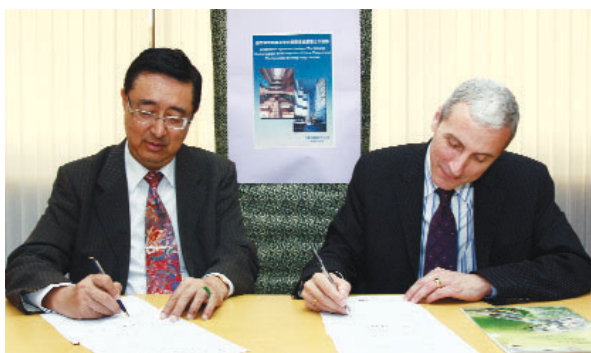


exchange of experience on library services and activities, personnel interaction or joint holding of international conferences, within the budget restrictions of the two sides. The two sides also agreed to later decide on the details of other cooperation research plans on a case-by-case basis.



NCL Director-general Karl Min Ku (left) and University of Hong Kong Library Deputy Librarian Peter Edward Sidorko (right) sign the cooperation agreement. (Photo by Pinery S. Wu)

■ ***NCL Wins First "Government Service Quality Award"***

The Research, Development and Evaluation Commission (RDEC) of the Executive Yuan held the first "Government Service Quality Award" presentation ceremony on June 11, 2009, with President Ma Ying-jeou presenting the keynote speech. The NCL was the only academic institution to receive the award in the "Frontline Service Agency" category. The award was presented to the library by Premier Liu Chao-shiuan and received by NCL Director-general Karl Min Ku.

Awards were presented in the categories of "Frontline Service Agencies" and "Service Planning Agencies." The NCL was noted for creating a user-friendly environment with services such as book sanitation boxes, service desks on each floor, and online book reservation. The library also distinguished itself through its use of information technology to enhance reader interactivity, as well as Web 2.0 concepts and technology to provide online reference, collection and labeling to improve the visibility of collection resources. The NCL has

received several high-profile awards over the years, including Executive Yuan's "Records Management Quality Award" and the National Science Council's "Outstanding Periodical Award." The library has also been cited for excellence in public service by the Ministry of Education, excellence in energy conservation by the Ministry of Economic Affairs.



Premier Liu Chao-shiuan (second right) presents the "Government Service Quality Award" to NCL Director-general Karl Min Ku (right). (Photo by Pinery S. Wu)



NCL Director-general Karl Min Ku and staff receive the "Government Service Quality Award." (Photo by Pinery S. Wu)

■ ***NCCU and NCL Open Center on International Organizations***

The International Organization Information Research Center of the NCL officially opened at the Center for Public Business Administration Education Library, National Chengchi University on May 18, 2009. The new center represents the first branch and special collection to be opened by the NCL in cooperation with a university. The center is a