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Standards: the source for innovation in libraries

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標準：圖書館創新的來源

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暨

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Innovation – the new solution for libraries?

- Innovation is the new buzz word in the 21st century
- The future of public libraries = innovation (Carnegie UK Trust)
- Innovation as the saviour of libraries (innovate or disappear)
- Innovation needed to achieve sustainability (funding and relevance)



創新:圖書館的新解決方案?

- “創新”是二十一世紀新的流行用語
- 公共圖書館的未來 = 創新 (Carnegy UK Trust)
- 創新是圖書館的救世主 (“創新” 或 ”消失”)
- 創新必須被持續穩定地達成 (經費支持和相關性)



Aims of this presentation

Argue that:

- Standards are necessary for the development of relevant, efficient and quality services
- Homogeneous and quality of library services allows for developing special services (innovation)
- Interaction between standards creates sources for innovation
- Innovative services are the source for new and revised standards



本報告之目標

論證~

- “標準”在發展相關, 有效, 高品質服務的必要性。
- 圖書館服務的同質性與品質, 確保了特殊性服務的發展(創新)。
- 標準之間的相互作用, 是創新的來源。
- 創新服務是新標準與標準修正的來源。



Why libraries exist

- To provide access to information and knowledge
- To provide access to documentation (printed and other formats)
- To offer guidance on research and information
- To provide a physical location for reading, leisure and education
- To provide a social space for discovering and sharing



圖書館存在的原因～

- 提供資訊和知識的獲取
- 提供文獻（印刷式和其他形式）的獲取
- 提供研究與資訊的指導
- 提供閱讀，休閒和教育的實體位置
- 提供發現和分享的社會空間



How services are developed

Library services are / should be developed using authoritative information that states:

- What should be provided
- How should it be provided
- What resources are needed
- How will the results, outcomes and impact are measured



服務如何被發展？

應參考可靠的資訊來發展圖書館服務，這些資訊包括：

- 應該提供什麼？
- 如何提供？
- 需要什麼資源？
- 結果，成果，影響力等如何被測量？



Library standards as authoritative information

Standards provide:

- Incentives for improving services (quality)
- Applicable and general solutions for different types and sizes of libraries (interoperability)
- Clear instructions for practical and achievable results (efficiency)
- Directions for creating importance and impact (relevancy)



