



# NTU Library Services in Changing Contexts

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Director of NTU Library Information Technology Services

# **Library in the Information Age**

- **Library Website Design and Maintenance**
- **Library Automation System Maintenance and Value-added Services**
- **Information System Development and Maintenance**
  - E-workflow System, Readers Service System
  - Digital Resource Management System

# Library Website Design and Maintenance



# 2011 Old Website Disadvantages

1. Fragmented blocks
2. Excessive information (looks like a sitemap)
3. Lack of visual identity
4. Difficult to update or maintain (texts in \*.JPEG)

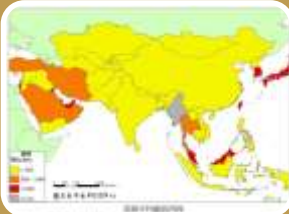


# Reference Websites



## USA

Harvard, Columbia University, Traverse District MI, Washington State University, DC public library , NYU etc.



## Asia

Waseda University, University of Tokyo, Hitotsubashi University , Keio University etc.



## Europe

University of Cambridge, The National Library of Finland, Helsinki University Library etc.



## Oceania

Australia etc.

# Phase 1 Goals

- Phase 1 : (2012~2013)
  - From webpage-type to database-type website
  - Develop sub-websites
  - Retain original content



# Website Development Steps

## Simplify

- Main Menu
- Taxonomy

## Categorize

- Google analytics
- AWStats

## Flow

- From top to bottom
- Center-focused Visual

## Main Menu

- Library Catalog
- Special Collections
- E-Resources
- Services
- Publications
- About us

## Types of Pages

### 1. General Services

(ex. Hours, Off-campus Internet Connection Services)

### 2. Customized Services

(ex. Exam Collections, Intercampus Loan Services)

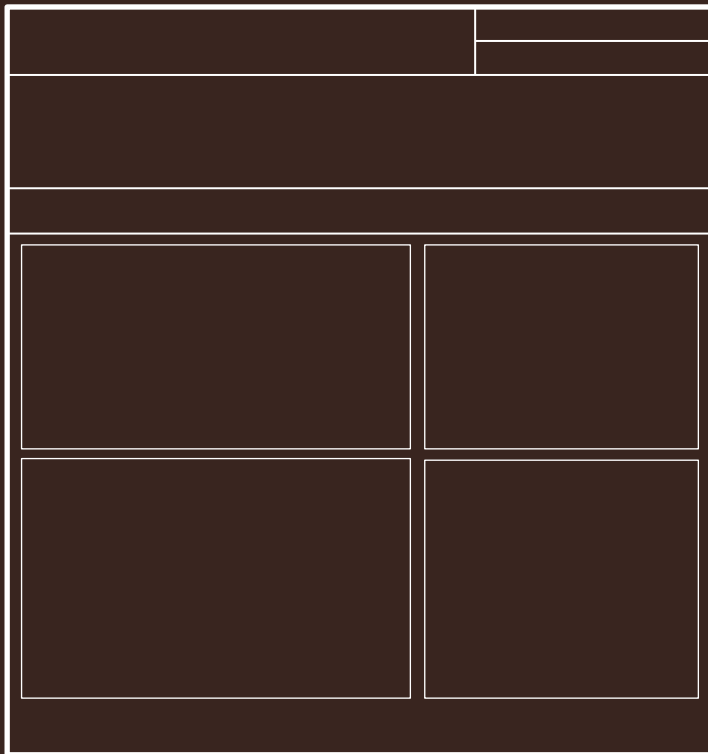
### 3. E-Resources

(ex. E-books)

