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香港公共圖書館服務概覽

An Overview of the Public Library Services in Hong Kong

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An Overview of the Public Library Services in Hong Kong

圖書館是通往資訊與知識寶庫的門戶。在香港，康樂及文化事務署負責提供公共圖書館服務。本文介紹香港的公共圖書館服務、其使用情況，以及最新的發展。

Libraries provide a gateway to the world of information and knowledge. In Hong Kong, the Leisure and Cultural Services Department is responsible for the provision of public library services. This article gives an overview of the provision, utilisation and latest developments of the public library services in Hong Kong.

本文內的統計數字是根據康樂及文化事務署的資料來源所得。如對本文有任何查詢，請聯絡康樂及文化事務署統計組
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Statistics presented in this article are based on the data source from the Leisure and Cultural Services Department. Enquiries on this article may be directed to the Statistics Unit, Leisure and Cultural Services Department
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香港公共圖書館服務概覽

An Overview of the Public Library Services in Hong Kong

1. 引言

1.1 根據《聯合國教育、科學及文化組織公共圖書館宣言》中所載的信念，公共圖書館是開展教育、傳播文化和提供資訊的有力工具，也是在人民的思想中樹立和平觀念和豐富人民大眾精神生活的重要工具。

1.2 香港的公共圖書館服務由康樂及文化事務署（康文署）負責提供，以滿足社會在知識、資訊和研究方面的需求；支持市民終身學習、持續進修和善用餘暇；以及推廣本地文學藝術。

1.3 本文介紹香港的公共圖書館服務、其使用情況，以及最新的發展¹。

2. 香港公共圖書館系統

2.1 香港公共圖書館系統由 68 間固定圖書館和 12 間流動圖書館所組成（截至 2015 年年底）。這些不同規模及類型的圖書館平均分布於香港各個區域，並通過一個綜合圖書館自動化系統連接起來，為不同年齡及階層的人士提供便捷的圖書館服務。（表 1）

2.2 在 68 間固定公共圖書館當中，28 間（佔總數的 41.2%）位於新界區；24 間（35.3%）位於九龍區；以及 16 間（23.5%）位於港島區。（表 1）

1 本文所載列的統計數字為截至 2015 年 12 月的數字。

1. Introduction

1.1 The United Nations Educational, Scientific and Cultural Organisation (UNESCO) Public Library Manifesto proclaims the belief in the public library as a living force for education, culture and information, and as an essential agent for the fostering of peace and spiritual welfare through the minds of men and women.

1.2 Provision of public library services in Hong Kong is under the purview of the Leisure and Cultural Services Department (LCSD). The Department aims to provide public library services to meet the community's need for knowledge, information and research; to support life-long learning, continuous education and profitable use of leisure time; and to promote local literary arts.

1.3 This article gives an overview of the provision, utilisation and latest developments of the public library services in Hong Kong¹.

2. The Public Library System in Hong Kong

2.1 The Hong Kong Public Libraries (HKPL) system consists of a network of 68 static and 12 mobile libraries as at the end of 2015. These libraries, of different scales and types, are evenly located over the territory. They are interconnected by an integrated automated library system to provide convenient access to library services for people of all age groups and walks of life. (Table 1)

2.2 Among the 68 static public libraries, 28 (41.2% of the total) are located in the New Territories; 24 (35.3%) in Kowloon; and 16 (23.5%) on Hong Kong Island. (Table 1)

1 Statistics included in this article are as at December 2015.

2.3 香港的公共圖書館網絡提供多項不同的服務和設施。所有公共圖書館均免費提供外借圖書館資料的服務；此外，大部分公共圖書館也有提供其他服務和設施。這些服務和設施包括兒童圖書館、報章及期刊閱覽服務、參考及資訊服務、電腦及資訊中心、多媒體資料圖書館、學生自修室、推廣活動及集體借閱服務。

