



Bobby Tam

2009/03/12 PM 03:07

To panel_ha@legco.gov.hk

cc

bcc

Subject Letter of complaint - HK Major/District Libraries (Extension of Opening Hours from 1 April 2009)

To Panel on Home Affairs,

Subj: Letter of complaint - HK Major/District Libraries (Extension of Opening Hours from 1 April 2009)

I write to complain about "HK Major/District Libraries (Extension of Opening Hours from 1 April 2009)".

Under this change, the major and district libraries will be closed in Monday or Thursday morning (while in the past these libraries are open from 10 am Monday to Sunday).

For example, now I can visit Shek Tong Tsui library at 10 am on Monday to read newspaper and borrow books. However, from 1 April 2009, Shek Tong Tsui library will be open FROM 12:00 noon. So, where can HK people read newspaper and borrow books in that morning?

Can HK govt kindly consider the impacts of service changes from HK people' view before rolling out new services? Why these Major and district libraries will be closed on a morning every week (NOW they are open from 10 am daily).

Why the new opening hours is worse than the current one?

Is it cut down of opening hours or extension of opening hours?

I write to complain this subject and will be grateful these libraries will continue to open in Monday/Thursday morning.

Thank you.

CK Tam



康樂及文化事務署

立法會 CB(2)1329/08-09(02)號文件

Leisure and Cultural Services Department

電話 TEL: 2601 8844
圖文傳真 FAX NO: 2696 9263
本署檔號 OUR REF: (53) to LCS 01/LIB/DCM 035/08
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
(經辦人：沈秀貞女士)

沈女士：

石塘咀公共圖書館開放時間的變動

謝謝轉來 CK Tam 君二零零九年三月十二日的電郵。對於電郵內就石塘咀公共圖書館開放時間變動提出的事項，本署現回應如下。

去年五月行政長官於地方行政高峰會上宣布，為滿足市民對圖書館服務與日俱增的需求，政府決定增撥資源以延長 33 間主要和分區圖書館的開放時間。這項措施已於今年四月一日起實行，33 間主要和分區圖書館的每周開放時間由原來的 61 或 62 小時全部增加至 71 小時，市區和新界區主要和分區圖書館以往互有不同的開放時間也從此統一，按劃一的時間表每周七天為市民提供服務。

根據現行的新安排，市區的主要和分區圖書館（包括石塘咀公共圖書館）平日提前一小時於上午九時開放，只是在星期一或四其中一天才於中午十二時開放；至於休館時間，星期一至六均為晚上八時。隨着圖書館延長開放時間，現在市區居民早上可提前一小時享用閱報及其他圖書館服務，上班一族公餘有更充裕的時間上圖書館，學生下課後也有更多時間到圖書館溫習。尤其值得一提的是，星期六休館時間由下午五時延遲至晚上八時，可方便一家大小同到圖書館，鼓勵他們一起參與閱讀活動。至於新界區的主要和分區圖書館，現在星期一或四已不設休館日，全部一周開放七天。

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。

我們明白，市區主要和分區圖書館在星期一或四的開放時間由從前的上午十時改為中午十二時，可能會對部分使用者造成不便。為此，我們已作出安排，當某主要或分區圖書館在上午休館時，同區或鄰區起碼會有另一間圖書館開放。就石塘咀公共圖書館而言，由於該館逢星期一上午休館，我們已安排鄰近的士美非路公共圖書館和大會堂公共圖書館在星期一上午開放，讓市民可從中選擇。

圖書館實施新的開放時間，是為盡可能滿足市民大眾的需要，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，各區區議會都表示支持。

希望上述資料有助貴委員會更加了解新開放時間安排背後的理據，特別是石塘咀公共圖書館星期一的開放時間由上午十時改為中午十二時的理由，以便回應 CK Tam 君的訴求。如有進一步查詢，請致電 29210388 與圖書館總館長（營運及區議會事務）胡文煇聯絡。

