

重新思考讀者服務 —

從讀者主導購書計畫

與網路規模資源發現服務談起

國家圖書館 專題演講

台北市

2011 年 八月十一日

講師

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讀者主導購書
(Patron-Driven Acquisitions, PDA)
計劃

背景

- Patron-driven acquisitions〔讀者主導購買〕或 Demand-driven acquisitions〔需求主導購買〕
- 電子型態資源普及：電子型態期刊
- 電子型態書籍：特別主題組 (package)、單本書籍 (single book)，例：netLibrary、Books 24x7、History e-books、Gale Virtual Reference Library、R2、Ovid Nursing 等
- 書架空間限制，圖書館空間改用
- 圖書經費縮減，購買特別主題書籍

讀者主導購買

- 書籍借閱流通數字：50% 新書有借閱歷史
- 圖書館館藏建立理論：圖書館員選擇及建立館藏，或滿足讀者現行所需
- 根據館際互借的資訊來補充館藏
- 至少有一次借閱歷史

讀者主導購買

- 書籍範圍：所有的書籍、特定的主題範圍、圖書館員預選
- 購買方式：讀者選擇，圖書館員統籌購買；讀者直接購買〔通常有一定的價格範圍限制〕
- 購買標準：看閱次數、看閱時間、看閱頁數等
- 購買或租借
- 書目記錄下載於圖書館的目錄系統，增加攝取的可能
- 書目記錄的品質

ConnectNY E-book Pilot Project

ConnectNY 圖書館聯盟的讀者主導
購買電子書計劃

ConnectNew York (ConnectNY)

- 15 所紐約州私立大學圖書館聯盟：從 New York City 到 Buffalo
- 聯合目錄：使用 Innopac 的 INN-Reach 系統；擴增到其他系統
- 資源分享：讀者獨立館際互借功能、合作購書、購買能力增加

ConnectNY E-book Pilot Project

- 圖書館購買電子書，資源無法分享
- Le Moyne College Library
24627 titles : Books 24x7、netLibrary、History e-books、MD Consult books、R2 books、PsycBooks、Gale Virtual Reference Library 等
- 圖書館將書籍購買重心轉移至電子版本
- 讀者主導購買 (Patron-Driven Acquisitions)

ConnectNY E-book Pilot Project

- ConnectNY 圖書館聯盟的讀者主導購買電子書計劃的目標

研究圖書館聯盟購買電子書

圖書館聯盟的聯合目錄如何輔助購買電子書

研究讀者主導購買電子書

- 計劃經費來自 Mellon 基金，及各個 ConnectNY 圖書館
- 2009 年

ConnectNY E-book Pilot Project

- 選 Coutts 爲此計劃的電子書經銷商
使用者介面 (user interface)
電子書經銷商願意與圖書館聯盟合作
每次儲存及印列 10 頁
- 選擇標準：書價太高的出版商，通常不考慮購買
- 出版年：2008 年以後
- 購買書價：由出版商及代理商決定，平均爲精裝
本書價的 4 倍，\$300 以下
- 購買標準：看閱 7 頁以上，看閱兩次

ConnectNY E-book Pilot Project

- 預存款額於代理商
- 兩個階段：2010年3月至5月；夏季停止；2010年9月至2011年3月
- 更改購買標準：經費使用太快，從看閱兩次改成看閱三次
- 書目記錄下載至聯合目錄，及六所圖書館的目錄系統；第二階段，書目記錄下載於其餘九所圖書館的書目系統

結果

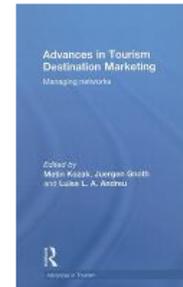
書目記錄

Result page: [← Prev](#)

Title **Advances in tourism destination marketing [electronic resource] : managing networks / edited by Metin Kozak, Juergen Gnoth and Luisa Andreu**

Publisher London ; New York : Routledge, 2010

Rating ★★★★★



[Permanent link to this record](#)

Connect to
[Connect to ConnectNY e-book](#)

Details

Contributor [Kozak, M. \(Metin\), 1968-](#)
[Gnoth, Juergen](#)
[Andreu, Luisa](#)

Corp Author [MyiLibrary](#)

Description xxii, 257 p. : ill. ; 25 cm

Series [Routledge advances in tourism ; 16](#)
[myiLibrary titles, purchased \(ConnectNY project\)](#)
[myiLibrary titles \(Coutts\)](#)

Bib Note Includes bibliographical references and index

Note Also available in print
Electronic reproduction. UK : MyiLibrary, 2009

Subject [Tourism -- Marketing](#)

ISBN 9780415492386 (hbk)
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Advances in Tourism Destination Ma

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• Contributors

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Part I Destination marketing and

Part II Destination branding

Part III Destination networks

Part IV Vacation decision makin

Part V Consumer experiences a

• Index

Advances in Tourism De:



v



Go To Page:



100%



Advances in Tourism Destination Marketing

Managing networks

Edited by Metin Kozak, Juergen Gnoth and Luisa Andreu

 Routledge
Taylor & Francis Group

LONDON AND NEW YORK

結果

時段	書本	購買書本	\$	平均 \$
2010/03-2010/05	6344	295	57025	193.31
				看閱 2 次
2010/09-2011/03	2735	286	52749	184.48
				看閱 3 次
		581	109774	188.94

Cambridge

CRC Press

Oxford University Press

Palgrave Macmillan

Cambridge University Press Textbooks

McGraw Hill

Oxford Scholarship Online

Taylor & Francis/Routledge



購買書籍：LC 分類號

LC class no.	# of titles	\$	average \$	usage	cost per use
A	1	240.00	240.00	4	60.00
B-BD	19	2912.04	153.27	167	17.44
BF	21	3693.62	175.89	162	22.80
BH-BX	18	3018.37	167.69	115	26.25
D-DR	21	3148.28	149.92	188	16.75
DS	8	1530.50	191.31	207	7.39
DT	10	1399.00	139.90	113	12.38
E	6	1029.75	171.63	36	28.60
F	4	699.70	174.93	20	34.99
G-GB	4	909.90	227.48	77	11.82
GE-GF	3	463.06	154.35	15	30.87
GN	3	577.65	192.55	15	38.51

購買書籍：LC 分類號

LC class no.	# of titles	\$	average \$	usage	cost per use
GT-GV	12	2339.64	194.97	141	16.29
H-HG	62	13127.06	211.73	470	27.93
HM-HX	60	12341.46	205.69	469	26.31
JA-JZ	49	9883.63	201.71	467	21.16
K-KZ	26	5029.04	193.42	165	30.48
L-LC	19	4399.65	231.56	187	23.53
M	6	550.37	91.73	47	11.71
N	4	541.66	135.42	47	11.52
P	20	4432.20	221.61	103	43.03
PA	7	1609.03	229.86	38	42.34
PC	2	550.00	275	8	68.75
PE	2	303.98	151.99	9	33.78

購買書籍：LC 分類號

LC class no.	# of titles	\$	average \$	usage	cost per use
PF	1	270	270	5	54.00
PG-PH	4	699.90	174.98	11	63.63
PK-PL	5	573.76	114.75	48	11.95
PN	20	3465.60	173.28	110	31.51
PQ	4	275.20	68.80	45	6.12
PS	17	3023.10	177.83	99	30.54
PT	2	207.85	103.93	42	4.95
Q	5	550.59	110.12	33	16.68
QA	17	3073.38	180.79	94	32.70
QB-QC	15	2822.20	188.15	111	25.43
QD	2	387.02	193.51	6	64.50
QE	1	280.00	280.00	9	31.11

購買書籍：LC 分類號

LC class no.	# of titles	\$	average \$	usage	cost per use
QH	5	1048.32	209.66	34	30.83
QK	2	487.00	243.50	6	81.17
QL	1	66.83	66.83	16	4.18
QP	4	810.95	202.74	27	30.04
QR	2	570.00	285.00	16	35.63
R	49	8814.01	179.88	292	30.18
S	1	200.00	200.00	7	28.57
T	29	6214.56	214.30	339	18.33
U	8	1203.79	150.47	105	11.46
	581	109774	118.94	4725	23.23

購買書籍：LC 分類號購買冊數

LC 分類號	購買冊數
JZ 0001-JZ 9999 International Relations	20
P 0001-P 9999 Philology, Linguistics	20
HC 0001-HC 9999 Economic Hist. & Conditions	17
RC 0435-RC 0580.99 Psychiatry	17
BF 0207-BF 0724.99 Individual Psychology	15
HQ 0001-HQ 9999 Family, Marriage, Women, Sexual Life	14
HM 0001-HM 9999 Sociology (Gen. & Theoretical)	13
HD 0001-HD 2320.99 Economics - Production	11
DT 0001-DT 9999 History - Africa	10
HD 9000-HD 9999 Special Industries & Trades	10
HN 0001-HN 9999 Social Hist., Social Prob., Social Reform	10
JC 0001-JC 9999 Political Theory, Theory of the State	10
TA 0001-TA 1629.99 Gen. Engineering	10

購買書籍：熱門題名

Title	Publisher	Copyright Yr	# Print copies purchased?	Price	Hits since inception	cost per use	LC Class
Contending Visions of the Middle East 2ed	Cambridge Univ Press	2009	4	170	90	1.89	DS61.8
Mechanical Behavior of Materials /Willam F Hosford (2ed)	Cambridge Univ Press	2010	1	180	79	2.28	TA403
Globalization in World History	Taylor & Francis	2010	1	230	78	2.95	JZ1318
Tomorrow's Table: Organic Farming, Genetics, and the Future of Food	Oxford Scholarship Online	2008	9	111.36	62	1.80	TP248.65
Understanding and Managing Tourism Impacts: An Integrated Approach	Taylor & Francis	2009	0	320	57	5.61	G155.A1