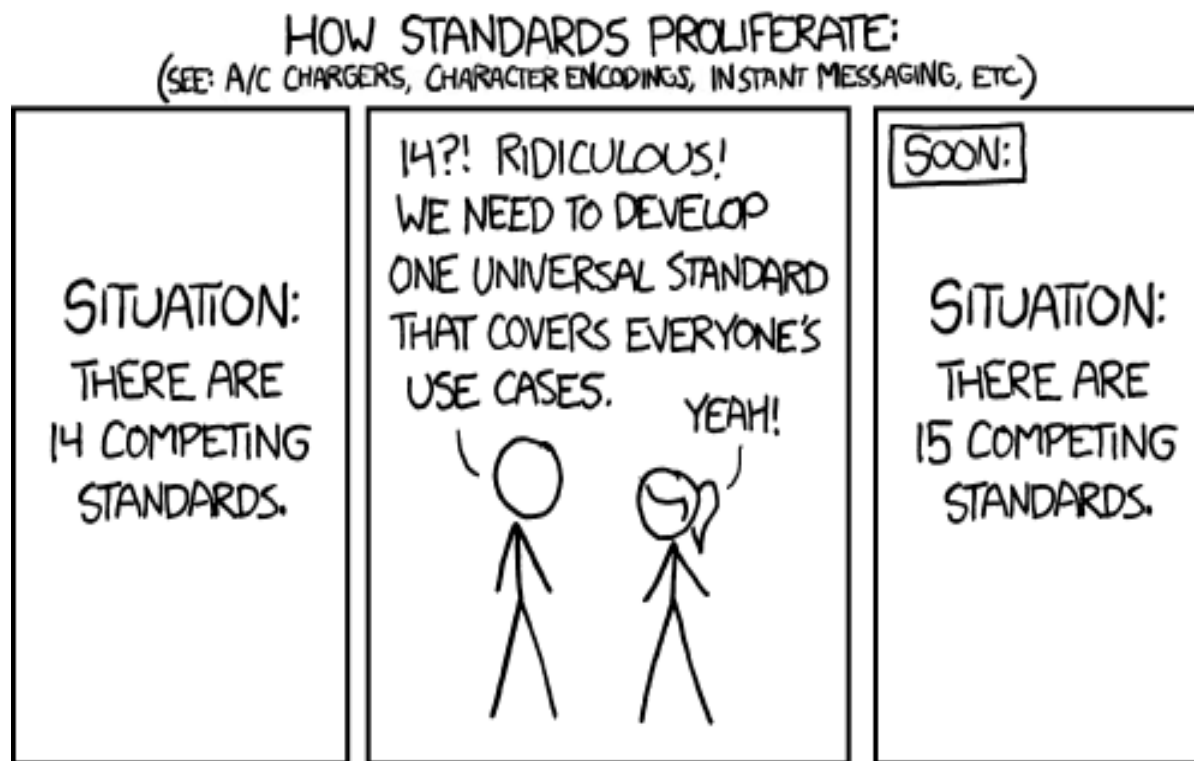
圖書館標準就是可靠的資訊

“標準” 提供～

- 改善服務的誘因 (品質)
- 不同類型與規模圖書館都可應用的通用解決方案 (共通性)
- 實務操作與可達成的結果之清楚指示 (有效性)
- 產生重要性與影響力的方向 (相關性)

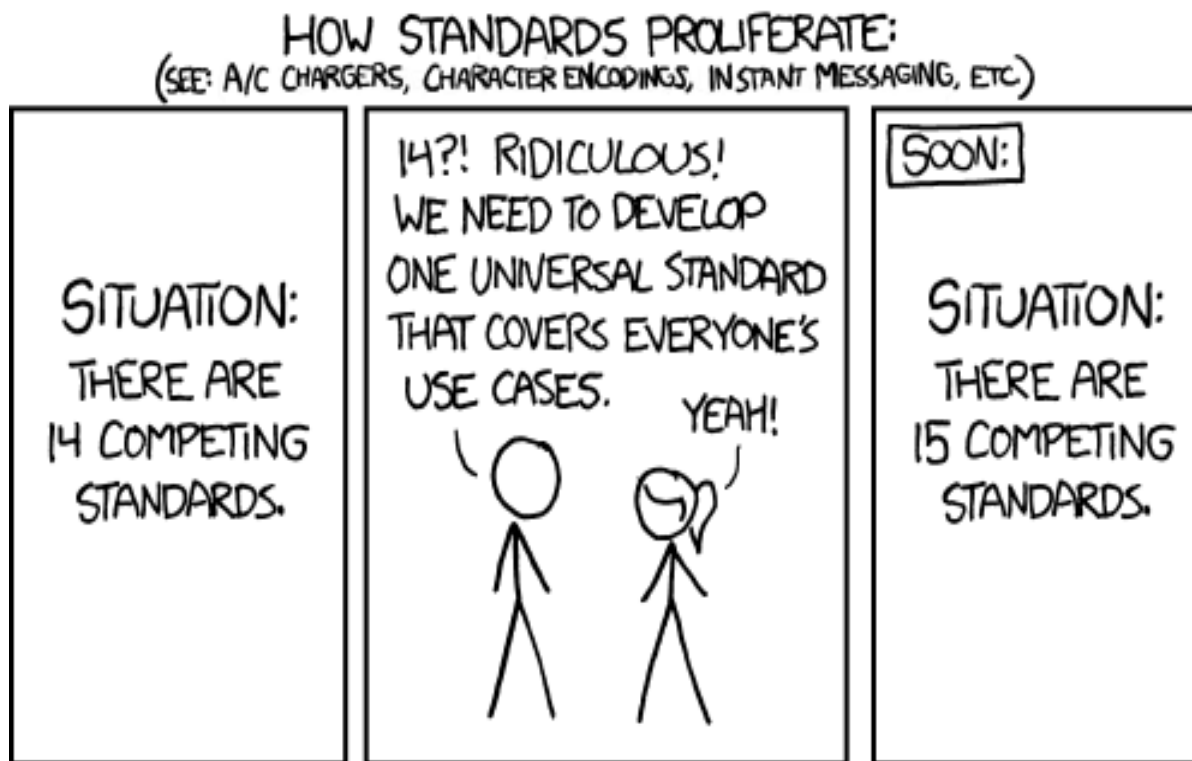


Standards development





標準的發展





Standards development

- Assessment of needs
- “State of the art” or normative practices and objects
- Best practices (level of services, products that have achieved a certain level of quality, authority and proof of value)



標準的發展

- 需求評估
- “最先進的” 或規範的實務工作或物件
- 最佳實務 (服務等級, 達到一定水準的產品, 權威, 或價值證明)



What standards are used by libraries

- Library standards (ISO, IFLA, ANSI / NISO, Networked standards (JSC), national standards
- Non-library standards (ISO, W3C)
- State / national / local regulations



