

康樂及文化事務署
Leisure and Cultural Services Department

電話 TEL: 2601 8844
圖文傳真 FAX NO: 2696 9263
本署檔號 OUR REF: (13) in LCS 4 /LIB 035/09 (2) III
來函檔號 YOUR REF: CB2/PL/HA

香港中區
戾臣道 8 號
立法會大樓
立法會民政事務委員會秘書
方慧浣女士

方女士：

謝謝貴委員會轉來朱景源先生於十月十七日的信件，就公共圖書館服務所提出的意見。朱先生信中提及有關圖書館服務的意見，臚列如下：

- (一) 圖書館電腦系統
- (二) 追討圖書館收費及發出繳款收據安排
- (三) 落實申訴專員公署向本署提出的建議項目
- (四) 「圖書館委員會」與各持分者的會面安排
- (五) 「公共圖書館諮詢委員會」及制定香港公共圖書館策略計劃
- (六) 館長在圖書館諮詢處的當值安排
- (七) 處理報失圖書館資料程序
- (八) 圖書館延長開放時間的安排

本署於本年八月五日回覆貴委員會的信件中(詳見附件 1)，經已就朱先生提出以上的各項意見作出詳細解釋及陳述，故不擬在此重複回應。至於朱先生信中提及於二零零九年十一月五日及本年八月二日、四日、六日及十日刊登於東方日報有關圖書館服務的報導，本署亦經已就各項報導逐一回覆東方日報(詳見附件 2-5)。

希望上述資料有助各委員清楚瞭解朱先生對公共圖書館服務所提出的意見。如有進一步查詢，請致電 2601 7328 與圖書館總館長(營運及區議會事務)胡文煇先生聯絡。

康樂及文化事務署署長

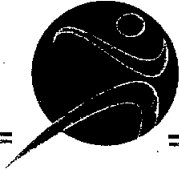
(李玉文  代行)

連附件

副本送：

民政事務局局長 (經辦人：羅鶴鳴先生)

二零一零年十一月二十五日



康樂及文化事務署
Leisure and Cultural Services Department

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25 November 2010

Ms Betty FONG
Clerk to Legislative Council Panel on Home Affairs
Legislative Council Building
8 Jackson Road
Central
Hong Kong

Dear Ms Fong,

Thank you for referring the letter from Mr CHU King-yuen dated 17 October 2010 stating his views on the services of public libraries. Mr Chu expresses in the letter his views on the following issues:

- (I) Library Automation System
- (II) Arrangements for the recovery of library fees and charges and the issue of payment receipts
- (III) Implementation of the recommendations made by the Office of The Ombudsman to our Department
- (IV) Meeting arrangements between the Committee on Libraries and various stakeholders
- (V) The Public Libraries Advisory Committee and the formulation of "The Strategic Plan of Hong Kong Public Libraries"
- (VI) Arrangements for Librarians to man advisory desks at libraries

(VII) Procedures for handling loss reports of library materials

(VIII) Arrangements of extended library opening hours

Since we have detailed our explanation and representations regarding the above issues raised by Mr Chu in our reply to the Panel dated 5 August 2010 (Annex 1), we will not repeat them in this letter. As to the reports in *Oriental Daily News* on 5 November 2009 and 2, 4, 6, and 10 August 2010 about library services as mentioned in Mr Chu's letter, our Department has also responded to each of them to *Oriental Daily News* (Annexes 2 to 5).

We hope that the above will provide the Panel with a clearer understanding of the issues brought up by Mr Chu about public library services. For further enquiries, please contact Mr WU Man-fong, Chief Librarian (Operations and District Council Management), on 2601 7328.

Yours sincerely,


(LEE Yuk-man)

for Director of Leisure and Cultural Services

Encl.

c.c.

Secretary for Home Affairs
(Attn: Mr Herman LAW)



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Leisure and Cultural Services Department

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方慧浣女士
(經辦人：楊淑賢女士)

方女士：

公共圖書館服務及管理

謝謝貴委員會轉來朱景源先生的電郵，就有關公共圖書館服務及管理所提出的意見，本署現回覆如下。

(一) 圖書館電腦系統

爲了保持公共圖書館的服務質素和效率、切合使用者的需求、應付未來新落成圖書館的需要，以及爲全港市民提供綜合圖書館服務，臨時市政局及臨時區域市政局在 1998 年共同決定提升圖書館電腦化系統，審核及批准計劃預算費用 122,750,000 元，預計於 2004 年完成。計劃的合約在 1999 年 11 月簽訂。其後，立法會財委會於 1999 年 12 月 17 日會議上通過開立非經常開支承擔額，以支付計劃所需開支。本署在 2002 年完成於各公共圖書館提升電腦化系統，並於 2006 年完成覆蓋合約內指定的八間新圖書館(包括兩間流動圖書館)。兩局所使用的圖書館電腦系統屬世界上具備中、英文檢索功能的最大型圖書館電腦系統之一，至今仍爲很多先進國家和地區的圖書館所使用。開發該系統的軟件公司自 1983 年成立，該公司總部現設於美國及爲全球 70 個國家提供圖書館電腦系統設計及支援服務。朱先生所指傳言該公司於 2000 年早已倒閉，實與事實不符。