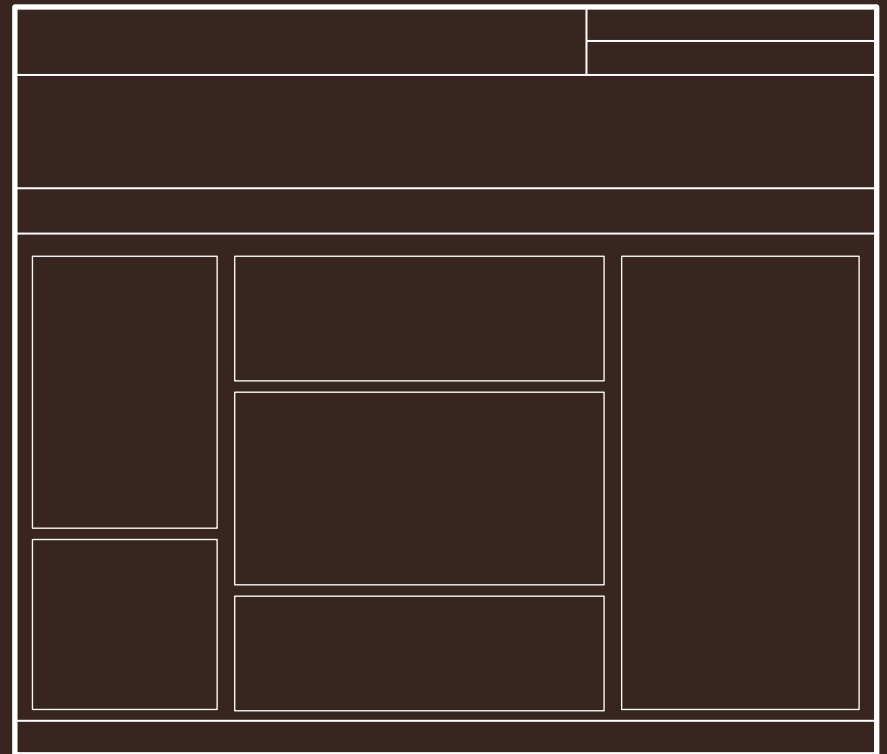


# Homepage Layout Design

1



2 ✓





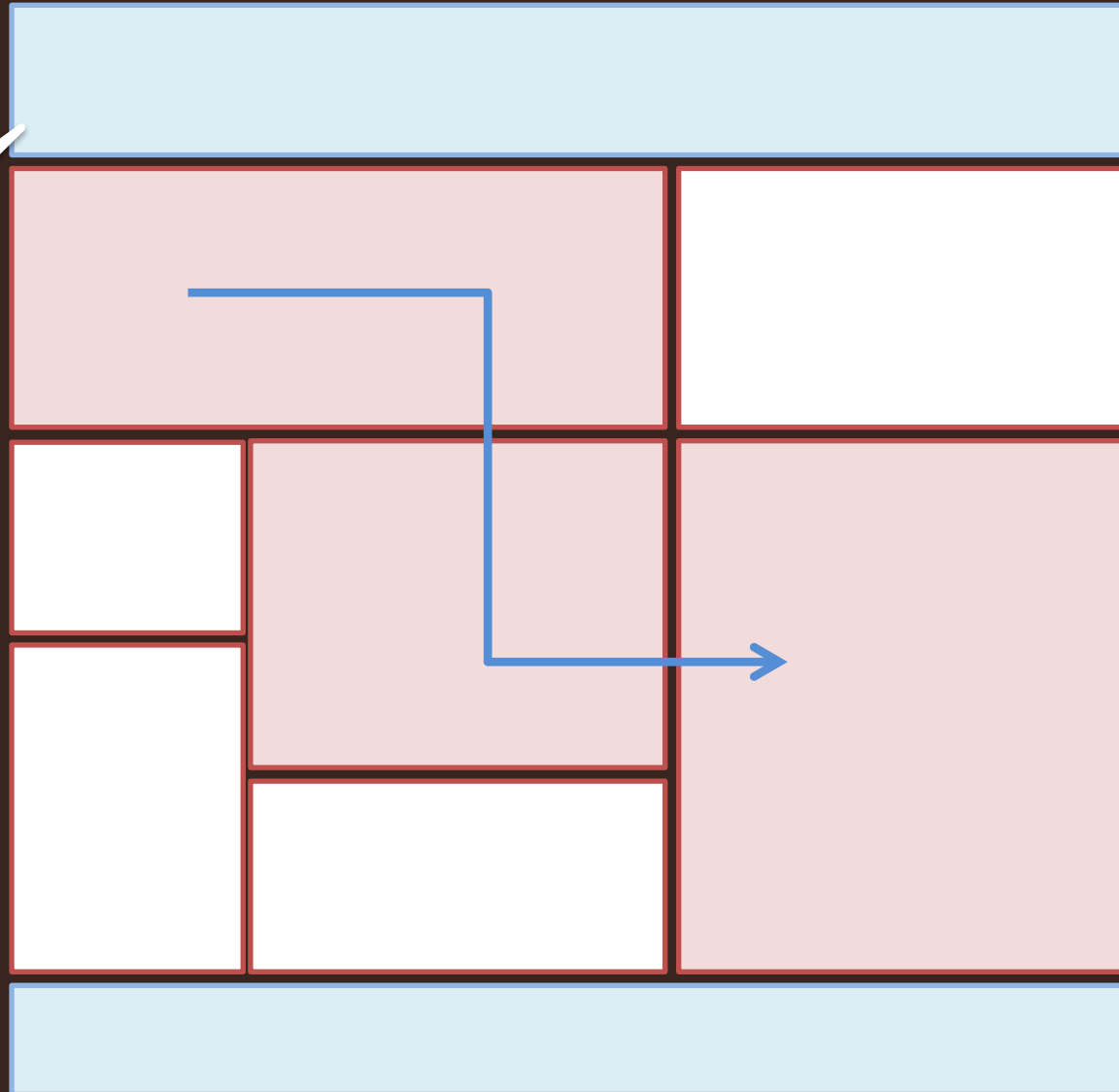
# Homepage Layout Design

5/2012

Fixed top  
and bottom  
info blocks

## Browsing Flow

1. From top to bottom
2. From top to bottom  
Center-focused Visual



5/2012

館藏資源 ▾

特色館藏

電子資源 ▾

服務項目 ▾

推廣活動 ▾

關於本館 ▾

捐贈活動 ▾

## 查詢檢索

查館藏 查文章 站內搜尋

查詢

可輸入圖書期刊名稱、電子資源名稱、影音資料名稱、作者名、索書號、ISBN等....

進階查詢 | 個人借閱紀錄 | 尚未收錄館藏的中文電子書

Main Service

## 新到資料 RSS

- 本週全部新書目錄
  - 音樂/建築/雕塑/書畫
  - 小說/文學/中國文學
  - 社會科學/教育/法律/經濟
- RSS說明 >>more

- 醫分館
- 辜振甫先生紀念圖書館
- 校總區院/系所圖書館
- 臺灣大學校史館
- 臺灣大學博物館群
- 臺灣原住民族圖書資訊中心



訂閱圖書館電子報

Visual Focus

## 新進研究生 圖書館之旅

1 總圖書館實地參觀 + 2 圖書館服務與資源介紹

活動場次 9.12 (五) 9.23 (六)

近期熱門活動 1 2 3 4 5 6 more

推薦服務

統計數據

### Getting Started with NTU Library



If you have questions about NTU Library's resources, this article may serve as a guide to help you by introducing the use of NTU resources. <更多推薦>

1 2 3 4 5

## 常用服務

詳細開放時間 學期中(103.9.15~104.1.18) 圖書館行事曆

- 校外連線說明
- 借閱規則
- 考古題
- 圖書館利用講習
- 圖書館導覽服務
- 數位學習網
- 資料庫指引
- 論文繳交及離校手續
- 校內圖書代借服務
- 館際合作服務
- 筆記型電腦使用及上網
- 連絡學科館員
- 查詢個人借閱紀錄
- 失物招領查詢

## 最新消息

- ▶ [公告]9月15日9點15分辜振甫先生紀念圖書館開始試營運！
- ▶ [徵才] 臺大圖書館特藏組誠徵計畫助理1名
- ▶ 因鳳凰颱風來襲，臺北市政府宣布今晚停止上班上課，總圖自習室僅開放至下午5點
- ▶ [公告] 化學系圖書室即日起至 10 月 14 日開館時間調整公告
- ▶ [活動] 燃燒學習小宇宙!! 資料庫講習課程2014秋季班
- ▶ 公告：2014/9/28圖書館清理傘架
- ▶ [公告]2014/9/28(週日)圖書館清理木製開放式置物架
- ▶ [活動] 屠龍戰記電子書尋寶活動，等你来挑戰!

more

News

5/2012



Library Catalog ▾

Special Collections ▾

E-Resources ▾

Services ▾

Publications ▾

About ▾

## Quick Search

Books ezTulips Articles Website

Keyword ▾

submit

View Ent ▾

☐ Limit results to available items

-Library Catalog (TULIPS) / View Your Circulation Record

## Frequent Services

- ▶ Hours
- ▶ E-Learning Center
- ▶ Subject Librarians
- ▶ Loan Policy
- ▶ Circulation Services
- ▶ Applying for Library Cards
- ▶ Readers Services
- ▶ Off-campus Connection Services

## New Books

- General Works
- Music/Fine Arts
- Language and Literature
- Commerce/Finance
- Science >>more

## Other Branch Libraries

- ▶ Law & Social Sci. Library
- ▶ Medical Library
- ▶ Gallery of NTU History
- ▶ NTU Museums
- ▶ Taiwan Indigenous Peoples Resource Center



▶ Subscribe for e-paper

正為文獻查詢與管理苦惱的您，一定要來參加！

# HELP講堂

學習Web of Science、Scopus、EndNote等文獻查詢與管理工具的快速補給站！

想學習用各種資料庫作文獻查詢？  
想學習用EndNote作文獻管理？

## 讓圖書館來HELP您！

1 2 3 4 5 6 7 more

### services

#### Reference Services

Librarians are available to provide research assistance, including the information of the...

1 2

## NEWS

[Notice] Library Closed and Services Interrupted on August 10th

2013-08-05 10:36

[Notice] Library Closing Notice

2013-07-12 09:56

[Notice] Main Library is closed on JUNE 12, Dragon Boat Festival

2013-06-11 12:34

Book Return Services Counter in Main library will be closed on May 31

2013-05-27 10:21

[Notice] Undergraduate students and staff can borrow up to 30 items

2013-05-21 16:33

[Notice] Main Library Hours change(2013/4/3-2013/4/5)

2013-03-27 13:24

1 2 3 next > last >

5/2012

amber

- My account
- Wallpaper
- 桌布
- Create content
- Administer
  - Content management
    - Books
    - Content
    - Content Templates
    - Content types
    - Date Tools
    - Import content
    - Post settings
    - RSS publishing
    - Taxonomy
  - Site building
  - Site configuration
  - User management

Home > Administer > Content management

## Content

[\[more help...\]](#)

Show only items where

**language is English**

and where ☒ status is      
☐ type   
☐ category


Update options

<input type="checkbox"/> Title	Type	Author	Status	Language	Operations
<input type="checkbox"/> NTU Library Books Recommendation System	02.一般頁面	yichen	published	English	<a href="#">edit</a>
<input type="checkbox"/> Other Branch Libraries	02.一般頁面	yichen	published	English	<a href="#">edit</a>
<input type="checkbox"/> Using Library E-Resources FAQ	02.一般頁面	amber	published	English	<a href="#">edit</a>