圖書館使用了那些標準？

- 圖書館標準 (ISO, IFLA, ANSI / NISO, 網絡[組織]標準 (JSC), 國家標準)
- 非圖書館標準 (ISO, W3C)
- 州級 / 國家級 / 地方級 規章



New bibliographic environment = new trends / new needs

- Navigation between different heterogeneous resources and interoperability between various types of metadata
- Convergence of heritage institutions (libraries, archives and museums)
- Reuse and transformation of metadata:
 - Added value (i.e. multilingual linked data)
 - Adaptation by other standards and in application outside of libraries (i.e semantic web, RDF)



新的書目環境 = 新趨勢 / 新需求

- 導航於不同的異質資源之間 及 各種不同類型詮釋資訊間的共通性
- 各種文化遺產機構的匯合 (圖書館, 檔案館和博物館)
- 詮釋資訊的再利用與轉型:
 - 加值 (如: 多語鏈接資料)
 - 順應其他標準 及 應用圖書館界之外的標準 (如: 語意網, 資源描述架構)



Example 1 – Metadata creation and exchange

Resource description

- RDA / AACR (JSC); ISBD (IFLA) ; FRBR (IFLA) + national standards

Classification / indexing

- Thesauri and interoperability with other vocabularies (ISO); DDC (OCLC) + national standards (LCSH, RAMEAU, GND, etc)

Identification

- ISBN (ISO) ; ISSN (ISO) ; ISNI (ISO) ; ISCI (ISO); ISMN (ISO), ISIL (ISO)



例 1 – 詮釋資料的產生與交換

資源描述

- RDA / AACR (JSC); ISBD (IFLA) ; FRBR (IFLA) + national standards

分類 / 索引

- Thesauri and interoperability with other vocabularies (ISO); DDC (OCLC) + national standards (LCSH, RAMEAU, GND, etc)

資源辨識

- ISBN (ISO) ; ISSN (ISO) ; ISNI (ISO) ; ISCI (ISO); ISMN (ISO), ISIL (ISO)



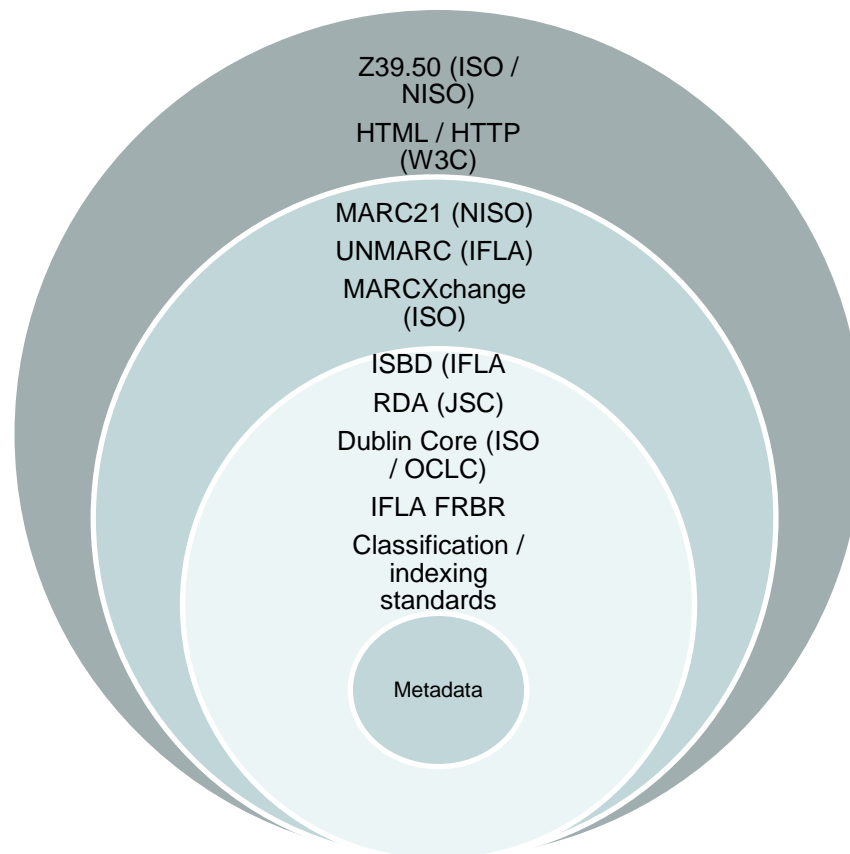
Example 1 – Metadata creation and exchange