有關朱先生在信內第 6 段提及其於 2008 年 9 月 12 日向香港申訴專員公署提出的個案(個案編號 OMB2008/4222)，本署就個案的回應及跟進工作已向公署作出詳盡闡述，公署亦已完成審研該宗個案，並於去年 3 月回覆朱先生。就公署提出的建議，本署已得悉，在現正進行的香港公共圖書館電腦系統的更換計劃中，本署會與供應商研究新系統的多項功能，讓系統更完善地跟進不同情況的問題個案。新系統預計可於兩年內投入服務，以進一步提升圖書館服務，及配合市民大眾對圖書館服務的需要。

(二) 追討圖書館收費及發出繳款收據的安排

一直以來，香港公共圖書館十分注重顧客服務，圖書館職員一向以體諒及開放的態度服務讀者，並深信讀者是自律的和有自覺性的。事實上，在我們三百八十多萬位的登記讀者中，違規的讀者只佔少量。在一般的情況下，如讀者有逾期未歸還的款項或圖書館資料時，館方會依期發出通知書提醒有關讀者，及透過櫃檯工作的前線員工在讀者借還圖書館資料時即時提醒他們，讀者一般均會即時或在短期內清繳欠款或歸還資料。

香港公共圖書館電腦系統自本署於 2000 年成立後便進行追討欠款程式的制定、編寫及測試等工作。圖書館電腦系統經運作程序測試及協調後，於 2004 年 4 月 1 日開始，電腦系統就有關的欠款才正式列印「繳費通知書」發給有關讀者。與此同時，圖書館亦分階段向一些仍有欠款未清繳的讀者追討欠款。2007 年 3 月審計署對圖書館處理有關讀者欠款的情況已清楚詳列於報告內。現時，香港公共圖書館會在圖書館資料逾期後依設定時間發出「過期通知書」、「最後過期通知書」和「繳費通知書」，以提醒讀者盡快歸還圖書館資料及/或盡快處理有關欠款。如讀者在發出「最後過期通知書」及「繳費通知書」兩星期後仍未歸還逾期的圖書館資料或清繳有關款項，圖書館會暫停該讀者的圖書證使用權，直至歸還所有逾期圖書館資料及欠款完全清繳為止。若讀者在圖書證使用權被暫停後仍一直未有清繳欠款，圖書館會按每宗個案的情況，由本署專責處理追討欠款事宜的債項追收組循法律程序向有關讀者進行追討欠款工作。此外，圖書館亦會在舉行讀者教育活動時，提醒讀者準時歸還圖書館資料的重要性及講解逾期歸還圖書館資料的個人應負的責任。

至於收據方面，讀者除可選擇在繳款時由圖書館職員發出收據外，圖書館亦歡迎讀者以八達通卡繳付補領遺失圖書證費用、逾期歸還圖書館資料罰款和預約圖書館資料費用。如讀者有需要核對資料紀錄，可向圖書館職員查詢，亦可利用設在圖書館內的圖書館目錄終端機或直接登入香港公共圖書館網址的讀者紀錄查閱。

此外，朱先生在信內第 4 段中提及的申訴專員公署檔案(編號 OMB2002/0534)，乃是一宗有關讀者就本署轄下香港公共圖書館處理歸還書籍程序的投訴，就公署在調查報告內所作的建議，圖書館經已落實相關的建議項目並得到公署的接納，確認整個事件已告完結。

(三) 「圖書館委員會」與各類持分者的會面安排

「圖書館委員會」是由民政事務局於2004年11月成立，主要的職責是就如何提高香港公共圖書館設施與服務的策略和計劃，以及如何加強與社會各界合作等課題，向民政事務局局長提供意見。該委員會在制訂建議期間，除參考海外圖書館體系的成功經驗外，也主動聯絡本港圖書館的各類持分者，徵詢他們的意見，當中包括非政府機構、商會和青少年團體的代表、中小學校長和學校圖書館主任、文學藝術顧問等。另外，因應政府圖書館館長協會及政府文化工作助理員協會的要求，該委員會亦曾與該兩個協會的代表會面，互相交換意見。該委員會曾會晤的相關團體名單載於附件。

「圖書館委員會」與哪些持分者會面是該委員會的決定。由於委員會並沒有收到與文書職系同事會面的要求，所以該委員會並未有作出會面的安排。「圖書館委員會」在 2007 年中已完成工作並提交報告供政府考慮，該會的任期亦已完結。

(四) 「公共圖書館諮詢委員會」及香港公共圖書館策略計劃

就「圖書館委員會」的建議報告，民政事務局局長原則上接納該委員會的所有建議，並於 2007 年 6 月 18 日向貴委員會簡介該報告的主要建議（見立法會 CB(2)2042/06-07(03)號文件）。

爲了推行「圖書館委員會」提出的建議，本署隨即展開籌劃工作，着手擬備香港公共圖書館未來十年發展策略；另一方面，民政事務局亦因應該委員會的相關建議，於 2008 年 5 月成立「公共圖書館諮詢委員會」，負責就香港公共圖書館的整體發展策略向政府提供意見，成員分別來自教育界、文化界、青少年服務界、資訊科技界、政府和商界等社會不同界別，以確保諮詢委員會保持平衡的組合。

經過了一年多的擬備工作，本署於 2008 年 10 月將香港公共圖書館未來十年策略計劃擬稿，呈交「公共圖書館諮詢委員會」討論及徵詢意見，各委員對擬稿提出不少寶貴意見，經過充分的討論及考慮後，該委員會在 2009 年

