賦能、創新與永續：從疫情因應談圖書館的變革
Empowerment, innovation and sustainability : Library transformation during the pandemic

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About Tamkang University (TKU), Taiwan

- Founded in 1950
- The first private higher education institute in Taiwan
- 23,000 students
- 2,000 faculty and staff members
- 300,000 alumni
- The first university in Taiwan to employ the system of Total Quality Management (TQM)

TKU's 6 Core Spirits of TQM

Leadership commitment
領導承諾

Full participation
全員參與
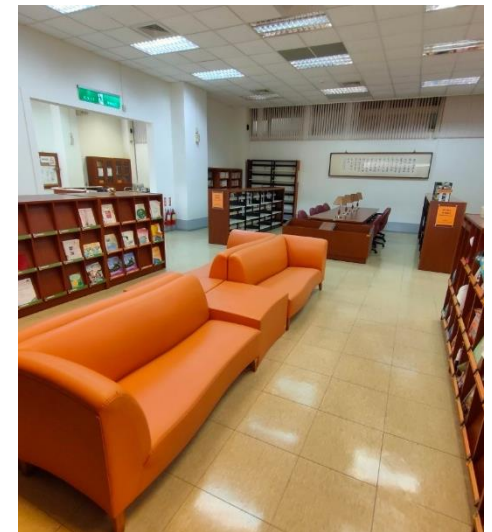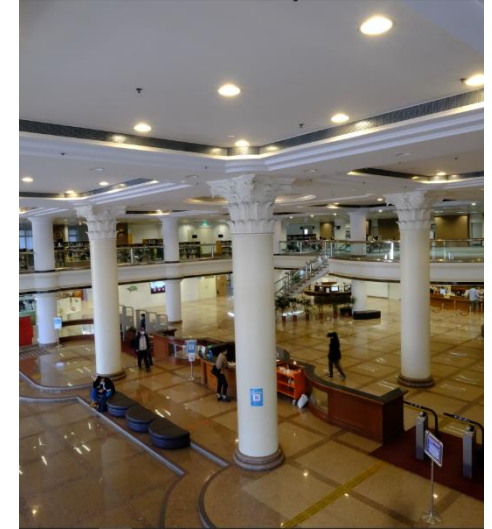
Whole-process management
全程管理

Fact based
事實依據

Customer satisfaction
顧客滿意

Continuous improvement
持續改善

About TKU Library

- 33 staff members

- Main library and 3 branches located in Tamsui, Taipei and Lanyang campuses

- 1.34 million printed volumes

- 2.78 million e-books

- 77,000 periodical titles (P+E)

- 139,000 non-book materials

The Role of TKU Library during the Pandemic

- **Quick response to parent institution's request**

- **Continuity of library services-- Teaching, learning & research support**

- **Patrons to feel at ease**

- **Library staff to feel rest assured**

Strategies from TQM Thinking

S1: Continuity of library services

S2: Adopt transformational leadership

S3: Observing the current status of library services, adapting flexibly, and transforming with capacity enhancement

S4: Grasp new needs and innovate services in the post-pandemic era

Level 3 Alert

Quick response to the national lockdown

(2021.05.19~07.26)

Staying open

全校遠距上課 Distance learning

分組現場/居家辦公 Home-Office Split / WFH

館舍限區開放 Restricted access

服務時間調整 Adjusted service hours

Changing existing services and activities

- Rules and procedures
  - Abolishing late-return charges.
  - Renewals for all library materials were extended.

- Service
  - Dissertations/theses submission was by appointment.
  - Circulation service is combined with the helpdesk to provide information about library services and other types of assistance for users.
  - Requested print resources was free of charge.

- Collection by subject – virtual exhibition

Self-service models

- Users request items, pick up and **self-**checkout.
- **UV book sterilizer** provided.
- Outdoor library book return box.
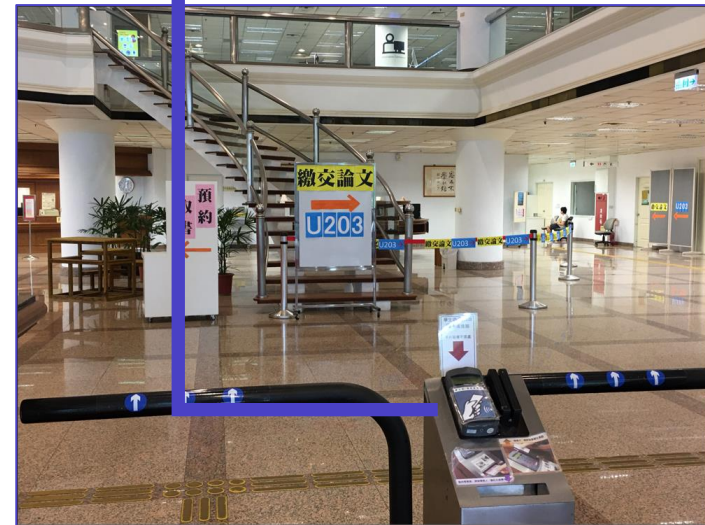
Services meeting remote users' needs