2.4 大體來說，全港 80 間公共圖書館按其服務範圍和規模及館藏量分為 5 個不同等級：

- (i) 香港中央圖書館；
- (ii) 6 間主要圖書館；
- (iii) 30 間分區圖書館；
- (iv) 31 間小型圖書館；以及
- (v) 12 間流動圖書館。

2.5 香港中央圖書館於 2001 年 5 月啓用，是本港最大的公共圖書館，館藏量超過 260 萬項，也是本港主要的資訊及文化中心。除了標準的圖書館設施及服務外，香港中央圖書館亦設有一所由 6 個不同專科部門組成的中央參考圖書館；青少年圖書館、玩具圖書館、地圖圖書館和藝術資源中心，以及展覽館和演講廳等可供租用的設施。（表 1）

2.6 香港共有 6 間主要圖書館，即大會堂公共圖書館、九龍公共圖書館、沙田公共圖書館、荃灣公共圖書館、屯門公共圖書館和屏山天水圍公共圖書館。除提供全面的圖書館服務外，每一間主要圖書館均闢設參考圖書館。30 間分區圖書館是公共圖書館網絡的主要骨幹，為 18 區市民提供多元化的圖書館服務及設施。31 間小型圖書館則為所屬地區的讀者提供基本圖書館服務，以進一步支援公共圖書館服務。（表 1）

2.7 至於由流動圖書車提供的服務，為居住在沒有固定圖書館的地區及偏遠地區的市民提供方便快捷的圖書館服務。（表 1）

2.3 A wide range of services and facilities are provided by the public library network in Hong Kong. While free lending of library materials is available from all the public libraries, other services and facilities are also offered by most of the public libraries. Such services and facilities include children's libraries, newspapers and periodicals services, reference and information services, computer and information centres, multi-media libraries, students' study rooms, extension activities and block loan services.

2.4 Broadly speaking, the 80 public libraries are classified into 5 tiers according to their scope and level of services and size of collection :

- (i) Hong Kong Central Library (HKCL);
- (ii) 6 major libraries;
- (iii) 30 district libraries;
- (iv) 31 small libraries; and
- (v) 12 mobile libraries.

2.5 The HKCL, opened in May 2001, is the largest public library in Hong Kong holding more than 2.6 million items of library materials. The HKCL is also the major information and cultural centre in Hong Kong. In addition to standard library facilities and services, HKCL provides a central reference library of 6 different subject departments, a young adult library, a toy library, a map library, an arts resource centre and hiring facilities comprising an exhibition gallery and a lecture theatre. (Table 1)

2.6 There are 6 major libraries in Hong Kong, namely, City Hall Public Library, Kowloon Public Library, Sha Tin Public Library, Tsuen Wan Public Library, Tuen Mun Public Library and Ping Shan Tin Shui Wai Public Library. In addition to comprehensive library services, each major library provides a dedicated reference library. The 30 district libraries, as the major backbone of the public library network, offer a wide range of library services and facilities in the 18 districts. The public library services are further supported by the 31 small libraries which provide basic library services to users at the local communities. (Table 1)

2.7 In addition, services offered by the mobile library vans enable people living in areas without static libraries and those living in remote areas to gain access to library services in a convenient manner. (Table 1)

表 1 2015 年按地區劃分的公共圖書館主要統計數字
Table 1 Principal statistics for public libraries by region, 2015

地區 Region	圖書館種類 Type of library	圖書館數目 Number of libraries	書籍數目 Number of books	多媒體資料數目 Number of multimedia materials
港島區 HK Island	中央圖書館 Central Library	1	2 248 702	391 597
	主要圖書館 Major libraries	1	493 915	78 225
	分區圖書館 District libraries	6	939 455	168 479
	小型圖書館 Small libraries	8	578 419	61 277
	小計 Sub-total	16	4 260 491	699 578
九龍區 Kowloon	主要圖書館 Major libraries	1	622 581	83 395
	分區圖書館 District libraries	10	1 613 342	283 685
	小型圖書館 Small libraries	13	870 694	101 872
	小計 Sub-total	24	3 106 617	468 952
新界區 New Territories	主要圖書館 Major libraries	4	1 787 531	237 076
	分區圖書館 District libraries	14	2 445 210	320 149
	小型圖書館 Small libraries	10	324 202	42 052
	小計 Sub-total	28	4 556 943	599 277
全港 18 區 18 districts in Hong Kong	流動圖書館 Mobile libraries	12	420 695	40 682
總計 Total		80	12 344 746	1 808 489