2 月舉行的第三次會議審定通過《香港公共圖書館 2009 至 2018 年策略計劃》，成為香港公共圖書館未來十年的「發展藍圖」，以逐步實施「圖書館委員會」的建議。民政事務局隨後於 2009 年 4 月將該策略計劃的詳情提交貴委員會（見立法會 CB(2)1301/08-09(03)號文件）；該策略計劃亦已上載至香港公共圖書館網頁，供公眾人士參閱。雖然未來十年的發展藍圖已予制定，部門會繼續聽取各方面的意見，並會因應社會的發展，將策略計劃作出更新和修訂，公眾人士可以隨時就香港公共圖書館的發展提出意見。

至於「公共圖書館諮詢委員會」的工作範疇與區議會轄下的地區設施管理委員會的關係，該委員會主要職責是就香港中央圖書館的角色、功能和管理及公共圖書館的整體發展策略向政府提供意見。由於地區圖書館已由 18 區區議會參與管理，故委員會不會對地區圖書館的日常運作及管理作任何建議。我們相信現時各區議會能有效地透過轄下的地區設施管理委員會及相關的工作小組提供建議及督導地區圖書館的工作。在地區圖書館的政策和日常管理上的事務，我們定會充分徵詢區議會意見。

(五) 館長在讀者諮詢處當值的安排

圖書館館長及助理館長除了負責圖書館的館務運作外，還會在不同的服務點主動地為讀者提供服務和解答讀者查詢。一些圖書館館長及助理館長在午膳和繁忙時段亦會於圖書館服務櫃檯當值，以協助前線員工提供圖書館服務和解答讀者的查詢。圖書館館長及助理館長除非要處理館內的突發事件、提供員工訓練、進行參觀圖書館活動及其他外展圖書館活動等，在一般情況下會按照編排的時間表在諮詢處當值。

各圖書館定期呈交圖書館行政組關於讀者查詢的統計數據和相關資料，是包括了圖書館內各服務台職員接獲讀者親身和電話查詢資料的數據、經信件、傳真或電郵等其他途徑收到的讀者查詢的綜合統計資料。

各區的圖書館高級館長會定期及按需要與館內同事舉行館務會議及巡察轄下圖書館，以加強運作上的溝通及為下屬提供適當工作指引和意見。各職級圖書館館長會繼續堅守服務市民的信念，為市民提供優質的圖書館服務。

(六) 處理報失圖書館資料的程序

朱先生在來信內第 19 段中提及的第一宗法庭個案實在 2004 年發生，個案涉及一名讀者多次濫用報失圖書館資料的機制，利用有關機制虛報失書，並繳交罰款企圖將圖書館資料據為己有。另外，2010 年 5 月 13 日一名學生向高等法院上訴涉嫌塗污及盜取圖書館資料的案件，最後上訴得直。後者的

個案與前者虛報失書的個案在性質並無任何相關連之處，但兩宗個案的發生皆與讀者的個人操守有關。

對於朱先生建議圖書館應發信通知於 2000 年至 2004 年期間，根據當時機制賠償報失圖書館資料的讀者，提示他們在收到通知書後七年內，可根據 2005 年實施的交還已賠償圖書館資料的機制而申請退款的意見，本署認為現行的《圖書館規例》已規定讀者必須將所借出的圖書館資料交還香港公共圖書館。即使讀者報失圖書館資料及已繳付有關重置費用，所報失圖書館資料的擁有權仍屬香港公共圖書館所有。讀者如尋回報失的圖書館資料，必須立即交還香港公共圖書館。圖書館職員在處理這些個案時，會一併協助有關讀者安排退還賠款的事宜。

(七) 圖書館新開放時間的安排

為滿足市民對圖書館服務與日俱增的需求，行政長官於 2008 年 5 月舉行的地方行政高峰會上宣布，政府決定增撥資源以延長 33 間主要及分區公共圖書館的開放時間，由每周的 61 或 62 小時增加至每周約 70 小時。就落實行政長官的有關計劃，本署已於 2009 年 4 月 1 日起延長和統一轄下 33 間主要及分區圖書館的開放時間至每周 71 小時，為市民提供每周七天的圖書館服務。

根據現行開放時間，市區的主要和分區圖書館平日開放至晚上八時，讓更多讀者能夠在下班後前往圖書館；星期六晚上開放至八時，可鼓勵更多市民，尤其是一家大小使用圖書館服務；另外，每周有六天提前一小時於上午九時開放，方便附近居住的使用者，特別是退休人士和家庭主婦。在新界區，各主要和分區圖書館在以往的休館日開放，時間由中午十二時至晚上八時，讓公眾能一周七天享用圖書館服務。

為確保圖書館能繼續提供優質服務，各圖書館會在星期一或四其中一天上午不對外開放，以便內部進行徹底清潔、電腦系統常規保養和屋宇裝備裝置檢修等工作。以往有關工作是在休館日或星期六下午五時休館後進行，現在圖書館每周開放七天，必須安排休館一個上午，否則難以妥善執行這些必要的保養工作。我們認為圖書館既要照顧市民的需要，又要維持優質的服務，在兩者間求取平衡後，作此資源調配是最有效率和效益的安排。

我們理解主要和分區圖書館在星期一或星期四上午進行清潔及維修保養工作，可能會對部分讀者帶來不便。為此，我們已安排同區或鄰區內最少有一間圖書館在該時段開放為市民提供圖書館服務。