Web Content Management System

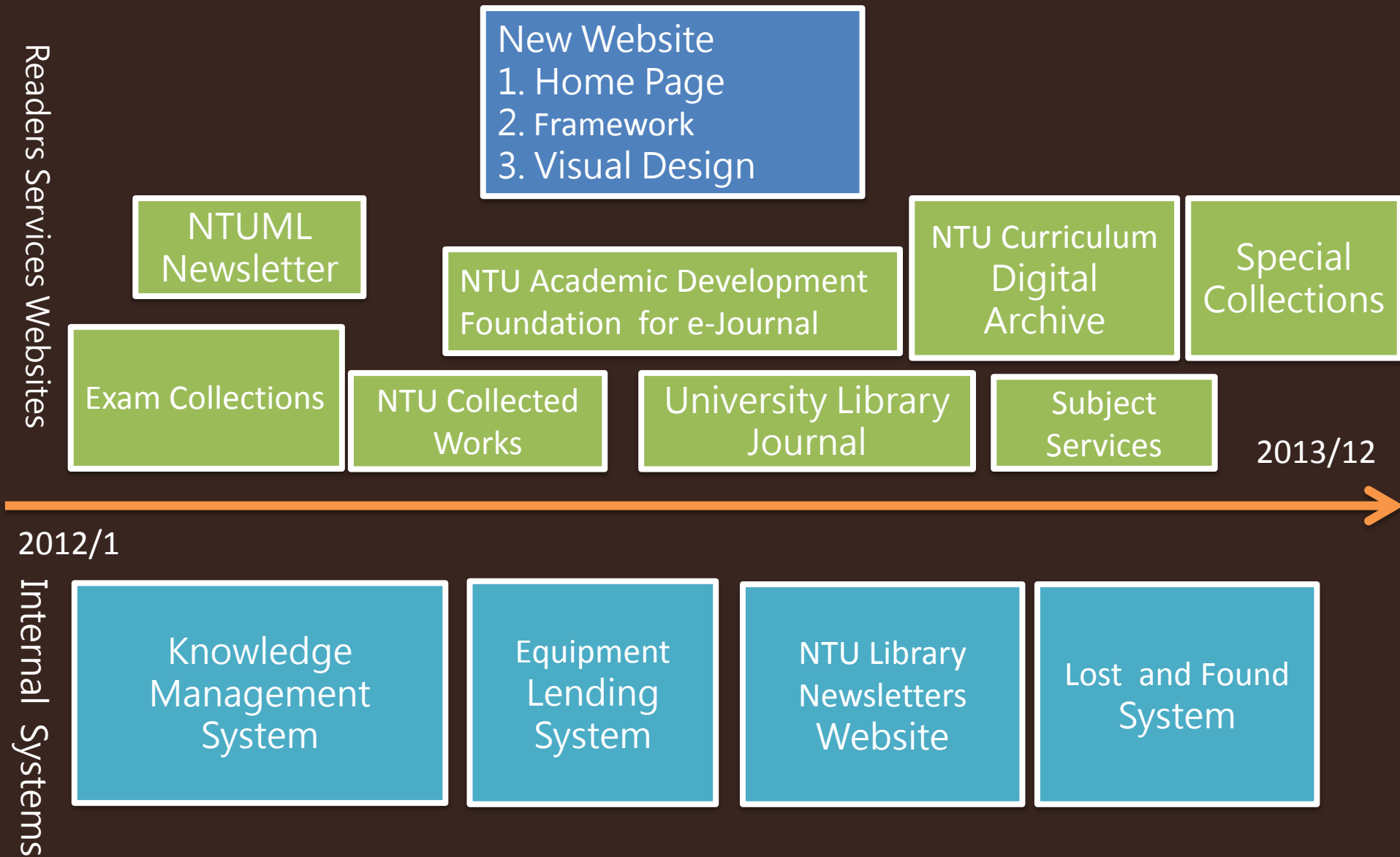
# 2010-2011 Website Page Views TOP10

Behavior	1/2010~8/2011
Page	<ol style="list-style-type: none"><li>1. Home</li><li>2. <b>Exam Collections</b></li><li>3. Network</li><li>4. Hours</li><li>5. <b>e-Books</b></li><li>6. English Home</li><li>7. <b>Library Catalog</b></li><li>8. Introduction</li><li>9. FAQ</li><li>10. Delivery Book Service</li></ol>



Develop websites database based on the page views ranking.

# Completed Items in Phase 1





# Completed Items in Phase 1

Readers Services Websites



2012/1

2013/12

Internal Systems





# Sub-Website

Pageviews 2012/7-2014/7



# 2014 Website Page Views TOP10

**\*Does not include sub-websites.**

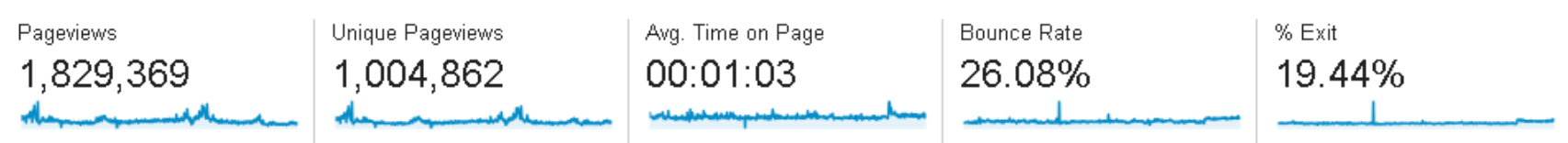
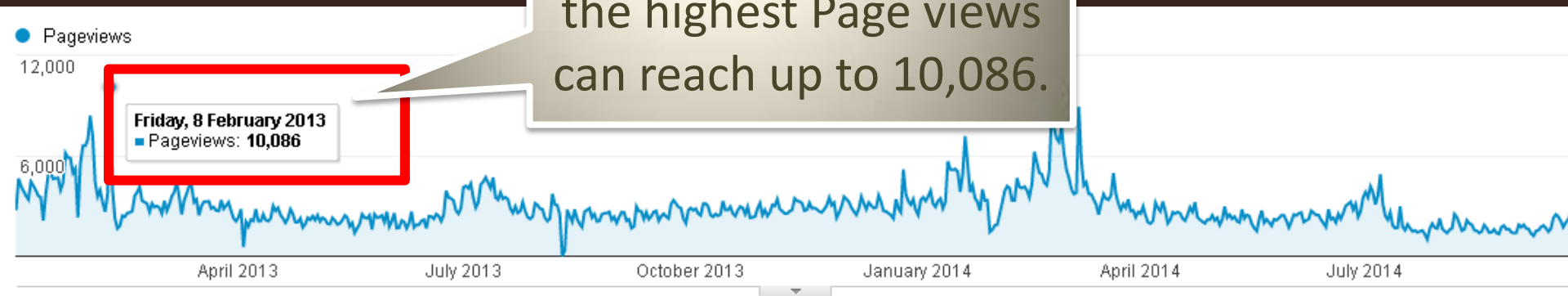
Behavior	1/2010~8/2011	1/2013~8/2014
Page	<ol style="list-style-type: none"><li>1. Home</li><li>2. <b>Exam Collections</b></li><li>3. Network</li><li>4. Hours</li><li>5. e-Books</li><li>6. <b>English Home</b></li><li>7. Library Catalog</li><li>8. <b>Introduction</b></li><li>9. <b>FAQ</b></li><li>10. <b>Delivery Book Service</b></li></ol>	<ol style="list-style-type: none"><li>1. Home</li><li>2. <b>e-Resources</b></li><li>3. <b>Statistics</b></li><li>4. Network</li><li>5. Hours</li><li>6. Library Catalog</li><li>7. <b>Graduation Procedure</b></li><li>8. e-Books</li><li>9. <b>Off-campus Internet Connection</b></li><li>10. <b>Student Information Web Services</b></li></ol>

# Exam Collections Page Views

Why the Exam Collections did not appear on TOP10 Page Views in 2014?

**Because** the Exam Collections was developed into a sub-website.

During exam period,  
the highest Page views  
can reach up to 10,086.



# Real-time Statistics



國立臺灣大學圖書館  
NATIONAL TAIWAN UNIVERSITY  
LIBRARY



目前總圖在館人數：347

繁體中文 | English |

教師 | 學生 | 校友 | 訪客 | 職員 |

回首頁 | 臺灣大學 | 網站地圖 | 站內搜尋 | 常見問題 | 行動版 |

電子資源 ▾

服務項目 ▾

推廣活動 ▾

關於本館 ▾

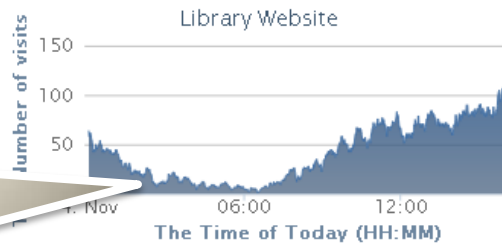
捐贈活動 ▾

Current Number of  
People in the  
Library

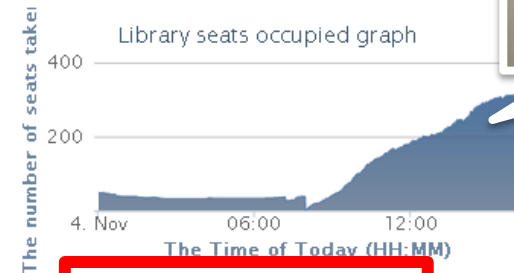
in Statistics  
Web browser or IE with Document Mode 9.0 or newer is  
recommended.  
(How to switch between Document Modes in Internet Explorer?)  
Time of stats:2014-10-04 16:07:47