購買書籍：熱門題名

Title	Publisher	Copyright Yr	# Print copies purchased?	Price	Hits since inception	cost per use	LC Class
Slavery in Brazil	Cambridge Univ Press Textbooks	2010	9	190	51	3.73	HT1126
34 Days: Israel, Hezbollah, and the War in Lebanon	Palgrave Macmillan	2008	4	55.9	46	1.22	DS87.65
Charter Schools : from reform imagery to reform reality	Palgrave Macmillan	2009	2	190	44	4.32	LB2806.36
Global Shanghai, 1850-2010: A History in Fragments.	Taylor & Francis	2009	7	340	43	7.91	DS796
History of Nigera, A	Cambridge Univ Press	2008	9	180	43	4.19	DT515.57

購買書籍：其他比較

書籍有紙本量	書籍量	%
0 本	222	38.2
1 本	113	19.4
2 本	84	14.5
3 本	50	8.6
4 本	39	6.7
5 本	23	4.0
6 本	16	2.8
7 本	11	1.9
8 本以上	23	4.0

購買書籍：其他比較

出版年	書籍量	書籍有紙本	%
2010	164	277	25%
2009	307	575	53%
2008	103	223	21%
-2007	7	12	1%

結論

讀者服務

- 經由各自圖書館的書目系統發現電子書籍的書目記錄
- 購書程序簡單
- 讀者願意使用電子版本：許多的書已有紙本存在，可經由館際互借取得，一些甚至就在圖書館內
- 所購買的書籍集中於人文、及社會科學、及語文學習

圖書館運作

- 需要下載書目記錄於圖書館自行的書目系統
- 購買的標準：看閱頁數、目次、前言不計於購買標準，看閱時間
- 書籍選擇範圍：很快得到使用報告，並能很快給更新選擇標準
- 有更多的書籍選擇範圍：分類號、主題、出版年等
- 經銷商或代理商需要代表圖書館與出版商交涉最好的價格

圖書館運作

- 紙本重複量：如何避免重複
- 館際互借：如何避免重複購買電子版
- 書目記錄的質量及時效性
- 印列或存讀頁量數
- 個人閱讀器
- 能符合美國傷殘資源法案 (ADA) 的要求

網路整合規模資源發現服務
(Web Scale
DiscoveryServices)

演講大綱

- 網路規模資源 (Web Scale Resources)
- 現行資源查詢與取得
- 問題與可能的解決方案
- 整合查詢 (Federated search) 與網路規模資源發現 (Web scale resource discovery)
- 今日的讀者
- 重新思考讀者服務

網路規模資源 (Web Scale Resources)

- 所有可自網上取得的圖書館資源
 - 傳統館藏線上目錄 (OPAC)
 - 數位館藏 (Digital collections)：檔案，特藏
 - 機構典藏 (Institutional repository)：教師學術論文，學術會議論文，博碩士論文等
 - 電子資料庫 (Databases)
 - 電子書 (e-Books)
 - 電子期刊 (e-journals)
 - ...

現行典型資源取得模式

The screenshot shows the National Taiwan University Library website. At the top left is the library's logo, a stylized 'N' with a person. To its right is the text '國立臺灣大學 圖書館' and 'NATIONAL TAIWAN UNIVERSITY LIBRARY'. Below this is a search bar with the text '快速搜尋' and a dropdown menu showing '館藏目錄 (關鍵字)'. To the right of the search bar is a 'GO' button. The main content area is divided into two columns. The left column is titled '★ 目錄' and lists various resources: '館藏目錄 TULIPS', '行動版圖書館網頁 NEW', '簡易版館藏目錄 ezTULIPS (試用)', '國內館藏目錄整合查詢 MetaCat', '學術資源整合查詢 REAL', '教師指定參考書', '新書目錄 | 臺大書卷講', '臺大學士論文目錄', '教職員著作目錄', and '其他聯合目錄 | 其他圖書館'. The right column is titled '■ 電子資源' and lists: '+ 資料庫', '+ 電子期刊', '+ 電子書', '+ 考古題', '+ 公開取用電子書', '+ 臺大博碩士論文 [論文提交]', '+ 電子資源整合查詢系統 MUSE', '+ 臺灣大學機構典藏 NTUR', '+ 臺灣網站典藏庫 NTUWAS', '+ 學術資源網', and '+ 國科會人文處日語研究資源'. At the bottom of the right column is '@ 校外連線說明'.

國立臺灣大學 圖書館
NATIONAL TAIWAN UNIVERSITY LIBRARY

快速搜尋 館藏目錄 (關鍵字) GO

★ 目錄

- 館藏目錄 TULIPS
- 行動版圖書館網頁 **NEW**
- 簡易版館藏目錄 ezTULIPS (試用)
- 國內館藏目錄整合查詢 MetaCat
- 學術資源整合查詢 REAL
- 教師指定參考書
- 新書目錄 | 臺大書卷講
- 臺大學士論文目錄
- 教職員著作目錄
- 其他聯合目錄 | 其他圖書館

■ 電子資源

- + 資料庫
- + 電子期刊
- + 電子書
- + 考古題
- + 公開取用電子書
- + 臺大博碩士論文 [論文提交]
- + 電子資源整合查詢系統 MUSE
- + 臺灣大學機構典藏 NTUR
- + 臺灣網站典藏庫 NTUWAS
- + 學術資源網
- + 國科會人文處日語研究資源
- @ 校外連線說明

現行典型資源取得模式

The screenshot shows the library's homepage with a navigation bar and three main content sections. The navigation bar includes a search box, a dropdown menu for '本站' (This Site), a 'GO' button, a dropdown for '讀者服務專區' (Reader Service Area), and a '請選擇身分' (Please select identity) dropdown. The main content is organized into three sections: '館藏查詢 Catalogs', '電子資源 Electronic Resources', and '服務 Services'. Each section has a representative image and a list of services.

中原大學張靜愚紀念圖書館

Chung Yuan Christian University Chang Ching Yu Memorial Library

搜尋 本站 讀者服務專區 請選擇身分

館藏查詢 Catalogs

- 館藏查詢Library Catalog
- 借閱記錄查詢及續借
- 新書通報
- 主題書目RSS
- 其他圖書館館藏
- 聯合目錄

電子資源 Electronic Resources

- 電子資源整合查詢
- 資料庫檢索
- 電子期刊
- 電子書
- 中原博碩士論文
- 上網學外語
- 考古題
- 中原大學機構典藏
- 圖庫
- 數位影音資源
- 電子報

服務 Services

- 借還書服務
- 書刊薦購
- 參考與推廣服務
- 館際合作
- 期刊服務
- 視聽資源服務

現行典型資源取得模式

Yale UNIVERSITY LIBRARY

Orbis Keyword

SEARCH

RESEARCH TOOLS

- Catalog: Orbis or Yufind Search
- Other Catalogs
- Find Databases
- Find Articles
- Online Journals & Newspapers
- Subject Guides
- Online Tutorials
- Create Bibliographies
- Off-Campus Access

LIBRARIES & COLLECTIONS

- Libraries & Collections A-Z
- Special Collections
- Digital Collections ←
- Library Locations
- Hours

LIBRARY SERVICES

- Borrowing & Circulation
- Ask! A Librarian
- Course Reserves

現行典型資源取得模式

The College of New Jersey

TCNJ Library Home

Find Books, Media

Find Articles, Journals

Borrowing, Requests

About Us

Floor Plans & Locations

Hours

Laptop Loaners

Library A-Z »

Other TCNJ Services

[TCNJ Home](#) :

Welcome to TCNJ Library

 Search For...

Books & Media

Articles

Journal Titles

eReference

Course Reserves

Search for books, DVDs/videos, and CDs/music

Within

Keywords Anywhere ▼

Search

[\[More Search Options\]](#)

查詢圖書資源程序

- 需先選資源類型再進入查詢介面點
 - 書或視聽資料
 - 期刊論文
 - 數位館藏
- 強迫讀者先做資料類型的選擇，進入介面，再輸入檢索詞

查詢圖書資源途徑

- 查詢傳統館藏

The screenshot shows the 'National Library of Taiwan Catalog Search System' (國家圖書館館藏目錄查詢系統). The interface includes a navigation bar with options like '全部館藏', '視聽館藏', '特藏館藏', '期刊館藏', and '登入'. Below this is a search form with fields for '查詢字詞', '查詢欄位' (set to '題名'), and '查詢資料庫'. There are '確定' and '取消' buttons. A '縮小查詢條件' section includes filters for '語言' (set to '全部'), '西元年自' (empty), '館藏類型' (set to '全部'), and '典藏地' (set to '全部典藏地'). A blue banner on the right contains a notice: '[公告]讀者於調閱時間內,可'.