圖書館實施新的開放時間，是爲了盡量滿足市民大眾的需要，而現行安排是最具成本效益的開放時間模式。在實施新開放時間前，我們已諮詢各區區議會，各區區議會都一致表示支持。

就朱先生於去年多次電郵來函提出對圖書館新開放時間的意見，本署已分別於去年 7 月 21 日及 8 月 21 日發出電郵回覆，詳細解釋有關新開放時間安排背後的理據，以及陳述未能接納其有關建議的原因。其後，朱先生於去年 8 月 25 日電郵來函，再次覆述其對圖書館新開放時間的意見和建議。由於現行的新開放時間已能滿足大部分使用者的需要，本署暫時未有計劃改變或進一步延長圖書館的開放時間，因此，本署按照一貫處理市民建議的做法，把其意見記錄在案，待日後檢討圖書館服務時用作參考；並於去年 9 月 4 日以電郵回覆朱先生有關安排。本署就有關意見的三次回應已夾附在朱先生的來信中，故本署不再在此重複。

希望上述資料可幫助貴委員會對朱先生提出各事項有更清晰及全面的了解，以及有助各委員評論朱先生所提出的主觀陳述。如有進一步查詢，請致電 2601 7333 與圖書館總館長（營運及採編）辛何艷明女士聯絡。

康樂及文化事務署署長

（李玉文 代行）



附件：圖書館委員會與業界會面名單

副本送：

民政事務局局長（經辦人：彭芷君女士）

二零一零年八月五日

圖書館委員會與業界會面名單

非政府機構

明愛

香港基督教女青年會

香港青年協會

香港小童群益會

伸手助人協會

小學

瑪利諾神父教會學校

東華三院港九電器商聯會小學（下午）

新界婦孺福利會梁省德學校

大角嘴天主教小學（海帆道）

軒尼詩道官立小學（上午）

聖公會德田李兆強小學

聖公會油塘基顯小學

中學

聖保羅男女中學

聖保祿學校

香港中國婦女會中學

聖公會呂明才中學

培正中學

樂善堂梁植偉紀念中學

聖公會林裘謀中學

福建中學

基督教香港信義會心誠中學

鳳溪廖萬石堂中學

靈糧堂劉梅軒中學

潔心林炳炎中學

裘錦秋中學（屯門）

鄧肇堅維多利亞官立中學

商會

香港中華總商會

香港工業總會

國際中小企業聯合商會

香港中小型企業商會

香港總商會

香港中小型企業聯合會

國際青年商會香港總會

青年組織

香港青年社團聯盟

香港青年聯會

文學藝術顧問

香港藝發局文學藝術顧問

康樂及文化事務署文學藝術顧問

圖書館員工

政府圖書館館長協會

政府文化工作助理員協會



電話 TEL: 2601 8844
2696 9263
圖文傳真 FAX NO: (58) in LCS 4 /LIB 035/09 (2) II
本署檔號 OUR REF: CB2/PL/HA
來函檔號 YOUR REF:

5 August 2010

Ms Betty FONG
Clerk to Legislative Council Panel on Home Affairs
Legislative Council Building
8 Jackson Road
Central, Hong Kong
(Attn: Ms Louisa YEUNG)

Dear Ms Fong,

Services and Management of Public Libraries

We thank the Panel for referring the e-mail from Mr CHU King-yuen to us. Our response to his views on the services and management of public libraries is as follows:

(I) Library Automation System

In order to maintain the service quality and efficiency of public libraries, to meet the expectation of users, to cater for the new libraries to be opened in the future, and to provide an integrated library service for Hong Kong as a whole, a joint decision was made by the Provisional Urban Council and the Provisional Regional Council in 1998 to upgrade the Library Automation System (LAS). The project, scheduled for completion in 2004, was examined and approved with an estimated expenditure of \$122,750,000. The contract for the project was signed in November 1999. Later, at a meeting held on 17 December 1999, the Finance Committee of the Legislative Council approved the creation of a non-recurrent commitment to meet the necessary expenses of the project. The upgrading of the LAS in all public libraries was completed in 2002; and by 2006, the

upgraded LAS was also installed in the eight new libraries (including two mobile libraries) specified in the contract. The LAS introduced by the two Councils was one of the world's largest computerised library systems equipped with both Chinese and English searching capabilities, and it is still widely used by libraries in advanced countries and regions nowadays. The software company which developed the system was established in 1983. Based in the United States, it provides design and support services for computerised library systems in 70 countries around the world. The rumour quoted by Mr Chu that the company closed down as early as 2000 is simply untrue.

As for the complaint (Case No.: OMB2008/4222) lodged with the Office of The Ombudsman, Hong Kong (the Ombudsman's Office) on 12 September 2008 as mentioned in paragraph 6 of Mr Chu's e-mail, our response to the case and our follow-up actions have been presented in detail to the Ombudsman's Office. The Ombudsman's Office completed investigation into the case and replied to Mr Chu in March 2009. The Department noted the recommendations made by the Ombudsman's Office. In the ongoing LAS Replacement Project of the Hong Kong Public Libraries (HKPL), the Department and the supplier will work on a number of functions to be included in the new system so that it can better handle problematic cases with different scenarios. The new system is expected to commence operation within the next two years with a view to further enhancing library services and meeting the community's needs for library services.

