

公務出國或赴大陸地區報告提要

出國或赴大陸地區報告名稱：「參加第80屆國際圖書館協會聯盟(IFLA)會議及參訪圖書館」報告 含附件： ☒ 是（參展海報、照片、論文簡報） ☐ 否	
出國計畫主辦機關：臺北市立圖書館 聯絡人：甘婕人 電話：02-27552823#2411	
出國人員姓名/服務機關/單位/職稱/電話 洪世昌/臺北市立圖書館/館長/02-27552823#2701 何健豪/臺北市立圖書館/分館主任/02-25148443	
出國類別： ☒ 1出席國際會議 ☐ 2表演 ☐ 3比賽 ☐ 4競技 ☐ 5洽展 ☐ 6海外檢測 ☐ 其他	
出國期間：103.8.15~103.8.24	出國地區：法國里昂市
內容摘要：(300至500字) 2014年IFLA(International Federation of Library Associations and Institutions)國際圖書館協會聯盟年會於法國里昂市舉辦，本屆會議主題為「知識會聚，從圖書館、公民意識及社會三種面向出發」(Libraries, Citizens, Societies: Confluence for Knowledge)，並呼應環境價值觀及理念，如反對歧視、知識近用等。每年IFLA年會舉行時，亦同步舉行海報展，臺北市立圖書館為IFLA會員，今年度除獲選參加海報展外，亦在大會中發表研究論文。 本年度參展海報主題為《Reading On The Way》，以圖文並茂方式，介紹臺北市立圖書館於近年提出的創新服務，包括公車圖書館、智慧圖書館、全自動借書站及E-Library。各國圖書資訊專業人員，對於臺北市立圖書館結合新科技及資訊技術，提供嶄新的讀者服務十分肯定。 論文發表主題為《Assessment of the benefits of Taipei Public Library Intelligent Libraries and “FastBook” Automatic Book Lending Stations》，分析臺北市立圖書館智慧圖書館及全自動借書站的使用效益及讀者滿意度。從結果來看，多數讀者對於此二項創新服務感到滿意，不僅提升了讀者使用圖書館的意願，也增加了書籍流通冊數。 會議期間，由本館洪世昌館長以英文作論文發表及何健豪主任以英文進行海報解說，藉此機會將臺北市近年為書香城市所做的努力，呈現於國際社群。洪館長於論文發表時亦藉機會行銷臺北市，將臺北市近年於公共建設及城市特色展現於國際舞臺。另外，出國人員更利用會議期間參訪里昂公共圖書館（本館圖書交換館）及普羅旺斯公共圖書館，其地方文獻及珍本書收藏、兒童閱讀推廣活動辦理及彈性有活力的館藏空間設計，實值得效仿與學習。	


TAIPEI PUBLIC LIBRARY

Reading on The Way



Bus Library



Subway Library



Mobile Library

The Taipei Public Library (TPL) actively provides the diversity of innovative services to break through the limitations of time and space in order to satisfy the public's multiple borrowing requirements, making reading a part of our daily lives. Immersing ourselves in books creates happiness.

Reading is just on the way everywhere in your life!

Book Road Bus Library

Reading is not limited to libraries. To build a book city for reading everywhere, TPL cooperated with the Taipei City Public Transportation Office of the Department of Transportation to provide the domestic and overseas activity entitled "Taipei, Bus and Happy Reading - Bus Library". TPL has selected Taipei Bus routes with 63 buses to provide services that began on Dec. 1, 2012, having circulated a total of 70,762 books through Mar. 1, 2014. This service allows passengers to borrow books without a library card for a 30-day loan period. When they finish the book, they can return it to any library bus or to any TPL branch library.



Easy Self-Service Subway Library

Beginning in 2003, TPL has chosen crowded and convenient locations to set up its smallest program: libraries in Neihu, Xinyi, Songshan Airport, Solar Library, Baling and East Haven Mall. A total of 587,217 patrons borrowed 1,840,176 books through 2013. Patrons simply place their library card or fingerprint onto a sensor to access the library and use a self-checking machine installed inside the library to borrow good books.



Book ATM "FastBook" Automatic Book Lending Station

"FastBook" has been set up in TPL and is the first self-checking machine with 24-hour service. Since 2012, these machines have been installed at the following sites: Taipei Youth Activity Center, Taipei Railway Station, Taipei City Government, Songshan Railway Station and Neihu. To Service General Hospital. A total of 1,081,006 patrons borrowed 208,342 books through 2013. Just like a book ATM, each book is placed in a transparent window according to serial number, allowing readers not only do their own book borrowing, returning and renewing, they can also return books to any TPL branch library. This service breaks through the limit of library service since it is open around the clock.