Current occupied  
seats and  
Available seats

Active Users  
on WebSite

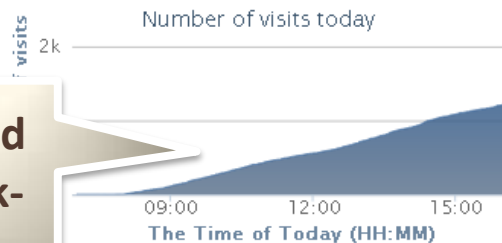


Current online user number:82

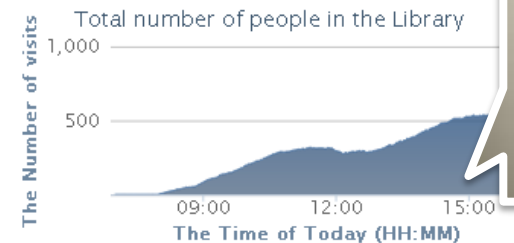


Current occupied seats:307  
Available seats:521

The Accumulated  
Number of Walk-  
in Readers



Number of visits today:1227



Current number of people:549

Current Number  
of People in the  
Library

# Increase of Most Used Services Page Views

Most Used Services are placed on the Homepage which leads to the increase of its page views.  
(i.e Graduation Procedure )



# **Library Automation System**

## **Maintenance and Value-added Services**







2012/1

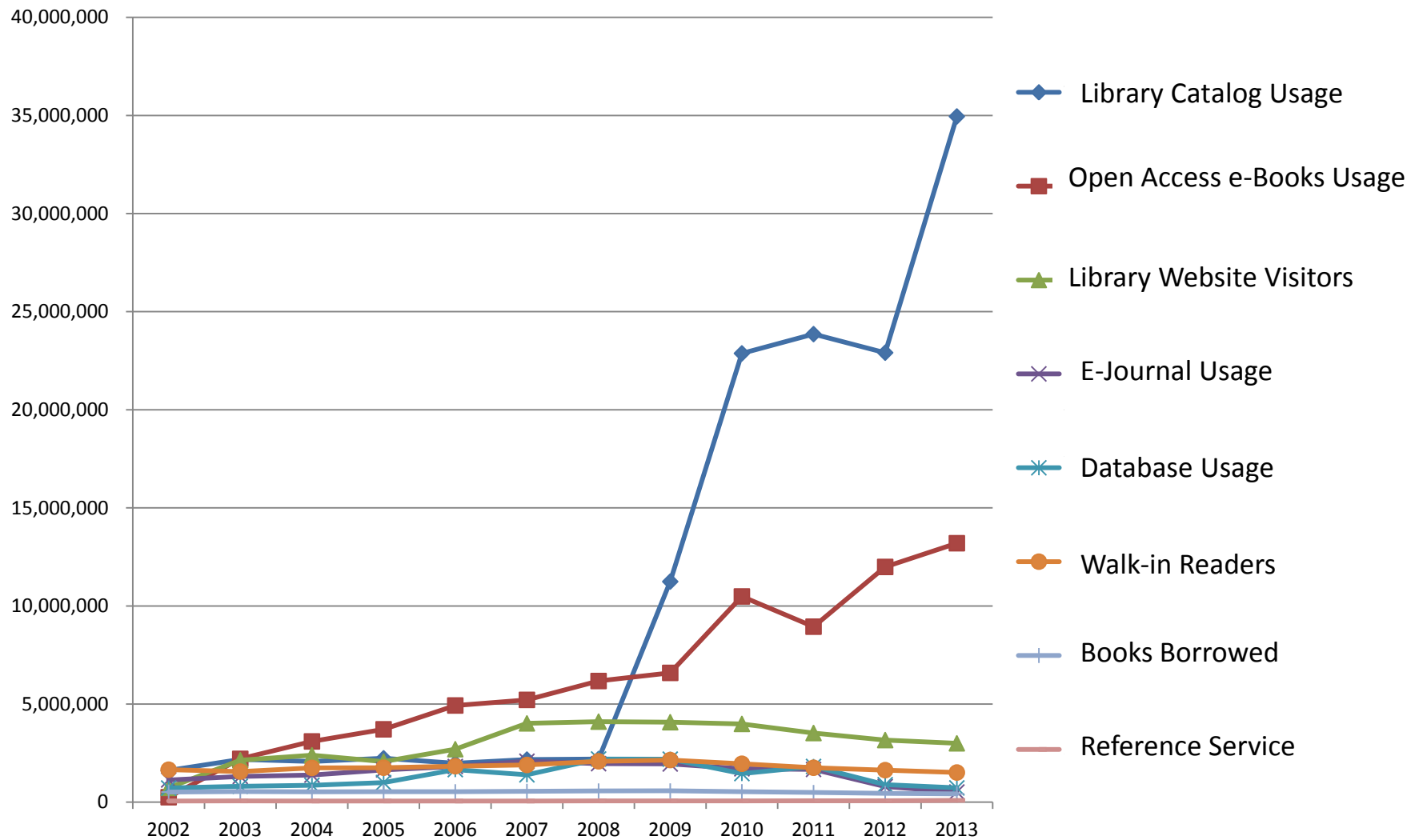


2014

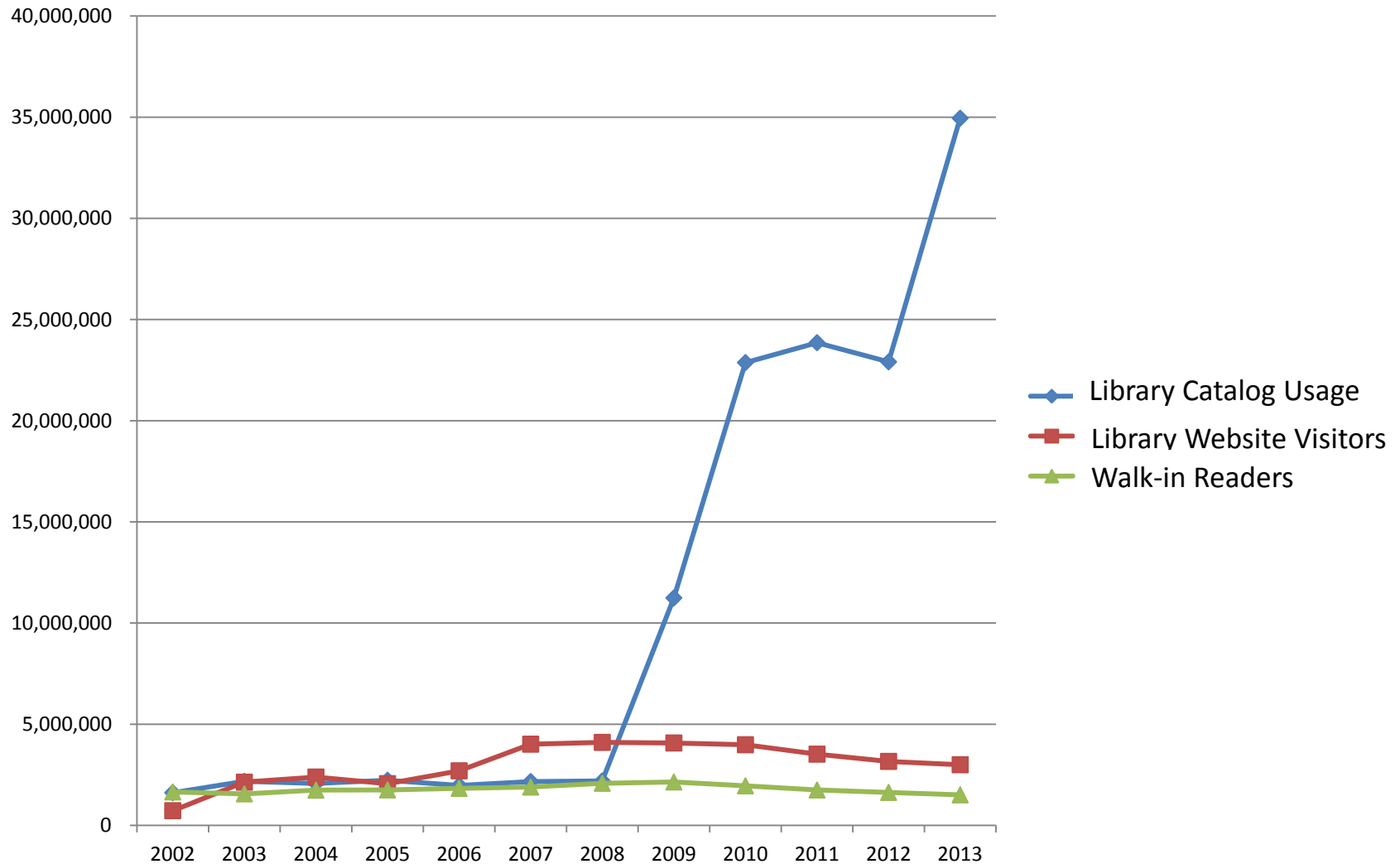




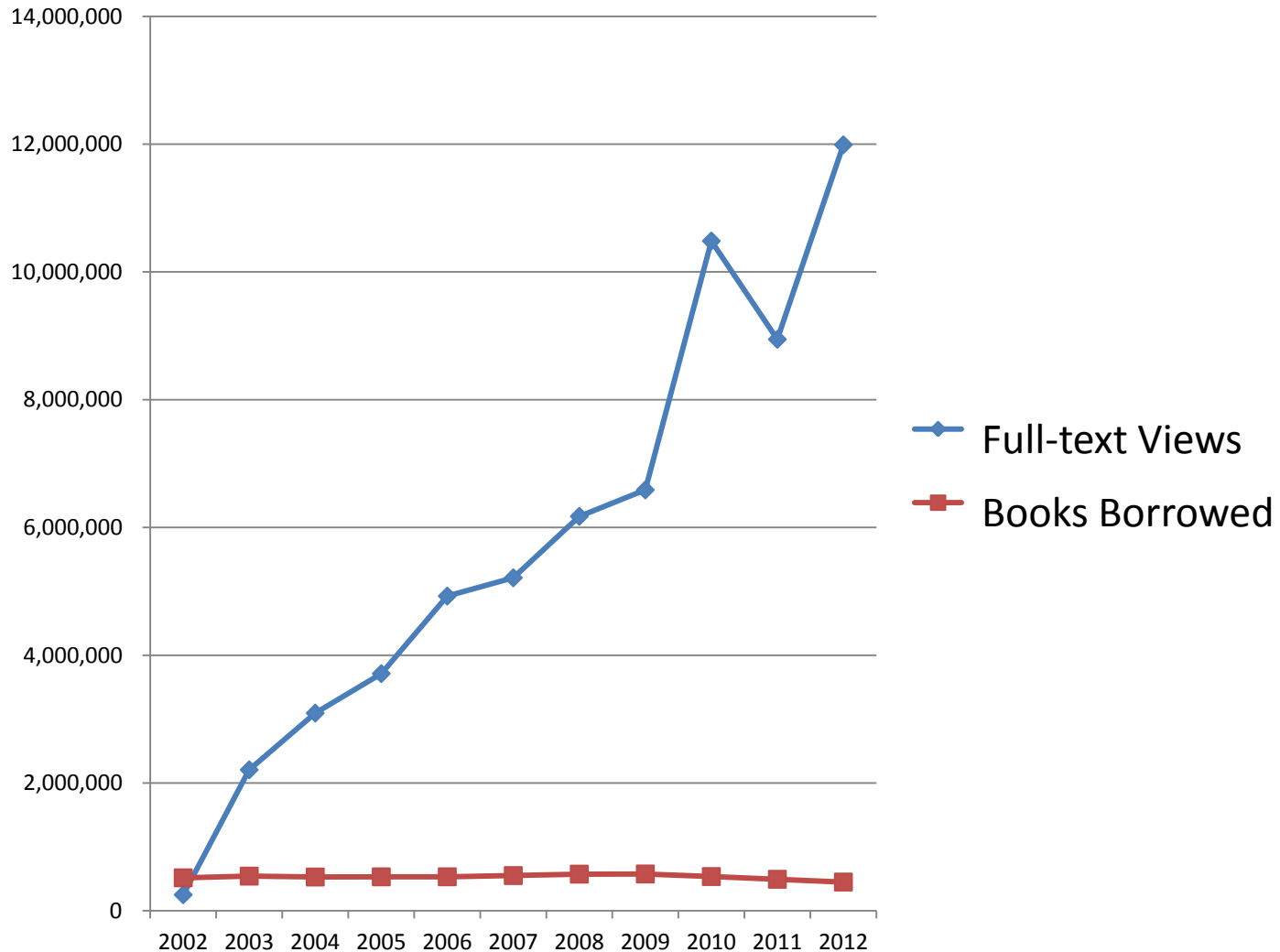
# NTU Library Service Statistics



# Library Catalog System and Library Website



# Full-text Views and Books Borrowed



# Information System Development and Maintenance

E-workflow System

Readers Service System

Digital Resource Management System

# Information System Development

## NTU Library In-house Projects

### Readers Service Tools :

1. **QR Code** - Scan QR Code to quickly obtain the title and other information.
2. **Opinion** - Reading experience sharing
3. **Bookmark** - Share catalogs on social media
4. MetaCat (Union Catalog)
5. EndNote Tool
6. **Troubleshooting** - User Feedback



# Subject References

資料查詢(書名關鍵字, ISBN):  查詢/瀏覽全部 重新輸入

<< 上一頁 1 2 3 4 5 6 7 8 9 ... 更多 下一頁 >>

	Global economic prospects and the developing countries. 1991 HC59.69 G58
	International direct investment statistics yearbook =Annuaire des statistiques d'investissement direct international 1993 HG4583 I58
	Macroeconomics Barro Robert J, 1997 HB172.5 B36
	Annual review of development effectiveness 1998 HG3881.5.W57 E93
	Brookings trade forum. 1998 HF1371 B76
	Atlas of global issues. 2007 G1046.E1 A85
	Technical analysis demystified Brown Constance M, 2008 HG4529 B7633
	The offshore nation strategies for success in global outsourcing Vashistha Atul, 2006 HD2365 V37
	International business law environments and transactions Willes John H, 2005 K1030 W55

In-house-developed  
subject catalogue  
presented by  
webpage

International direct investment statistics yearbook =Annuaire des statistiques d'investissement direct international 1993  