(II) Arrangements for the recovery of library fees and charges and the issue of payment receipts

All along, the HKPL places great importance on customer service, and the library staff serve the readers in an understanding and open-minded manner, believing in readers' self-discipline and conscientiousness. In fact, among the some 3.8 million registered readers of the HKPL, rule-breakers are only a minority. Under normal circumstances, readers with overdue payments or library materials will receive timed written notifications from the HKPL and be alerted of the situation by frontline staff at the counter when they check in or check out library materials. The readers, in general, will settle the overdue payments or return the overdue items immediately or shortly afterwards.

The HKPL started working on the formulation, writing, testing, etc. of an arrears recovery programme for the LAS upon the establishment of the Department in 2000. It was after operating procedure testing and coordination that on 1 April 2004 the LAS began to generate "payment notices" to be officially issued to the readers concerned. Meanwhile, recovery actions were taken by phase on readers with outstanding payments. The

observations made by the Audit Commission in March 2007 on the HKPL's handling of outstanding payments of readers are detailed clearly in its report. Currently, the HKPL issues an "overdue notice", a "final overdue notice", and a "payment notice" at pre-set intervals after the due date of an overdue library item to remind the reader to return the item and/or attend to the related outstanding payment as soon as possible. If the reader fails to return the overdue library item or settle the payment in full within two weeks from the issue of the "final overdue notice" and "payment notice", his borrowing right will be suspended until return of all overdue library items and settlement of the outstanding payment in full. If the outstanding payment remains in arrears after the suspension of the borrowing right, legal action will be taken on a case-by-case basis by our Debt Recovery Team, a team dedicated to recover the arrears from the readers concerned. In addition, at HKPL's user education programmes, readers' attention will be drawn to the importance of timely return of borrowed library materials and the personal liabilities arising from late return.

As regards receipts, the receipt issued by library staff upon payment is an option open to the reader. Alternatively, payment by Octopus is welcome for settling the replacement charges of library cards as well as overdue fines and reservation fees of library materials. Requests for checking records may be directed to library staff, and the reader can also check his own borrower's record by using any Library Catalogue terminal installed in the libraries or by simply logging onto the HKPL website.

The Ombudsman's Case (Case No.: OMB2002/0534) mentioned by Mr Chu in paragraph 4 of his e-mail is a complaint lodged by a reader against the HKPL about the procedures for handling books returned by borrowers. In its investigation report the Ombudsman's Office has made a number of recommendations, which have been implemented by the HKPL accordingly. The actions taken were accepted by the Ombudsman's Office, and the whole case was confirmed closed.

(III) Meeting arrangements between the Committee on Libraries and various categories of stakeholders

The Committee on Libraries (CoL) was established by the Home Affairs Bureau (HAB) in November 2004 primarily to advise the Secretary for Home Affairs (SHA) on strategies and plans for betterment of Hong Kong's public library facilities and services, with enhanced community cooperation and partnership. In the course of formulating its recommendations, the CoL not only made reference to the successful experiences of overseas library systems, but also proactively reached out to canvass the views of various categories of local library stakeholders, including representatives of non-governmental

organisations, chambers of commerce, and youth organisations; principals and teacher-librarians of primary and secondary schools; advisors on literary arts; etc. In addition, it met and exchanged views with the representatives of the Government Librarians Association and the Association of Government Cultural Services Assistants at the request of the two associations. Stakeholder groups whom the CoL has met are set out at the Annex.

It was the decision of the CoL as to which stakeholders it was to meet. Since it has not received any requests for meeting from the colleagues of the Clerical Grades, no meetings were arranged with them. In mid-2007, the CoL completed its work and submitted a report for the Government's consideration. Its term has since come to an end.

(IV) The Public Libraries Advisory Committee and "The Strategic Plan of Hong Kong Public Libraries"

The SHA has accepted in principle all the recommendations put forward by the CoL in its Recommendation Report. On 18 June 2007, he briefed the Panel on the key recommendations of the report vide LC Paper No. CB(2)2042/06-07(03).

To take forth the CoL's recommendations, the Department immediately proceeded with the planning and formulation of development strategies of the HKPL for the next ten years. As recommended by the CoL, the HAB set up the Public Libraries Advisory Committee (PLAC) in May 2008 to advise the Government on the overall development strategy of the HKPL. Members of the PLAC are drawn from different sectors of the community, including educational, cultural, youth, information technology, government and business sectors, to ensure a balanced composition.

After more than a year of formulation work, the Department submitted the draft strategic plan of the HKPL for the next ten years to the PLAC in October 2008 for discussion and consultation. The draft received many valuable inputs from members of the PLAC. After thorough discussion and consideration, the PLAC endorsed the "Strategic Plan of Hong Kong Public Libraries 2009-2018" (Strategic Plan) at its third meeting held in February 2009 as a "roadmap" of the HKPL in the coming decade for progressive implementation of the CoL's recommendations. The HAB subsequently submitted the details of the Strategic Plan to the Panel in April 2009 vide LC Paper No. CB(2)1301/08-09(03). The Strategic Plan has also been uploaded to the HKPL webpage for public reference. Although the roadmap for the coming decade has been drawn, the Department still welcomes comments from any sectors, and will update and revise the Strategic Plan in

the light of the development of society. Members of the public may voice their views on the development of the HKPL anytime.

Concerning the area of work of the PLAC as opposed to that of the District Facilities Management Committees (DFMCs) under the District Councils (DCs), the PLAC advises the Government mainly on the role, functions, and management of the Hong Kong Central Library as well as the overall development strategy of the HKPL. It does not make any recommendations on the daily operation and management of district libraries as the 18 DCs have already been involved in the management of these libraries. It is believed that the DCs can effectively provide suggestions and supervise the work of district libraries through their respective DFMCs and related working groups. We will fully consult the DCs on all policy and daily management matters of district libraries.

