The University has appointed Dr. Painan R. Wu as University Librarian from 1st September 1990. Dr. Wu, aged 52, graduated from National Chengchi University in Taiwan in 1964. He then studied library science at the University of Michigan and obtained a master's degree in the subject in 1968. His second master's degree in languages (1969) and Ph.D. degree in Middle Eastern history (1974) were obtained from the University of Utah. Dr. Wu started his career in 1968 as a cataloger and was appointed director of the Aziz S. Atiya Library for Middle Eastern Studies at the University of Utah in 1974. Since then, he has acquired extensive experience in library management by serving as director of other US libraries, including the Donald B. Watt Library of the School of International Training, Brattleboro, and the George T. Hall Library at Bloomfield College in New Jersey. Before joining this University, Dr. Wu was director of the Frank E. Gannet Memorial Library and Media Centre of Utica College, Syracuse University for six years.

Dr. Wu is a member of the American Library Association and the Asia-Pacific Librarians Association. He is married, with two daughters.

To Build a Service-Oriented Library in an Information Age

An Interview with Dr. Painan R. Wu

- You’ve lived and worked in the States for many years. What attracted you to return to Hong Kong and take up the post of librarian in The Chinese University? Will your family join you soon?
- Like many other people, I find Hong Kong fascinating as a vibrant industrial, commercial and financial centre. I am particularly attracted by the reputation of The Chinese University of Hong Kong as an internationally renowned institution of higher learning. I believe the post of University Librarian will offer me an extraordinary opportunity for personal and professional growth. I’ll be able to learn more about the tertiary education system here and library operation within this context and broaden my perspective in librarianship. Also, as a Cantonese, I feel a special personal bond with Hong Kong and returning here seems to be a dream come true. Although the United States of America is my adopted country, it still is my second home. Now that my children have grown up and are in college, I have more ‘freedom’ to move where I desire.

I am married and have two daughters. Mona is 23 and is a second year medical school student. Sonia, 18, will enter Syracuse University this fall. Because school will start soon, neither of them is able to join me in Hong Kong this time. They will certainly come to visit me during the winter vacation. My wife, Fu-mei, had originally planned to come to Hong Kong with me for a short visit, but changed her schedule at the last moment because of teaching assignments at Utica College. She will join me in Hong Kong as soon as practicable.
How much did you know about the University and its library prior to your appointment as University Librarian?

From various sources I have heard of the reputation of The Chinese University of Hong Kong, and of the high quality of its students and faculty. My visit to the University last May confirmed what I'd heard.

As for the University Library, I knew about it through professional contacts. It was first organized under the leadership of Dr. Chiu Kai-ming, an accomplished scholar and the respected librarian of the Harvard-Yenching Library at Harvard University. On my last visit to the CU library I was impressed by the fact that it could be so well developed in a short time of only twenty-six years. It is extremely fortunate for me to have this opportunity to serve both the University and the library. At the same time I realize challenging work lies ahead.

What is the most urgent task awaiting you in your new post?

I believe that the first few months will be a learning period during which I will work closely with both the administration and the faculty to map out the future direction of the library. It will be difficult, if not impossible, for me to familiarize myself with the mission of the University and its environment. As an integral part of the University, the library is undoubtedly destined to play an important role in furthering the educational mission of the University. Any changes in the environment, either internal or external, will have an important impact on the planning for the library. Changes in student enrolment, for example, will affect planning in space utilization, book budget, and library services. Any increase in our book and periodical budgets will have to be matched by additional personnel for the processing of new acquisitions and for reference services. Any changes in the curricula and in the research interest of faculty members will undoubtedly mean a greater demand for new materials. Any planning for the library should complement the educational mission of the University.

I have been told that an extension to the University Library is under consideration. So that the library can accommodate more students, we must start planning for that new building without delay.

Any experience that you've acquired in the States that is particularly relevant to the CU setting and can be transferred to your work here?

Before I am familiarized with the working mechanism of the University, it will be premature for me to talk about transplanting any relevant experience gained in America to The Chinese University. I will reserve my response to this for a later day.

However, I am willing to share with you what I consider to be the fundamental functions of a library. In the last 15 years as a library administrator, I have successfully managed varied and complex administrative responsibilities such as strategic planning, budgetary control, policy implementation and the counselling of library personnel. While many of these responsibilities are important in the operation of a library, I find that the most challenging task of all is to seek improvement in all aspects of service provision. This involves not only the development of a library collection that could meet the instructional and research needs of students and faculty, but the effective dissemination and transmission of all available resources to end users. To achieve these goals, a library has to develop the following programmes: (1) the installation of an integrated library automation system; (2) strengthening library collections to meet the needs of the college’s academic programmes; (3) the establishment of research-sharing programmes with other libraries; and (4) nurturing a team of qualified staff to offer effective reference services. These four aspects form the basis of a service-oriented library.

