

# ACCESSING THE LIBRARIES

Website: <http://lib.hku.hk>

WhatsApp-a-Librarian: [5441-5441](https://www.whatsapp.com/channel/0029va833333333333333333)

Ask a Librarian: <http://lib.hku.hk/general/help.html>

Contact Us: 3917-2202

Q1: *How can I access the HKU Libraries?*

Q2: *When I access some of the Libraries web pages, it prompts me for a HKU Portal UID / Library card number and PIN. What is this?*

Q3: *What are the Libraries opening hours?*

A1: A valid HKU Student/Staff Card will enable you to visit the Libraries. HKU Alumni and eligible HKU SPACE students can apply for a library card. Members of the public wishing to access the library resources can apply for a Circle of Friends membership. Find out more at HKU Libraries Homepage > User Information.

<http://lib.hku.hk/userinfo/student.html>

A2: HKU staff, SPACE staff, and students should login with their HKU Portal UID and PIN. Other patrons (SPACE students, Alumni, Circle of Friends, distance learners in Mainland China and JULAC members) should login with their library card number and PIN.

[lib.hku.hk/techsupport/login\\_faq.html](http://lib.hku.hk/techsupport/login_faq.html)

A3: Library hours vary during the year, with longer hours during term time. The prevailing opening hours are posted on the Libraries Homepage > Hours.

[lib.hku.hk/general/hours](http://lib.hku.hk/general/hours)

# BORROWING

Q1: *How many books can I borrow?*

Q2: *Where can I checkout books?*

Q3: *Where can I return books to the library?*

Q4: *Can I renew books online?*

Q5: *Can I request for books borrowed by others?*

Q6: *Can I pick up a Medical Library book in the Main Library?*

Q7: *What if my books are overdue?*

Q8: *Can I request books from other libraries?*

A1: The number of items that may be borrowed and the loan period vary based on the borrower's status and the type of material. For instance, academic staff at HKU can borrow up to 400 books for 180 days while HKU postgraduate 180 books for 120 days and an undergraduate 60 books for 60 days.

<http://lib.hku.hk/general/borrowing>

A2: Books can either be borrowed at the circulation counters or through the self-check stations. Do remember to bring along your Student/ Staff/ Facilities Access Card.

A3: All borrowed items must be returned on or before the due date. Fines will be imposed for late returns.

- Items with loan periods of 15 days or more can be returned to any of the HKU Libraries. For example, a Medical Library book on 30-day loan can be returned via the Main Library.
- Short loans items (14 days or less), such as audio-visual materials, serials, and course reserves materials have to be returned to the service point from which they were borrowed.

Book drops and automated book returns are available at the entrance of selected libraries. The following materials must be returned to the service point from which they were borrowed:

- Audio-visual items
- Equipment
- Items with accompanying materials
- Items with poor condition
- Items from Interlibrary loan
- Items with loan periods of 7 days or less
- Items from Special Collections
- Music scores
- Manually loaned items

<http://lib.hku.hk/cdd/br-returns.html>

A4: Yes. Renewals can be made from the MyAccount@HKUL in Find@HKUL. Please login with your HKU Portal UID/ Library card number and PIN. Renewals can be made unless another patron has a hold or you have reached the maximum loan period with renewals.

[\*http://lib.hku.hk/cdd/br-renew.html\*](http://lib.hku.hk/cdd/br-renew.html)

A5: You can sign in to Find@HKUL to place a hold on books that have been borrowed by others. The item will then be recalled and the current borrower duly notified. Loan period for the recalled item may be shortened and the borrower will need to return the item by the new due date. You will promptly be notified once the item is available.

[\*http://lib.hku.hk/cdd/br-request.html\*](http://lib.hku.hk/cdd/br-request.html)

A6: An interbranch delivery service operates between on-campus and off-campus libraries. Log in to Find@HKUL to request interbranch delivery of eligible items. The book will be delivered to your selected library and you will be notified to pick it up.

[\*http://lib.hku.hk/cdd/ibs\\_books.html\*](http://lib.hku.hk/cdd/ibs_books.html)

A7: Overdues are subject to fines on a scale laid down by the Senate Library Committee. Although the Libraries sends out reminder notices via email, you should not rely on these channels only. You must check your Library Account regularly.

[\*http://lib.hku.hk/cdd/br-overdue.html\*](http://lib.hku.hk/cdd/br-overdue.html)

A8: Eligible users can request items from other local and overseas institutions via [Interlibrary loan \(ILL\) and Article Delivery Services](#) by logging in to Find@HKUL.

[\*http://lib.hku.hk/mainlib/ill.html\*](http://lib.hku.hk/mainlib/ill.html)

# RESEARCH

Q1: *How do I find research information for my assignments?*

Q2: *How do I find past exam papers?*

Q3: *How can I effectively search electronic resources?*

Q4: *What if I need assistance in a specific subject area?*

Q5: *Can I access the electronic resources from home?*

Q6: *With my wireless mobile device, can I surf the Web in the Library?*

Q7: *How can I find my course materials?*

Q8: *I have read many books and articles. How can I get more organised?*

A1: Simply enter your keywords into the search box on the Libraries' Homepage. Through this discovery tool, [FIND@HKUL](#), you can quickly find books and articles in one go. For more in depth searches, patrons may wish to consult specific tools, such as the databases under [Electronic Resources](#).