HG4583 I56

Macroeconomics

書名	Atlas of global issues.
出版者	Collins
ISBN	0007243170
EAN	9780007243174
<a href="#">各大館藏</a> <a href="#">各大電子書</a> <a href="#">Search in Amazon</a> <a href="#">Search in FindBook</a>	

Atlas of global issues. 2007  
G1046.E1 A85

Technical analysis demystified  
Brown Constance M, 2008  
HG4529 B7633

# Digital Resource Management System

NTU Institutional Repository

The screenshot displays the NTU Institutional Repository website. At the top, the NTU logo and name are visible, along with navigation links for English, 正體中文, and 簡體中文. A statistics bar shows 74473/200100 (37%) items with full text, 10334954 visitors, and 348 online users. The main navigation bar includes a search box and links for Login, Upload, Help, About, and Administer. The left sidebar contains sections for BROWSE ALL (with filters for Communities & Collections, Title, Date, Authors, and Data Type), NEWS AND ACTIVITIES (listing recent events and updates), and RELEVANT LINK (providing links to various institutional resources). The main content area, titled 'NTUR > Home', lists various academic departments and their item counts, such as College of Liberal Arts (2942/13869), College of Science (12829/25598), College of Social Science (2885/11153), College of Medicine (6513/33225), University Hospital (2212/8075), School of Dentistry (477/1778), School of Veterinary Medicine National Taiwan University (412/1856), College of Engineering (13910/29460), College of Bioresources and Agriculture (6435/21345), College of Management (4104/9231), College of Public Health (2890/6701), College of Electrical Engineering and Computer Science (13847/20703), College of Law (1170/5500), College of Life Science (4912/11284), and Other Faculties and Departments (556/2188). A right sidebar provides statistics on item counts issued in 3 years (5611/2.81%), items with fulltext (74473/37.22%), download counts of the item (download times greater than 0: 74473/100.00%, download times greater than 100: 59740/80.22%), and total bitstream download counts (23750385). The last update is noted as 2014-09-25 15:00. The footer contains copyright information for Ospace Software (2002-2004 MIT & Hewlett-Packard) and NTU Library IR team (2009-2014).

NTU staff and professor papers collection: 198,202 records.