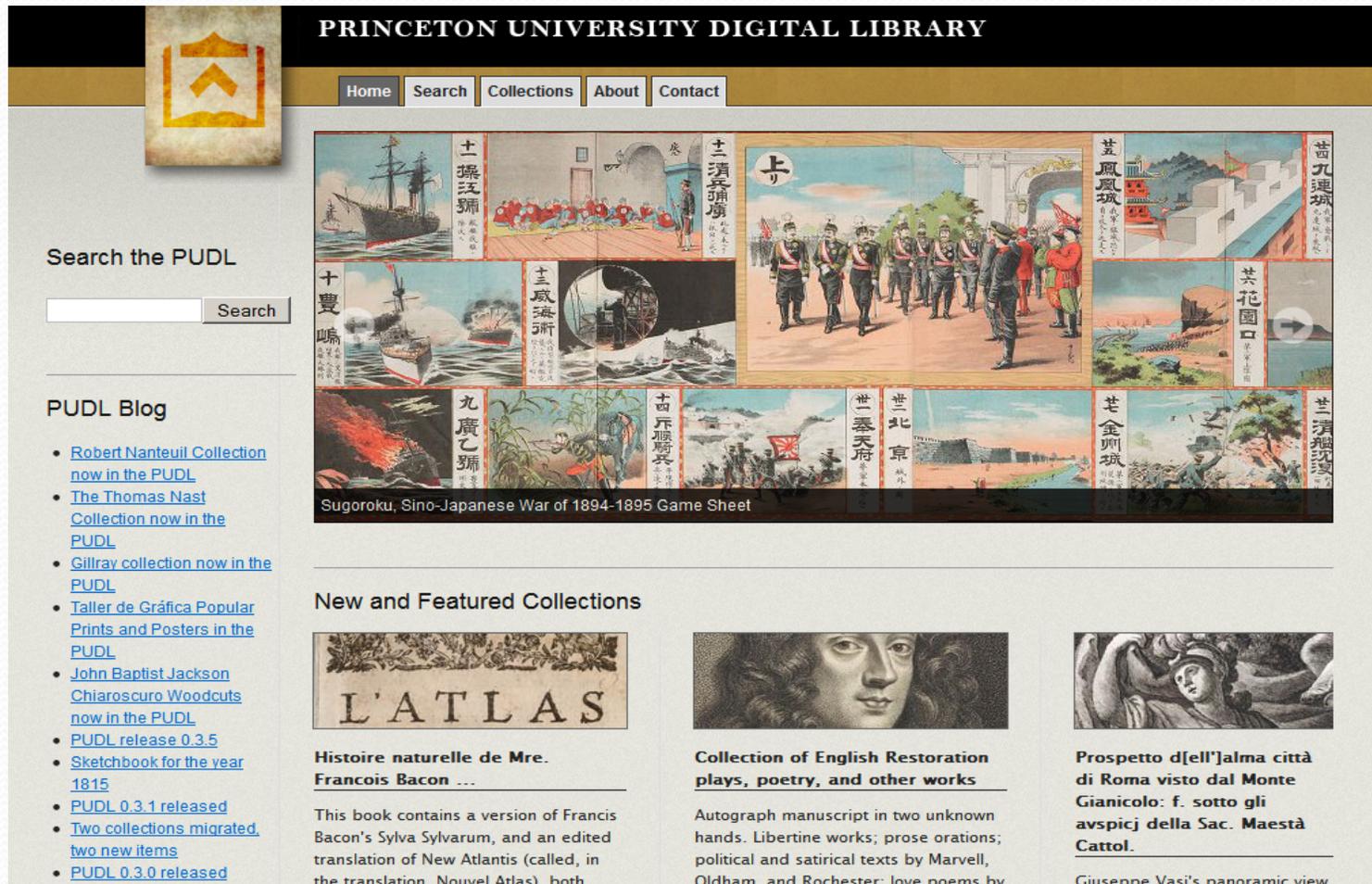
查詢圖書資源途徑

- 查詢傳統館藏

The screenshot shows the 'LIBRARY CATALOG' interface. At the top, there is a navigation bar with buttons for 'Search', 'My Account', 'My Saved Searches', and 'My List'. Below this is the 'Basic Search' section, which includes tabs for 'Basic', 'Advanced', 'Course Reserves', and 'New Titles'. The 'Basic' tab is selected. The search area contains a text input field labeled 'Search:', a 'within' dropdown menu with options like 'Keywords Anywhere', 'Title begins with (omit initial a, an, the...)', 'Author (last, first)', 'Boolean keyword (and/or/not)', and 'Title (keyword or phrase)'. There is also a 'Limit To:' dropdown menu with options 'None', 'General Collection', 'Reference Collection', 'Videos/DVDs', and 'Sound Recording'. At the bottom left, there is a 'Records per page:' dropdown menu set to '10 records per page'. A 'Search' button is located at the bottom right of the search area.

查詢圖書資源途徑

- 查詢數位館藏 (Digital collections)：檔案，特藏



PRINCETON UNIVERSITY DIGITAL LIBRARY

Home Search Collections About Contact

Search the PUDL

Search

PUDL Blog

- [Robert Nanteuil Collection now in the PUDL](#)
- [The Thomas Nast Collection now in the PUDL](#)
- [Gillray collection now in the PUDL](#)
- [Taller de Gráfica Popular Prints and Posters in the PUDL](#)
- [John Baptist Jackson Chiaroscuro Woodcuts now in the PUDL](#)
- [PUDL release 0.3.5](#)
- [Sketchbook for the year 1815](#)
- [PUDL 0.3.1 released](#)
- [Two collections migrated, two new items](#)
- [PUDL 0.3.0 released](#)

Sugoroku, Sino-Japanese War of 1894-1895 Game Sheet

New and Featured Collections



L'ATLAS

Histoire naturelle de Mrs. Francois Bacon ...

This book contains a version of Francis Bacon's *Sylva Sylvarum*, and an edited translation of *New Atlantis* (called, in the translation, *Nouvel Atlas*), both



Collection of English Restoration plays, poetry, and other works

Autograph manuscript in two unknown hands. Libertine works; prose orations; political and satirical texts by Marvell, Oldham, and Rochester; love poems by



Prospecto d[ell']alma città di Roma visto dal Monte Gianicolo: f. sotto gli avspicj della Sac. Maestà Cattol.

Giuseppe Vasi's panoramic view

查詢圖書資源途徑

- 查詢**數位館藏** (Digital collections)：檔案，特藏

馬華文學
數位典藏系統

系統簡介 作品瀏覽 作品查詢 專家作品展 相關資源

查詢結果

一般查詢

關鍵字:

查詢模式: 同音查詢

進階查詢

查詢條件:

題名 AND

題名 AND

題名

查詢模式: 同音查詢

查詢圖書資源途徑

- 查詢機構典藏 (Institutional repository)

The screenshot shows the homepage of the NTNU Institutional Repository. At the top, there is a blue header with the NTNU logo and the text "國立臺灣師範大學機構典藏 National Taiwan Normal University Institutional Repository". Below the header is a search bar with a dropdown menu set to "全部NTNU", a search button, and a "進階搜尋" (Advanced Search) link. The main content area is divided into several sections:

- 瀏覽全部 (Browse All):** A blue header with a list of filters: 社群與類別 (Community and Categories), 題名 (Title), 作者 (Author), and 日期 (Date).
- 相關新聞 (Related News):** A blue header with two items: 師大機構典藏統計資料 (NTNU Institutional Repository Statistics) and 上傳委託書下載 (Download Upload Deed) with document icons.
- 相關連結 (Related Links):** A blue header with a list of links: 國立臺灣師範大學 (National Taiwan Normal University), 國立臺灣師範大學圖書館 (National Taiwan Normal University Library), 臺灣學術機構典藏 (Taiwan Academic Institutional Repository), 機構典藏計畫網站 (Institutional Repository Plan Website), and Sherpa出版社著作權查詢 (Sherpa Publisher Copyright Query).
- Welcome to NTNU Institutional Repository:** A section with a heading and a list of departments with their respective document counts: NTNU中的社群 [24871/41407] [全文筆數/總筆數], 教育學院 [8081/10764], 文學院 [4721/6331], 理學院 [3671/3925], 藝術學院 [856/856], and 科技學院 [2661/5945].

查詢圖書資源途徑

- 查詢機構典藏 (Institutional repository)

UR RESEARCH
- AT THE UNIVERSITY of ROCHESTER -

[Help](#) | [Contact Us](#) | [About](#) | [Privacy Policy](#)

powered by 

 Home

 Login

 Create Account

Browse/Search

Search:

Search

[Browse All/Search](#)

Institutional Collections

Anthropology

[Anthropology Department](#) The department of Anthropology at the University of Rochester specializes in this aspect of humanity...

art & art history

[Art & Art History Department](#) Materials from the faculty and students in the Department of Art and Art History.

Biology Department

[Biology Department](#) The Biology Department at the University of Rochester provides faculty, postdoctoral fellows, Ph.D. ...