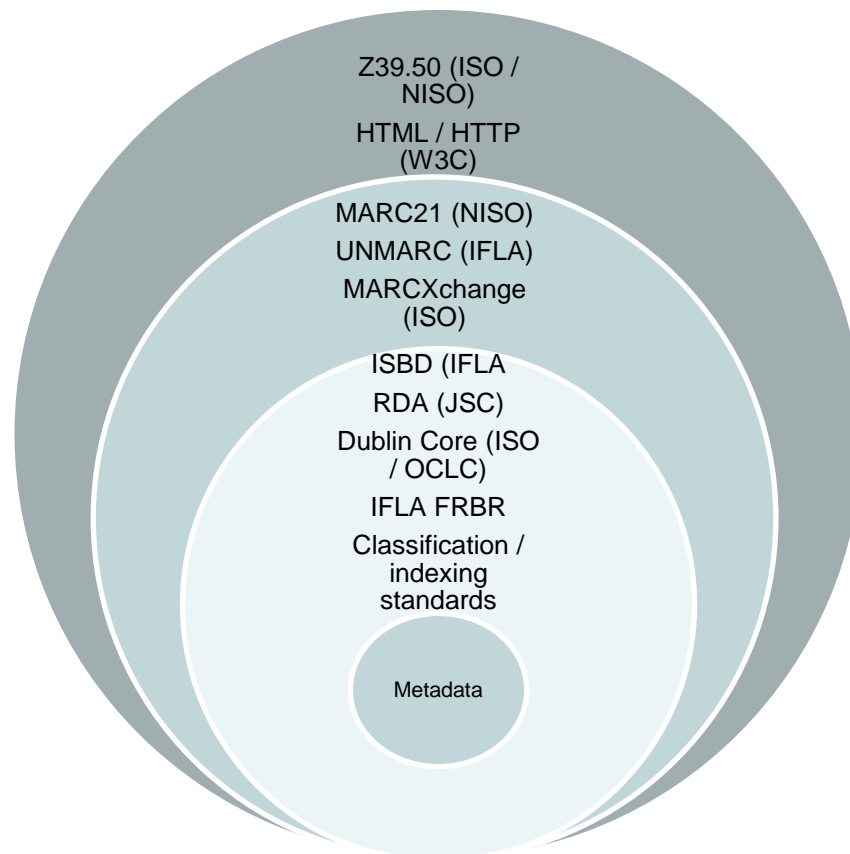
- **Information format**
- MARC21 (NISO / LoC); UNIMARC (IFLA); MarcXchange (ISO) ; transliteration standards (ISO) ; Dublin Core (ISO / OCLC)
- **Internet format / exchange**
- Z39.50 (NISO) ; HTML / HTTP (W3C)



例 1 – 詮釋資料的產生與交換

- 資訊格式
- MARC21 (NISO / LoC); UNIMARC (IFLA); MarcXchange (ISO) ; transliteration standards (ISO) ; Dublin Core (ISO / OCLC)
- 網際網路格式 / 交換
- Z39.50 (NISO) ; HTML / HTTP (W3C)







Example 2 – Interaction between metadata standards

- Trends for last 15 years – increased interaction between organisations, experts groups
- More direct relations between standards
- Documentation / bibliographic areas – increase in the production and use of metadata (i.e. semantic web, LOD)



例2 – 詮釋資料標準之相互作用

- 近15年來的趨勢 – 組織機構,專家團體彼此之間的互動增加。
- 標準之間有更直接的關係。
- 文獻學 / 書目領域 – 詮釋資料的產生與使用增加 (如：語意網，LOD)



New bibliographic environment : impact on standards

- Bibliographic / metadata:
 - Cataloguing: AACR → RDA
FRBR → ISBD → RDA
 - Thesaurus / Subject headings: multilingual / interoperability:
ISO 2788 + ISO 5964 → ISO/WD 25964-12 Thesauri and interoperability with other vocabularies – Part 2: Interoperability with other vocabularies
- Formats:
 - Communication and exchange: MARCXML
 - Semantic web: RDF (SKOS)