- Support for online research
  - E-resources access from off-campus
  - One-stop search for e-resources (Primo)
  - Support for research on COVID-19
    - Free research resources : publishers, journals and databases
    - Collection of information related to COVID-19
- Information and research assistances
  - Multiple communication tools (MS Teams chat, E-mail, FB, IG, Website Feedback)
  - Online class on library uses and resources
  - Online self-study materials for above classes
  - Voice search assistant to retrieve results without keyboard (Primo)

Supports for teaching, learning & research

During the pandemic

- Outreach
  - eBook collections
  - Audio materials
  - Online learning
- Focus
  - Off-campus access
  - Copyright & fair use

The new normal

- Enhancement
  - Diversified information services
  - Multiple communication tools
  - Dual-track learning : Online + Onsite
- Focus
  - Empower IT skills
 - Digitization of special collections

Redesigned library spaces

- Study areas
  - Increased space for
    - Group discussion
    - Individual studies
    - Participating in online courses

- The disappearance of public computers
  - Reduction number of public computers
  - Encouraging patrons bringing their own devices
  - Dual monitors in some study areas

Rethinking physical and virtual spaces

During the pandemic

- Social Distancing

- Limited available workstations
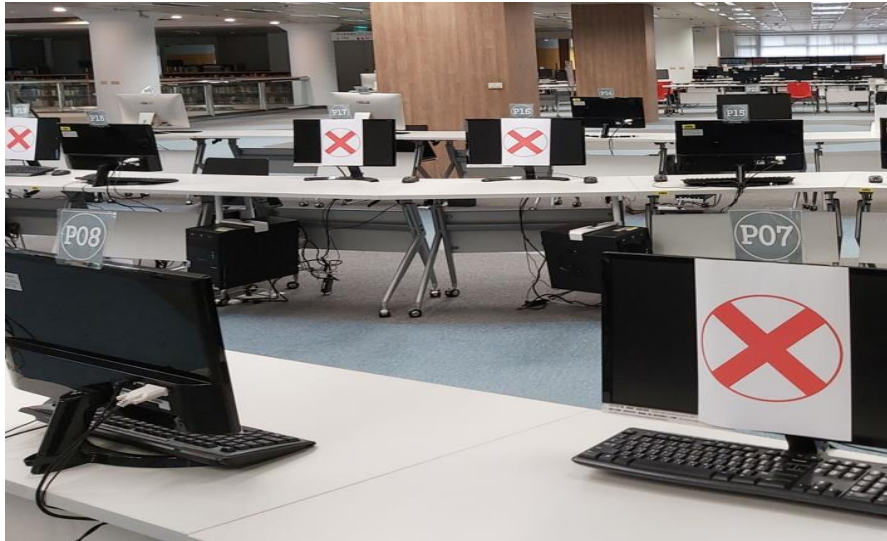
The new normal