Images



< Previous

Next >

Researchers

[Browse All/Search](#)

查詢圖書資源途徑

● 查詢電子資料庫 (Databases)

The screenshot shows the National Taiwan University Library Databases website. The header includes the university name in Chinese and English, and navigation links for the home page, suggestions, and the library's main page. Below the header is a menu with categories like '試用資料庫', '電子書', '電子期刊', and '校外連線'. The main content area features a search bar with a '關鍵字' (keyword) input field, '檢索' (search), and '清除' (clear) buttons. There are also links for '使用手冊' (manual), '多媒體線上教學' (multimedia online learning), and '可校外連線' (can connect off-campus). A navigation menu on the left lists various subject areas: 藝術與人文, 社會科學, 科學與工程, 生命科學與醫學, 綜合性資料庫, and 依資料類型瀏覽. Below this is another search bar with '關鍵字' and a '請注意' (please note) section with instructions on copyright and off-campus access. The main search results area shows a table with columns for language (西文, 中文, 其他語言) and search methods (首字筆劃, 1-12, 12或以上, 其他, 總覽). A specific result for 'ABC-Clio ebooks collection' is highlighted, with a description in Chinese: 'ABC-clio ebooks collection為ABC-CLIO與Greenwood Publishing Group兩家出版社於合併後推出的電子書整合平台, 電子書內容精選自旗下 Praeger和Libraries Unlimited等出版社的學術專業參考書。主題範圍為人文歷史與社會科學研究, 包括美國歷史、商管與經濟、時事、教育、地理、文化研究、健康與醫學、法律政治、性別研究、宗教、哲學、心理、社會工作、世界歷史等。目前共收錄1551本書籍。'

查詢圖書資源途徑

- 查詢電子資料庫 (Databases)

The screenshot shows the Columbia University Libraries Databases search interface. At the top, there is a navigation bar with links for 'CU Home > Libraries Home', 'Search', 'Site Index', 'FAQ', and 'Help'. Below this, the 'COLUMBIA UNIVERSITY LIBRARIES' logo is displayed on the left, and a set of navigation buttons for 'CLIO', 'Databases', 'E-Journals', 'Articles', and 'Website' is on the right. A search box labeled 'Search the Catalog:' contains a dropdown menu set to 'Keyword(s)' and a 'GO' button. Below the search box, a horizontal menu lists 'Libraries & Collections', 'Catalogs', 'E-Resources', 'Request It', 'Ask Us', and 'Using the Libraries'. The main content area features a 'Find Databases' section with a description 'containing articles, books, data, & more - [Learn more...](#)'. This section includes three search criteria: 'by subject:' with a dropdown set to 'All Subjects', 'by type:' with a dropdown set to 'All Resource Types', and 'by title or keyword(s):' with a dropdown set to 'Title Keywords' and a text input field. A 'GO' button is positioned to the right of the input field. Below the search criteria, there is a 'List databases by title:' section with a list of letters from 'ALL' to 'Z'. At the bottom, there are two more sections: 'Custom Search' with a description 'search multiple databases simultaneously using [Custom Search](#)' and 'Find Articles' with a description 'quickly search millions of articles using [Find Articles](#)'.

CU Home > Libraries Home Search | Site Index | FAQ | Help

COLUMBIA UNIVERSITY LIBRARIES

CLIO Databases E-Journals Articles Website

Search the Catalog: Keyword(s) GO

Go To CLIO >>

Libraries & Collections Catalogs E-Resources Request It Ask Us Using the Libraries

Find Databases containing articles, books, data, & more - [Learn more...](#)

by subject: All Subjects

by type: All Resource Types

by title or keyword(s): Title Keywords

List databases by title: ALL 0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Custom Search search multiple databases simultaneously using [Custom Search](#)

Find Articles quickly search millions of articles using [Find Articles](#)

讀者認知

- 多數以為可從 OPAC 搜尋到所有圖書館資源（包括期刊論文）
- 多數對各資料庫不熟悉，不知從何開始
- 對自己查詢圖書館資源的技能，沒有信心
- 預期可從檢索結果直接連結到資料全文
- 相信圖書館提供的高品質資源，但還是使用 Google

問題在哪裡？

- 查詢檢索資源的方式繁複難學
 - 各資源有不同查詢介面，不同搜尋方式
- 讀者不知如何有效利用資源
 - 找不到相關高品質資源
- 圖書館不停增加新資源
 - 太多資源，沒有利用 = 沒有資源
 - 導致低投資報酬率



問題在哪裡？



問題在哪裡？

“圖書館對協助讀者得到所需學術論文的行動是失敗的”

(not a failure on the part of student but “rather the failure of academic libraries to facilitate students’ access to articles”)

“對圖書資源取得而言，這是學術圖書館館員面臨的最嚴重的問題”

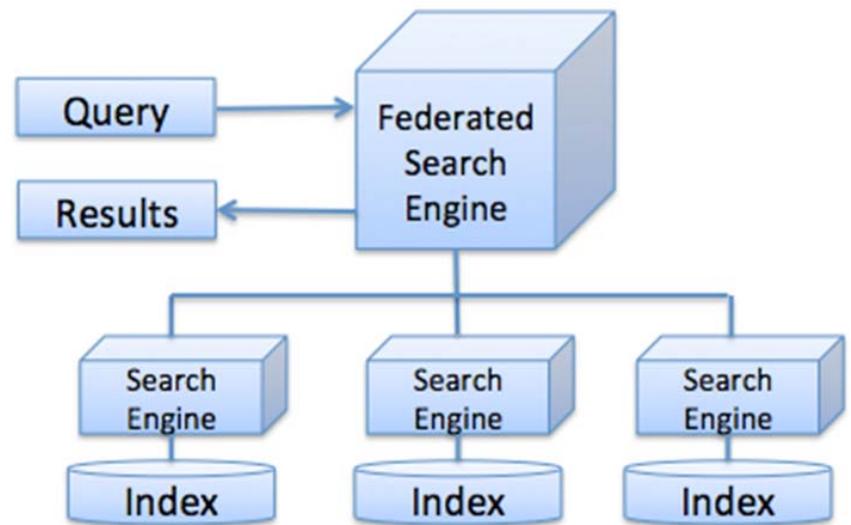
“it is without a doubt the most important access-related problem in academic librarianship”

解決方案

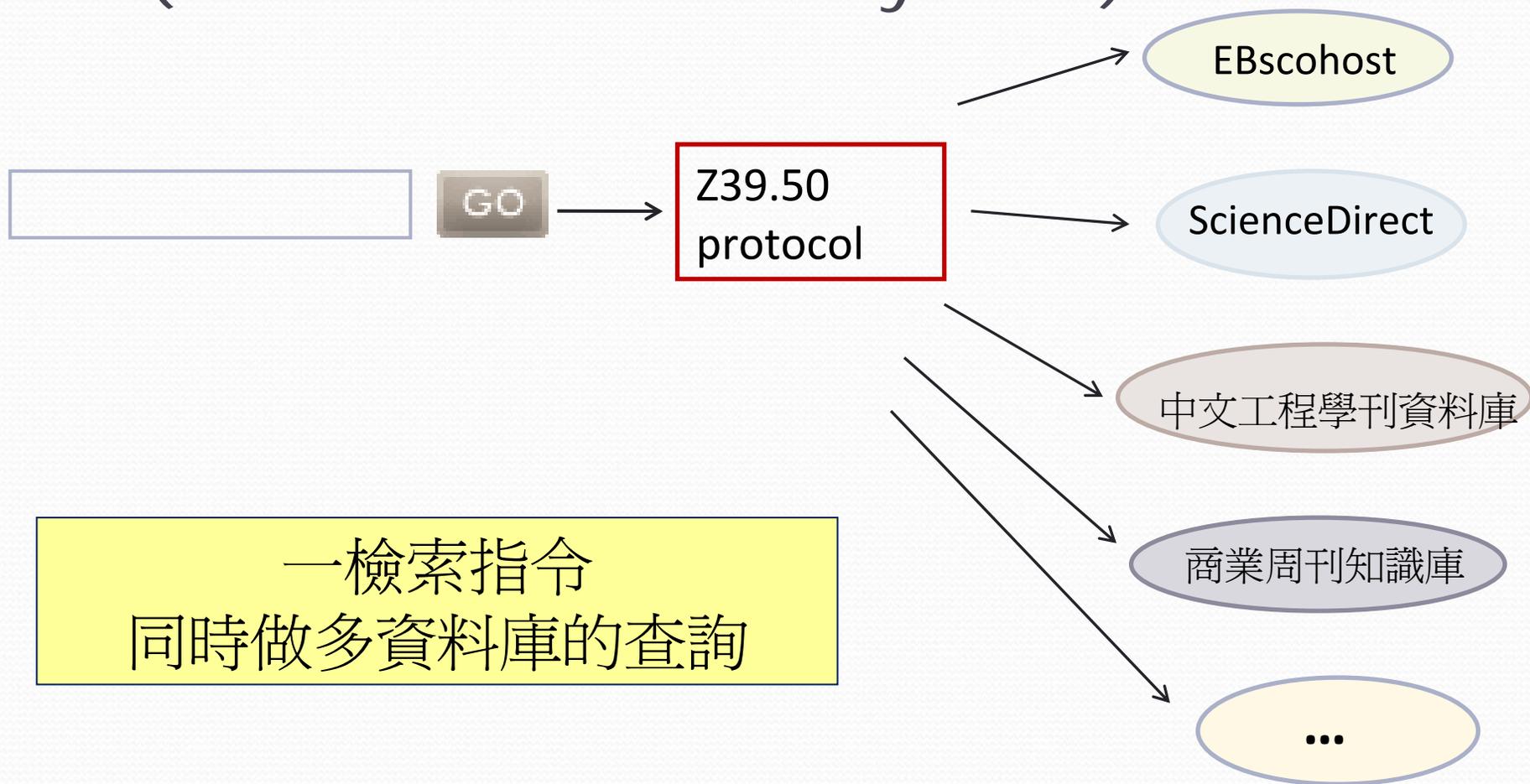
- 加強讀者教育 (Training)
 - 提高資訊素養 (information literacy)
- 利用科技，改善查詢圖書資源的方式及過程 (Technology)
 - 整合查詢系統 (Federated Search System)
 - 網路整合規模資源發現服務 (Web Scale Discovery Services)

整合查詢系統 (Federated Search System)