Good services depend on a team of knowledgeable library staff; this is especially so in an information age characterized by the overabundance of information. Access to vast amounts of undigested facts is of little value to our clients; for knowledge to be useful, the bits and pieces of information need to be aggregated and synthesized into more coherent ideas. In the coming decades, the assimilation and synthesis of more and more complex bodies of knowledge will be an important service of higher education in general and of the library in particular. Along with the synthesis of information will be the urgent need to transmit it much more effectively. The development of this kind of service in support of research projects continues to be the focus of the efforts of all librarians.

In general, my philosophy in library operation has been inspired by the laws of Dr. S. R. Ranganathan, a leading scholar in librarianship from India:

- Books are for use;
- Every reader his book;
- Every book its reader;
- Save the time of the reader;
- A library is a growing organism.

Nowadays, information has become a 'commodity'. Librarians must equip themselves well to serve their patrons in a way much different from the past. They cannot abdicate their responsibilities of rating and evaluating the items in a library. They have to be knowledgeable enough to sort out the needed from the unneeded. I am hopeful...
that this service-oriented philosophy will be welcome in this university.

- What in your opinion constitutes an ideal university library?

  - The answer to this lies partially in my reply to the previous question about the importance of service. I believe one of the fundamental functions of an ideal university library is to serve its users in any way possible. We must realize that it is impossible for any library, however resourceful, to collect all available publications in the world. We must build a network to share resources with other libraries. In short, an ideal university library should have an adequate collection that can meet the basic needs of its students and faculty in teaching, learning, and research, while being able to meet the infrequent need for esoteric materials by drawing on the resources of outside collections efficiently.

- You studied languages as an undergraduate and we understand that apart from English and Chinese, you've a good command of the Arabic, French, German and Japanese languages. How is this background related to your career as a librarian?

  - In addition to my master's degree in library science, I have earned a bachelor's degree and a second master's degree in Arabic and Arab studies, and a Ph.D. degree in Middle Eastern history. To fulfill requirements for both the master's and Ph.D. degrees, two languages other than English and Chinese were mandatory. For that reason, I took intensive reading courses in French and German to facilitate my research but I only have the reading ability in these two languages. Japanese was also required for my studies in Central Asian history at Harvard. Except for Arabic, therefore, which I have not spoken for about 15 years, I cannot claim to be fluent in the other three languages. However, basic reading ability in such foreign languages has helped me a lot as a librarian in book selection, cataloguing, and reference service.

    Knowledge of Arabic and its culture landed me my first administrative position at the University of Utah. I was somewhat proud of the accomplishment of being the only Chinese to have ever managed that library which specializes in Middle Eastern studies. Once in Hong Kong I would like to brush up my Japanese again.

- Please tell us what you usually do in your leisure.

  - In my leisure time, I do a little exercise, such as swimming and basketball, and reading. I love to cook too.

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Dr. Spencer Wong has been appointed director of the Department of Extramural Studies (EMSD) with effect from 1st August 1990, succeeding Prof. Ho Kam-fai who has returned to full-time appointment as professor of social work and chairman of the Social Work Department.

Dr. Spencer Wong received the degrees of B.S.Ed and M.Ed. from the University of Oklahoma in 1960 and 1961 respectively, and BA from the University of New Brunswick in Canada in 1962. He then furthered his studies at the University of Edinburgh, UK and obtained the Diploma in Education in 1963 and his Ph.D. in Adult Education in 1975. Dr. Wong has served in the EMSD since 1967, and was seconded to the School of Education as lecturer in 1970-71.

Dr. Wong is strongly committed to the promotion of adult education. He has been vice-chairman of the Hong Kong Association for Continuing Education since 1975. During his 23 years of service in the EMSD, Dr. Wong has been instrumental in initiating major developments in adult education and developing joint programmes with universities and educational institutions in Canada, Australia and the USA.
Geographically the University has seemed to draw closer to the city ever since the train went electric and the freeway leading to Tai Po opened. The development of the new towns of Sha Tin, Ma On San and Tai Po has also brought nearer the hustle and bustle of downtown, and as a result the campus is no longer the rural haven it was some 20 years ago. Many fear that its tranquility is fading away, and that new developments pose a threat to its security.

**Origins of the Security Unit**

In the earliest days of the University, campus security was the responsibility of the Physical Development Office. The office hired watchmen, most of them senior indigenous residents of nearby villages. One can imagine the leisurely pace of these watchmen patrolling the quiet footpaths of the primitive campus.