- Bring Your Own Device (BYOD)
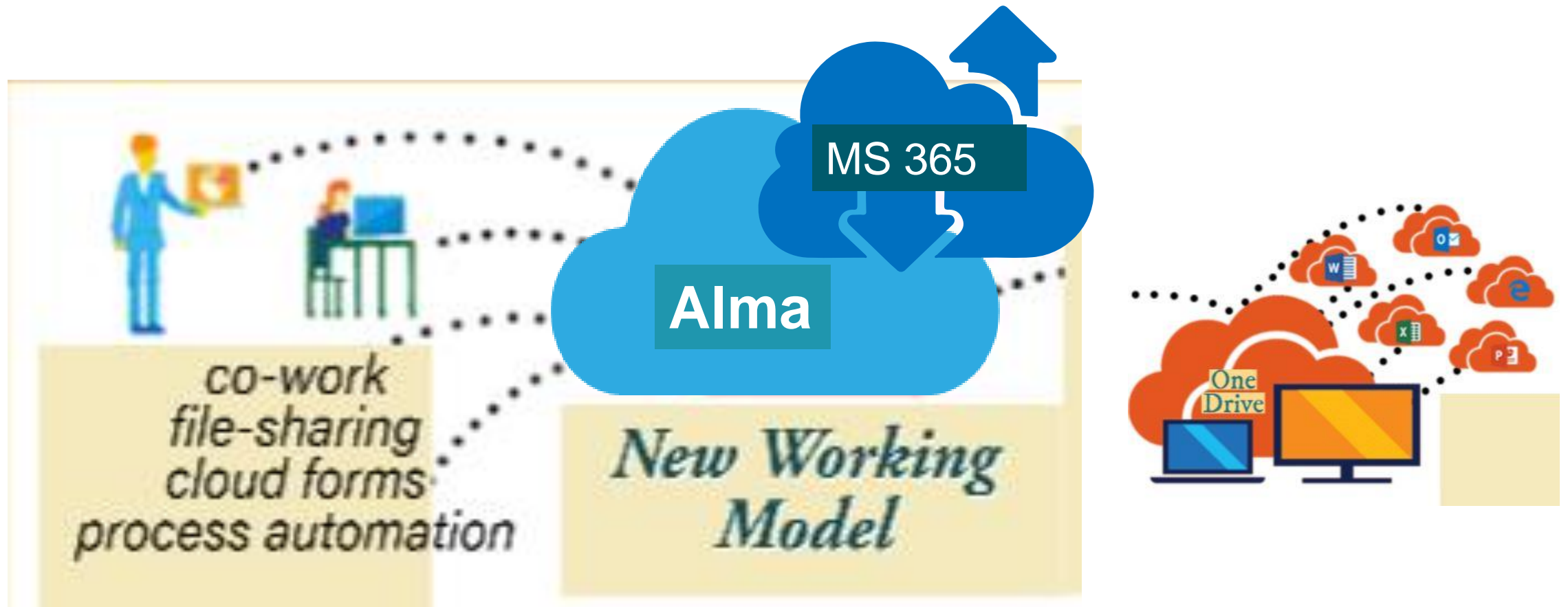
- Library as a social space

To the Cloud
Alma、MS 365

Walking in the Cloud : New Working Model

MS 365

Alma

co-work
file-sharing
cloud forms
process automation

New Working Model

One Drive

Fortunately, we launched LSP before the pandemic
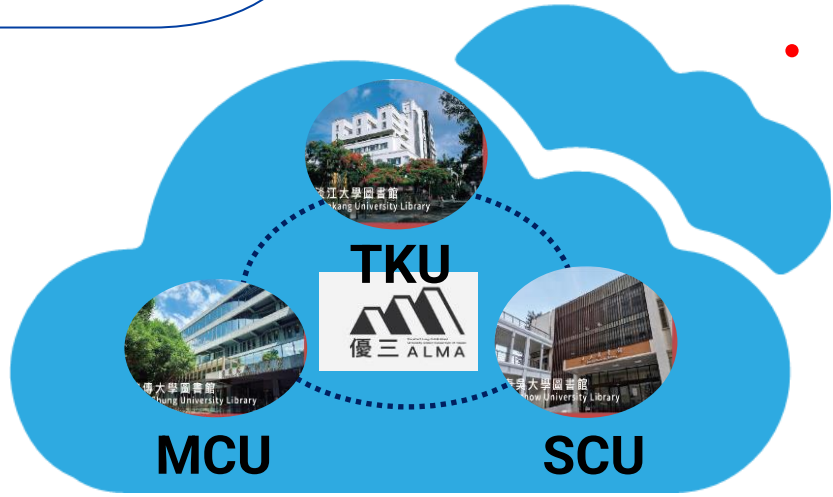
Alma

U3 Alma ： Why & What

Why

A **Decision** made before the pandemic

- It was about time for the library information system to be replaced to keep up with the trends.
- Cloud-based LSP

What

U3 Alma

- Partnership：
a consortium comprising of libraries of three private universities in Taiwan(U3)

TKU

MCU   SCU

Feature

Libraries shares bibliographies in the Network Zone.

Alma

- **Cloud-Based Library Services Platform**

  - Prompt and timely responses to

    - environmental change

    - changes in service mode

    - user needs

  - **Playing the role of emergency support**

Online Catalog

Alma

(Library Services Platform)

