

圖書館服務新契機

-ALMA還能做那些增值(應用)服務



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內容

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- 圖書館服務平台（Library Services Platform, LSP）
 - 定義與功能
- 建置Alma初衷
 - Alma具有哪些LSP功能？
 - LSP願景
- Alma還可擴充哪些增值（應用）的服務？
 - 串接相關資源，提供深入的個人化服務
- 結論與討論

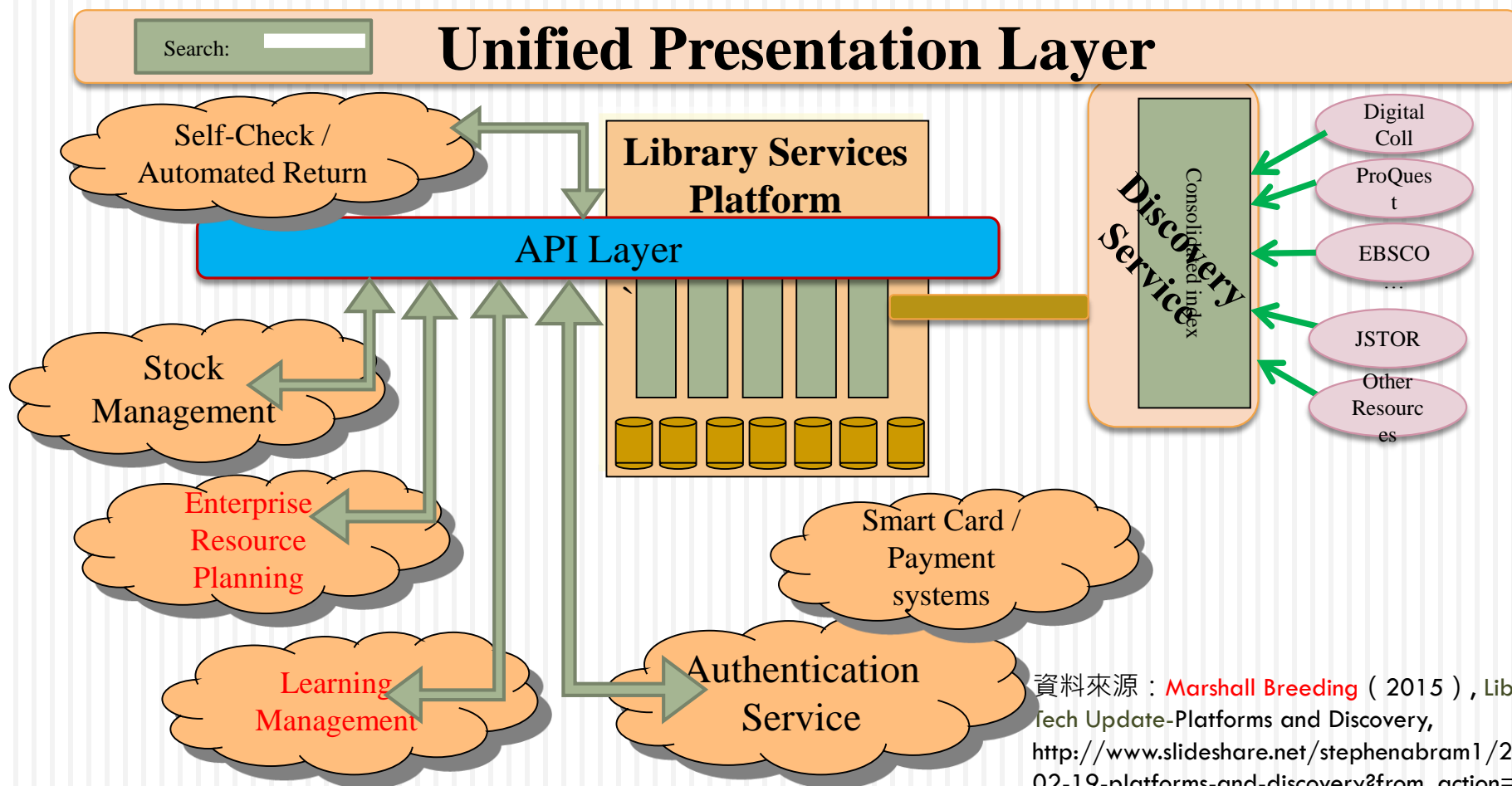
圖書館服務平台 (Library Services Platform)