A4

21x29.7cm

Information Everywhere Mobile Library

To cope with digital reading requirements, TPL publications and posters all have a built-in QR CODE that allows users to connect to the TPL website via mobile phone to quickly browse or download relevant information. E-books and e-audiobooks purchased by TPL also have a QR CODE in PDF editions and compartments, enabling readers to enjoy the pleasure of reading by mobile devices. In addition to saving reader's searching time, the mobile library also extends the scope of mobile services while reducing paper advertising.





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 Organized by the International Association of Agricultural Librarians and Documentalists (IAALD) in cooperation with the International Association of Agricultural Librarians and Documentalists (IAALD)

附件二：出席海報展、論文發表暨參訪圖書館照片



臺北市立圖書館館長洪世昌與分館主任何健豪於海報展會場



臺北市立圖書館分館主任何健豪於海報展會場解說完畢後與圖資專業人員合照。



臺北市立圖書館分館主任何健豪於海報展會場解說並發放DM。



臺北市立圖書館館長洪世昌於論文發表會場簡介臺北市立圖書館



臺北市立圖書館館長洪世昌於論文發表現場以短片播映方式介紹智慧圖書館及全自動借書站



臺北市立圖書館館長洪世昌於論文發表現場



洪世昌館長致贈里昂公共圖書館Eboli館長臺灣鳳梨酥與臺北101大樓水晶。



法國普羅旺斯公共圖書館”Bibliothèque Mejanès”回收利用保麗龍做移動式館藏佈置，並設計成蜂窩狀。

附件三：論文發表簡報



Assessment of the benefits of Taipei Public Library Intelligent Libraries and “FastBook” Automatic Book Lending Stations

Shih-chang Horng
Director of Taipei Public Library, Taiwan

Taipei Public Library



Where is Taiwan ?



Taipei Public Library



Something about Taipei

- Capital located in Northern Taiwan
- 2.7 million people in 272 km²
- Reliable MRT system
- Highly accessible convenient stores
- Taipei 101, National Palace Museum....
- Delicious snacks and food
- Free Wi-Fi around the city
- Ubike public bike system
- Friendly people and city

Taipei Public Library



Quick facts about Taipei Public Library

- A metropolitan library system founded in 1952 including main library, 55 branches, 7 intelligent libraries and 5 “FastBooks”.
- Collections : 7.1 million items
- Yearly visits : more than 18 million
- Yearly check-outs : 12 million volumes
- Beitou Branch-the 22/25 most fascinating/beautiful public libraries in the world.(by CNN & flavorwire.com)



Taipei Public Library



Knowing Intelligent library & FastBook through videos



← Intelligent library



FastBook →

Taipei Public Library



Snapshot of the intelligent libraries & FastBooks

	Name	Setup time	Space-m ²	collection quantity	Location	Service hours
Intelligent Library	Neihu	07/2005	106	10,200	Shopping Center	06:00-23:00
	Ximen	05/2006	198	15,000	MRT Station	06:00-24:00
	Songshan Airport	06/2011	90	9,700	MRT Station	06:00-24:00
	Solar Library	10/2011	330	21,500	Park	08:30-21:00
	Bailing	12/2012	125	10,100	Elementary School	Mon-Fri 16:30-21:00 weekends & summer 09:00-21:00
	East Metro Mall	01/2013	100	9,100	Metro Mall	06:00-24:00
FastBook Automatic Book Lending Station	The Main Library	04/2011	NA	1,570	The Main Library	24 hrs
	Taipei Railway Station	01/2012	NA	1,800	Railway Station	24 hrs
	Taipei City Hall	01/2013	NA	2,060	Taipei City Hall	07:00-22:00

Taipei Public Library



Person-times of access for intelligent libraries

IL/ Month	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Total	Avg.
IL-4	25,501	20,830	24,437	21,104	22,618	34,168	43,215	41,295	27,172	260,346	26,927
IL-6	2,800	10,026	13,884	13,736	9,353	11,368	13,715	12,177	12,177	99,236	11,026
IL-2	8,254	6,359	6,012	6,103	6,169	7,435	8,822	7,753	7,753	64,660	7,184
IL-5	6,881	2,372	5,966	3,220	3,932	4,452	5,410	7,203	5,705	45,141	5,016
IL-3	4,271	3,815	4,277	3,792	5,185	5,165	6,196	6,029	4,494	43,224	4,803
IL-1	1,751	1,502	1,979	1,913	1,922	1,998	2,916	3,453	1,749	19,183	2,131
Total	49,458	44,904	56,555	49,868	49,179	64,586	80,274	77,910	59,050	531,784	59,087