2.8 康文署透過增加圖書館的數目及豐富圖書館館藏，不斷改善公共圖書館服務。公共圖書館的數目由 2005 年的 74 間，增加至 2015 年的 80 間。此外，圖書館的書籍及多媒體資料亦由 2005 年的 1 160 萬項增加至 2015 年的 1 420 萬項。（表 2）

2.8 The LCSD continuously improves its public library services through increasing the number of libraries and enriching its library collection. The network expanded to 80 public libraries in 2015, as compared with 74 in 2005. Besides, the stock of library books and multimedia materials grew from 11.6 million in 2005 to 14.2 million in 2015. (Table 2)

表 2 2005 年及 2011 年至 2015 年公共圖書館主要統計數字
Table 2 Principal statistics for public libraries, 2005 and 2011 to 2015

服務／設施 Services/Facilities	2005	2011	2012	2013	2014	2015
圖書館數目 Number of libraries	74	77	77	77	79	80
圖書館館藏 Library stock						
書籍 Books	10 215 200	10 927 494	11 131 420	11 392 563	11 766 474	12 344 746
多媒體資料 Multimedia materials	1 401 821	1 716 903	1 723 246	1 740 453	1 760 557	1 808 489

3. 數碼化圖書館服務

3.1 在 2015 年，香港公共圖書館擁有約 22 萬冊電子書，另備有 61 個電子資料庫，提供不同類別的參考資料、統計資料和專門資料。此外，香港公共圖書館亦提供超過 11 000 項數碼化影音物品及 410 萬頁數碼化印刷資料。（表 3）

3. Digital library services

3.1 In 2015, the HKPL had about 220 000 e-book titles and 61 e-databases featuring different reference materials, statistical information and thematic information. In addition, over 11 000 digitised audio/visual items and 4.1 million pages of digitised printed materials were made available in the HKPL. (Table 3)

表 3 2005 年及 2011 年至 2015 年公共圖書館電子資源主要統計數字

Table 3 Principal statistics for electronic resources of public libraries, 2005 and 2011 to 2015

電子資源 Electronic resources	2005	2011	2012	2013	2014	2015
電子書數目 Number of e-books	7 800	108 000	139 900	184 200	204 000	219 300
電子資料庫數目 Number of e-databases	84	60	61	63	62	61
數碼館藏 Digital collection						
數碼化影音資料數目 Number of digitised audio/visual materials	4 662	8 081	8 488	8 693	9 662	11 024
數碼化印刷資料數目 (百萬頁) Number of digitised printed materials (million pages)	2.00	2.47	2.51	2.44	2.51	4.14

3.2 香港公共圖書館的登記讀者可隨時隨地經香港公共圖書館網站 (www.hkpl.gov.hk) 免費閱覽所有電子書和 21 個線上資料庫。其餘 40 個電子資料庫，可供市民於圖書館的開放時間內在指定圖書館使用。

3.2 Registered borrowers in the HKPL could access all e-books and 21 online databases via the HKPL's website (www.hkpl.gov.hk) free-of-charge anywhere anytime. The remaining 40 e-databases are licensed for use at designated libraries during opening hours.