# Digital Resource Management System

NTU Library Open Access e-Books

國立臺灣大學圖書館 公開取用電子書  
NATIONAL TAIWAN UNIVERSITY LIBRARY OPEN ACCESS E-BOOKS

使用手冊 | 常見問題 | 圖書編目與電子書 | 圖書館首頁 | 意見箱 | 聯絡我們 | 技術支援 | 訪客人數: 28475

目前總共有223441本公開取用電子書供您閱讀。

**主題分類**

- 人文藝術 (3718)
- 文學小說 (3433)
- 醫學生命科學 (10577)
- 字詞工具書 (417)
- 資訊 數據 工程 (28779)
- 法律政治社會 (16725)

**政府資源**

- 年報 (465)
- 施政計畫 (2554)
- 工作手冊 (545)
- 調查報告 (547)
- 政府出版物 (4144)
- 論文集 (435)
- 出版報告 (21522)
- 研究報告 (7584)
- 統計資料 (29425)
- 教務 (1366)

**博碩士論文**

- 中山大學 (3385)
- 世新大學 (1046)
- 日本國會圖書館 (14553)

**關鍵字搜尋**

電子書分類

分類路徑: [主頁](#) > [資訊 數據 工程](#)

[建築工程](#) (4722) [天文](#) (257) [占星](#) (1043) [靈驗通山](#) (3954) [靈驗通城](#) (4042) [環星](#) (3163) [地理資訊](#) (2294) [地圖](#) (485) [物理](#) (1416) [科學](#) (2274) [交通運輸](#) (5213)

**搜尋結果**

您查詢分類<[資訊 數據 工程](#)>共有 38343 筆相關書目如下:

[1] 2 3 4 5 6 7 8 9 > 22

**Aeroplanes** [\[詳細說明\]](#)  
作者 / Zerbe, James Slough. 1850-  
出處 / [Project Gutenberg](#)  
...The Project Gutenberg Etext of Aeroplanes, by J. S. Zerbe... Copyright laws are changing all over the world, be sure to check the copyright laws for your country before posting these files! Please take a look at the important information...

**Biodiversity** [\[詳細說明\]](#)  
作者 / E. O. Wilson. Harvard University, Editor: National Academy of Sciences/Smithsonian Institution  
出版年 / 1988  
出處 / [The National Academy Press](#)  
...Biodiversity 著 Biodiversity 作 者 E. O. Wilson, Harvard University, Editor: National Academy of Sciences/Smithsonian Institution 出版年: 1988 Front Matter (R1-R14) The Current State of Biological Diversity (1-18) Part 1. Challenges to the Preservation...

**Alexander's Bridge** [\[詳細說明\]](#)  
作者 / Cather, Willa Sibert. 1873-1947  
出處 / [Project Gutenberg](#)  
...Alexander's Bridge, by Willa Cather The Project Gutenberg EBook of Alexander's Bridge and The Barrel Organ, by Willa Cather and Alfred Noyes This eBook is for the use of anyone anywhere at no cost and with almost no restrictions whatsoever...

**Aviation Accident Report** [\[詳細說明\]](#)  
出版年 / 2005  
出處 / [National Transportation Safety Board](#)  
...T L A N O T I A National Transportation Safety Board LURBUS UNUM Washington, D.C. 20594 N R S P O R T P A E T A I O N N S D A R F A E Aviation Accident Brief O T B Y Accident Number: NYC05MA039 Operator: Lifefleet, Inc. Aircraft and Registration: Euro...

Open Access e-Books Collection: 110,074 records

# Digital Resource Management System

## NTU Web Archiving System

Archive government agencies, contemporary events and NTU websites: 6,168 websites, 22,245 website versions.

## NTU Scholars Gateway



## 臺灣大學網站典藏庫 NTU Web Archiving System

### 典藏縮影



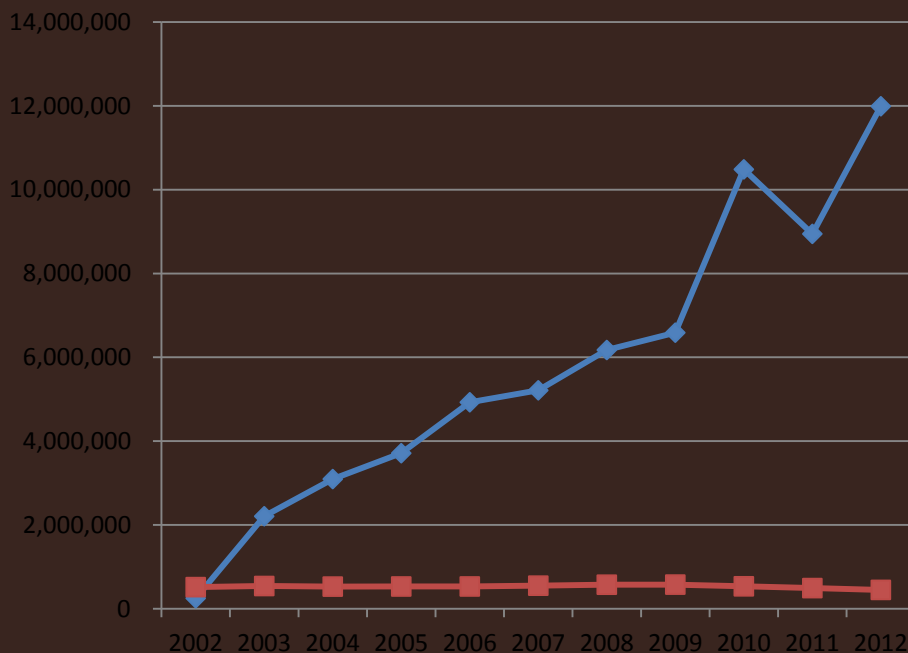
## National Taiwan University Scholar Gateway

NTUSG, established by NTU Library, is a free online service that helps you to find the best web resources for your studies and research.

# New Challenges



# New Challenges



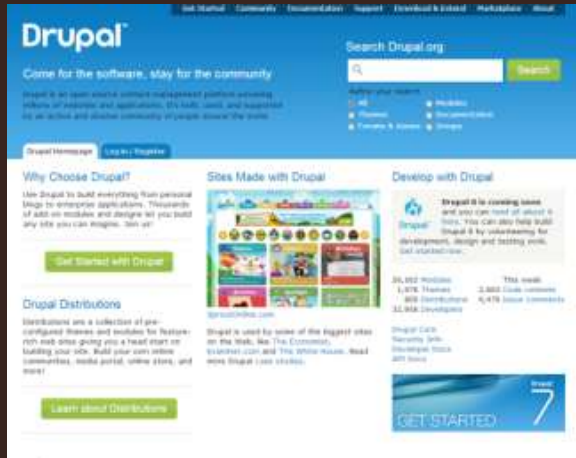
## New Challenges

1. Increasing website usage
2. Different system vendors
3. Saturation of walk-in readers
4. Increasing special collections
5. Increasing mobile devices
6. Increasing foreign students

# New Challenges

## The difficulties of open source CMS and Responsive Web Design

1. Conflicts between the Drupal system modules
2. UI designs for different devices
3. Conflicts between JavaScript and open source
4. Issues with browsing speed



# New Challenges

1. Different databases have different licensing requirements, which is difficult for application development.
2. Drupal has a different interface from other systems.
3. Hard to integrate many system platforms.