In 1972 the University established the Fire Prevention and Security Unit. As the title suggests, fire prevention was of greater concern than security at that point in history, although both watchmen and firemen were employed in the unit. As the campus was so remote from the urban area and transportation networks were not totally reliable in those days, the University simply couldn't rely solely on the Government Fire Services to put out fires that broke out on the campus. Firemen working in the unit were fully trained according to the regulations of the government.

An interesting anecdote from those early days concerns the University's unlicensed fire-engine. The story took place in 1969. Just a few days before Sir David Trench, then Governor of Hong Kong, was to officiate at the opening ceremony of the Benjamin Franklin Centre, a fire broke out at the construction site of the University Administration Building nearby. Serious damage resulted since firemen could not reach the scene early enough. Several days later, the Governor saw the damage on his way to the Benjamin Franklin Centre and upon learning the reasons, he granted the University a waiver from getting a licence to own a fire-engine. Since then, due to the expertise of the University's fire-fighters, equipped with a fire-engine, the University has never had a fire which could not be controlled.

In 1974 fire service and security service duties were combined because records showed that the demand for fire service did not justify a team of specially trained firemen. Staff members were retitled 'security guards'. In September 1982, Mr. Linus Y. T. Lau was appointed officer-in-charge to head the unit, which was soon renamed 'Security Unit'. Since that time it has gradually grown in strength to meet the challenges brought forth by the rapid development of the University.

**The Work of the Security Unit Today**

According to Mr. Lau, there are over 80 security guards in his unit, about 35 more than when he first assumed duty. Security guards wear many different hats, acting as campus police, firemen, traffic wardens, medics, and so on. The Security Unit handles a wide range of incidents and accidents, including burglary, theft, lost property cases, traffic accidents, unlicensed driving, fire alarms, and people being trapped in lifts. Security
Campus Safety:

Security Unit

guards also have experience catching stray dogs and monkeys, trapping snakes, and chasing wasps.

Campus Patrol

One of the major duties of the Security Unit is campus patrol for the dual purpose of crime prevention and on-the-spot problem-solving. The Security Unit divides the campus into eight patrol areas, and guards patrol every area at least once every two hours. In addition, supervisory staff regularly patrol by car or van.

The Security Unit adopts a flexible approach to patrolling in order to maximize its limited manpower resources. From 8:00 a.m. until 6:00 p.m., the focus of patrol is the main campus roads, car parks, and staff residences, because meet-class buses are frequent during that period, and staff residences are half-empty. In the evening when classes are over, the main patrolling points are student hostels and amenities centres. From midnight until morning, the security guards closely watch the staff residences and offices.

Training

The staffing condition of the Security Unit has been quite stable. Mr. Lau attributes this to the attractive working environment of the University, as well as the well-educated clientele. When compared with other security jobs with similar pay and fringe benefits, but in factories, housing estates, commercial complexes, and so on, the University seems a much better choice.

Potential staff must have no criminal record listed with the Royal Hong Kong Police in order to obtain a watchman’s licence and become a security guard. All security guards will undergo training in giving orders, since when an accident occurs, the security guard on the spot will have to make decisions, give orders, and handle the situation himself without instructions and assistance from his supervisor. Calm and confident security guards are better able to manage crises. Security guards are also trained to obey orders, because absolute obedience can be crucial if guards are members of a rescue team which needs to act swiftly and efficiently.

The appearance of security guards is equally important. They have to project a neat and healthy image in order to convince clients that they are efficient and reliable. Mr. Lau stresses that marching is a very good exercise to maintain the health of security guards and make them look tough. Marching is also useful in getting security guards accustomed to obeying orders as well as sharpening their reflexes.

Some Advice from the Security Unit

An old saying which applies to campus security is that 'prevention is better than cure.' The University campus is so large that it is just not practical to rely totally on the Security Unit. Mr. Lau reminds staff members and students to take good care of their property in order not to invite criminal acts. His ideal, which is also the ideal of all his staff, is that the whole population on campus should serve as the eyes and ears of his unit. He hopes members of the campus community will work together with the Security Unit to keep their property from being stolen and to keep the campus safe by reporting any dubious objects or conditions they come across.

Security Officer - Mr. Linus Lau

Mr. Lau had served in the Royal Hong Kong Police Force for 28 years before he retired from the post of Chief Inspector in 1981. During the period he had been posted to various units including the Traffic Prosecution Unit, the Police Tactical Unit, the Junior Police Call and district sub-divisions. He had also worked for a brief period as Operations Manager of the Hong Kong Security Ltd. before joining The Chinese University as Security Officer in September 1982.