- **Library-specific software**. Technical infrastructure to help libraries **automate** their internal operations, manage collections, fulfillment requests, and deliver services
- **Services**
 - **Services-oriented architecture**
 - Exposes Web services and other API's
 - Facilitates the services libraries offer to their users
- **Platform**
 - General infrastructure for **library automation**
 - Consistent with the concept of **Platform as a Service**
 - Library programmers **address the APIs of the platform to extend functionality**, create connections with other systems, dynamically interact with data

資料來源：Marshall Breeding (2015) , Library Tech Update-Platforms and Discovery
http://www.slideshare.net/stephenabram1/2015-02-19-platforms-and-discovery?from_action=save

圖書館服務平台 (Library Services Platform)

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資料來源：Marshall Breeding (2015) , Library Tech Update-Platforms and Discovery, http://www.slideshare.net/stephenabram1/2015-02-19-platforms-and-discovery?from_action=save

LSP, Alma功能

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- 根據 2018 年 Library Systems 報告 (Breeding, 2018)
 - 導入商業智慧解決方案分析工具，支援圖書館評估分析和作為最佳決策之參考；
 - 具備讀者主導採購模式 (PDA) 之自動化採購流程的功能，系統可整合前台使用者端的行為數據資訊，進行有效客觀的大數據採購分析；
 - 提供共用區服務 (community zone) 和網絡區服務 (network zone) 功能，實踐雲端技術中網路合作的價值，與支援聯盟共享合作的網絡基礎平台；
 - 提供個人可客製化的儀表版 (dashboard) 登入畫面，增加館員工作效率。

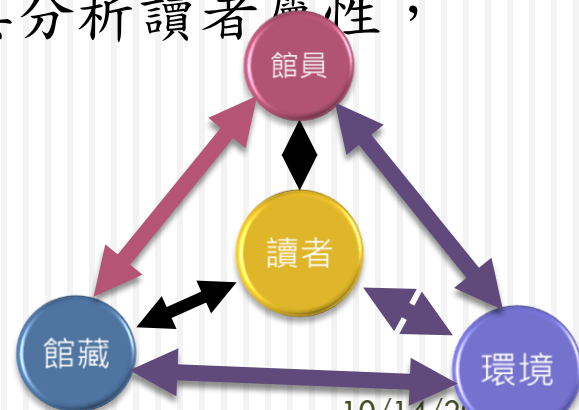
建置Alma初衷與期待

- 建置前的思考
- LSP願景

建置前的思考(Why?讀者面)

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- 「讀者服務」是圖書館服務最核心的業務，Alma能提供給讀者如何嶄新的資訊服務？
 - 是否給讀者「耳目一新」？有感？
 - 有何特色可吸引讀者使用？（與Google（Scholar）比）
 - 是否增加讀者的「黏稠度」與「互動性」？
 - 尋找資料，都想到圖書館，並作互動（資料的push與pull）
 - 具有「智慧型」服務，抓住讀者的心？（具分析讀者屬性，了解讀者資訊需求之功能？）
- 要給讀者怎樣的資訊平台與環境？
 - 一樣的primo？沒感覺？！



建置前的思考(Why?館員與技術面)