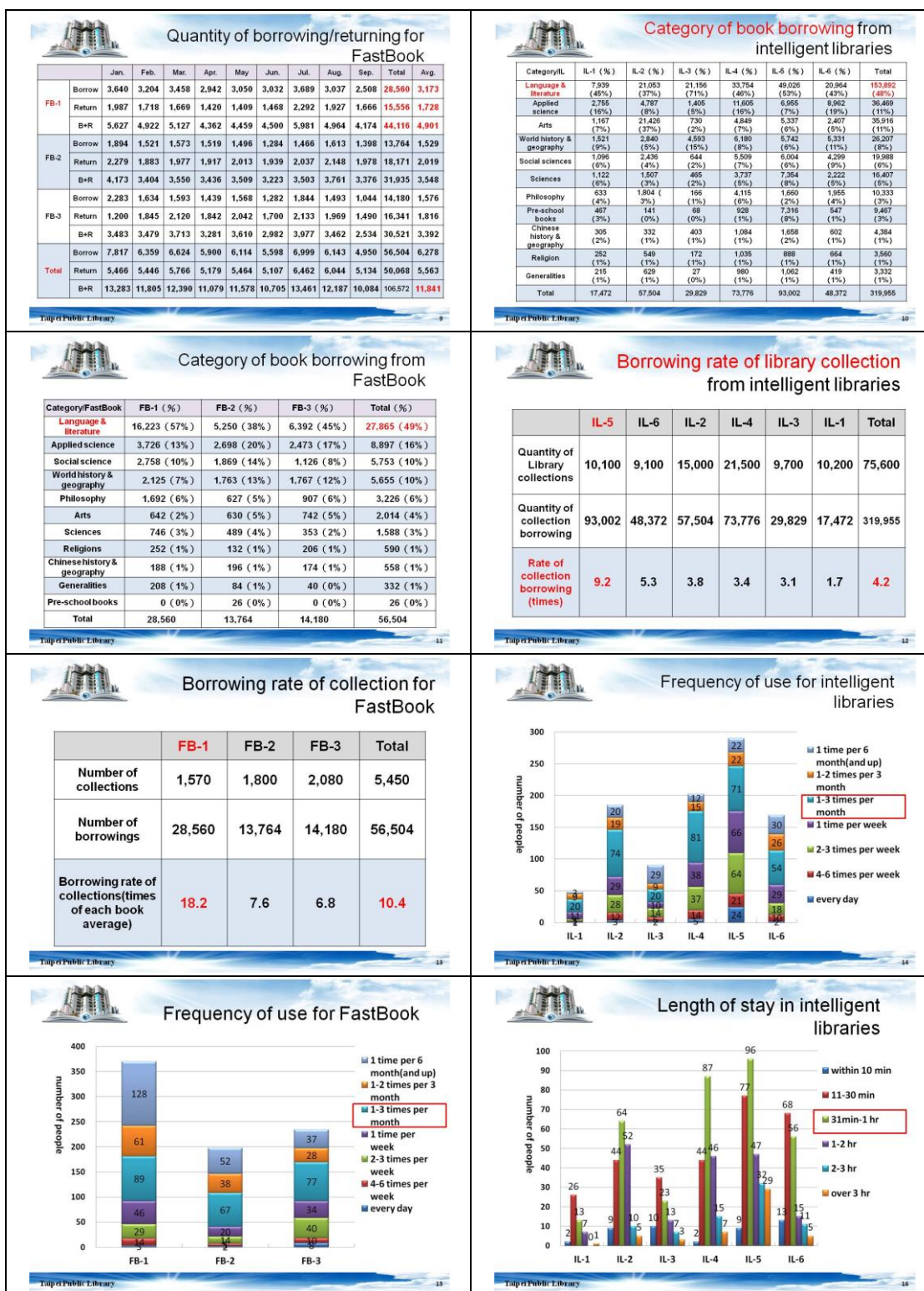
Taipei Public Library

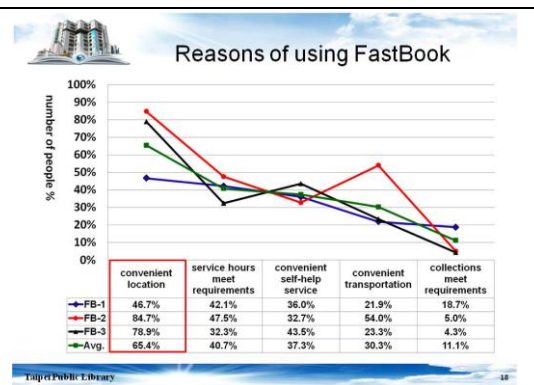
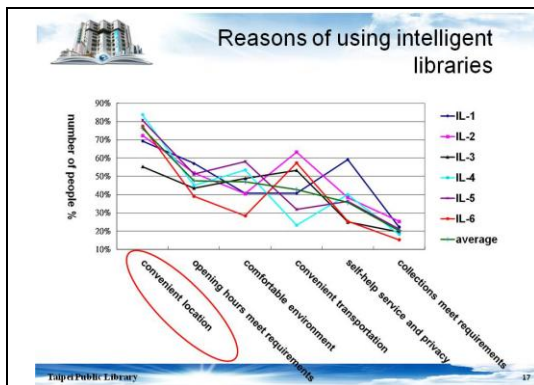


Quantity of book borrowing/returning for intelligent libraries

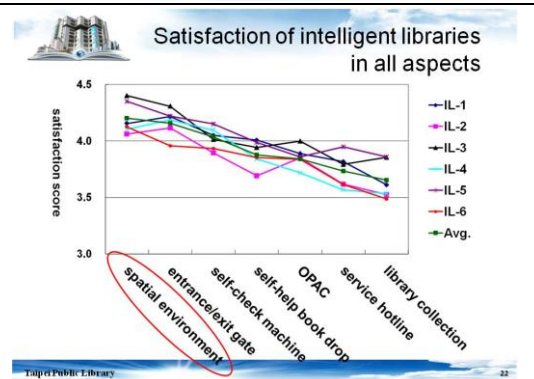
IL / item	Borrow (monthly avg.)	Return (monthly avg.)	Borrow+Return (monthly avg.)
IL-4	73,776 (8,197)	66,661 (7,407)	140,437 (15,604)
IL-5	93,002 (10,334)	33,705 (3,745)	126,707 (14,079)
IL-2	57,504 (6,389)	45,426 (5,047)	102,930 (11,436)
IL-6	48,372 (5,375)	36,992 (4,110)	85,364 (9,485)
IL-3	29,829 (3,314)	21,759 (2,418)	51,588 (5,732)
IL-1	17,472 (1,941)	13,304 (1,478)	30,776 (3,419)
Total	319,955 (35,551)	217,847 (24,205)	537,802 (59,756)

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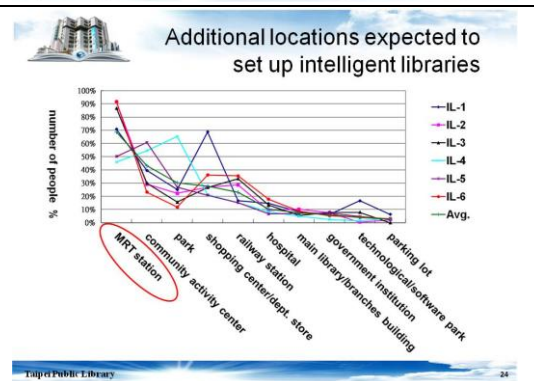




- ### Difficulties encountered in the use of intelligent libraries and FastBook
- **Less than 30%** users encountered difficulties in use of each **intelligent library**(IL-6 10% only); the most often reported difficulty was **"couldn't find needed books"**
 - **Less than 40%** of the users had difficulties in use of **FastBook**; the most often reported difficulty was that they **"were not familiar with operation of machine"**