3.3 為方便市民使用數碼館藏，香港公共圖書館的「多媒體資訊系統」提供便捷的自選影音系統服務，可於全部的固定圖書館使用。此外，「多媒體資訊系統」亦提供即時使用數碼化資料的服務，輯錄的資料包括舊照片、舊地圖、香港的舊報紙、藝術家剪輯、手稿等。

3.3 To facilitate the use of digital collection, HKPL's Multimedia Information System (MMIS) provides audio-on-demand and video-on-demand services which can be conveniently accessed at all static libraries. In addition, the MMIS offers instant access to digitised materials, such as old photos, old maps, old Hong Kong newspapers, artist clippings, manuscripts, etc.

3.4 為提供流動模式的數碼化圖書館服務，康文署於 2014 年開發和推出兩個新的流動應用程式：「我的圖書館」讓讀者登入個人帳戶，並搜尋、預留及續借圖書館資料；而「多媒體資訊」則方便市民在流動裝置瀏覽香港的舊報紙和照片等數碼化資料。現時香港公共圖書館網站的「電子資源」專頁及「多媒體資訊系統」流動版網站均可以讓讀者在線上閱覽電子書庫和電子資料庫內經互聯網使用的資料。

3.4 To offer digital library services in mobile mode, two new mobile apps were developed and launched in 2014: "My Library" allows readers to access personal accounts, and search, reserve and renew library materials; while "Multimedia Information" allows members of the public to view digitised old newspapers and photographs on mobile devices. The "Electronic Resources" webpage and the MMIS mobile site of the HKPL's website currently allow readers to browse the e-book collections and remote access materials in the e-databases online.

4. 公共圖書館服務的使用情況

4.1 在 2015 年，香港公共圖書館的登記讀者約有 440 萬名。在該年內，全港 80 間公共圖書館共借出約 4 920 萬項書籍及 170 萬項多媒體資料。（表 4）

4.2 網上圖書館服務一直廣受市民大眾歡迎。在 2015 年，網上續借數目約為 1 670 萬次，而網上預約數目則為 83 萬次。此外，使用多媒體資訊系統的次數錄得可觀升幅，由 2005 年的 110 萬次上升至 2015 年的 500 萬次。（表 4）

4. Utilisation of public library services

4.1 The HKPL had about 4.4 million registered borrowers in 2015. During the year, some 49.2 million items of books and 1.7 million items of multimedia materials were borrowed from the 80 public libraries in Hong Kong. (Table 4)

4.2 Online library services have all along been popular among the public. In 2015, the number of Internet renewals reached some 16.7 million and the number of Internet reservations was 0.83 million. In addition, the number of usage of MMIS recorded a salient increase from 1.1 million in 2005 to 5.0 million in 2015. (Table 4)

表 4 2005 年及 2011 年至 2015 年公共圖書館服務的使用情況
Table 4 Usage of public library services, 2005 and 2011 to 2015

服務／設施 Services/Facilities	2005	2011	2012	2013	2014	2015
登記讀者人數 Number of registered borrowers	3 301 844	3 994 769	4 086 926	4 188 438	4 281 139	4 372 380
外借書籍數目 [^] Number of books borrowed [^]	56 678 120	55 456 654	53 302 835	52 880 968	50 534 256	49 190 612
外借多媒體資料數目 [^] Number of multimedia materials borrowed [^]	3 921 619	2 709 858 *	2 396 715	2 217 807	1 878 512	1 729 317
網上續借數目 Number of Internet renewals	12 531 814	16 107 441	16 309 220	17 157 316	16 789 274	16 654 861
網上預約數目 Number of Internet reservations	558 127	685 388	923 835	868 510	842 827	830 802
多媒體資訊系統使用次數 Number of usage of Multimedia Information System (MMIS)	1 126 214	2 221 304	2 246 752	2 405 855	2 833 874	5 006 032

註釋：* 經修訂的數字。

[^] 外借圖書館資料的數目有所下降的原因包括：(i) 由於部分圖書館閱讀環境有所改善，到館人流因而增加，愈來愈多讀者選擇在圖書館內閱讀／使用圖書館資料而不外借；及(ii) 學校對集體借閱服務的需求減少，因為現在很多學校已擁有自己的圖書館館藏。

Notes : * Revised figure.

