<table>
<thead>
<tr>
<th>Area</th>
<th>User Comments</th>
<th>Library Responses and Actions</th>
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| **Noise issue**           | • Too noisy for quiet study.  
• Discussion should be allowed.  
• Areas for quiet use and discussion are not clearly separated.                                                                                   | • More frequent staff patrol; library staff remind users to lower their voice in quiet zones.  
• The 1/F Quiet Room was restored as scheduled for the Spring Term 2024.  
• Explore different zoning to differentiate the user expected behavior in specific areas.  
• Additional signage may help to communicate the expectation to users.  
• For users who book study rooms in quiet zones, they will see reminder about expected noise level. |
| **Seat Hogging and Crowdedness** | • Seat hogging by leaving belongings behind is irresponsible as seat demand is so high.  
• The Library should allow users to reserve seats for longer time (current time limit is 30 minutes); library staff should not collect unattended materials.  
• Difficulty finding study spaces, insufficient seats, insufficient individual and group study space, existing space overcrowded, the Library should be expanded. | • The 30-min allowance already gives flexibility for you to hold a seat for a short absence. We cannot lengthen it. We continue the practice of removing unattended belongings during busy times.  
• Within the space available in the current library building, explore furniture choices and space layout options to meet your needs.  
• On G/F, shelving are being consolidated to allow space for study seating.  
• Whenever possible, convert rooms for student use.  
• To optimize use of existing capacity, we will look into a more robust room/seat booking system which can show real-time availability of seats. |
| **Collections**           | • Acquire more books in print and e-format, in simplified Chinese, popular books, novels.  
• Acquire more books in specific subjects such as HSS, IT, Computing, Language education, etc.  
• Specific requests for databases and journals.  
• Media streaming, including older resources.  
• Extend the sharing of e-journals and databases among JUALC libraries and Guangzhou campus.  
• Unaware of the variety of collection resources available.  
• Put specific journals in our priority list for subscription consideration whenever budget allows.  
• Review “turnaway” statistics of databases such as CNKI and Springer.  
• We subscribed to the streaming platform Kanopy. To help users find those videos, we loaded over 21,000 records into the library catalog.  
• Due to license restrictions, electronic resources cannot be shared across institutions. We rely on interlibrary loan services to help you obtain materials beyond the HKUST collections.  
• Organize more thematic book displays to encourage reading for fun.  
• Enhance New Arrival website with attractive book cover images.  
• Make the Book Recommendation form more visible. Add Collection Development Policy to relevant sections of the Library website.  
• Prioritize loading bibliographic records of new resources into the catalog, to make them more findable. |
| **E-resources remote access** | • Off-campus access to electronic resources requires login via the Library’s website. Some users find it inconvenient.                                                                 | • Find ways to make remote access more seamless.                                                                                                                                                                             |
| **Programs & Activities** | • Library services should help users navigate digital and AI information, and provide guidance in the information deluge.  
• Many workshops for PDEV courses are good; but there can be more on practical topics.  
• The Library should encourage students to read more. Organize more diverse activities such as book events, lectures. The Library can become a hub for community events. | • Offer 30-min mini workshops to introduce research tools.  
• To help students in selecting trustworthy information in the context of AI, we will enrich information evaluation element in workshops, and create e-learning games.  
• Partner with external organizations for providing services and resources.  
• To help students in selecting trustworthy information in the context of AI, we will enrich information evaluation element in workshops, and create e-learning games. |
| **Communication with users** | • Some library staff are not proficient in English or Putonghua.  
• It is not clear what library services and programs are available for users; and not clear how to use library resources.  
• More promotions on social media.                                                                                                              | • Organize specific training in language skills.  
• Use more webguides and promotional videos to explain how to make best use of the Library.  
• Create more multimedia, reels and posts in social media.                                                                                                                                                      |