# New Challenges



目前總圖在館人數：0

繁體中文 | English

教師 | 學生 | 校友 | 訪客 | 職員

回首頁 | 臺灣大學 | 網站地圖 | 站內搜尋 | 常問問題 | 行動版

館藏資源 ▾

特色館藏

電子資源 ▾

服務項目 ▾

推廣活動 ▾

關於本館 ▾

捐贈活動 ▾

Challenging main  
menu simplification

閱覽服務

學科服務

參考諮詢服務

圖書推薦服務

論文繳交及離校手續

館際合作服務

導覽服務

圖書館利用講習

數位學習網

多媒體服務

場地及設備服務

失物招領

服務

開放時間 學期中(103.9.15~104.1.18) 圖書館行事曆

連線說明

▶ 論文繳交及離校手續

規則

▶ 校內圖書代借服務

題

▶ 館際合作服務

館利用講習

▶ 筆記型電腦使用及上網

館導覽服務

▶ 連絡學科館員

學習網

▶ 查詢個人借閱紀錄

庫指引

▶ 失物招領查詢

新到資料 RSS

- 本週全部新書目錄
  - 音樂/建築/雕塑/書畫
  - 小說/文學/中國文學
  - 社會科學/教育/法律/經濟
- RSS說明 >>more

分館與其它



消息

告]9月15日9點15分辜振甫先生紀念圖書館開始試營

用資料庫：中國統計年鑑資料庫

程] 數位學習不出門，行動講堂《生活英語補給站 II》  
果！

用資料庫：國文天地雜誌資料庫、華文雜誌知識庫兩種  
料庫

件1、《大學圖書館》103年第2期上線





Future Development

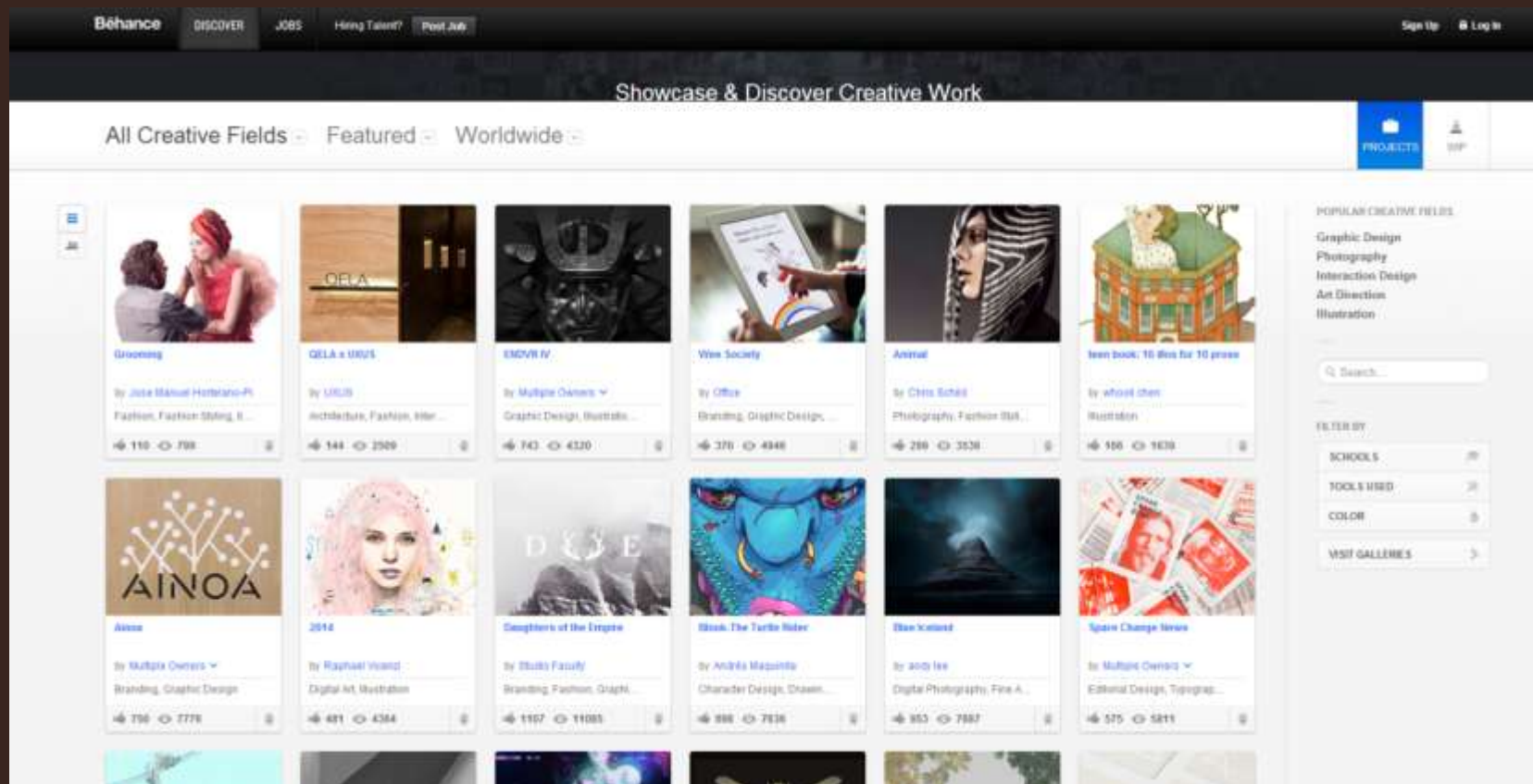
# Phase 2 Goals

## 2014 Phase 2 Goals :

- Structural adjustment
- Content re-profiling
- More statistics for decision making
- Improving visual design
- Public data gathering, using, linking
- Opening data and Library API

# Website Design Trends

1. Responsive Web Design
2. Visual Image Design



# Future Development-Special Collections

## Ex. Future Development

1. Use images to attract readers
2. UI designs for different devices
3. Use tags to label information
4. Single-window Search Platform



# Future Development-Online Service Procedure

## Ex. Service-Interlibrary Loan

[文獻複印傳遞](#) | [圖書代借代還](#) | [自行前往他館借書](#) | [館際合作Q&A](#)

館際合作服務 / 文獻複印傳遞服務

1. 期刊文獻 (詳細說明) | [提出申請 \(JADE 服務\)](#) | 中文期刊建議使用NDDS。 (建議使用IE7.0操作本系統)
2. 學位論文 (詳細說明) | [提出申請](#)
3. 圖書、會議論文、研究報告 (詳細說明) | [提出申請](#)
4. 大陸地區 (詳細說明) | [提出申請](#)

【期刊文獻】

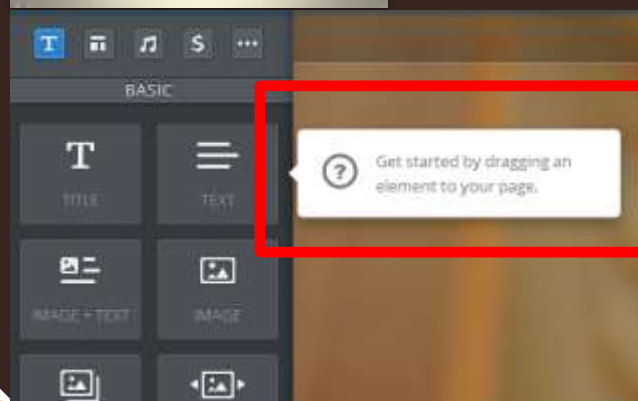
1) 使用系統：  
若您所需的期刊文章，圖書館未有紙本館藏或電子資源，請利用 [期刊文獻快速服務 \(Journal Article Delivery Express, JADE\)](#) 申請文獻複印傳遞 (建議使用IE7.0操作本系統) (限本校教職員工生使用，以計中帳號進行認證)

2) 申請步驟：  
a. 查詢本館館藏目錄，確認本館無典藏您所需期刊。  
b. 提出申請：點選期刊文獻快速服務 (Journal Article Delivery Express, JADE) 並以您的計中帳號登入，填寫資料。  
c. 為加快處理度，請提供該期刊之ISSN。  
d. 接獲E-Mail取件通知後，至總圖一樓流通櫃臺繳款取件。  
(醫圖讀者請至醫圖一樓流通臺、法社分館讀者請至法社分館一樓參考諮詢臺繳款取件)

3) 處理速度：  
a. 上列JADE服務係連接美國RAPID ILL系統，其處理時間約1-3天，視各單位期刊度藏單位處理狀況而定。  
b. 無法透過RAPID ILL系統獲得之文獻，約需2-4週，視提供單位處理狀況與傳遞方式而定。

4) 費用：  
a. 透過RAPID ILL系統取得之期刊文獻，以每頁5元計費。(按文章原始頁數)  
b. 轉至NDDS系統之申請件，計價方是以各圖書館收費標準為主。  
c. 若無法透過RAPID ILL系統獲得，經申請者同意後，透過其他館際合作單位如大英圖書館等單位購買取得，每篇550元(不計頁數)。