- 一查詢指令同時釋出至各資料庫，由各資料庫搜索引擎做檢索
- 各資料庫傳回檢索結果至整合查詢平台，刪除重覆資訊，排列檢索結果



整合查詢系統 (Federated Search System)



整合查詢系統

(Federated Search System)

- 優點
 - 一介面做跨越資料庫的檢索
 - 讀者可避免選擇資料庫的困擾
 - 節省讀者分別檢索各資料庫時間
 - 對資料庫內容不熟悉者，可避免漏失重要學術論文

整合查詢系統

(Federated Search System)

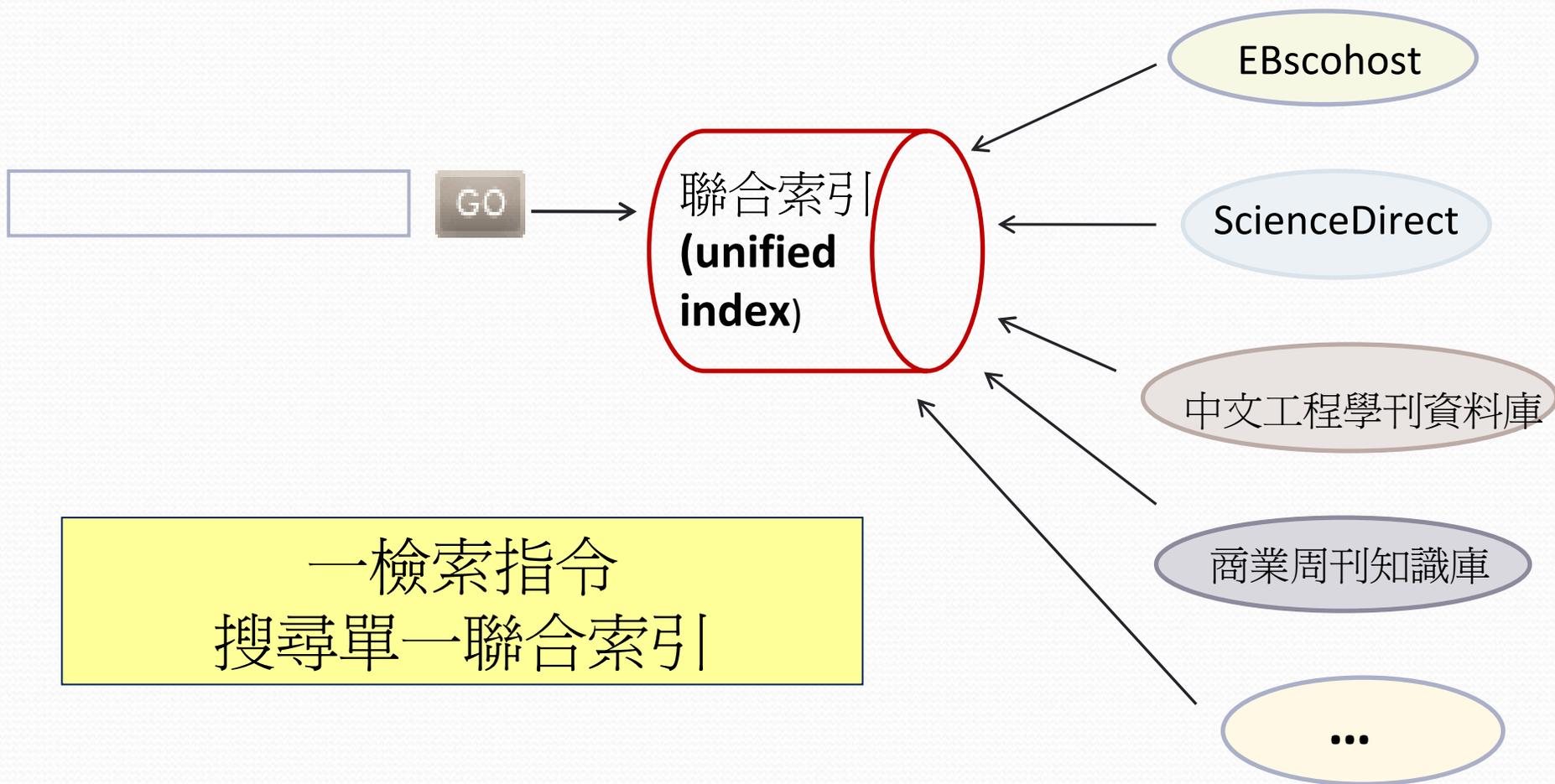
● 缺點

- 搜尋過程過慢費時
- 檢索結果重覆與精確度不令人滿意
- 檢索結果相關性排列系統不理想
- 檢索介面複雜難用
- 非所有電子資源資料庫均可進入整合查詢系統
- 初期建立及後續維護困難
- 低使用效益，低使用率
- 不包括除 OPAC 及資料庫外其他圖書館資源

網路整合規模資源發現服務 (Web Scale Discovery Services)

- 單一檢索點來查詢取得圖書館所有各類館藏
- 搜尋單一聯合索引 (pre-indexed unified index)
- 是一資源搜尋與發現系統，覆蓋在各不同系統上
- 檢索結果再引領至不同類形資源網頁

網路整合規模資源發現系統 (Web Scale Discovery System)



網路整合規模資源發現系統 (Web Scale Discovery System)

- 具所有整合查詢系統的優點
- 整合查詢系統的缺點大有改善
 - 快速搜尋過程 (like Google fast)
 - 檢索結果幾乎無重覆並具可信精確度
 - 檢索結果以相關性排列 (relevance ranking)
 - 檢索結果可以元資料層面過濾檢索結果 (facets filtering)
 - 包括所有圖書館資源 (print + digital + IR + databases + e-journals + ...)

Web Scale 資源發現系統開發時機

- 科技進步，使單一聯合索引成可能
 - 仿效 Google 的索引與連結
 - 元資料容合與豐富程度提高索引品質
 - 因搜尋索引，檢索快速
- 出版商與供應商願意提供元資料進入單一聯合索引
 - 提高資料庫內容被發現可能性
 - 是雙贏前瞻政策
- 聯合索引由系統商維護，存在雲端上，圖書館僅需做極少的維護

系統特性

(Web Scale Discovery System)

- 內容廣泛
 - 圖書館在地資源
 - 傳統館藏線上目錄 (OPAC)
 - 數位館藏 (Digital collections)：檔案，特藏
 - 機構典藏 (Institutional repository)：教師學術論文，學術會議論文，博碩士論文等

系統特性 (Web Scale Discovery System)

- 內容廣泛
 - 電子資源 (Databases, e-journals, e-books)
 - 與出版商及匯集性全文資料庫公司協議
 - 包括本館沒有訂購的資料庫

圖書館
在地資源



 Springer

 ACS
Chemistry for Life®

 JSTOR

 ProQuest
Start here.

and more ...

 IEEE Xplore®
DIGITAL LIBRARY

系統特性

- 單一檢索點介面，類似 Google

The screenshot displays the ASU Libraries website. At the top, the ASU Libraries logo is on the left, and "ASU Hor" is on the right. Below the logo is a navigation bar with links: "All ASU Libraries", "My Accounts", "Hours", "ASU Libraries Catalog", "Research Databases", "Course Reserves", and "Get Help".

On the left side, there is a "Mobile Site" link with a mobile phone icon. Below that is an "Ask a Librarian" section with three icons: an envelope, a telephone, and two people. A list of links follows: "About the Libraries", "Articles", "Books, CDs & DVDs", "Specialized Collections", "Services", "For Faculty & Staff", "For Students", "For Visitors", and "Tutorials".

The main content area features a "Library One Search" heading. Below it is a search box with the "library One search" logo to its left and a "Search Library" button to its right. Underneath the search box are links for "Advanced Search" and "Search tips". At the bottom center, there is a "give us feedback" button with a circular icon.

系統特性

- 快速傳送檢索結果，具層面過濾檢索結果功能 (Faceted filtering)
- 以相關性排列檢索結果 (Relevance ranking of search results)

[Advanced Search](#) Keep search refinements New search

Search Results: Your search for **global warming** returned **477,566** results

Refine your search

- Items with full text online
- Limit to articles from scholarly publications, including peer-review
- Exclude Newspaper Articles
- Add results beyond your library's collection

▼ Content Type

- Any
- Newspaper Article (310,053)
- Journal Article (155,306)
- Dissertation (4,874)
- Trade Publication Article (4,253)
- Book (1,300)
- eBook (196)
- [more options](#)

▼ Subject Terms

- Any
- global warming (40,585)
- climate change (39,890)
- geosciences, multidisciplinary (15,046)
- environmental protection (12,246)
- ecology (11,916)
- studies (11,823)
- [more options](#)

Global warming



Author: Haugen, David M; Musser, Susan; Lovelace, Kacy
ISBN: 0737746327 Date: 2010 Pages: 249 p.
Subjects: Global warming
Content Type: Book
Availability: IN LIBRARY, DOWNTOWN/GENERAL COLL

Global warming



Author: Black, Brian and Weisel, Gary J
ISBN: 0313345236 Date: 2010 Pages: xv, 188 p.
Subjects: Government policy, Global warming, Environmental policy
Content Type: Book
Availability: IN LIBRARY, DOWNTOWN/GENERAL COLL

Global warming



Author: Miller, Debra A
ISBN: 0737740701 Date: 2008 Pages: 189 p.
Subjects: Global warming
Content Type: Book
Availability: IN LIBRARY, DOWNTOWN/GENERAL COLL