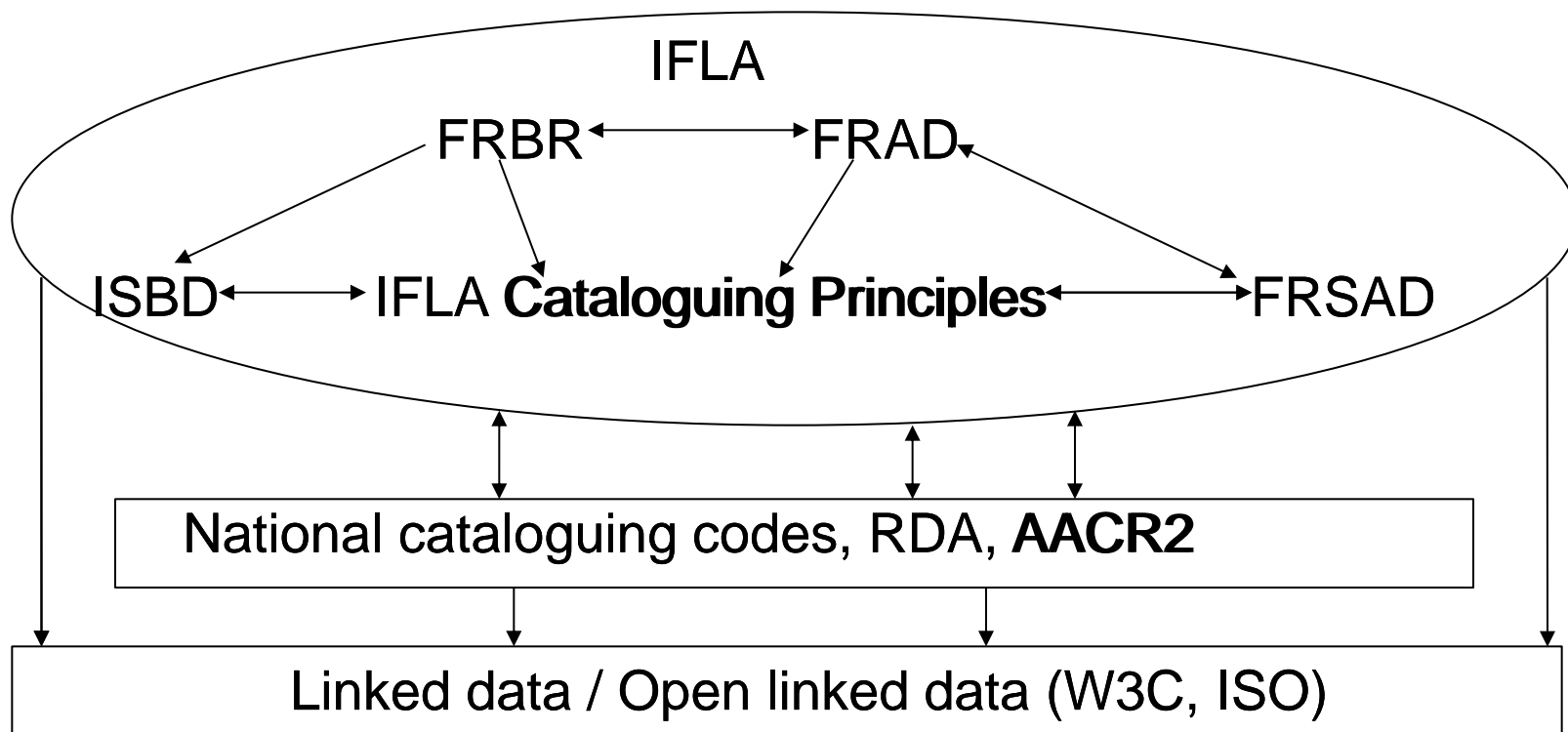


新書目環境對標準的影響

- 書目資料 / 詮釋資料:
 - 編目: AACR → RDA
FRBR → ISBD → RDA
 - 索引典 / 主題標目: 多語 / 互通性:
ISO 2788 + ISO 5964 → ISO/WD 25964-12 Thesauri and interoperability with other vocabularies – Part 2: Interoperability with other vocabularies
- 格式:
 - 溝通與交換: MARCXML
 - 語意網: RDF (SKOS)

