

coming to the library, NCL has begun offering Knowledge Quick Access service to deliver photocopies or scans of library materials. After submitting an application, NCL will double check with the patron on the desired materials. Within three days, theses, dissertations, or periodicals can be photocopied or scanned and sent to the patron. The materials can also be picked up at the Knowledge Quick Access window at NCL (located at NCL Library Card service counter) without having to enter the library and personally find materials. The materials can also be mailed to the patron at the patron's expense. For those who live in the middle or south of Taiwan, this eliminates the need to travel up to Taipei to get needed materials.

On March 12, 2020, a resource users' guide website was launched called "Online Reference Help." The site provides online reference services and instant chat capabilities through Lines and other mediums. Users can use the "I have a question" feature or the NCL Reference Line (ID: nclrefservice) to consult with and get an instant answer from an expert. These experts will guide users on how to make use of NCL's abundant online resources.

Director-General Tseng pointed out that everyone has a part in stopping the spread of the virus. Through computers and the internet, the public does not need to leave their doors to be able continue to access NCL resources that are always improving.

NCL Publications

■ 2019 Annual Report on Reading Atmosphere and Reading Engagement in Taiwan

Starting in 2011, National Central Library has published a survey report called Reading Atmosphere in Taiwan each year, under the guidance of the Ministry of Education. This year (2020), this has continued by using 2019 service data and resource use behavior from the two national libraries and from twenty-two county

and city libraries to understand the reading ability, habits, and interests of the Taiwan public. In an effort to actively support libraries and publishers in Taiwan and to keep abreast of reading needs by patrons, patron records of borrowing books were analyzed to show the popular books this last year, thus providing libraries and publishers with information on reading tastes. This data can be used in promoting reading, in acquisitions, and for publishers to use in determining the direction of future publications.



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This annual report gathers statistics and analyzes the Taiwan public in the following areas: number of persons borrowing books, number of books borrowed, number of patrons using public libraries, number of e-books borrowed, and accumulated number of library cards applied for. The increase in each index is shown.

NCL International Exchange Events

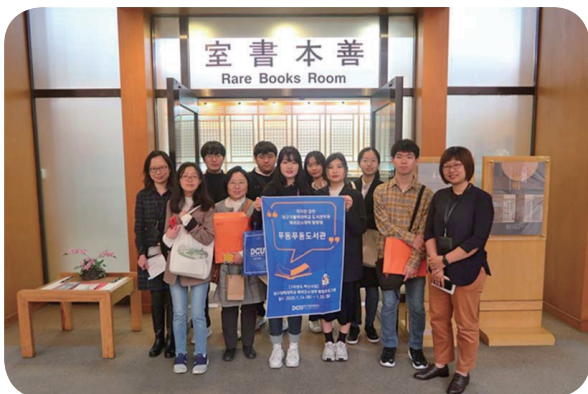
■ Joy Comes from Afar: Recent Important Foreign Visitors

The National Central Library (NCL) has always emphasized the importance of its participation in international exchanges. The NCL maintains good relations with Taiwan's representative offices around the world, while also frequently welcoming visiting fellow

librarians from overseas. However, due to the impact of the ongoing global Covid-19 epidemic and the need to comply with corresponding measures to control its spread, between January and March, 2020, only one delegation, a group of eight faculty and students from the Department of Library Sciences at Daegu Catholic University, South Korea, visited the NCL.



Delegation from Daegu Catholic University's Department of Library Sciences led by department head Prof. Sanghee Choi pay a visit to the NCL on January 16, 2020.



The delegation photographed with NCL staff in front of the Rare Books Room.

On the morning of January 16, 2020, Professor Sanghee Choi, head of the Department of Library Sciences, brought her group of students to the NCL for a visit. Before being taken on a tour of the NCL, the group first watched “A Touchable Encounter,” an introductory video in English. They were then taken by Director of the International Cooperation Division, Mr. Yun-feng Poh, and Ms. Shiou-ian Hsu to view the services and facilities available on each floor of the NCL.

After seeing the Digital Center and its scanning equipment, Rare Books Room, and Contemporary Celebrities Manuscripts system, the visitors then discussed issues with them such as the size of the collection, digital services, and different types of reader. The visiting delegation said that they were deeply impressed by the NCL's collection of antique books and documents.



The delegation visit the NCL's Digital Center.

CCS News and Activities

■ Welcoming Spring 2020 in Health: The Spring Festival Tea Gathering for Foreign Scholars with Research Grants in Taiwan

At noon on February 5, 2020, National Central Library's Center for Chinese Studies (CCS) held a tea gathering for recipients of the Chinese studies research grant. It is hope that in addition to their research, foreign scholars can better understand the cultural connotation behind traditional celebrations in Taiwan. To that end, the Center for Chinese Studies especially arranged for foreign scholars to enjoy this time together.

In 1989, NCL began offering research grants to foreign scholars to conduct research on Chinese studies in Taiwan. To date the program has been running for 30 years, with scholars having come from more than 40 countries. Each year, in addition to providing Chinese studies grants, CCS also processes the Ministry of Foreign Affairs' Taiwan Fellowship applications. Both grants together provide enough for more