Global warming: a very short introduction



Author: Maslin, Mark
Vol: 118. Edition: 2nd ed. ISBN: 0199548242 Date: 2009 Pages: 192 p.
Subjects: Global warming
Content Type: Book
Availability: IN LIBRARY, DOWNTOWN/GENERAL COLL

以相關性
排列檢索結果

層面過濾
檢索結果

系統特性

- 系統開放客製化，容許圖書館據其需要調整使用者介面，檢索程序及檢索結果的傳送

Northwestern University Library **Primo Central**

NORTHWESTERN UNIVERSITY LIBRARY

global warming

Search

[Advanced Search](#)

Primo Central Options

[Expand beyond library collections](#)

Refine My Search

Availability

[Full text Online](#) (118,128)
[Peer-reviewed Journals](#) (50,702)
[Cited Articles](#) (2,521)
[Available in the Library](#) (970)

Format

[articles](#) (78,104)
[Newspaper articles](#) (41,159)
[Reviews](#) (5,085)
[text_resources](#) (4,833)
[Audio Visual](#) (2,271)
[Show 8 more](#) ▾

Location

[OneFile \(GALE\)](#) (100,156)
[ScienceDirect \(Elsevier\)](#) (16,129)
[MEDLINE \(NLM\)](#) (5,617)
[Elsevier \(CrossRef\)](#) (4,044)
[Life Sciences \(JSTOR\)](#) (3,031)
[Show 7 more](#) ▾

Subject

[Global Warming](#) (6,157)

132,311 Results for Search Everything



Book

☆ [Global Warming \[electronic resource\]](#).
Michael Anderson
Chicago : Britannica Educational Publishing 2011
[Online access](#)

[Online resource](#) [Locations](#) [Details](#) [Additional services](#)



Book

☆ [Global warming / Douglas Long](#).
Douglas Long 1967-
New York : Facts on File c2004
[Available at](#) Main & Deering Libraries (Evanston) MAIN Reference (No

[Locations](#) [Details](#) [Additional services](#)



Book

☆ [Global warming / Brian C. Black and Gary J. Weisel](#).
Brian Black 1966-
Santa Barbara, Calif. : Greenwood c2010
[Available at](#) Science & Engineering Library (Evanston) SCIENCE ENGI

[Locations](#) [Details](#) [Additional services](#)



Book

☆ [Global Warming \[electronic resource\]](#).
Natalie Goldstein
New York : Infobase Publishing 2009
[Online access](#)

[Online resource](#) [Locations](#) [Details](#) [Additional services](#)



☆ [Global warming \[videorecording\]](#).

Vanderbilt University Library **Primo Central**



Books, Media, and More

Databases by Subject

global warming

Everything

Search

Advanced Search

All items

that contain my query words

anywhere in the record

rss Subscribe

Refine My Results

Show Only

Full text Online (203,680)

Peer-reviewed Journals (40,041)

Cited Articles (2,210)

Available in the Library (728)

Topic

Global Warming (12,222)

Global warming--Environmental aspects (4,088)

Greenhouse gases (2,761)

Biological Sciences (2,305)

Global warming--Research (2,253)

Show 34 more

Creator

ABC (196)

Kerr, Richard A (182)

NBC (181)

CBS (164)

CNN (96)

Show 35 more

Collection

OneFile (GALE) (234,267)

MEDLINE (NLM) (5,381)

258,070 results for Everything



Global warming

Bily, Cynthia A.

San Diego : Greenhaven Press/Thomson Gale 2006

Book

Holdings list Locations Details Reviews & Tags Recommendations Additional services



Global Warming

Solomon, Barry D. ; Adler, Michael J. ; Fulkerson, William ; Reister, David B. ; Auerbach, Stanley I. ; Perry, Science, Feb. 9, 1990, Vol.247(4943), p.620 [Peer Reviewed Journal]

Full text available

Article

Online resource Details Reviews & Tags Recommendations Additional services



Global warming

Sutherland, William J. Henderson, Norman

Nature, 1993, Vol.362(6417), p.200-200 [Peer Reviewed Journal]

Full text available

Article

Online resource Details Reviews & Tags Recommendations Additional services



Global warming

GILBERT, DAVID

Nature, 1990, Vol.346(6282), p.310-310 [Peer Reviewed Journal]

Full text available

Article

Online resource Details Reviews & Tags Recommendations Additional services



Global warming?

Wigley, T.M.L. Jones, P.D. ; Kelly, P.M.

系統特性

- 藉單一聯合索引只做資源發現
 - 傳統圖書館的編目流通作業仍需繼續
 - 在地資源的更新應與網路整合規模資源發現系統同步
- 系統商與各資源內容供應者協議將其元資料納入索引，使其資料庫內容檢索得到
 - 系統查詢結果包括在地圖書館未訂購之資源，但無法取得全文資源
 - 增加資料庫內容發現的機會
- 有助跨領域資源的查詢

市場上主要系統

- EBSCO Discovery Services (EBSCO)
- OCLC Worldcat Local (OCLC)
- Primo Central (ExLibris)
- Summon (Serials Solutions)



系統限制

- 並非包含所有出版商及資料庫內容
- 檢索結果包括其他圖書館沒有訂購的資源，可誤導讀者
- 檢索結果可能過多（像Google）
- 檢索結果未必連結到全文資料
- 元資料不豐富的資料庫資源發現率降低，導致資料庫使用不平均

系統限制

- 資料庫搜尋的中立性 (content neutrality)
 - 系統與聚集性資料庫母公司的連結
 - Summon (ProQuest)
 - EBSCO
 - OCLC (FirstSearch)
- 失去單一資料庫高精確率檢索結果的優點
- 失效連結的發生 (broken links)

檢選 Web Scale Discovery Tool

1. 內容 (content)

- 包括的內容的深度與廣度
- 與館內訂購資源比較，被包括的比率
- 內容更新頻率

2. 聯合索引內的元資料品質 (metadata quality and integration)

- 元資料多寡與品質，影響檢索結果排列與資源的發現
- 與圖書館原有各資源目錄的相容性

3. 與 OPAC、圖書流通記錄、圖書預約記錄與功能即時連結與否

檢選 Web Scale Discovery Tool

4. 介面使用難易度 (User interface)
 - 支持智慧型手機或平板電腦使用與顯示
 - 支持社群軟體的使用 (user participation)
5. 客製化 (customization)
 - 使用者介面與元資料層面查詢 (faceted filtering)
在地客製化
6. 檢索結果品質
7. 價錢

系統使用後讀者反應

- 深受大學生 (undergraduates) 歡迎
- 電子資源使用率大大提升 (尤其是報紙)
- 教授與研究生較難接受
 - 大量的檢索結果阻礙研究過程
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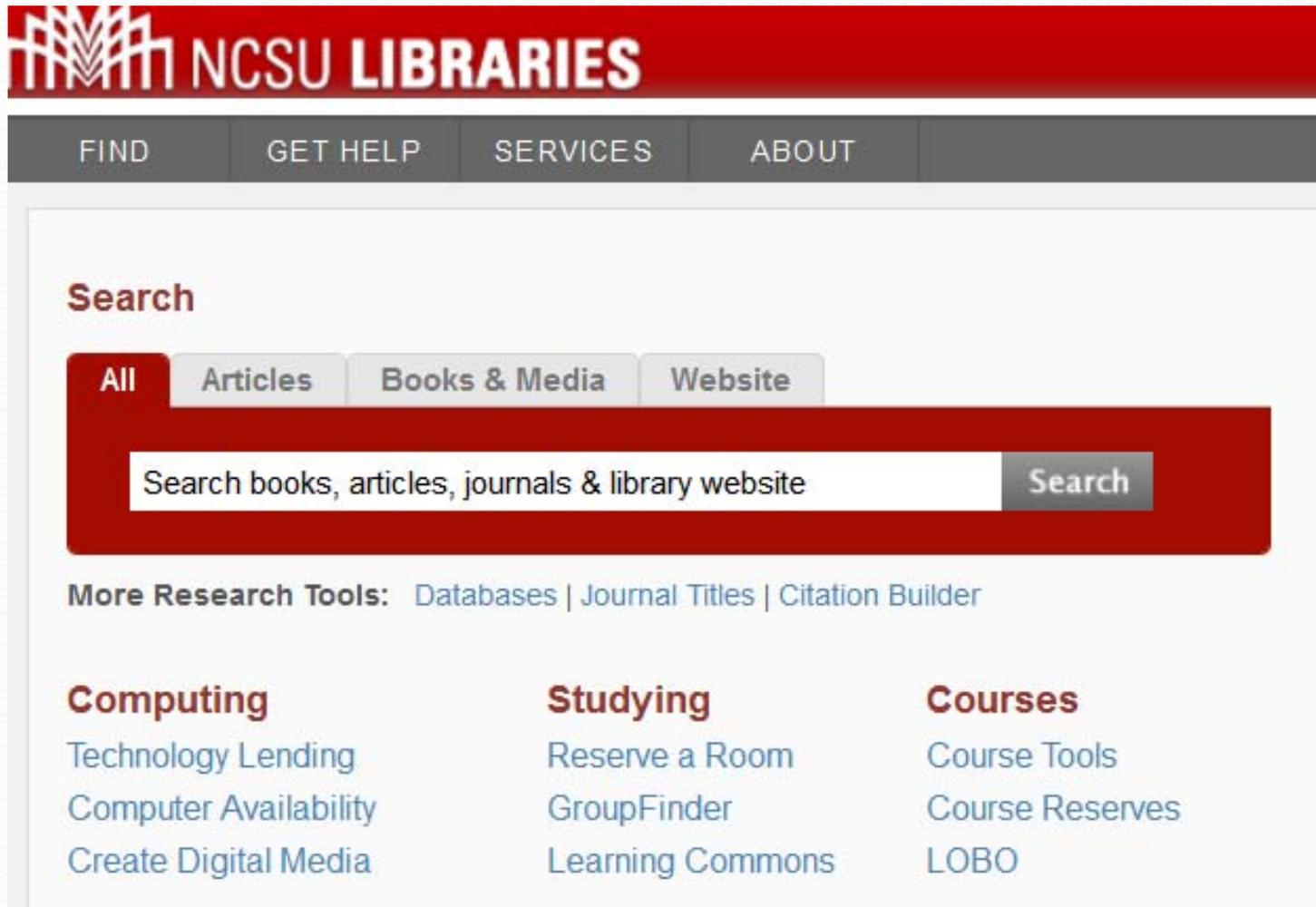
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Immigrant elders: new challenges for North Carolina

Author: Lowman, Sarah, Hunter, Rebecca, Reddy, S...

