式显示器。

# Supporting library self-service through RFID

利用射频识别技术提供自助服务

# RFID in libraries

## 射频识别技术在图书馆的应用



From:  
<http://www.rfid-library.com/>

# Benefits for libraries (1)

## 對圖書館帶來的好處(1)

- Materials handling: Check-out/Check-in
- 馆藏处理：借出/歸還
- Materials handling: **Self** Check-out/**Self** Check-in
- 馆藏处理：自助借出/自助歸還
- Security 防盜
- Inventory/stocktaking 库存/盘点
- Tracking of lost items 追查丢失的馆藏
- Shelf reading 書架實時盘点

## Benefits for libraries (2)

## 對图书馆带来的好处(2)

- No line of sight: barcode vs RFID tag
- 无需瞄准：条形码 vs RFID标签
- Less repetitive strain injuries for staff – improved occupational health and safety
- 减少员工重复性工作所引起的劳损，改进职业健康和安全
- Increased staff productivity
- 提高员工生产力
- Improved customer service
- 改进客户服务



# RFID at HKU Libraries: Two phase approach

## 香港大学图书馆 RFID的實施： 兩階段的方法





# Background: Phase 1

## 背景：第一階段

- Implemented RFID at the Main Library of the University of Hong Kong Libraries in 2008
- 于 2008年的香港大学图书馆的主馆实施RFID
- 1.3 million **books** tagged in 6 months
- 在 6个月内,于130万本**藏书**标记RFID标签
- 5 self-check machines plus counter stations since Dec 2008
- 于 2008年12月推出五台自助借还书系统和馆员工作站
- Took inventory of Main Library collections in 2009
- 于 2009年推出库存/盘点系统
- Decided in 2010 to extend the use of RFID in the **branch libraries and audiovisual materials**
- 于 2010年决定伸延RFID技术到其他分馆和视听材料馆



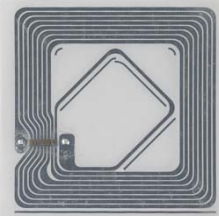
# Phase 2 Goals

## 第二阶段目标

- Reduce manpower requirement in counters by increasing rates of check-in and checkout
- 通过提高自助借还书系统使用率，减少图书馆人力需求
- Help staff maximize their productivity by reducing the amount of time spent in routine tasks
- 通过减少日常重复性工作中花费的时间，帮助员工最大化生产力
- Improve service quality and workplace ergonomics
- 提高服务质量和工作间工效和职安
- Enhance library security
- 加强图书馆馆藏保安
- Interface with the existing RFID system used by the Main Library
- 与现有的 RFID 主系统连接

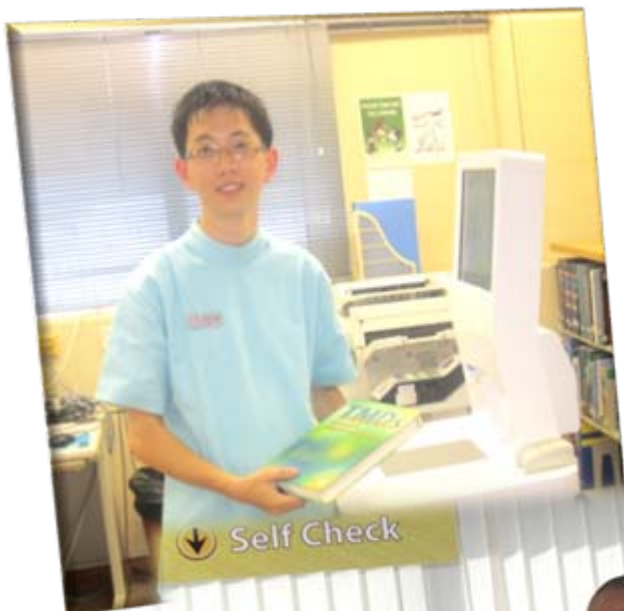
# Implementation 实施过程

- Set up a 5-member tagging team with existing staff in January 2011
- 于2011年1月由五位现有员工组成一个贴标团队
- Tagging of branch library books started in Feb 2011
- 在2011年2月开始为分馆的藏书贴标
- 360,000 volumes tagged in 74 working days
- 在74个工作日内，为360,000本藏书贴标
- Some 1,000 items tagged per day per staff
- 每人每天大约处理1000本藏书
- Official launch held in Oct 2011
- 2011年10月正式推出服务



# Our First Users

## 我们的第一批用户



# Key Issues

## 关键问题

1. Integrating the Main Library (old system) and branch libraries / audiovisual materials (new system) RFID systems  
新旧RFID系统的整合
2. Tagging audio-visual materials  
视听材料的标签方法
3. Privacy in entering PIN  
输入个人密码过程中的隐私保障
4. Increasing patron self check-in and check-out activities  
增加图书馆用户使用自助借还书系统



# 1. New System: Old System

## 新旧RFID系统的整合

- The new system can read the 1.3 million books tagged in 2008  
新系统可以完全读取 2008年贴标的130万本藏书
- No need to re-tag the Main Library books  
无需重新为图书馆主馆的藏书贴标
- A good case for RFID interoperability  
为 RFID互操作性和兼容性提供了一个非常成功的案例
- Acquire hardware from the new vendor when equipment acquired in 2008 breaks down  
从新供应商购置新的设备，替换 2008年购置的旧设备

