

■ ***“Service Innovation Science”: Technological and Cultural Drivers of High-quality Service***

National Chair Professor Liang Ting-peng presented a lecture on “Service Innovation Science” at the NCL on October 7. Attended by NCL staff, the lecture presented a technology- and cultural-based look at strategies libraries can use to innovate high-quality services.

Professor Liang described “service-oriented concepts,” “high-quality service planning” and “sustainable service improvements” as the constants in creating organizational competitiveness. Service innovation can start by adding value beyond goods and services through the creation of new customer experiences and different value experiences.

Professor Liang cited the example of a kids’ hotel in southern Taiwan that used RFID technology and theme room design to successfully create different value experiences for its customers. He noted that, from the perspective of the customer’s experience of the service cycle, there are three driving forces for library service innovation—technological force (development of new technologies), social force (mass and social force) and cultural force (different cultural elements). Libraries can also consider ways to innovate service value in the four major directions of new service innovation, core service innovation, service delivery innovation and collocation service innovation.

■ ***2013 International Workshop for Professional Librarians***

The NCL wrapped up its five-day “2013 International Workshop for Professional Librarians: Special Collection Documents and Archives Maintenance and Innovation.” The workshop was attended by 28 librarians and rare book restoration specialists from Taiwan and abroad. Topics covered during the course included: “Current Status and Innovations in Special Collections and Archive Collections in Taiwan,” “Rare Book Restoration,” “Preventive Preservation of Books and Documents,” “Archive Document Mold and Pest Control,” “Traditional Painting and Calligraphy Mounting

Methods and Preservation,” “Collector Affections Revealed in Rare Book Inscription,” “Approaches to Rare Book Preservation and Maintenance,” “Acquisition of Chinese Studies Books Published in Taiwan and the Taiwan Publishing News Services,” and “Survey of Resources for China Studies and Taiwan Studies.”

The workshop looked at both theory and practice. Participants visited the Su Ho Memorial Paper Museum to learn the basic principles of papermaking and experience the fun of papermaking. The group also toured the Permanent Exhibition of the Paper Showroom at the Taiwan Forestry Research Institute to better understand paper-making technology and later visited the Museum of the Institute of History and Philology, Academia Sinica, Fu Ssu-nien Library and National Taiwan Library, bringing the workshop to a successful close.



*A group photo of the participants with NCL’s staff*

■ ***Professor Xia Jingfeng and Head Librarian Hanno Lecher Speak at the NCL***

Professor Xia Jingfeng of the Department of Information and Library Science at Indiana University in the U.S. and Head Librarian Hanno Lecher of the East Asian Library at Heidelberg University in Germany presented talks at the NCL on November 22. In a speech entitled “Open Access Journal Publishing and the Role of Libraries,” Prof. Xia presented an overview of the history of open-access (OA) journal publishing, analyzed from the perspectives of predatory journals, and