### 1. Step by step



### 2. Labeling Process Procedure

#### Steps

A set of step

Shipping

Billing

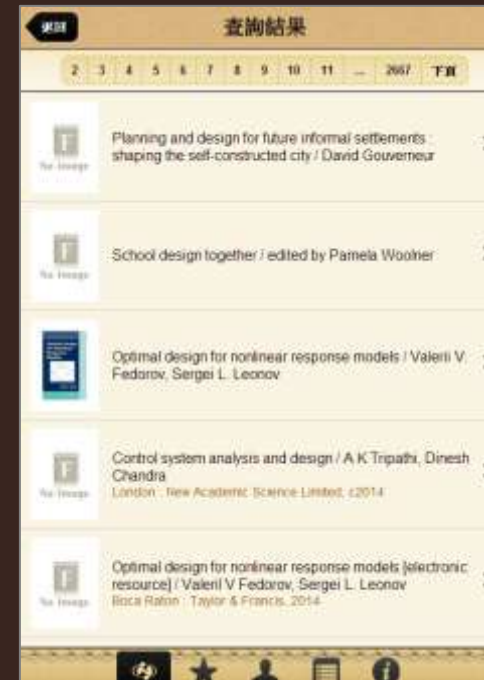
Confirm Order

Complete

### 3. Describing content while the procedure is progressing.

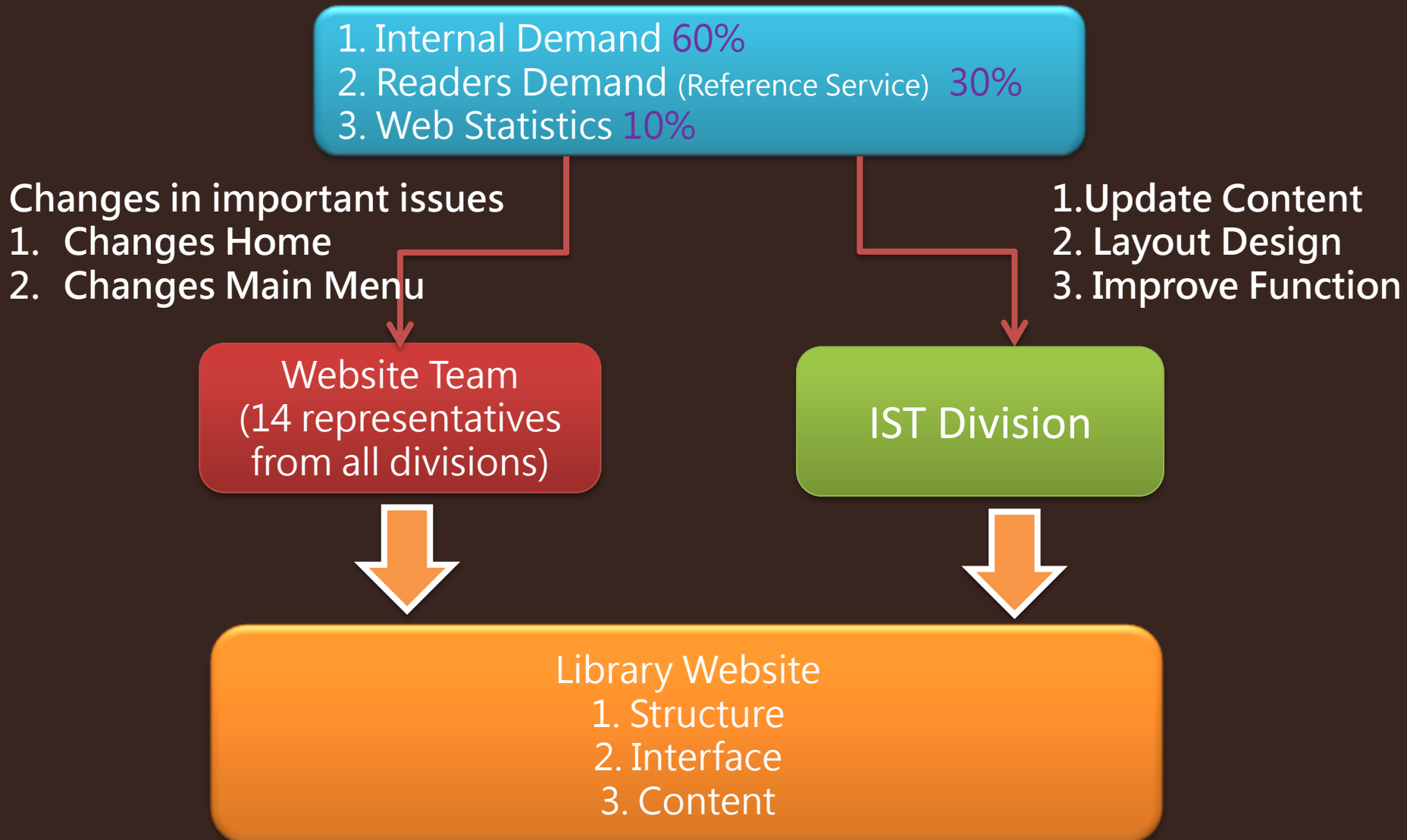


# Future Development-Mobile Service

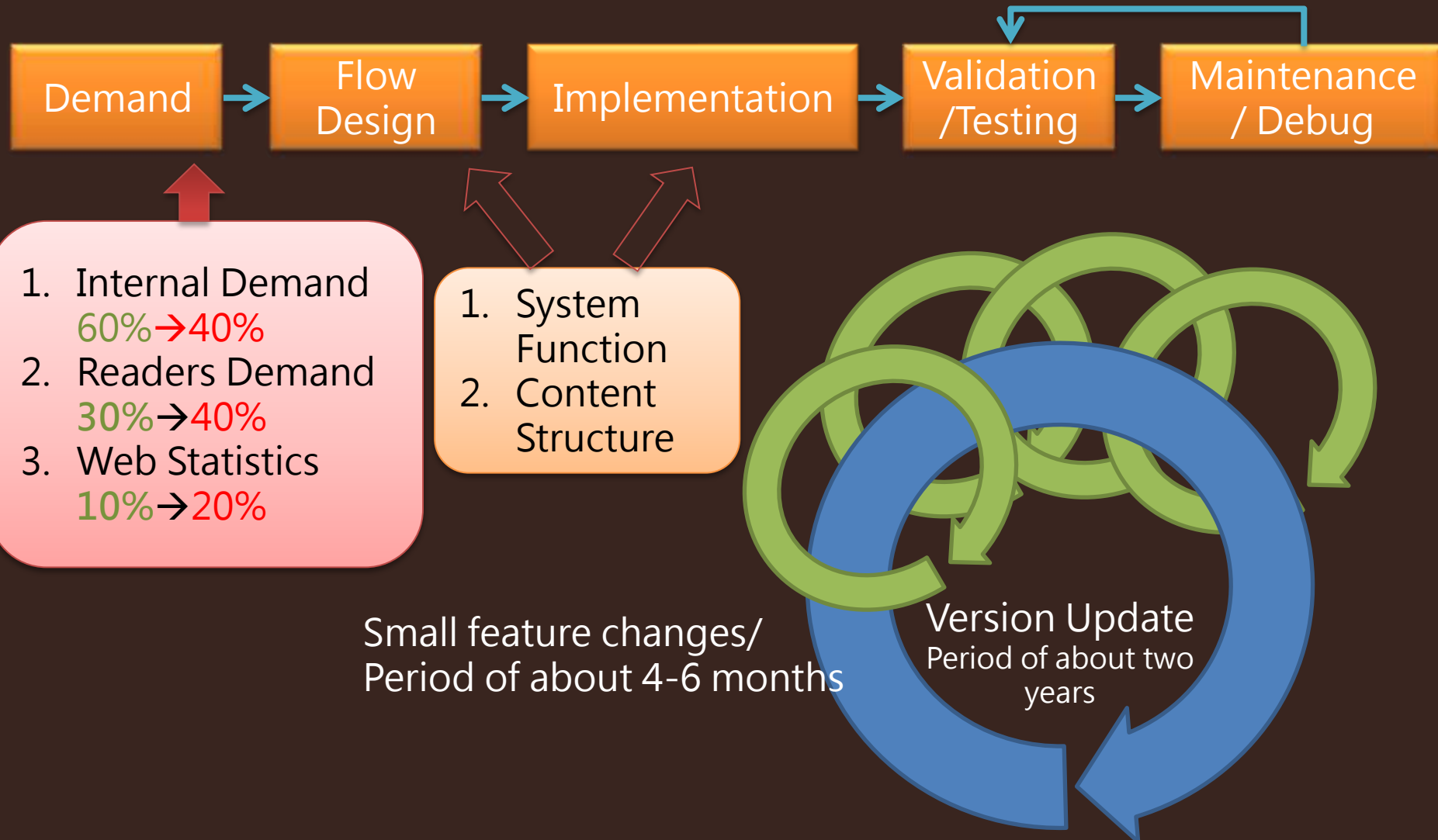




# Current Operating Mode



# Future Development - Development Patterns and Cycles



Thank you for listening!

