

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