(V) Arrangements for Librarians to man readers' advisory desks

Apart from managing the operations of libraries, Librarians and Assistant Librarians provide proactive services to readers and answer their enquiries at various service points. Some of them may also help out at library service counters during lunchtime and peak hours, rendering assistance to frontline staff in providing library services and answering readers' enquiries. Unless engaged in duties such as handling emergencies in the libraries, providing staff training, conducting library tours and other extension activities etc., in general Librarians and Assistant Librarians man the readers' advisory desks according to the duty roster.

Every library regularly submits statistics of readers' enquiries and related data to the Administration Unit of the HKPL. Such submissions include the numbers of in-person and telephone enquiries from readers received by all library service counter staff, and also consolidated statistics of readers' enquiries received by other means such as post, fax, and e-mail.

At each district, the Senior Librarian concerned conducts operation meetings with library staff and inspects libraries under his purview on a regular and as-needed basis in order to strengthen communications for operations and to provide suitable working guidelines and advice to the subordinates. Librarians at all ranks will continue to be committed to serving the community and providing quality library services to members of the public.

(VI) Procedures for handling loss reports of library materials

The first court case mentioned in paragraph 19 of Mr Chu's e-mail actually took place in 2004. It involved a reader who repeatedly abused the mechanism of making loss reports of library materials. He made false reports of book losses and attempted to take possession of library materials with the payment of fines. In another case, a student appealed to the High Court on 13 May 2010 against the allegation of defacing and stealing library materials. His appeal was allowed in the end. Though both cases are related to personal conduct of readers, the second case has no connection in nature with the first one, which involved false reports of book losses.

Mr Chu suggested that the HKPL should write to those readers who have paid for their lost library materials under the prevailing mechanism between 2000 and 2004 to notify them that, within seven years upon receipt of the written notification, they may apply for reimbursement for the lost and paid library materials they have returned to the HKPL under the new mechanism effective from 2005. The Department is of the opinion that the existing Libraries Regulation already provides for return of library materials borrowed by readers to the HKPL. Even if a reader reports loss of a library material and pays for its replacement cost, ownership of the item reported lost is still vested with the HKPL. In the case that the item reported lost is found by the reader, it should be returned to the HKPL immediately. The library staff handling these cases will assist the readers concerned with the reimbursement.

(VII) Arrangements of new library opening hours

To address the growing public demand for library services, the Chief Executive (CE) announced in the Summit on District Administration in May 2008 the Government's decision to allocate additional resources to extend the opening hours of 33 major and district public libraries by increasing their weekly opening hours from 61 or 62 hours to about 70 hours. As an initiative to implement CE's plan, the Department has extended and aligned the weekly opening hours of its 33 major and district libraries to 71 hours from 1 April 2009 to provide seven-day-a-week library services to the public.

Under the current arrangements, the major and district libraries in the urban area open until 8:00 pm on all weekdays to allow more patrons to visit the libraries after work, and on Saturdays to encourage more members of the public, families in particular, to use library services. Besides, these libraries open one hour early, i.e. at 9:00 am, for six days a week for the convenience of users living in the neighbourhood, particularly retirees and housewives. In the New Territories region, all major and district libraries now open on

their original closure days from 12:00 noon to 8:00 pm, enabling the public to enjoy library services seven days a week.

To ensure the continuous provision of quality services by the libraries, the morning session on either Monday or Thursday is closed to the public for thorough cleansing, regular maintenance of computer systems, and servicing of building services installations. In the past, such works were carried out on a closure day or after the libraries closed at 5:00 pm on Saturdays. As the libraries are now open seven days a week, there will be difficulties in carrying out these essential maintenance works properly without this morning session. This arrangement is considered the most efficient and effective deployment of resources after balancing the needs of the public and those for maintaining quality library services.

We understand that the cleansing, repair, and maintenance works carried out on Monday or Thursday mornings in major and district libraries may cause inconvenience to some readers. In this connection, arrangements have been made for at least one other library in the same or nearby district to remain open during these morning sessions to provide library services to the public.

The new pattern of opening hours is aimed at better meeting the needs of the public at large as far as possible and is considered the most cost-effective model of opening hours. The DCs in all the districts have been consulted on the new opening hours scheme prior to its implementation and have expressed unanimous support for the arrangement.

Regarding Mr Chu's views on the new library opening hours raised in a number of e-mails to the Department in 2009, we replied by e-mail on 21 July and 21 August 2009 to explain in detail the rationale behind the arrangements of the new opening hours and the reasons for not adopting his suggestions. Afterwards Mr Chu e-mailed on 25 August 2009 again to restate his views and suggestions about the new library opening hours. Since the new pattern of opening hours currently in force has met the needs of most users, the Department presently has no plans to change or further extend the library opening hours. Therefore, in accordance with the established practice in handling public suggestions, we have recorded his views for future reference in library service reviews. Mr Chu was informed of this by e-mail on 4 September 2009. The response we made in three replies to the views in question is attached to Mr Chu's e-mail and is therefore not repeated in this letter.