[^] Reasons for the decrease in the number of library materials borrowed include: (i) patronage of some public libraries has increased along with enhancements in their reading environment, such that more and more users prefer reading/using the library items on the spot at these libraries to borrowing them; and (ii) demand for block loan service from schools has decreased as many of them have their own collection of library materials.

4.3 2011 年至 2015 年按外借書籍種類劃分的分析顯示，中文書籍比英文書籍較受讀者歡迎。（表 5）

4.4 在 2015 年，外借書籍的總數約 4 900 萬項，當中約 3 800 萬項（76.8%）為中文書籍。約 39.6% 的外借中文書籍屬「語言學及文學」，當中以「小說」（佔外借中文書總數的 16.3%）最受歡迎。外借的英文書籍當中，以「語言學」最受歡迎（佔外借英文書總數的 24.7%），其次是「兒童圖畫書」（23.7%）和「兒童小說」（13.3%）。（表 5）

4.3 Analysis by type of books borrowed from 2011 to 2015 indicated that Chinese books were more popular than English books. (Table 5)

4.4 In 2015, the number of books borrowed by the public totalled about 49 million items, of which some 38 million items (76.8%) were Chinese books. About 39.6% of Chinese books borrowed by the public were “Language and literature”, of which “Fiction” (16.3% of the total Chinese books borrowed) was most popular. Of the English books borrowed, “Language” was most popular (24.7% of the total English books borrowed), followed by “Picture books” (23.7%) and “Junior fiction” (13.3%). (Table 5)

表 5 2011 年至 2015 年按種類劃分外借書籍的次數
Table 5 Number of books borrowed by type, 2011 to 2015

(千次)
(thousands)

種類 Type	2011*	2012	2013	2014	2015
中文書籍					
Chinese books					
語言學及文學 Language and literature	19 540 (44.4%)	17 804 (43.0%)	16 936 (41.5%)	15 814 (40.6%)	14 970 (39.6%)
小說 Fiction	8 795 (20.0%)	7 806 (18.8%)	7 109 (17.4%)	6 439 (16.5%)	6 161 (16.3%)
翻譯小說 Translated fiction	3 750 (8.5%)	3 429 (8.3%)	3 334 (8.2%)	3 084 (7.9%)	2 885 (7.6%)
其他 ^ Others ^	6 994 (15.9%)	6 570 (15.9%)	6 493 (15.9%)	6 291 (16.2%)	5 923 (15.7%)
應用科學 Technology	5 353 (12.2%)	5 390 (13.0%)	5 377 (13.2%)	5 104 (13.1%)	4 759 (12.6%)
兒童圖畫書 Picture books	3 684 (8.4%)	3 829 (9.2%)	3 946 (9.7%)	4 085 (10.5%)	4 511 (11.9%)
社會科學 Social science	3 212 (7.3%)	3 085 (7.4%)	3 169 (7.8%)	3 033 (7.8%)	2 932 (7.8%)
自然科學 Pure science	2 977 (6.8%)	2 803 (6.8%)	2 805 (6.9%)	2 633 (6.8%)	2 409 (6.4%)
其他 Others	9 204 (20.9%)	8 536 (20.6%)	8 574 (21.0%)	8 264 (21.2%)	8 192 (21.7%)
小計 Subtotal	43 970 (100.0%) [79.3%]	41 447 (100.0%) [77.8%]	40 807 (100.0%) [77.2%]	38 932 (100.0%) [77.0%]	37 773 (100.0%) [76.8%]
英文書籍					
English books					
語言學 Language	2 602 (22.7%)	2 771 (23.4%)	2 990 (24.8%)	2 810 (24.2%)	2 823 (24.7%)
兒童圖畫書 Picture books	2 538 (22.1%)	2 501 (21.1%)	2 486 (20.6%)	2 653 (22.9%)	2 702 (23.7%)
兒童小說 Junior fiction	1 378 (12.0%)	1 639 (13.8%)	1 755 (14.5%)	1 609 (13.9%)	1 519 (13.3%)
社會科學 Social science	1 029 (9.0%)	1 012 (8.5%)	983 (8.1%)	880 (7.6%)	808 (7.1%)
應用科學 Technology	934 (8.1%)	933 (7.9%)	928 (7.7%)	823 (7.1%)	761 (6.7%)
其他 Others	3 005 (26.2%)	3 000 (25.3%)	2 932 (24.3%)	2 827 (24.4%)	2 803 (24.6%)
小計 Subtotal	11 487 (100.0%) [20.7%]	11 856 (100.0%) [22.2%]	12 074 (100.0%) [22.8%]	11 602 (100.0%) [23.0%]	11 418 (100.0%) [23.2%]
總計 Total	55 457 [100.0%]	53 303 [100.0%]	52 881 [100.0%]	50 534 [100.0%]	49 191 [100.0%]