A2: ExamBase provides full text to HKU past examination papers. For access, point to HKUL Homepage > Tools > HKUL Digital Initiatives. You can search past examination papers by paper title, course numbers or full text.

<http://lib.hku.hk/database>

A3: Join our library courses available throughout term time. Course schedule is online at HKUL Homepage > Learning & Research > Training. Or visit the Libraries' Subject Guides for online instructions on how to use the databases and other resources.

Training: <http://lib.hku.hk/general/instruction>

Subject Guides: <http://libguides.lib.hku.hk>

A4: Contact your [Subject Librarian](#). They help develop collections and services for assigned subject areas and serve as the Libraries' liaison to their faculties. The [Research Consultation Service](#), a one-on-one advisory service, is available for eligible patrons. Find out more under [Ask-a-Librarian](#).

A5: In general, the Libraries' electronic resources are on restricted access. HKU staff, students and HKU SPACE staff can access the e-resources from a remote site by authenticating with their HKU Portal UID and PIN. HKU SPACE students (with borrowing privileges) can authenticate with their library card number and PIN to access [selected e-resources](#). For Graduates, please check the HKU Graduate Membership page for more details: [https://lib.hku.hk/fac\\_grad/](https://lib.hku.hk/fac_grad/)

A6: The HKU Libraries has wireless hotspots that cover all seating areas. To go wireless, HKU staff and students should configure their notebook PCs or mobile devices for "HKU" or "eduroam" connection. Other patrons may wish to use the HKU Open Wi-Fi "Wi-Fi.HK via HKU".

[\*http://lib.hku.hk/techsupport/wireless.html\*](http://lib.hku.hk/techsupport/wireless.html)

A7: Some professors will prepare the online reading lists which can be accessed from [ReadingList@HKUL](#) or Moodle.

A8: Use Endnote, the bibliographic software which will help you manage references and cite while you write. Current HKU staff and students can download a copy of Endnote on their PC. Join an Endnote workshop to learn how to use this software.

[\*http://lib.hku.hk/endnote\*](http://lib.hku.hk/endnote)



## EQUIPMENT AND STUDY PLACES

Q1: [Are there computers installed with Microsoft Office?](#)

Q2: [Are there printers in the library?](#)

Q3: [Are there photocopiers in the library?](#)

Q4: [Where can I study in the library?](#)

**A1:** Yes, the Technology Zone on Level 3 offers over 80 computers in support of learning and research. These PCs provide access to the FIND@HKUL, databases, the Internet, as well as various application software including Microsoft Office, SPSS and NVivo.

Laptops and tablets are also available for short loan at the Main Library and branches. Such devices cannot be checked out overnight.

<http://lib.hku.hk/level3/>

<http://lib.hku.hk/techsupport/laptoploan.html>

**A2:** uPrint service is available in the Main Library and all Branch Libraries. Developed by HKU Information Technology Services (ITS), uPrint operates on a quota-based system using the HKU staff/student/facilities access card for printing and photocopying on campus.

## Benefits of uPrint at the Libraries:

- Flexible and easy to use. You are no longer required to specify the printer to which your print jobs are sent or input any passcode to retrieve your print jobs. You can retrieve your print jobs at any printers by simply touching your staff/student/library card on the smart card pad installed on every machine.
- Latest technology. All our current printers/photocopiers were replaced by brand new machines, enhancing printing quality.
- Unified system. With the adoption of uPrint in the Libraries, the printing and photocopying service is standardized across campus. Undergraduate students can now use their free printing units in the Libraries.
- On-the-go printing. In addition to laptop printing, mobile and tablet printing is supported for both iOS and Android systems.

HKU staff and students with a valid HKU portal account can add printing units (quota) using the [HKU uPrint app](#) or use an Octopus card at an [ITS Add Value Machines](#) (AVM) or any AVMs in the Libraries. Library patrons holding a facilities access card or without an HKU portal account can add printing units to their uPrint accounts using the AVMs in the Libraries only. The Library's AVMs are located in the Main Library (2/F and Level 3) and in all Branch Libraries.

For more details and technical support, go to: <https://lib.hku.hk/techsupport/photocopy.html>

**A3:** uPrint operated copiers are available in the Main Library and all branch libraries. Photocopying charge per page is \$0.3 (B/W) and \$1.5 (colour). Patrons should comply with copyright guidelines.

<http://lib.hku.hk/techsupport/photocopy.html>

**A4:** There are study tables on each floor in the Main Library and all branch libraries. G/F *Think Tank*, 2/F *Ingenium*, and *Level 3* in Main Library offers a variety of study places in support of different learning styles. On *Level 3*, Research carrels, deep quiet room and study tables in the Study Zone are for reflective

self-study, while the 19 discussion rooms in the Collaboration Zone support interactive learning. The 6 group viewing rooms on the 1/F AV Collection serve a similar purpose. Online booking of these facilities is available under Libraries Homepage > Book A Space.

2/F Ingenium: <https://lib.hku.hk/ingenium/index.html>

Level 3: <https://lib.hku.hk/level3/index.html>

Book at Study Space: <http://lib.hku.hk/mainlib/studyplace.html>