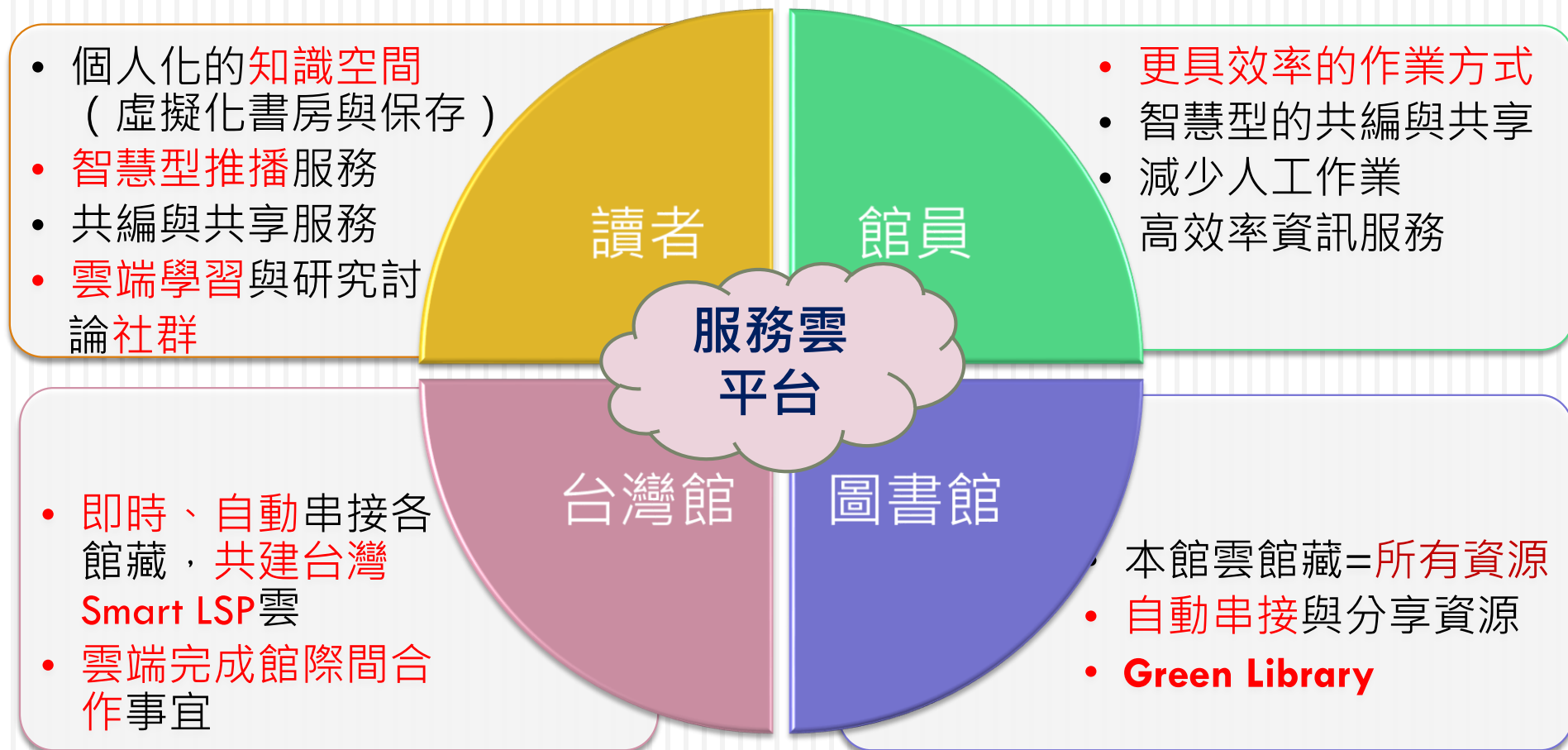
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- 館員的作業更加簡便與效率？
 - 解決不同資料型態的問題（紙本，電子，數位...）
 - 採購徵集，編目，典藏，保存，讀者借閱，館際合作...
 - 符合在地化需求？（很多功能需要客製化！）
 -Alma的功能好複雜?!(早上大會的討論內容罄竹難書??)
- 技術面
 - 雲端化的效益為何？
 - 資訊技術管理更有效率？
 - 聯盟作業與分享更具效益？
- Alma真能提昇圖書館服務的效益嗎？
- 願景為何？

LSP願景

黃明居，2017圖書館年會

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LSP願景一（以讀者角度）

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- 個人化知識空間與知識網路社群
 - 學生線上學習的入口平台
 - 主動提供學生上課所需資料，撰寫作業參考資料，上台報告製作資料等，以LSP作為平台
 - 討論與分享知識平台（學生在FB上討論課業...）
 - 知識共享與保存的平台（學習歷程）
 - 老師教學與研究資訊服務平台
 - 主動提供老師教學與研究所需資訊（SDI服務）
 - 串接線上學習平台（電子教科書，研讀清單...）
 - 保存working paper，實驗過程，影音等資料（類似RDM平台）
 - 個人CV（如ORCID，Knowledge Hub）

LSP願景二（串接機構內相關系統）

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- 串接**圖書館**服務平台與資料庫
 - ▣ 機構典藏，碩博士論文，數位典藏系統...
- 串接**大學機構內**服務平台
 - ▣ 行政系統：如學籍資料庫，離校系統，選課系統...
 - ▣ 學習系統：如線上學習平台，OCW，MOOC平台
 - ▣ 評鑑系統：教師KPI系統...
- 扭轉大學圖書館的角色
 - ▣ **以LSP為核心向外擴展**
 - ▣ 成為機構內最重要的資訊服務平台之一