康樂及文化事務署署長
(李玉文 代行)



副本送：

民政事務局局長（經辦人：彭芷君女士）

二零零九年四月九日



康樂及文化事務署

Leisure and Cultural Services Department

LC Paper No. CB(2)1329/08-09(02)

電話 TEL: 2601 8844
圖文傳真 FAX NO: 2696 9263
本署檔號 OUR REF: (53) to LCS 01/LIB/DCM 035/08
來函檔號 YOUR REF: CB2/PL/HA

Clerk to Panel on Home Affairs
(Attn : Ms Janet SHUM)
Legislative Council Building
8 Jackson Road
Central
Hong Kong

Dear Ms Shum,

Changes to Opening Hours of Shek Tong Tsui Public Library

Thank you for referring the e-mail from CK Tam dated 12 March 2009 to us. Our response to the issues raised in the e-mail on the changes to the opening hours of the Shek Tong Tsui Public Library is set out below.

The Chief Executive 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 libraries to address the growing public's demand for library services. Under this initiative which has been implemented since 1 April 2009, the weekly opening hours of all 33 major and district libraries have been increased from 61 or 62 hours to 71 hours. The originally different patterns of opening hours of these libraries in the urban area and in the New Territories (NT) region have also been aligned to provide a uniform pattern of opening hours for a 7-days-a-week service to the public.

Under the new arrangement, the major and district libraries in the urban area, including the Shek Tong Tsui Public Library, are now open one hour earlier at 9:00 a.m. on all weekdays, except for either Monday or Thursday which will open at 12:00 noon, and they remain open until 8:00 p.m. in the evening on all weekdays and Saturdays. With these extended opening hours, members of the public in the urban area can now enjoy reading newspapers and other library services one hour earlier in the morning, while office-workers would have more time visiting the libraries after work and students more time for studies. In particular, the extension of opening hours from 5:00 p.m. to 8:00 p.m. on Saturday evenings will facilitate and encourage more families to patronize the libraries and to participate in reading activities. In the NT region, the major and district libraries are now open 7 days a week instead of closing on Monday or Thursday.

香港沙田排頭街一至三號康樂及文化事務署總部

Leisure & Cultural Services Headquarters, 1-3 Pai Tau Street, Sha Tin, Hong Kong.

To enable the continuous provision of quality services, the morning session on either Monday or Thursday is closed to the public for thorough cleansing, regular maintenance of the computer systems and servicing of building services installations in the libraries concerned. Without this morning session there will be difficulties in properly carrying out these essential maintenance works which, in the past, were carried out during a closure day or after 5:00 p.m. on Saturdays. This arrangement is considered the most effective and efficient deployment of resources after balancing the needs of the public and those for maintaining quality library services.

We understand that the opening of the major and district libraries in the urban area at 12:00 noon instead of 10:00 a.m. as before on either Monday or Thursday may cause inconvenience to some users. In this regard, we have already arranged for at least one other library in the same or nearby district of each major or district library to remain in operation on those mornings. For the Shek Tong Tsui Public Library which is closed on Monday mornings, arrangements have been made for the nearby Smithfield Public Library and the City Hall Public Library to open on Monday mornings so that the public may have an alternative choice.

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 District Councils in all the districts have been consulted on the new opening hours scheme prior to its implementation, and have expressed support for the arrangement.

We hope that the above will provide the Panel with a better understanding of the rationale behind the arrangements for the new opening hours, in particular, the opening of Shek Tong Tsui Public Library at 12 noon instead of 10:00 a.m. on Monday, for addressing CK Tam's concern. Please contact Mr. Wu Man-fong, Chief Librarian (Operations and District Council Management) on 2921 0388 for further enquiries.

Yours sincerely,



(LEE Yuk-man)

for Director of Leisure and Cultural Services

c.c. Secretary for Home Affairs
(Attn: Ms Alice PANG)