## 2. Audiovisual Materials 视听材料的标签方法

- A variety of formats – the most popular ones being CDs/DVDs and videocassettes  
格式多样化，以 CD/DVD和录象带为主
- Metallic surface of CDs/DVDs reflects and detunes RF energy → interference → decrease read rates  
CD/DVD的金属表面反射和减弱射频能量 → 产生干扰 → 降低读标率
- Multi-disc CD/DVD sets pose further challenges in (a) manual handling in re-packaging them in 2 or 3 cases (b) exact alignment of tags  
多光盘 CD/DVD集带来的挑战包括· (a)人手把CD/DVD集拆装到2个到3个CD/DVD盒 (b)精确的贴标位置





# Stack Test

## 堆叠测试

- Avoid re-packaging multi-disc sets – additional costs and upsetting our loan policy  
避免拆装多光盘 CD/DVD集工作所带来的额外成本和扰乱现有的借还模式
- Exploit the capabilities of the tags: CD8 (aka donut) and Stingray full disc tag  
利用标签的特性：CD8（外号donut）和Stingray全光盘标签
- Read capability – stack test  
堆叠测试读标能力

	2 tags	3 tags	4 tags	5 tags	6 tags	7 tags	8+ tags
Donut	Yes (1s)	No	No	No	No	No	No
Stingray	Yes (1s)	Yes (1s)	Yes (2-3s)	Yes (2-3s)	Yes (3-4s)	Yes (3-4s)	No

# Our Choice

## 标签选择

No. of Discs 光盘数量	RFID Tag 标签	Case 光盘盒	Cost 成本
1	Donut	Original	Material + Labour
2	Donut	Original	Material + Labour
3	Stingray	Original	Material + Labour
4	Stingray	Original	Material + Labour
5	Stingray	Original	Material + Labour
6	Stingray	Original	Material + Labour
7	Stingray	Original	Material + Labour
8 and more	Re-packaging; donut / Stingray	CD Jewel Case	Additional Re- packaging Cost

Note: use Stingray tags for CDs produced by labels, such as Archik, Decca and Deutsche Grammophon.

## 3. Privacy in Entering PIN

# 输入个人密码过程中的隐私保障

- We require users to authenticate with their PIN  
要求用户利用个人密码进行身份验证
- Touch screen of the self-check machine poses a potential threat to disclosing of personal information in public  
利用自助借还书系统的触摸屏输入个人密码构成潜在的个人信息泄露的风险
- A number of options: from no PIN to using other personal information to replace PIN  
不同的解决方案包括：从不采用个人密码到利用其他个人资料取代个人密码
- Provide a mini keyboard for inputting PIN  
提供一个迷你键盘输入个人密码

## 4. Increase Self-check Usage 增加用户使用自助借还书系统

- 10 user-friendly self-check machines (5 units for the Main Library, one each for the 5 branches)
- 添置 10 台自助借还书系统（5台安装在图书馆主馆，5台分别安装在5个分馆）
- Publicity and promotion  
宣传及推广
- Locate self-check machines next to the counter / adjacent to the collections  
安装自助借还书系统在图书馆服务台和书架附近
- Consolidate circulation counters, Main Library  
整合主馆的图书馆服务台
- Self-collection of requested books, Main Library  
主馆执行预定书本自助借书



# Gains 获益良多

- Converted part the Main Library counter area into a staff office to improve staff working environment  
将部份图书馆主馆服务台转换为办公室，改善工作环境
- Re-deploy counter staff to work at LEVEL 3, our new Learning Commons facilities  
将部份员工编派到图书馆主馆三楼的电子学习科技专区和协作专区工作，提供崭新的图书馆服务
- Gain a lot of experiences on RFID technology over the past few years  
累积了丰富的RFID技术经验
- And ...  
更多的





# RFID at HKU Libraries: Success?

- Self-check (in and out) 自助借还 **YES**
- Patron satisfaction 用户满意度 **YES** and **NO**
- Staff productivity/savings/redeployment  
员工生产力/减省/重新编派 **YES, PARTIALLY**
- Staff satisfaction 员工满意度 **YES** and **NO**
- Security 馆藏防盗 **YES**
- Inventory control/collection management  
库存控制/馆藏管理 **YES, PARTIALLY**
- The needle in the haystack 大海捞针 **YES**
- Long term benefits/savings 长远的好处/节约成本 **YES, but still to be realised**
- 24 hour service 24小时服务 **YES**

# Our requirements

## 我们的期望

- **Interface** with the existing Library Management System; **YES**  
与现有的图书馆管理系统接通
- **Self check** which will reduce the need for staff to perform repetitive check-in and check-out activities; **YES, INCREASING**  
通过自助借还减少员工执行重复性的借还工作
- Achieve a goal of **60-80% self-check**, resulting in staff savings; **YES IN SOME LIBRARIES, OVERALL, NO**  
实现 60-80% 自助借还的目标，从而节省工作人员
- Improved decision making through the timely, accurate and comprehensive **reporting**; **NO**  
通过及时、准确和全面的报表，增强决策制定



# Our requirements

## 我们的期望

- Efficient **collection management**, including stock-take, shelf reading, and identification of reserved items; **YES, PARTIALLY**  
高效馆藏管理，包括盘点、货架管理和参考书的识别
- Added **security** of Library items, resulting in a reduction in loss of Library resources. **UNCERTAIN**  
加强馆藏防盗，从而减少馆藏的损失
- Implemented through whole library system. **YES**  
实现一体化图书馆 RFID 系统

# RFID Award

## 无线射频识别大奖

- Silver Award of the Best EPC/RFID Implementation, 2011 Hong Kong RFID Awards
- 2011年度香港无线射频识别大奖最佳 EPC/RFID 实施奖 - 银奖



THANK YOU! 谢谢!