Dial 2222 to Reach the Security Unit
In Case of Emergency
The Hong Kong Institute of Asia-Pacific Studies was formally established on 1st September to replace the Institute of Social Studies and its constituent research units, i.e. the Centre for Contemporary Asian Studies and the Centre for Hong Kong Studies. The new institute aspires to become a research and academic centre of excellence in the interrelated study of Hong Kong, China, and the Asia-Pacific region.

With its focus on social science research, the institute plans strategic research programmes on the Hong Kong and Asia-Pacific economies as they develop in the 1990s. There will be a strong policy orientation in such programmes.

To support its research activities, the institute will build up a data bank on Hong Kong, China and the Asia-Pacific countries. Significant contribution in this respect will come from the Universities Service Centre, which has been an important support centre for scholars in China studies since its inception in 1963.

Another important task of the institute is to promote academic exchange, host conferences, receive visiting researchers, and publish research findings.

Prof. Yeung Yue-man has been appointed director of the institute and Dr. Lau Siu-kai, the associate director.

83 PDP Graduates in 1990

A total of 83 students from the Part-time Degree Programmes completed their undergraduate studies this summer. Of these, 17 are from the Business Administration Programme, 20 from the Chinese-English Programme, 11 from the Music Programme and 35 from the Social Work Programme.

The University Welcomed its New Students

Officiating guests included Prof. Charles K. Kao, the Vice-Chancellor, and the heads of various units in the University.

In his welcoming address, the Vice-Chancellor called upon the new students to cultivate a serious attitude towards learning and an explorative spirit, and to concern themselves with developments in China and all over the world. He also reminded them of their duty to contribute towards the stability and well-being of Hong Kong.

The 1990-91 orientation camp of United College was held from 28th to 31st August. Programmes included variety shows and activities to introduce the college and the University to the new students. There were over 400 participants.

The orientation ceremony was held on 30th August at the Sir Run Run Shaw Hall. Dr. K.Y. Wong, acting head of the college, officiated at the ceremony. Dr. Joseph Hung, dean of students, and Mr. L.Y. Lee, chairman of the Ad Hoc Administration Group of the Students' Union of United College, also addressed the gathering.
The 40th Congregation and Special Arrangements on the Congregation Day

The 40th congregation for the conferment of honorary and higher degrees will be held on Thursday, 11th October at 3.00 p.m. in the Sir Run Run Shaw Hall.

His Excellency the Governor and Chancellor of the University, Sir David Wilson, will officiate at the ceremony, which will be followed by a reception at the Benjamin Franklin Centre Staff Dining Room.

Four distinguished persons will be awarded honorary degrees at the congregation. On the same occasion over 200 graduates will be granted higher degrees.

The four honorary graduates for this year are Dr. the Hon. Allen Lee Peng-fei, Mr. James Z.M. Kung, Prof. David Todd and Prof. Chang Kwang-chih.

Citations will be written and delivered by the public orator, Dr. Byron Weng, reader in government and public administration. Dr. Archie C.C. Lee, lecturer in religion, will be the mace-bearer. Prof. Chang Kwang-chih will address the congregation on behalf of the honorary graduates.

Members of the staff are reminded that classes will not be suspended on the congregation day on 11th October. It will be left to the discretion of individual teachers who have classes on that day to make alternative arrangements if they wish to attend the congregation.

Robing Room for Procession Members

Staff members joining the official procession should assemble by 2.30 p.m. on the ground floor of the Y.C Liang Hall, which will serve as the Robing Room. Marshalling of the procession will begin at 2.40 p.m. on the Central Avenue outside the Y.C. Liang Hall.

Traffic Arrangements

Traffic on the Central Avenue will be made one-way only (west-bound) from 1.30 p.m. on the congregation day, leaving one lane of the avenue for parking. Appropriate traffic signs will be put up and campus guards will be on hand to assist motorists.

BFC Staff & Student Canteens Temporarily Closed

The Benjamin Franklin Centre Staff Canteen will be closed all day on 11th October and the Student Canteen will be closed from 1.00 p.m.

Change of Faxline Number

The existing number of the faxline at the University Administration Building (6954234) will be changed in about four months’ time. The new number and the exact date it takes effect will be announced as soon as details are available from Hong Kong Telephone.

New Faxline for the Institute of Chinese Studies

The number of the new faxline recently installed at the Institute of Chinese Studies is 6035149.

Library News

Library Opening Hours Return to Normal

The opening hours of the University Library System including the University Library, branch libraries at the colleges and the Li Ping Medical Library have already returned to normal after the summer vacation. For details, please read notices put up at the respective libraries.