We hope that the above will provide the Panel with a clearer and fuller understanding of the issues brought up by Mr Chu and facilitate the Panel's evaluation of his subjective statements. Please contact Mrs Tinny SUN, Chief Librarian (Operations and Technical Processing), on 2601 7333 for further enquiries.

Yours sincerely,



(LEE Yuk-man)

for Director of Leisure and Cultural Services

Encl.

c.c.

Secretary for Home Affairs
(Attn: Miss Alice PANG)

List of Stakeholders Met by the Committee on Libraries

Non-governmental Organisations

Caritas Hong Kong
Hong Kong Young Women's Christian Association
The Hong Kong Federation of Youth Groups
The Boys' & Girls' Clubs Association of Hong Kong
Helping Hand

Primary Schools

Maryknoll Fathers' School
T.W.G.Hs. Hong Kong & Kowloon Merchants Association Limited School (P.M.)
NT Women & Juveniles Welfare Association Ltd. Leung Sing Tak Primary School
Tai Kok Tsui Catholic Primary School (Hoi Fan Road)
Hennessy Road Government Primary School (AM)
S.K.H. Tak Tin Lee Shiu Keung Primary School
S.K.H. Yautong Kei Hin Primary School

Secondary Schools

St Paul's Co-educational College
St Paul's Convent School
Hong Kong Chinese & Women's Club College
S.K.H. Lui Ming Choi Secondary School
Pui Ching Secondary School
Lok Sin Tong Leung Chik Wai Memorial School
S.K.H. Lam Kau Mow Secondary School
Fukien Secondary School
Fanling Lutheran Secondary School
Fung Kai Liu Man Shek Tong Secondary School
Ling Liang Church M H Lau Secondary School
Kit Sam Lam Bing Yim Secondary School
Ju Ching Chu Secondary School (Tuen Mun)
Tang Shiu Kin Victoria Government Secondary School

Chambers of Commerce

The Chinese General Chamber of Commerce

Federation of Hong Kong Industries
Federation of International SME
The Hong Kong Chamber of Small & Medium Business Ltd
Hong Kong General Chamber of Commerce
HK Small & Medium Enterprises Association Limited
Junior Chamber International Hong Kong

Youth Organisations

Alliance of Hong Kong Youth Groups
Hong Kong United Youth Association

Advisors on Literary Arts

Hong Kong Arts Development Council Advisors on Literary Arts
Leisure & Cultural Services Department Advisors on Literary Arts

Library Staff

Government Librarians Association
Association of Government Cultural Services Assistants

就 貴報有關蝴蝶邨圖書館還書箱及簷篷通道的查詢，現謹覆如下：

(一)圖書館還書箱是重置後的蝴蝶邨公共圖書館其中一項全新設施，供讀者於圖書館非開放時間作還書使用，自啟用以來，深受區內市民歡迎，有關還書箱是符合圖書館還書箱的標準設計，而相同設計的還書箱，亦正在其它圖書館使用，效果良好，然而，由於這項是蝴蝶邨公共圖書館新增的設施，部份讀者可能仍未習慣使用，每每把數本書籍同時放進還書箱內，以致造成還書箱通道阻塞，我們已在還書箱當眼處貼置告示，提醒讀者逐本書籍放進還書箱內，此外，我們會安排職員定時巡察及檢查還書箱，以確保其運作正常。

(二)蝴蝶邨公共圖書館門外斜道，主要便利傷殘人士進入圖書館，在接獲居民意見後，我們已即時與建築署人員研究改善措施，並建議開放斜道末端部份圍欄，供居民進出，上述工程將於短期內進行，工程完成後，將可解決居民提出的問題。

再次多謝 貴報轉達市民對圖書館服務的關注。市民在使用圖書館設施或服務時如有任何疑問或意見，歡迎與當值圖書館館長聯絡，以便能即時提供協助。

康樂及文化事務署署長
(圖書館高級館長(屯門)唐東傑 代行)

二〇一〇年七月五日

就 貴報查詢有關使用大會堂公共圖書館還書箱服務歸還圖書的事宜，現謹覆如下：

康文署在轄下的61間公共圖書館設置還書箱，旨在方便讀者在圖書館休館時可歸還未逾期的書籍。一般而言，讀者在休館後歸還的書籍，圖書館會安排職員在下一個圖書館開館的工作天處理所有收集的書籍。在還書箱收集的書籍會經過核實過程及雙重的歸還處理程序。職員每次清理還書箱內所有收集的書籍時，會首先檢查箱內以確保沒有書籍被遺留在內，之後會點算書籍的數量並登記在記錄冊上，而每本書籍須經核實為本署轄下圖書館的藏書，再按歸還程序更新圖書館電腦系統內的借出記錄。為確保所有歸還的書籍完成更新記錄，在完成首次歸還處理程序後，職員會重複整個更新程序，以確保所有還書箱內的書籍得到妥善的處理。

據圖書館的記錄，周小姐在今年八月一日到大會堂公共圖書館查閱個人借閱記錄後，報稱在七月二十九日晚上曾使用該館的還書箱歸還《爆笑教室.4》一書，由於圖書館職員已在七月三十日處理所有經還書箱收集的書籍，故職員在向周小姐解釋程序後，便為她辦理「已歸還圖書館資料聲明」手續，並開始在圖書館搜尋該書籍。至本月初，該書籍仍未能在圖書館內尋獲，圖書館便按程序於十月二日發信通知周小姐，讓她知悉該項書籍的最新情況，及圖書館會於未來十個月繼續搜尋該書籍。若該書籍於一年內仍未被尋回，圖書館會如十月二日發出的信函所述，將該項報稱已歸還的書籍以特別事項形式記錄在周小姐的讀者記錄內。圖書館在確實周小姐的「已歸還圖書館資料聲明」為真確後，她並不用負責有關書籍的補購費用，而上述的安排並不會影響到周小姐繼續使用圖書館的服務和設施的權利。