註釋：* 經修訂的數字。

^ 包括中國文學、東方文學、西方文學、詩詞、戲劇等。

圓括號內數字顯示在相應的小計中所佔比重的百分比。

方括號內數字顯示在總計中所佔比重的百分比。

由於四捨五入關係，個別數字加起來可能與總數不符。

Notes : * Revised figures.

^ Including Chinese literature, Oriental literature, Western literature, poetry, drama, etc.

Figures in round brackets refer to percentage shares of respective subtotals.

Figures in square brackets refer to percentage shares of total.

Figures may not add up to total due to rounding.

5. 最新發展

5.1 「新世代綜合圖書館系統」提供全面的自動化圖書館服務，包括全日 24 小時網上圖書館服務，可供檢索目錄、預約和續借圖書館資料。為進一步方便圖書館的讀者，系統加設了網上續借逾期歸還的圖書館資料及網上繳付圖書館服務收費和罰款的功能。

5.2 新的流動圖書館網站 (www.hkpl.gov.hk) 在 2016 年推出，並加設一站式登入功能，讀者只需登入網站一次，便可享用多項網上電子化服務。這些設計令使用流動裝置的讀者更容易享用圖書館的電子化服務、閱覽電子書及瀏覽電子資料庫。

5.3 康文署亦計劃在 2017-18 年度以試驗形式在港島、九龍及新界各設一台自助圖書館服務機，在人流高及方便市民前往的地點提供 24 小時借閱、歸還、領取預約圖書館資料等服務。

6. 總結

6.1 香港公共圖書館系統在社區傳遞資訊及支援終身學習方面，一直擔當着重要的角色。

6.2 隨着智能電話及平版電腦日漸普及，以及市民的閱讀模式有所轉變，香港公共圖書館會持續致力發展一個既均衡而又涵蓋紙本書刊及電子資源的「混合型」館藏以切合市民的需要。

5. Latest developments

5.1 The Next Generation Integrated Library System offers comprehensive automated library services, including online services that enable 24-hour catalogue searching together with reservation and renewal of library materials. New convenient features allowing online renewal of overdue library materials and online payment of fees and fines have also been introduced.

5.2 A new mobile HKPL website (www.hkpl.gov.hk) was launched in 2016, together with a single sign-on feature giving access to multiple online e-services through the website. These initiatives have made library e-services, e-books and e-databases more accessible to users of mobile devices.

5.3 The LCSD also plans to provide on a trial basis in 2017-18 three self-service library units, one each on Hong Kong Island, in Kowloon and in the New Territories, at locations with heavier pedestrian flow and convenient access to the public. The self-service units will provide round-the-clock library services on borrowing, returning and picking up reserved library materials, etc.

6. Conclusion

6.1 The HKPL system has been playing an important role in the dissemination of information and the supporting of life-long learning in the community.

6.2 In view of the growing popularity of smart phones and tablets, and the changes in the reading pattern of the public, the HKPL will continue to devote its efforts to develop a balanced and "mixed" library collection which covers printed books and e-resources to meet the needs of the public.