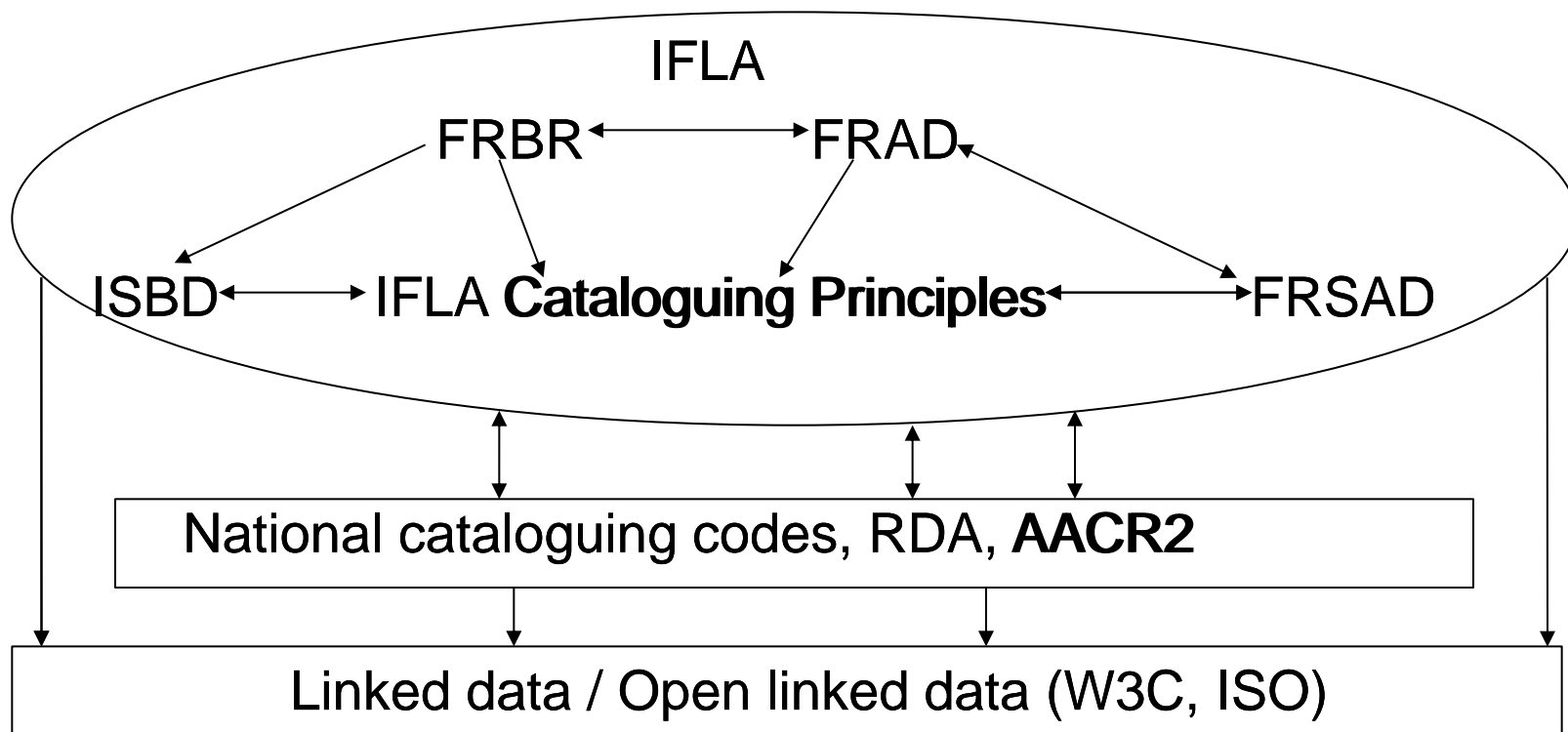


Interaction between metadata standards





詮釋資料標準間的相互作用





Example 3- Interaction between non-library standards and libraries: RFID

- RFID – technology used in industry mostly since the 1980s to track the movement of products through supply chains
- RFID tags – allow identification by radio frequency communications
- In libraries – trend from barcodes to RFID since the early 2000s
- RFID chip – contains metadata
- Used for shelf reading, self-checkout and security





例 3- 非圖書館標準和圖書館標準間的相互作用： 無線射頻辨識

- 無線射頻辨識 – 自1980年代開始, 此一科技使用於工業界, 用來追蹤產品在供應鏈中的流動。
- 無線射頻辨識 標籤 – 藉由無線射頻通訊去辨別物件之所在。
- 圖書館界 – 2000年初, 出現了從條碼轉換成無線射頻辨識 的趨勢。
- 無線射頻辨識晶片 – 內含有詮釋資料
- 可用來讀架, 自助借書, 防盜





Example 3- Interaction between non-library standards and libraries: RFID

- From ISO 11785, ISO 14443, ISO 18000 – industry standards to new RFID library application standards
- Initial library application standard ISO 28560 in 2006, revised in 2011 and May 2014.
- Example of innovation through the use and transformation of standards





例 3- 非圖書館標準和圖書館標準間的相互作用： 無線射頻辨識

- 從 ISO 11785, ISO 14443, ISO 18000 – 產業標準，到新的 RFID 圖書館應用標準
- 2006年出現最早的圖書館應用標準 ISO 28560, 2011年和2014年五月再修訂之。
- 這就是由應用與轉換標準而得到創新的例子。





What about public libraries

- Rich interaction between national association standards and IFLA / UNESCO / ISO standards
- Use of Best practices
- Use and adaptation of guidelines