Alma加值（應用）服務

- 讀者個人化知識空間與知識社群
- 教師教學與研究資源串接
- 教學資源串接與服務

透過LSP個人化服務，將讀者組成「知識網路社群」，再透過社群，拉回圖書館服務的平台

個人化知識空間與知識社群

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- 讀者的資訊尋求行為為何？
- 目前讀者在圖書館找到的資料，如何儲存與再利用？
 - ▣ 下載後存PC檔案總管？或雲端空間？
 - 圖書館的角色為何？僅為資料供給者，贏得過google嗎？
- 為何圖書館無法提供一條龍的資訊服務？都在圖書館雲端空間或平台上執行？
- 將讀者使用圖書館資訊的資訊生命週期（Information lifecycle）過程都記錄保存下來
- Alma個人化功能過於簡單
 - ▣ Alma僅提供RSS與SDI服務

提升Alma個人化與社群服務功能

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- 大學生資訊需求（以課堂作業為例）
 - 作業的討論在FB上，為何無法在圖書館的雲端平台討論
 - 如在圖書館找到pdf檔資料，以此資料作Annotation，並分享給同一組同學，多人以圖書館資源為文本主體作討論。
 - 如google的雲端共編服務
- 研究生資訊需求（以撰寫論文為例）
 - 下載文章存放在自己的空間，圖書館的角色僅是查詢與下載文章的窗口，是否可以再多扮演更多角色？
 - Alma作為論文討論的平台與知識網路社群平台？
 - 將研究生閱讀過的文章註記保存在LSP，作為未來研究生閱讀的參考。
 - 主動提供研究生與閱讀文章相關聯的文章（知識網路社群）

碩博士論文在LSP的應用

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- 碩博士論文可使用Alma D保存並提供查詢與閱讀，還有哪些加值應用？
 - ▣ 線上閱讀時，參考文獻自動加入館藏連結
 - 如閱讀Elsevier或其他出版商文章時，均可直接超連結，看到其他相關文章
 - 論文或文章之推薦
- 論文主題分析與分群，創造「知識社群」平台
 - ▣ 與老師實驗室合作，作為實驗室研究主題的討論平台
- 機構碩博士論文參考文獻引用分析平台

串接教學平台

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- 過去教學平台均未考慮圖書館資源
 - 透過LSP與教學平台緊密串接
 - Alma可串接MOOC教學平台
- 教師課程綱要與指定參考書
 - Alma可以標記為指定參考書，可以列出每位老師過去課程的指定參考書群
 - 教師撰寫課綱時，直接串接到Alma查詢，與教學平台串接整合
- 指定閱讀文章與書籍
- 透過LSP再將教學使用資源與圖書館資源緊密結合
 - 挽回讀者的黏稠度

串接圖書館資源與優化作業

- **Open Equella**
- **Blacklight Alma**
- **ArchivesSpace**
- **Chrome Extension**

Alma 與 Equella 系統整合程式 (一)

- 專案網址
- openEquella 為用來儲存教學、研究、媒體與圖書館內容的數位典藏庫開放原始碼專案
- 澳洲 Flinders 大學論文系統 使用 openEquella 進行學位論文數位檔的描述資料建立與物件儲存
- 透過專案程式以 **Alma API 與 OAI-PMH 自動建立單筆數位論文在兩個系統之間的連結**
- 使用者透過 圖書館網站 或 Alma 介面進行搜尋，可直接轉向論文系統查看細節並進行論文下載

Alma 與 Equella 系統整合程式 (二)

The screenshot displays the Flinders University Theses website interface. At the top, there is a navigation bar with links for 'Accessing Collections', 'Spaces & Facilities', 'Students', 'Researchers', 'Staff', 'About', 'Databases', and 'Quick links'. The main header features the Flinders University logo and the text 'Flinders University Theses'. Below this, a large banner image shows three people in a library setting. A search bar is present with the text 'Secondary school choice' and a magnifying glass icon. A 'Welcome to the Library' section is visible, along with a search bar containing the same text. The main content area displays the thesis details for 'Secondary school choice' by Esther Yu, a Professional Doctorate thesis from 2021. The abstract discusses parental school choice in Australia, mentioning factors like school quality and parental aspirations. The page also includes a 'Terms of Use' section and a 'Log In' button.