North Carolina medical journal, V. 69, 2008

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Author: Anonymous

Baltimore Jewish Times, V. 291, 2006

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Child-rearing in ethnic minorities [electronic resource]

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Mothers united : an immigrant struggle for socially just education

Andrea Dyrness.

Author: [Dyrness, Andrea](#).

Published: Minneapolis : Univ Of Minnesota Press, 2011.

Description: xiii, 254 p. ; 24 cm.

Format:  Book

Summary: In urban American school systems, the children of recent immigrants and low-income parents of color disproportionately suffer from overcrowded classrooms, lack of access to educational resources, and underqualified teachers. The challenges posed by these problems demand creative solutions that must often begin with parental intervention. But

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Jamil, H., Nassar-McMillan, S. C., & Lambert, R. G.	Immigration and attendant psychological sequelae: A comparison of three waves of Iraqi immigrants	2007	<i>American Journal of Orthopsychiatry</i>
Cabaniss, E.	Not working: Latina immigrants, low-wage jobs, and the failure of welfare reform	2007	<i>Sociological Inquiry</i>
Hancock, T.	Combating the fear: Fulfilling Social Work's ethical obligation to undocumented immigrants	2007	<i>BPD Update Online</i>
Peterson, M. N., Mertig, A. G., & Liu, J.	Influence of urban immigrants on outdoor recreation and land use in Teton Valley	2007	<i>Journal of Park and Recreation Administration</i>
MacDonald, P. D. M., Whitwam, R. E., Boggs, J. D., Maccormack, J. N., Anderson, K. L., Reardon, J. W., Saah, J. R., Graves, L. M., Hunter, S. B., & Sobel, J.	Outbreak of listeriosis among Mexican immigrants as a result of consumption of illicitly produced Mexican-Style cheese	2005	<i>Clinical Infectious Diseases</i>

重新思考讀者服務

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“圖書館對協助讀者得到所需學術論文的行動是失敗的”

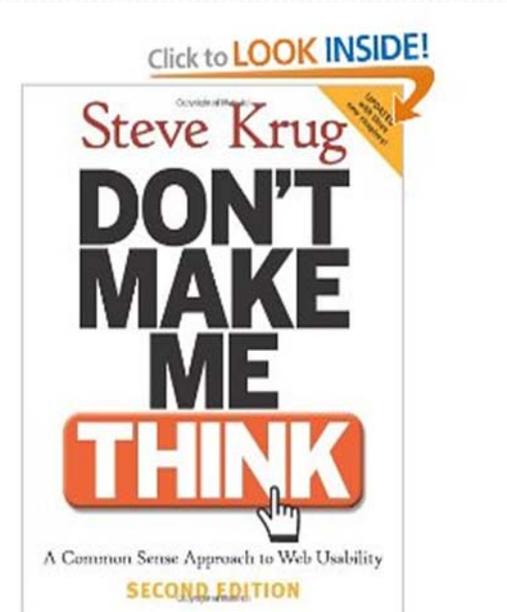
(not a failure on the part of student but “rather the failure of academic libraries to facilitate students’ access to articles”)

“對圖書資源取得而言，這是學術圖書館館員面臨的最嚴重的問題”

“it is without a doubt the most important access-related problem in academic librarianship”

讀者服務與讀者行爲

- 解析讀者行爲
 - 深受網路搜索引擎影響
 - 要求資源查詢容易使用 (easy to use)
 - 要求快速得到查詢結果 (findability & quick results)
 - 要求立即得到全文資料 (fulltext delivery)
 - 拒絕使用需要思考的查詢方式



讀者服務與讀者行爲

- 傳統讀者服務
 - 查詢過程太繁複，讀者不知從何開始
 - 不同資料庫需用不同的檢索技巧
 - 讀者轉至 Google 尋求答案
 - 導致圖書館資源(包括電子資源)沒有充分使用
 - 低投資報酬率 (Return on investment)

檢視讀者需求

- 喜自助並尋求不需協助的資源查詢過程 (self service to self sufficiency)
- 要求查詢結果滿意 (satisfaction)
- 無障礙取得所需 (seamlessness)
- 對電子資源的需求超越對紙本的需求 (prefer e over print)
- 導致參考服務的需求量大減

不能忽略且須正視的趨勢

讀者服務新紀元

- 重新思考讀者行為與需求，非專注讀者應具備的查詢技能
- 時刻記住：讀者有很多選擇
 - 圖書館僅是選項之一
 - 讀者服務應與讀者一起成長
- 在網路使用影響下，重新思考讀者教育 (user education) 與資訊素養 (information literacy) 的訓練的現實考量

讀者服務新紀元

- 以建立一系統讀者不需訓練即知如何使用為目標
- 參考服務需轉型
- 為新世代更新參考服務模式，積極趕上讀者需求 (next generation reference service)

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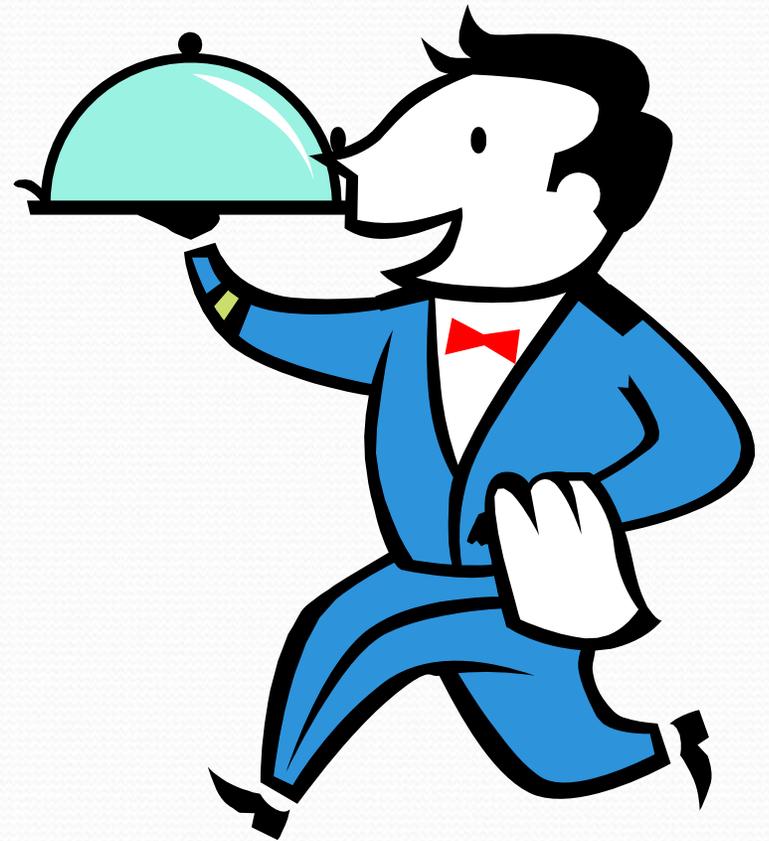
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 - 目標是：不須館員的協助也能有效使用圖書館資源
 - 建立無所不在的資源查詢點應（例：延伸至讀者常去的社群網站，學生課程管理系統，學科指南網站，與 Google Scholar 連結 ... 等）
 - 網路規模資源發現服務只是開始