在公共圖書界呢？

- 與全國性學會組織標準和IFLA / UNESCO / ISO 之標準有豐富的相互作用
- 最佳實務的使用
- 指引的使用與適應



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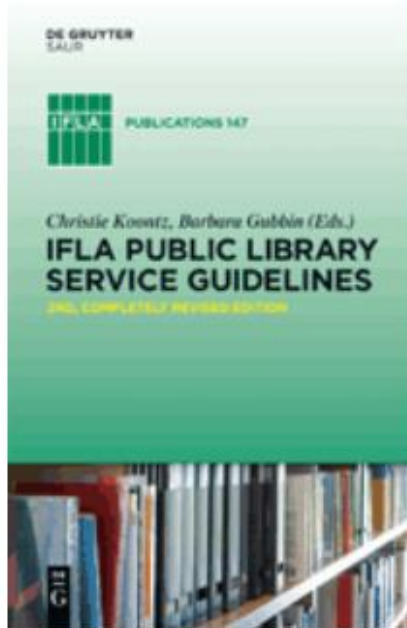


ALIA 2012 Standards



Beyond a Quality Service:
Strengthening the Social Fabric

Standards and Guidelines
for Australian Public Libraries





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澳洲圖書館與 資訊學會 2012年標準



Beyond a Quality Service:
Strengthening the Social Fabric

Standards and Guidelines
for Australian Public Libraries





IFLA Public Library Service Guidelines

by **Christie Koontz and Barbara Gubbin (editors)**

Series: *IFLA Publications Series* 147

Publisher: Berlin/Munich: De Gruyter Saur, 2010

The public library is the prime community access point designed to respond to a multitude of ever-changing information needs.

These guidelines are framed to provide assistance to library and information professionals in most situations. They assist to better develop effective services, relevant collections, and accessible formats within the context and requirements of the local community.

In this exciting and complex information world it is important for professionals in search of knowledge, information and creative experience to succeed.



This is the 2nd edition of The Public Library Service IFLA/UNESCO Guidelines for Development.



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What is provided by the IFLA Public Library Service Guidelines

- New levels of service
- Examples of success stories
- Examples of innovation in public libraries



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“IFLA公共圖書館服務指引” 提供了什麼？

- 服務的新層次
- 成功故事的例子
- 公共圖書館創新的例子



Examples of other IFLA standards in the areas of public libraries

- Guidelines for Audiovisual and Multimedia Materials in Libraries and other Institutions
- Guidelines for Children's Library Services
- Guidelines for Easy-to-Read Materials
- Guidelines for Library Services for Young Adults (Revised)
- Guidelines for Library Services to Persons with Dyslexia
- Using Research to Promote Literacy and Reading in Libraries: Guidelines for Librarians
- Multicultural Communities: Guidelines for Library Services, 3rd edition



IFLA 在公共圖書館領域各種標準之例子

- 圖書館與其他機構視聽與多媒體資料指引
- 兒童圖書館服務指引
- 易讀資料指引
- 圖書館青少年服務指引 (修訂版)
- 難語症者圖書館服務指引
- 運用研究推廣圖書館資訊素養和閱讀：圖書館員專用指引
- 多元文化社區：圖書館服務指引, 第三版



Standards and innovation

- Innovation can happen much more quickly in an environment defined by standards
- Solid base for making changes
- Allow to concentrate on what needs to be improved
- Standards represent the benchmark for evaluation and assessment
- Value is determined by how the library has met the outcomes it set out to achieve