Flinders University Theses

Secondary school choice

Author: Esther Yu

- Thesis download: YuThesis2021.pdf [2.4 MB]

Yu, Esther, 2021 *Secondary school choice*, Flinders University, College of Education, Psychology and Social Work

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Abstract

In recent years, the issue of school choice in Australia has generated anxiety among many parents. Parental school choice has been researched in the national context, but remains under-researched in the South Australian (SA) secondary schooling context. This study investigates parents' experiences of selecting secondary schools for their children and factors that influence that choice. The study was conducted in metropolitan Adelaide and included parents whose children were in Year 6 and attending government primary schools. Findings from this study suggest that parents' school choice is based primarily on two factors: parents' perceptions of school quality and their aspirations for their children. An embedded mixed-methods design was used in this study, comprising survey questionnaire and interviews, to explore the research questions. Nine primary schools agreed to participate in this research and 369 survey questionnaires were sent to parents, yielding 56 responses. The data from survey responses were used to purposefully select eight parents who each agreed to participate in a semi-structured one-on-one interview. The qualitative data were used as the principal data in the thematic analysis. This study makes several findings. First, educated middle-class parents are highly motivated by their aspirations when seeking the best quality schools for their children. Parents relied on their social networks to gather information that they then compared with the information available on the My School website, which was set up as part of a national education reform to give Australian parents information about Australian schools. Second, the qualitative data together with the research literature suggest that the neoliberal-inspired school choice mantra has given rise to parents' anxiety when seeking the best school that will offer the greatest benefits to their child. Parents are aware of the school market, and the logic of choice and competition influences their behaviour and attitudes towards schooling. They no longer trust their neighbourhood school as the best one, and gravitate to seeking better schools outside their immediate locality. The manner in which parents participate in this school choice process has been shaped by neoliberal policy imperatives that emphasise market, choice and competition and that have been prevalent for over 20 years. Finally, parents are consumed by the notion of individual choice and individual benefits for their child, and this attitude could be envisaged as one driven by self-interest. They seek high social-capital schools that can provide better opportunities and upward mobility for their child. The research concludes that parents' socio-economic status (SES), which is measured by parental education and occupational background, and the neoliberal ideology focused on market, choice and competition, is associated with their school choice decision. The investment in the National Assessment Program: Literacy and Numeracy (NAPLAN) and in My School, which was intended to create accountability and transparency, was found to increase parental anxiety in their school choice experience. As a result, policy-makers need to assess whether the Commonwealth Government's significant investment in NAPLAN and My School can genuinely improve school quality. Clearly, the implications of these findings relate to federal school funding. This study recommends that policy-makers consider a new approach to school funding to reduce the funding gaps between public and private schools, thus ensuring that every Australian child has access to a world-class education and can meet the challenges of the 21st century.

Keywords: school choice, aspirations, school quality, parents anxiety, school market

Subject: Education thesis

Thesis type: Professional Doctorate

Completed: 2021

School: College of Education, Psychology and Social Work

Supervisor: Dr. Andrew Bills

Blacklight Alma (一)

- 專案網址
- Blacklight 為 Apache Solr 搜尋引擎的可客製化使用者介面系統
 - 利用此系統來建置圖書館資源管理系統
 - 使用者可在此系統上進行館藏資源搜尋，並擴充到其他 Alma 未收錄的館藏資源
- 程式透過 Alma API 與 Alma 介接，可即時提供各系統整合資源狀況；
 - 使用者亦可在此系統上利用社群帳號進行證號綁定，查看個人借閱狀況
- 專案詳細介紹

Blacklight Alma (二)

□ 範例網站

The screenshot displays the Blacklight Alma search interface. At the top left is the 'blacklight' logo. On the top right are links for 'History' and 'Login'. Below the logo is a search bar with a dropdown menu set to 'All Fields' and the search term 'data mining'. A blue 'Search Q' button is to the right of the search bar. Below the search bar is a 'Limit your search' section with a list of filters: Format, Publication Year, Topic, Language, Call Number, Region, Era, Pivot Field, and Publish Date, each with a right-pointing arrow. To the right of the filters is a search results area. It shows 'You searched for: data mining' with a close icon. Below this are tabs for 'Books' and 'Articles'. A pagination bar shows '« Previous | 1 - 10 of 1,083 | Next »'. To the right of the pagination are buttons for 'Sort by relevance' and '10 per page'. Below the pagination is a loading indicator: 'Checking availability ...'. The first search result is '1. Data mining' with the following details: Title: Data mining, Author: Groth, Robert, Format: Book, Language: English, Published: Upper Saddle River, NJ, Call number: QA76.9.D343 G76 2000. At the bottom of the result are two buttons: 'Physical copy' and 'On-line version'.

