

2. 流程改進---使同仁與讀者雙贏，必要時思考外包方式(Outsourcing)
3. 資源建置與利用---資源數位化、網路化(包括未來的數位典藏)、發展數位圖書館(e 化圖書服務的責任，不只是資訊組同仁的責任)
4. 滿足讀者的需求，貼近教學活動---「圖書館顧客權利」與「對館員的定位」的思考(館員專業素養認證)
5. 圖書館數位學習平台的建立(From Bookcase To Digital Platform)

#### 五、現階段努力的方向

1. 初步的成果：A. 館舍設施(housing)---中央空調(40 分貝以下)、大門中庭、校史館、門禁系統、流通櫃檯、廁所、四樓地磚、特藏空間調整、粉刷。B. 資源建制與利用---維持各類型紙本穩定成長、電子期刊及電子書的增購。
2. 尚待努力：A. 人力資源的具體規劃---成本支出 VS 績效評估。B. 顧客導向觀念的思考---圖書館顧客權利宣言(Library customer bill of rights)：
  - a. 圖書館應以客為尊；
  - b. 讀者借書、辦證以及罰款等手續，不得以繁雜手續耽之；
  - c. 讀者的申訴以 48 小時內答覆為原則；
  - e. 讀者的電話不做不必要的轉接與待機；
  - f. 讀者有權要求整體圖書館系統提供服務；
  - g. 讀者得推薦圖書或服務，並有權了解推薦結果；
  - h. 讀者有權對所有提出的問題，獲得正確的資訊和答案；
  - i. 讀者有權享有清潔、安全的圖書館建築環境；
  - j. [www.clcpl.lib.ut.us](http://www.clcpl.lib.ut.us)；
  - k. 計畫文件的研擬與執行→ Master Plan；
  1. 策略擬定→計畫文件→組織績效。
3. 我們希望能追求：A. 競爭優勢(competitive advantage)；B. 組織績效與效率(efficiency)；C. 團隊形象(image)。

### Tunghai University Library

Serials Division Li-Chu Shih

The Tunghai University Library was rebuilt in 1985. It was divided into six Divisions: Circulation, Acquisition and Cataloging, Reference, Serials, Information, and Special Collection Division. There are currently 32 librarians. It has abundant collections of books and periodicals. The collections can be divided into two parts: The printed materials, and electronic publications.

The printed collection includes over 611,049 printed books, 16,000 periodicals

and 42,514 non-books. The collection of electronic has Databases, e-journals, encyclopedias (四庫全書, Grolier Online, OED Online), dictionary (康熙字典) and e-books.

The Special Collection Division has rare string-bounded books, calligraphy, manuscripts of famous writers, over 200 periodicals from Mainland China, Alumni articles, doctoral dissertations and master's theses, 四庫全書<sup>1</sup> (The Four Collections of Books) and 康熙字典 (The Kang Si Tzu Tien). 四庫全書 and 康熙字典 are in the printed as well as in the electronic form. They are very useful in helping readers study Sinology, the Chinese language, history and literature etc. The most precious treasure in the library is the West-Han Literature (西漢文類), published in 1140 A.D. On October 8, 2002, our library will display over 6000 first-issue periodicals, which were published in Mainland China, Hong Kong and Taiwan.

Tunghai University Library has many databases, to maintain and manage the new collection of e-journals. Our library holds a series of education training programs for the readers in our Campus<sup>2</sup>. From September 24, 2001 to June 3, 2002, we have held 90 classes and trained 5985 students. (There are 14,500 students in Tunghai University). We also offer services to help readers to build e-journal management with hyperlinks (full-text in title search)<sup>3</sup>. And our library has joined e-journal purchasing program with intercollegiate alliance in central Taiwan. The acquisition of John Wiley and China Serials Net (中國期刊網) are good examples of such.

<sup>1</sup> 四庫全書: Title of the complete collection of Chinese books consisting of four major Categories, compiled during the Chin Dynasty.

<sup>2</sup> Statistics of education training programs for the readers:

Semester	Classes	Students
87	11	
88	17	464
89	71	3,884
90	90	5,985

<sup>3</sup> Statistics of the e-journal management:

Semester	Title search in full-text	Database
89	8,813	15
90	12,490	21

In the future, our library intends to develop two systems of authentication, one is the authentication of the e-journals, and the other is the authentication of qualified seed-teachers. Through the authentication of the e-journals, readers will have username and password ,they can access the library's information outside the campus. From inside the library, the readers can search the information anytime or anywhere by WLAN (Wireless LAN), this is very convenient, and it can save the time of searching.

Another important thing is the development of the IOD (Information On Demand). Through our library computer, readers can access information from all over the world. It shows a view of the world, and helps people to grow and find new knowledge.

In the past years, electronic material and publication have grown and developed quickly. Therefore, it is important to strengthen the technical services for the readers. Librarians will face many challenges. They have to retrain and re-educate themselves to keep up with the development.<sup>4</sup> Librarians must take the initiative to teach library readers. The quality of service has to keep up with the quantity of acquisition.

After all, quality is more important than quantity. Tunghai University Library Newsletter has been published monthly since October 2001. It is not only a good place for librarians to train their writing, but also a communication bridge between readers and the librarians.

Here are our expectations for the future, the world is a global village, our library sincerely hopes to have more cooperation with foreign University libraries such as ICU Library. In other words, our library is evolving. We have both traditional and digital resources, readers can access the information more conveniently than before. By digitalizing, I hope we can build bridges of knowledge among our readers and yours.

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<sup>4</sup> Statistics retraining for the librarians:

Inside the library	Outside the library
18 classes for all librarians	15 classes for 26 librarians