

The Chinese University of Hong Kong

Information Services Office

Annual Report 2012–13

August 2013

THE CHINESE UNIVERSITY OF HONG KONG
Information Services Office

Annual Report 2012–13

1. Services Rendered

1.1 Publications

In the year under review (1 July 2012—30 June 2013), ISO compiled the following institutional publications:

- Annual Report
- Bulletin (2 issues)
- Calendar
- Contact Directory
- CUHK in Pictures (e-version only)
- Facts & Figures
- Newsletter (20 issues)
- Orientation-Day Brochure
- Survive & Thrive in CUHK
- Sustainable Campus (3 issues)

Production details of these publications are in **Annex I**.

1.1.1 Annual Report 2011–12

At the request of the University Secretary, publication of the *Annual Report* was aligned with the Council meeting in January where the *Report* would be received by the Council Members. ISO also assisted in the preparation of the yearly review materials by VC to Council Members at the said meeting.

1.1.2 Five Focused Areas of Research Brochures

In view of the overhauling of the focused schemes, the production of the brochures had been put on hold until further notice.

1.1.3 *Sustainable Campus*

In view of the greater emphasis on sustainability as a major University initiative and to save paper, it was decided that *Sustainable Campus* be revamped to electronic newsletter format from the 2013–14 season.

1.1.4 *Survive & Thrive in CUHK*

To consolidate and provide essential campus information to the double cohort of students and new staff upon the reversion to the four-year normative curriculum, ISO produced a booklet *Survive & Thrive in CUHK* in August 2012.

1.1.5 *Others*

A symposium on ‘Language, Style and Publication in a University Context’ was held on 26 November 2012 in collaboration with CUP and PO. The full-day event was attended by over 200 colleagues from various departments/units/offices and consisted of the following:

- Workflow in the publication process
- Chinese and English house-styles
- Translating a scholarly work into Chinese with due regard to the differences between national language and local usage
- Copyright and hyperlink issues in e-publications
- Developing a web style
- Speech-writing

Feedback from the participants was generally positive.

1.2 Information Management

1.2.1 *Website management*

ISO continued to manage the contents of the University homepage and provided sundries updating services.

1.2.2 University homepage revamp

The University homepage revamp was completed and the new homepage launched in January 2013. A total of 14 web features were produced in the first six months of the revamp. A survey by questionnaire had been conducted to collect feedback for future enhancement purposes.

1.2.3 Web Accessibility

The new University homepage had adopted the government's guidelines on web accessibility design, for which it was granted the Gold Award in the Web Accessibility Recognition Scheme jointly presented by the Office of the Government Chief Information Officer and the EOC.

1.2.4 Webmaster community forum

With a view to promoting a common web culture across campus, the first webmaster community forum was held on 12 December 2012 in collaboration with ITSC. During this half-day forum, attended by about 160 webmasters or web administrators of various departments/units/offices, details of the Standards and Guidelines for all CUHK Websites were explained together with some suggestions for good practice in web design and administration.

1.3 Editorial services to senior management and other units

In the year under review, the numbers and types of drafting/vetting/translating services to senior management and other units were as follows:

	VCO	PVCO	OIA	CPRO	OAFA	PO	<i>Total</i>
Letters	99		139				238
Open letters/blogs	9			2			11
Forewords/messages	41	2					43
Speeches	27	2				1	30
Proposals			1	4			5
Plaques/invitation cards			5	1			6
Others	6	1	2	29	4		42
<i>Total</i>	182	5	147	36	4	1	375

1.4 Others

University Rankings

ISO continued to serve as the contact point between the Provost's Office/University Planning Office, which handled all data collection and analysis, and the ranking agencies.