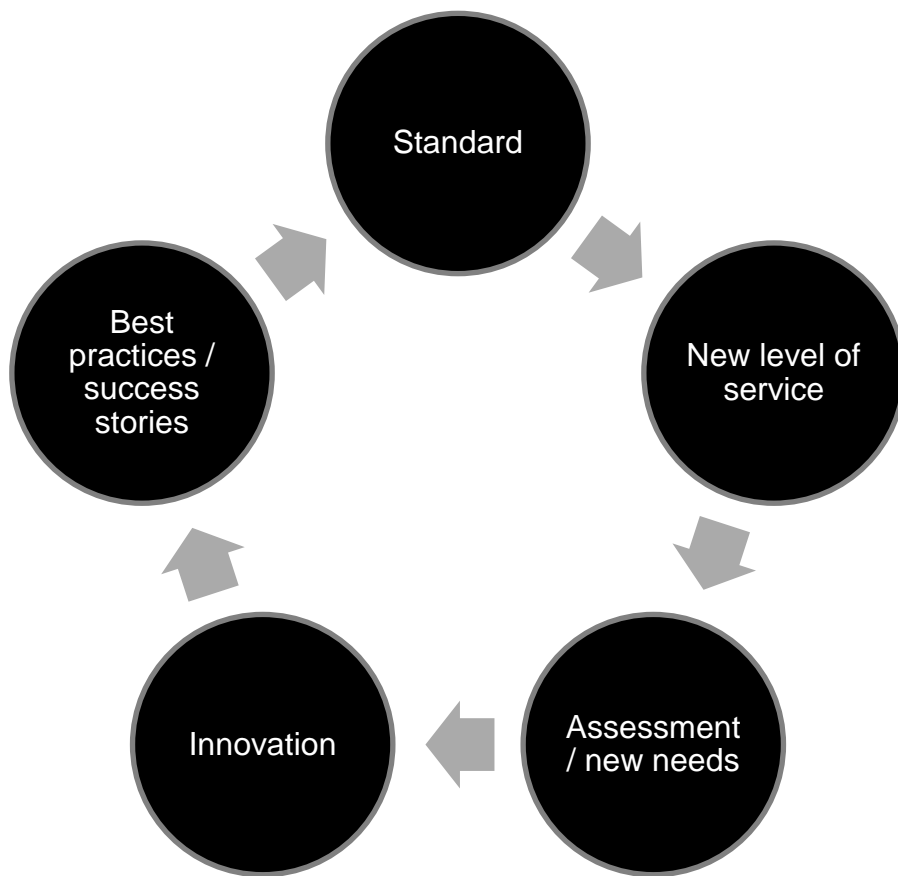


標準與創新

- 在一個有標準規範的環境中，創新可以更快地發生。
- 因為這個環境具有進行變革的堅強基礎。
- 允許著重在需要改善的地方。
- 標準代表的是評鑑與評估時的基準。
- 圖書館的價值，決定於它是否達成自訂目標的成果。

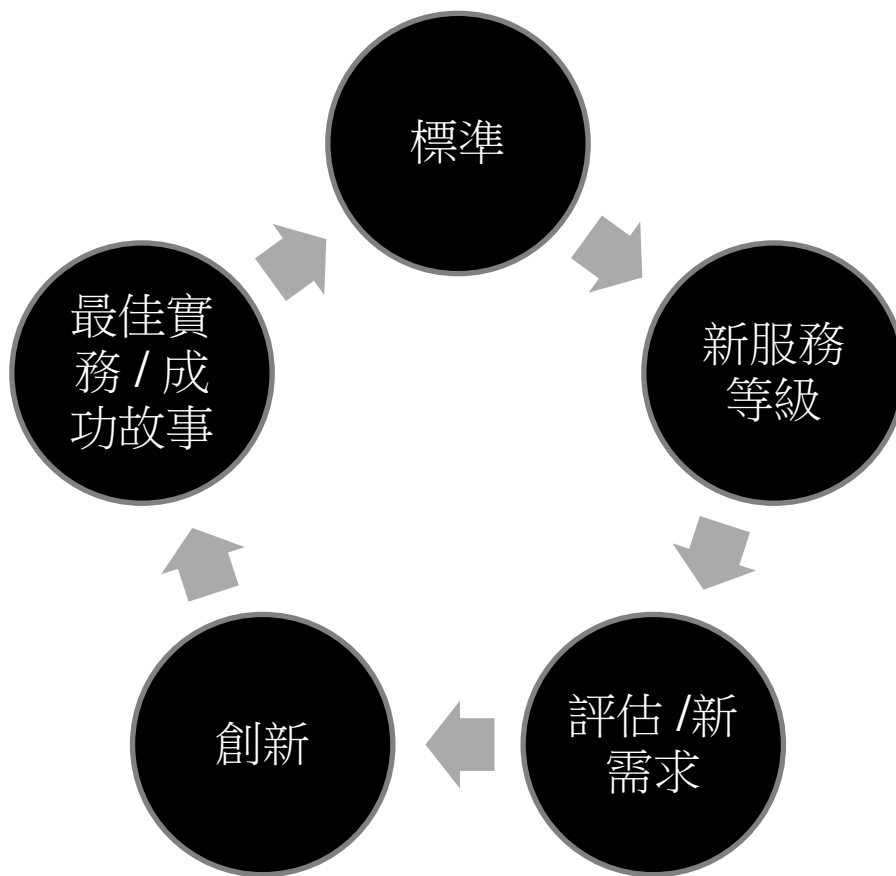


Standards and innovation





標準與創新





Conclusion

- Innovation should be the main driver for libraries in meeting the needs of their users
- Any change and improvement should be made by assessing the current situation and looking for solutions
- Standards a prime source for new level of services



結論

- 創新是圖書館滿足讀者需求的主要驅動力。
- 任何變革與改善，應根基於對現狀的評估，並尋求解決方案。
- 標準是新服務等級的主要來源。