Reserve Books for the New Academic Term

Teaching staff should place all reserve materials for the new academic term at the reserve book counter of the respective libraries as soon as possible. A reserve book collection request card should be filled out for each title. Cards are available at the reserve book counters of all libraries.

University Swimming Pool Opening Hours

From 10th September to 30th November, the opening hours of the University Swimming Pool are as follows:

1st Session: 10:30 a.m. to 2:00 p.m.
2nd Session: 2:30 p.m. to 6:30 p.m.

The pool is open seven days a week including public holidays. Admission tickets in sets of 12 are sold at bargain price to students, staff and dependents, alumni, and guests at the Office of Student Affairs, Room 108, Benjamin Franklin Centre.

New Rates of Travelling Allowances

The rates of monthly travelling allowances payable to Terms of Service (B) and (C) staff have been revised with effect from 1st September 1990 as follows:

<table>
<thead>
<tr>
<th>District of Residence</th>
<th>Existing Rates (HK$)</th>
<th>New Rates (HK$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hong Kong Island</td>
<td>75</td>
<td>82</td>
</tr>
<tr>
<td>Kowloon, Tsuen Wan, Tuen</td>
<td>62</td>
<td>68</td>
</tr>
<tr>
<td>Mun and Yuen Long</td>
<td>43</td>
<td>47</td>
</tr>
<tr>
<td>Sheung Shui and Fanling</td>
<td>25</td>
<td>28</td>
</tr>
<tr>
<td>Taipo</td>
<td>18</td>
<td>21</td>
</tr>
</tbody>
</table>

Staff Review 1990-91

Applications/nominations are invited from all full-time teaching and non-teaching staff on Terms of Service (A) and Instructors, in respect of staff development grants, retirement/ extension of service and promotion to be
considered in the staff review exercise in the academic year 1990-91.

The deadlines for submissions are as follows:

- **6th October 1990** — for retirement/extension of service in respect of full-time teaching staff on Terms of Service (A) and Instructors.
- **3rd November 1990** — for staff development grants in respect of full-time teaching and non-teaching staff on Terms of Service (A) and Instructors. (Programmes were already published in *CUHK Newsletter* No. 9.)
- **17th November 1990** — for promotion in respect of full-time teaching staff on Terms of Service (A) and Instructors.
- **30th November 1990** — for retirement/extension of service/promotion in respect of non-teaching staff on Terms of Service (A).

All applications/nominations should be sent to the secretaries of the relevant committees:

**For teaching staff and Instructors**

Mr. K.C. Yuen, Secretary, Academic Staff Review Committee, c/o Personnel Section, South Wing, 2nd Floor, University Administration Building (Ext. 2107)

**For non-teaching staff**

Mr. S.S. Tam, Secretary, Administrative Affairs Committee, c/o Personnel Section, Room 203, University Administration Building (Ext. 2269)

Further enquiries may be directed to the respective committee secretaries. A separate announcement concerning Terms of Service (B) and (C) staff review matters will be made around December 1990.

The Student/Staff Canteen of United College reopened on 20th August after renovation. The telephone number of the canteen is 6914654.

### Lunch Time Medley

The Student Affairs Office organizes the ‘Lunch Time Medley’ for both students and staff members at the Fong Shu Chuen Music Room (1st floor, John Fulton Centre) Monday through Friday. A new programme has been designed for the new academic year 1990-91. Details are as follows:

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:00-1:15 p.m.</td>
<td>News</td>
<td>Music</td>
<td>News</td>
<td>News</td>
<td>News</td>
</tr>
<tr>
<td>1:15-2:30 p.m.</td>
<td>Education/Current Affairs</td>
<td>Music</td>
<td>Entertainment</td>
<td>The Key to Mental Health/In Search of a Career</td>
<td></td>
</tr>
</tbody>
</table>

### Have You Registered As a Voter?

Anyone who has reached 21 by December 1990 and is a permanent resident of Hong Kong, or has resided in Hong Kong for seven years, is entitled to vote in the 1991 elections for the District Board, the Municipal Council and the Legislative Council after he has registered as a voter. Anyone wishing to stand as a candidate in the 1991 elections must also be a registered voter. The registration period runs from 15th August to 1st October 1990. Registration forms are available at all post offices, District Offices, Housing Estate Offices and the leading banks in Hong Kong, including the Hang Seng Bank on CUHK campus.

Register now if you have not already done so.

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### New Publications of the University Press

The following new books will be sold at a 20 per cent discount to staff members at the University Bookshop, John Fulton Centre:

Information in this section can only be accessed with CWEM password.
Information in this section can only be accessed with CWEM password.