2. Office and Personnel Matters

2.1 Staff movements

- Ms Sharon Lam, Editor: contract renewed for 2 years from 20 November 2012
- Ms Grace Law, Editor, contract renewed for 2 years from 8 August 2013
- Mr K. C. Choi, Project Coordinator II, contract renewed for two years from 5 October 2013
- Mr Tommy Cho, Director; Ms Sandra Lo, Assistant Director; Mr Lap-wai Lam, Senior Editor, were offered continuous appointment
- Mr Eugene Lo, Website Development Manager, resigned with effect from 22 August 2013
- Mr Danny Hui was appointed as Website Development Manager and reported duty on 8 August 2013

2.2 Staff development and achievement

- The office retreat was held on 3 August 2012 at the ICS Conference Room, where Mr Andrew Kwong and Mr Tommy Cho shared their experience of speech writing and science writing, respectively, before team leaders reported on their works in the previous year
- The Director attended the CASE Editors Forum in Minneapolis, Minnesota from 20 March to 22 March 2013 with the objective of connecting to the world of university publications and gaining the most updated market information
- Ms Ada Lam, Production Assistant, received the Long Service Award from the VC in May 2013

3. Workplan for 2013–14

3.1 Publications

3.1.1 The following would be produced for the celebration of the 50th anniversary of the University:

- CUHK: Five Decades in Pictures
- A student brochure
- A college brochure
- A research brochure
- A picture book that captures and records the celebratory events in 2013

In collaboration with OIA, the first four items above would be included in a specially designed box set for presentation to donors at a ceremony to be held in 2014.

3.2 Information Management

Pursuant to a decision of the AAC, the contact information of certain categories of staff members would be made available to the public via a "Find a Staff" search function.

3.3 Editorial Services

A document archive would be built to house the variety of documents drafted for senior management and other departments/units/offices for easy retrieval and reference in future.

ISO Publications 2012–13

Annex I

<i>Title</i>	<i>Quantity</i>	<i>No. of Pages</i>	<i>Publication Date</i>
Annual Report 2011–12	3,000	68 pp	17.1.2013
Calendar 2012–13			
Chinese version	1,800	272 pp	10.9.2012
English version	2,100	300 pp	
Bulletin (No.2 2012)			
Chinese version	3,000	52 pp	23.1.2013
English version	2,800	52 pp	
Bulletin (No.1 2013)			
Chinese version	2,500	64 pp	27.6.2013
English version	2,700	64 pp	
Bulletin Supplement for 50 th Anniversary	3,400	20 pp	27.6.2013
Facts & Figures			
Chinese version	6,400	32 pp	15.12.2012
English version	4,500	32 pp	
Survive & Thrive at CUHK			
Chinese version (e 食住行在中大)	30,000	20 pp	30.8.2012
English version	5,000	20 pp	
Contact Directory 2012–13	7,800	244 pp	3.12.2012
Only-in-CUHK	61,000	36 pp	26.10.2012
Sustainable Campus			
Summer/Autumn 2012	98,300	4 pp	20.9.2012
Winter 2012	100,100	4 pp	19.12.2012
Spring 2013	98,600	4 pp	15.3.2013

Newsletter			
Issue No. 401	4,300	14 pp	20.8.2012
Issue No. 402	4,300	12 pp	3.9.2012
Issue No. 403	4,300	12 pp	18.9.2012
Issue No. 404	4,300	10 pp	4.10.2012
Issue No. 405	4,500	10 pp	19.10.2012
Issue No. 406	4,300	12 pp	5.11.2012
Issue No. 407	4,300	12 pp	20.11.2012
Issue No. 408	4,300	8 pp	3.12.2012
Issue No. 409	4,300	10 pp	17.12.2012
Issue No. 410	4,300	8 pp	7.1.2013
Issue No. 411	4,300	10 pp	21.1.2013
Issue No. 412	4,300	12 pp	4.2.2013
Issue No. 413	4,300	12 pp	4.3.2013
Issue No. 414	4,300	12 pp	18.3.2013
Issue No. 415	4,300	10 pp	2.4.2013
Issue No. 416	4,300	12 pp	19.4.2013
Issue No. 417	4,300	10 pp	4.5.2013
Issue No. 418	4,300	10 pp	20.5.2013
Issue No. 419	4,300	12 pp	4.6.2013
Issue No. 420	4,300	12 pp	19.6.2013