**終極目標：圖書資源能被
充分的、有效的使用**

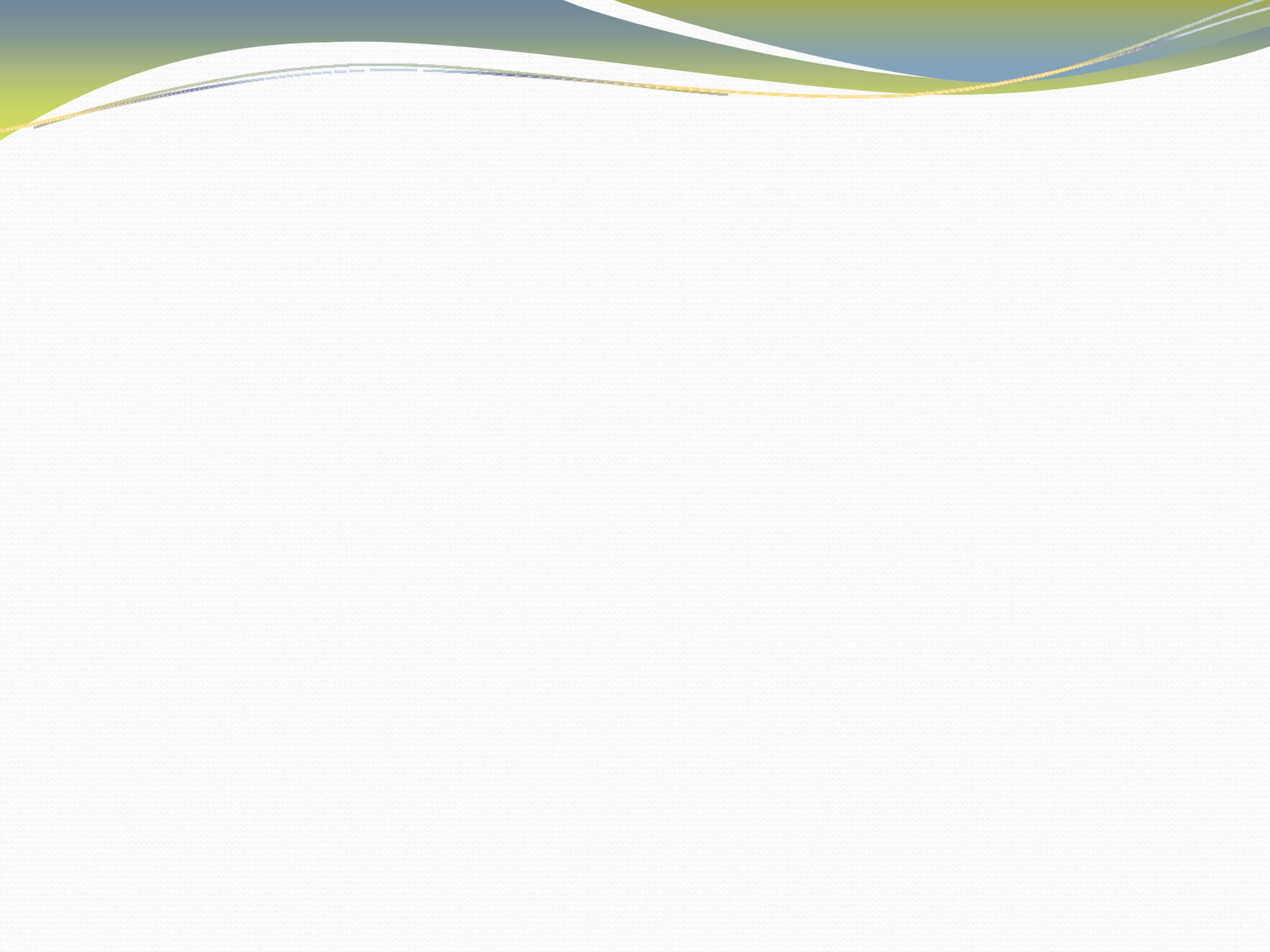
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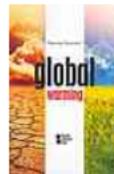
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Science and Children, V. 48, 2011

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Author: Yao, Takeshi.
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 Published: c2011.
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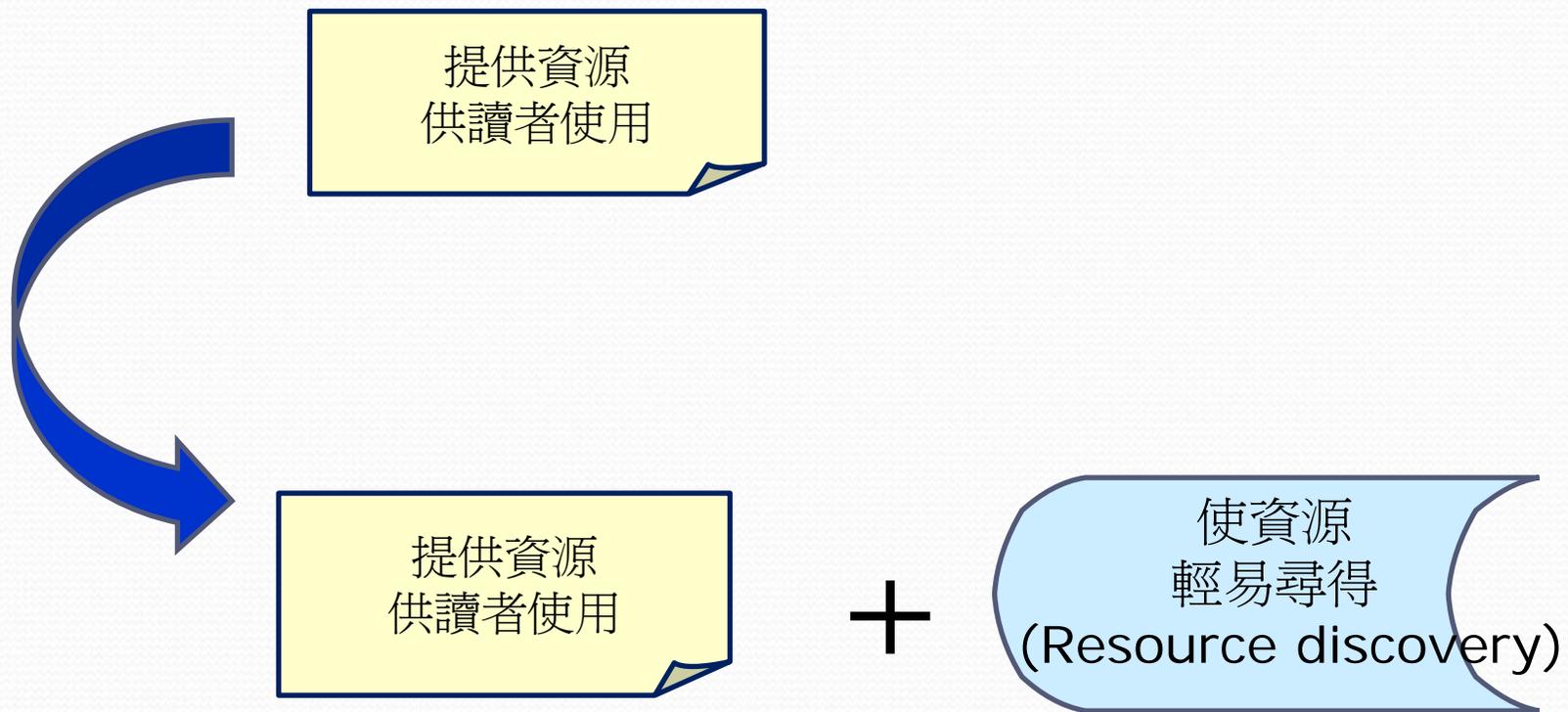
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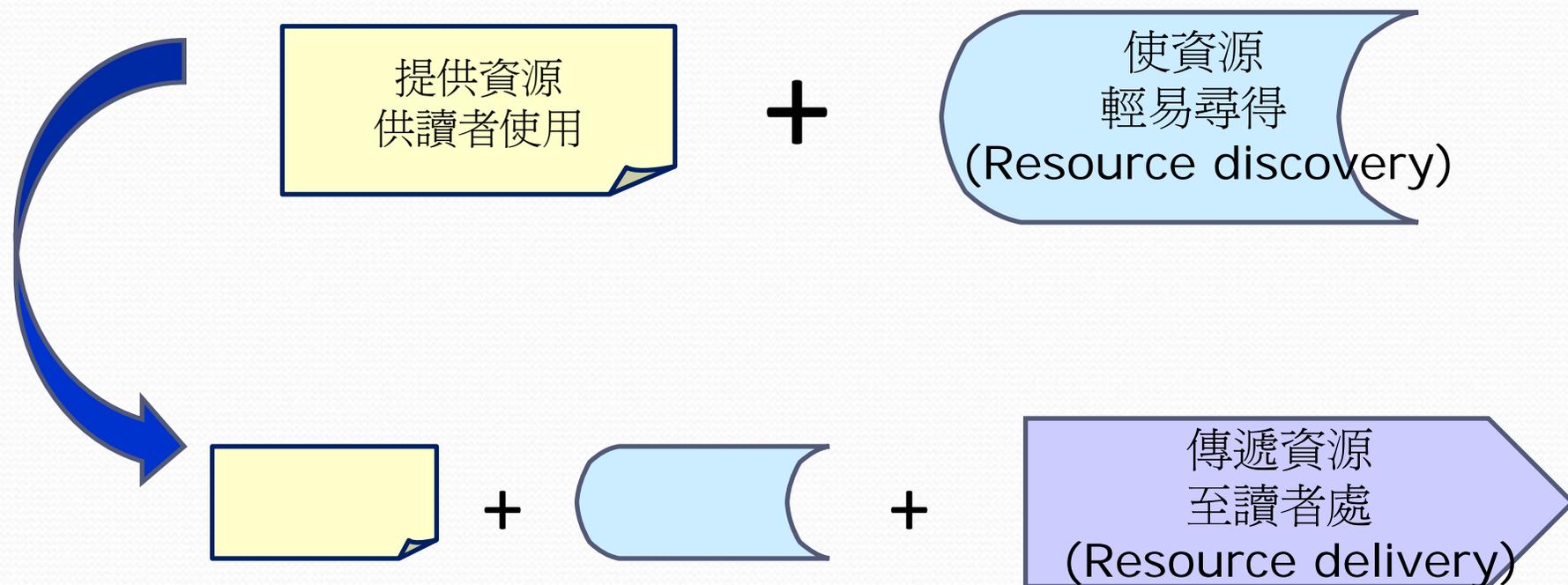
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