Unimpeded Access to Digital & Physical Resources

Online Request & self-checkout

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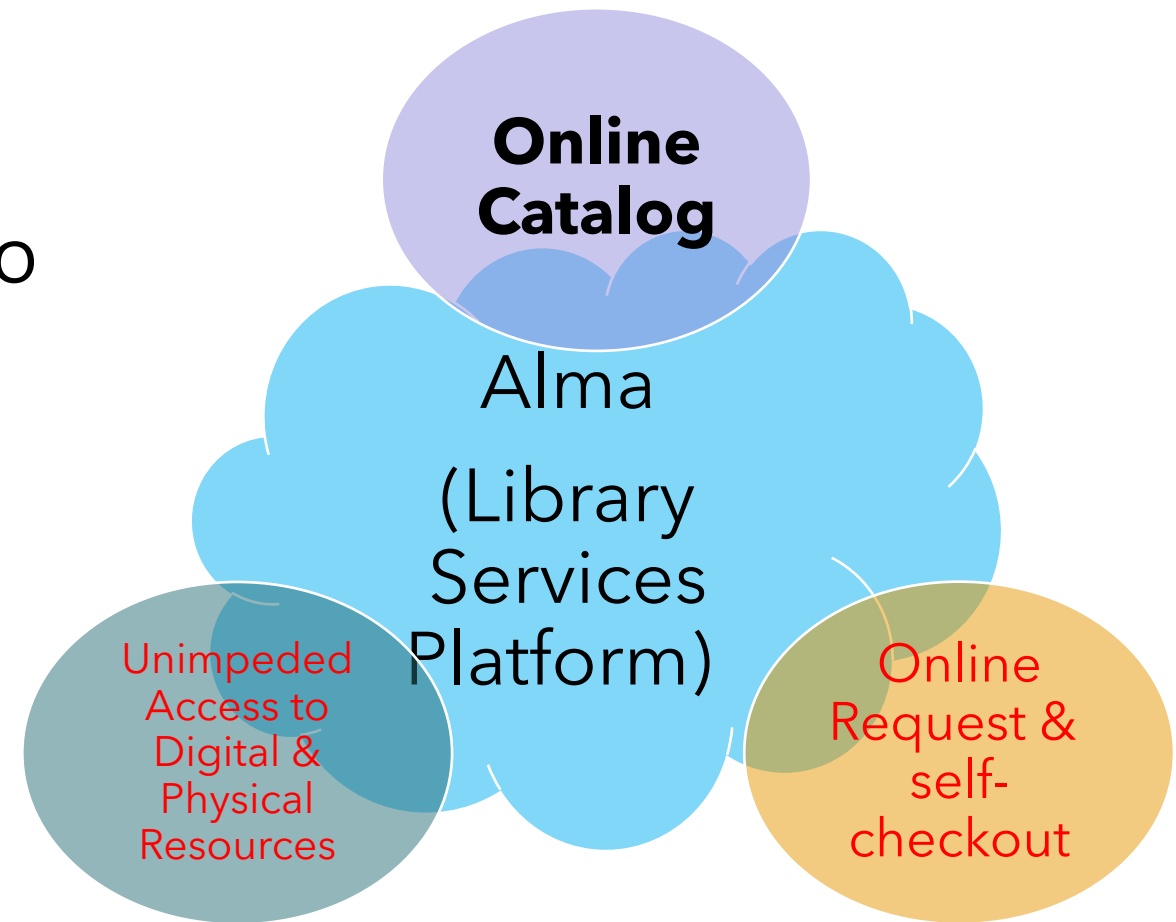
Partnerships Across Time and Space (Cross-Institutional Functioning)

Alma

Sustainable operations

- Cooperative catalog guidelines
- Collaborative and sharing bibliographies
- One-stop Interlibrary loan

Continuous partnership

- Staff empowerment
  - User satisfaction survey
  - Expert symposiums
  - Workshops
- Fostering for sharing to be more economical through special collections

New tools for working, learning, organizing, connecting, and creating
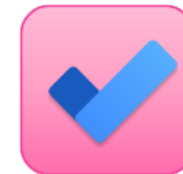
MS365

Personal Productivity

Word	Excel	PowerPoint	Outlook	OneDrive	OneNote	Microsoft To-Do	kaizala

Collaborate, Share and Create in Real Time

Microsoft Teams	SharePoint Online	Planner	Whiteboard	Lists	Delve	Stream	Yammer

Accelerate Innovation : Analyze Data, Automate Processes

Power Automate	Forms	Power BI	PowerApps	Viva Insights	Power Virtual Agents	Visio	Bookings

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Empower to Achieve More

Empower knowledge learning in a new way

- Collaborative / self learning
- Cloud round table discussion
    - SDGs
    - ChatGPT@TKU Library
- Quick learning and sharing in less time

Empower a digitally connected workforce

- KM to Cloud
    - Online document management
    - Co-editing and sharing
- Process improvement
    - Online forms
- Intranet portal: multiple channels to improve communication, news and announcements.

The New Normal　　a paradigm shift

A VUCA world：Volatility, Uncertainty, Complexity and Ambiguity

Academic libraries face **a paradigm shift.**

Instead of returning to normal, librarians will be heading to a new normal

Collaborative study is shunned in favor of **social distancing**

To create new and innovative library collections and services to improve our campus communities

The New Normal a paradigm shift

賦能 Empowerment

創新 Innovation

永續 Sustainablility

貼心、知新、精進
Considerate
Constant learning
Keep pace with the time

Thank you!