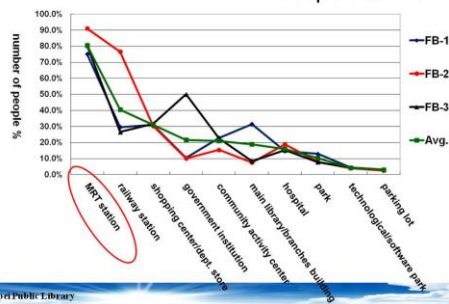


- ### Satisfaction of FastBook in all aspects
- **locations** of FastBook mostly satisfied users(4.16)
 - borrowing/returning system(4.05 each)
 - renewal function(3.85), side screen for browsing(3.83), side screen for inquiry(3.72), collections(3.71) and service hotline (3.65).





Additional locations expected to set up FastBook



Taipei Public Library



Relationship between using intelligent library/FastBook and reading frequency

- More than **80% users of intelligent libraries** recognized that using intelligent library could increase their reading frequency.
- Exceeding **half of the FastBook users** recognized that using FastBook could increase their reading frequency.

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Acknowledgement

This paper is sponsored by Prof. Margaret Chang Fung Traveling Fellowship from Library Association of the Republic of China(Taiwan) for participating the session of the 80th IFLA General Conference and Assembly in Lyon, 2014.

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