Alma／ArchivesSpace 整合（一）

- 專案網址
- ArchivesSpace 為開放原始碼檔案管理系統程式，丹佛大學利用程式整合 Alma 上的數位資源紀錄與 ArchivesSpace 上的數位物件連結，透過館員定義 MMS ID 以及 Alma API 來確認 Alma 上是否存有典藏檔案紀錄並做更新動作
- 專案說明檔案、丹佛大學特藏系統

Alma / ArchivesSpace 整合 (二)

□ 範例網站

Archives @ DU Catalog

[Collections](#) [Digital Materials](#) [Subjects](#) [Names](#) [Q](#)

Beck Archives Photograph Collection

Collection Identifier: B063

[Special Collections and Archives](#) | [Beck Archives Photograph Collection](#)

[Collection Overview](#) [Collection Organization](#) [Container Inventory](#)

Abstract

The Beck Archives Photograph Collection contains photographs, negatives, and other materials which reflect the rich, varied, and vibrant Jewish experience in the Rocky Mountain region, with a special emphasis on Colorado. It also contains some photographs from other states and countries.

Dates

- 1790-2006
- 1790 - 2006

Creator

- University of Denver. Center for Judaic Studies. Ira M. Beck Memorial Collection of Rocky Mountain Jewish History (Organization)

Digital Repository

Beck Archives Photograph Collection

Biographical / Historical

The photographs in this collection tell the story of Jewish people in Colorado and other Rocky Mountain states. Jewish settlers arrived in Colorado in 1859 and were primarily young Jewish men from Central European or German origin. By the early 1870s, Jewish communities spread across Colorado and the Rocky Mountain west. Businesses, synagogues, burial societies, benevolent and charitable societies were formed. Many Jewish women were...[See more >](#)

Extent

40.5 Linear Feet (69 containers)

HJ Alma Booster (一)

- 專案網址
- 透過 Chrome Extension 讓館員可以利用瀏覽器擴充功能做一些 Alma 系統的簡單管理，並且透過預先載入 javascript 檔案，在 Alma 管理後台也可以加速管理工作進行
- 功能包括統計、發票、經費、API 狀況、書目的簡單管理

HJ Alma Booster (二)

□ 著作與作者資料連結

- 協助館員將作品與校內學者資料典藏合輯做連結，哈佛以929段紀錄學者歷程資料、979段紀錄學者館藏紀錄
- 第一區塊協助輸入資訊
- 第二區塊逐一輸入學者歷程資料以連結典藏合輯，可透過MMS ID搜尋或直接將正在瀏覽的紀錄匯入
- 第三區塊協助確認前述動作完成後是否所有紀錄都已經連結到典藏合輯

□ 管理頁面內置協助功能

- 在特定頁面會自動跳出協助功能，包括列印讀者個人資料、列印收據／發票有關的歷程資料

Alma Hours Widget

- 專案網址
- 利用 Alma Hours API 開發的 HTML 動態時間元件，可以用來放在網站上顯示圖書館的開館時間
- 作者釋出 公開網址，修改參數後即可使用，外觀與 CSS 可自行編寫設定

Library Hours	
11/03/2015	7:30am - Midnight
11/04/2015	7:30am - Midnight
11/05/2015	7:30am - Midnight
11/06/2015	7:30am - 7:00pm
11/07/2015	10:00am - 7:00pm
11/08/2015	12:00pm - Midnight
11/09/2015	7:30am - Midnight
11/10/2015	7:30am - Midnight

平台（Platform）的影響力

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- iTunes平台，改變了整個音樂的產業
- YouTube平台，改變了影音的世界
- FaceBook平台，改變了人與人的溝通方式
- Amazon，Alibaba平台，改變了人購物的行為
- ...
- 圖書館服務平台(LSP)，是否也可以有類似的夢想？
 - 改變大學師生教，學與研究的生態鏈？
 - Smart LSP

結論

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- 資訊環境快速改變，人類極度依賴Google尋找資料，造成圖書館角色扮演每況愈下
 - ▣ 圖書館應積極利用LSP (Alma) 優勢，與時俱進，以讀者為中心，滿足讀者的需求，讓讀者有感！
- 透過LSP個人化服務，將讀者組成「知識網路社群」，再透過社群，再拉回圖書館服務的平台
- 結合Alma的優勢，串接機構中的服務平台，將Alma成為大學核心的資訊服務平台
- 未來需積極創造智慧化圖書館資訊服務

敬請指教