為提醒讀者正確使用還書箱服務和確保書籍已放進還書箱內，每個還書箱外均貼上有關的使用細則及注意事項。圖書館一般會於還書箱位置安裝閉路電視以監察其使用情況。唯現時大會堂公共圖書館的還書箱設於大會堂高座地下近夏慤道旁，由於在該位置安裝閉路電視有技術問題，館方暫時未能設置有關設施。

有關 貴報查詢過往五年讀者遺失圖書館資料數目及罰款金額，現表列如下供參考：

	讀者遺失及損壞圖書館資料數目	罰款金額
2004年	約 17,700 項	約 109 萬
2005年	約 16,400 項	約 102 萬
2006年	約 19,300 項	約 120 萬
2007年	約 20,600 項	約 140 萬
2008年	約 20,300 項	約 150 萬

康樂及文化事務署
新聞及公共關係組

二〇〇九年十月二十日

東方日報投訴組徐少琴：

附件 3-2

就 貴報有關使用大會堂公共圖書館還書箱歸還圖書事宜的補充問題，現謹覆如下：

(一) 六十一間已設置還書箱的圖書館，當中除5間有還書箱設置於室外及9間全館暫未有安裝閉路電視的小型圖書館外，其他均有由圖書館或大廈管理安裝的閉路電視，以及保安人員所監察。

(二) 圖書館在讀者報稱已歸還書籍時，會將書籍的電腦狀況記錄轉為「報稱歸還項目」，若該書籍於一年內在圖書館系統內尋回，書籍的更新狀況便會即時顯示於相關的記錄內，圖書館職員知悉該書籍已尋回，在通知有關讀者後便會刪除讀者記錄內相關的信息。香港公共圖書館館藏資料多及系統流量龐大，職員在追尋涉及讀者報稱已歸還的書籍時，須仔細在館內及其他分館追查有關書籍，確保在進一步處理該書籍記錄前已作出全面搜尋。就處理報稱歸還圖書館資料的個案，署方會從多方面審核個案的情況是否真確，包括檢視個案發生的地點和過程及其可信性，當時有否其他相類似的個案發生及讀者以前有否曾經報稱已歸還書籍等等。

康樂及文化事務署
新聞及公共關係組

二〇〇九年十月二十七日

就 貴報有關油蔴地公共圖書館辦理續借 CD 光碟的查詢，現謹覆如下：

香港公共圖書館有提供電話及網上續借服務，讀者如需使用該服務，基本條件是有關資料並無逾期歸還，同時亦沒有其他讀者預約，才能進行辦理續借手續。假若圖書館資料已逾期，電話和網上續借服務便不能進行，讀者須親自到圖書館辦理繳付逾期款項和續借或歸還資料手續。

黃先生於六月二十五日攜同六盒已逾期 CD 光碟到油蔴地公共圖書館續借時，圖書館職員發現其中一個光碟盒內並無存放 CD 光碟，所以沒有即時為黃先生辦理續借手續。我們已就有關事宜訓示所有職員，在提供圖書館服務或處理讀者的查詢時，必須耐心有禮地向讀者詳細解釋有關問題，盡量協助讀者使用圖書館服務，如屬特殊情況則需要作出彈性處理。就黃先生的個案，如有關的 CD 光碟沒有其他讀者預約，在繳付逾期款項後，職員是可因應情況為黃先生辦理續借手續。為此而引致對黃先生的不便，我們謹致歉意。

任何人士在使用圖書館服務時遇有困難，可聯絡當值圖書館館長，以便能即時提供協助。如有其他意見，歡迎致電 2601 7326 與我聯絡。

康樂及文化事務署署長
(圖書館高級館長(油尖旺區)朱李美歡 代行)

二〇一〇年七月九日

就 貴報有關上水圖書館內座椅被霸佔及報紙被拿走的查詢，現謹覆如下：

上水公共圖書館深受區內市民歡迎，讀者使用率一向相當高。為確保讀者善用圖書館各項設施，我們已定時安排職員巡察，如發現讀者有不恰當的行為，例如在圖書館內睡覺或霸佔座位，會向有關讀者作出勸阻。

針對霸佔座位的行為，職員會在繁忙時間留意讀者使用座位的情況，如發現有讀者放下隨身物品離開座位，會在座位張貼告示通知讀者須十五分鐘內返回座位，否則其有關物品將會暫存衣物間待讀者領回，以騰空座位給其他讀者使用。

上水公共圖書館一向有檢查及留意報刊的使用情況，圖書館在過去一個月共有七宗有關馬經或波經缺頁或被撕去的報告，同時發現一宗懷疑報刊盜竊案，已轉交警方處理。為避免同類情況再次發生，我們已加派職員巡察及張貼海報，與及透過讀者教育提醒市民愛護圖書館公物及善用公共資源的重要。

對於市民在使用服務時所受到的不便，我們深感抱歉。再次感謝 貴報反映讀者的寶貴意見。

康樂及文化事務署署長
圖書館高級館長（北區）黃炳權 代行

二〇一〇年七月五日