

2007-09-05

ユーザーの視点によるサービス構築 トロント大学図書館での経験

九州大学附属図書館
利用支援課調査サービス係 片岡 真
shkata@lib.kyushu-u.ac.jp

Kyushu University Library 

研修概要

- 図書館員国際研修プログラム (Elsevier)
- 滞在期間： 2006年12月～2007年2月
- 滞在場所： University of Toronto Libraries (Roberts Library)
 - Information Technology Services (ITS) Department
 - Reference Department

Kyushu University Library 

Roberts Library



Kyushu University Library 

Gerstein Science Information Centre



Kyushu University Library 

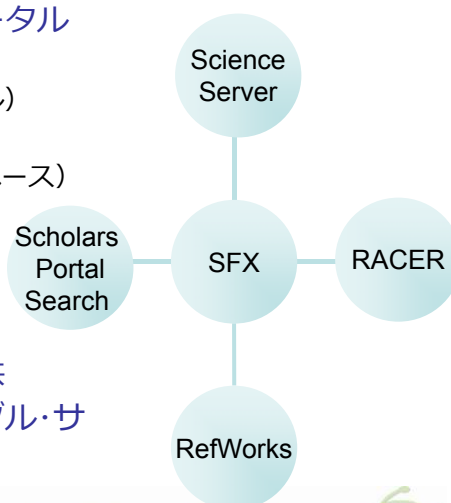
Information Technology Services (ITS) 部門

- Scholars Portal
- T-Card
- Webサイト
- 機関リポジトリ
- 組織
- 図書館のデジタル化

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Scholars Portal

- オンタリオ州20大学
- コンテンツを提供するポータル
 - Science Server / EJOS
(8,000誌の電子ジャーナル)
 - Scholars Portal Search
(141の抄録・索引データベース)
 - RefWorks (文献管理)
 - RACER (ILL)
 - SFX (リンクリゾルバ)
 - ??? (電子ブック)
- ローカル・ロードして提供
- リモートアクセス+シングル・サインオン



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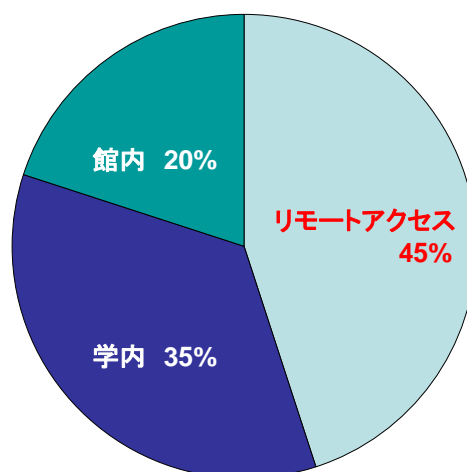
Scholars Portal Day (電子ブック)



Jan 31, 2007 Scholars Portal Day

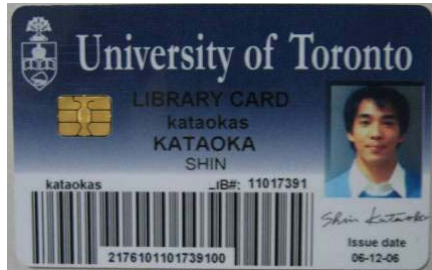
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Scholars Portalへのアクセス場所



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T-Card / UTORid



- 入館（24時間開館）
- 貸出
- 館内端末利用
- e-mail
- コピー・プリンタ出力
- リモートアクセス
- シングル・サインオン
- 無線LAN
- MyLibrary

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Webサイト (1)

Webで利用できる全てのコンテンツを収録

[All e-resources](#) | [Article databases](#) | [eJournals](#) | [Encyclopedias, dictionaries...](#) | [eNews](#) | [More...](#)

Search e-Resources

Find specific e-resources

containing starting with

Browse by title
titles starting with the letter

ABCDEFGHIJKLMNOPQRSTUVWXYZ

See also...

[List by Provider](#)

[List by Publisher](#)

Humanities Abstracts

[Connect to this resource](#) Need a permanent link to this resource? [Click here](#)

Electronic Holdings: 1963 -

About this title: A major database for the humanities, unique in that journals are selected by human specialists as being the "best" in their fields. Humanities Abstracts indexes a selected list of high quality research journals in a wide range of fields covered in a broad array of humanities journals. This index is especially useful for finding a few "good" research articles on a selected topic in the humanities. Humanities Abstracts is provided by H.W. Wilson, a major publisher of quality indexes.

Materials covered: Humanities Abstracts covers approximately 600 scholarly journals and important specialized magazines. The database indexes and provides abstracts of feature articles, interviews, obituaries, bibliographies, original works of fiction, drama, and poetry, book reviews, and reviews of ballets, dance programs, motion pictures, musicals, operas, plays, radio and television programs.

Print Equivalents: International Index to Periodicals (1907-1965); Social Sciences & Humanities Index (1965-1974); Humanities Index (1974-2001)

<p>Major Subjects:</p> <ul style="list-style-type: none"> History -- General Humanities Interdisciplinary <p>Other Subjects:</p> <ul style="list-style-type: none"> Archaeology: General Indexes and Abstracts Celtic Studies Classical Studies Literature -- General Philosophy <p>Journals Indexed:</p> <ul style="list-style-type: none"> List of journals indexed not available <p>Languages:</p> <ul style="list-style-type: none"> English <p>Region:</p>	<p>Subjects listed by database:</p> <ul style="list-style-type: none"> Humanities Archaeology Area studies Art Classical studies Communications Dance Film Folklore Gender studies History Journalism Linguistics Literary and social criticism Literature Music Performing arts Philosophy
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Webサイト (2)

分野別のリソース/文献検索

Find the best research Best research resources for Biology

Choose your general topic from
Biology
Bibliography

Article Search
Search Scholars Portal article databases for the subject **biology**.

UNIVERSITY OF TORONTO **Live HELP!**

SCHOLARS PORTAL search

Now Selected: Biological and Agricultural Index @ Scholars Portal
Biological Sciences
Biology Digest
BioOne Abstracts and Indexes
General Science Abstracts @ Scholars Portal

2519 results found for: KW=(synopsi*) in Multiple Databases

Published Works 2519 | Scholars 208 | Web Sites 10

All Publication Types 2519 | Journals: 1611 | Peer-Reviewed Journals: 1139 | Conferences: 125 | Books: 491

Mark or Clear all on page | Update Marked List | Save, Print, Email | RefWorks | Sort by: Most Recent First | Go

Record # | Go

1. Zebrafish in comparative context: A symposium.
Web: Jacques F. Schilling, Thomas F. ...
Integrative and Comparative Biology, vol. 46, no. 5, pp. 569-76, October 2006
Synopsis: The Symposium "Zebrafish in Comparative Context" was organized to bring together two largely separate but highly complementary research traditions in order to make developmental and genetic information about a model species (Danio ...
View Record | 3 Duplicates | [get it!](#) | [Libraries](#)

2. Integrating function across marine life cycles.
Printed by: Robert D. Moran, Amy L. ...
Integrative and Comparative Biology, vol. 46, no. 5, pp. 577-86, October 2006
Synopsis: Complex life cycles involve a set of discrete stages that can differ dramatically in form and function. Transitions between different stages vary in nature and magnitude; likewise, the degree of autonomy among stages enabled by ...
View Record | 3 Duplicates | [get it!](#) | [Libraries](#)

Databases: Biological and Agricultural Index @ Scholars Portal
Descriptors: Zebra_fish | Comparative Biology -- Fishes

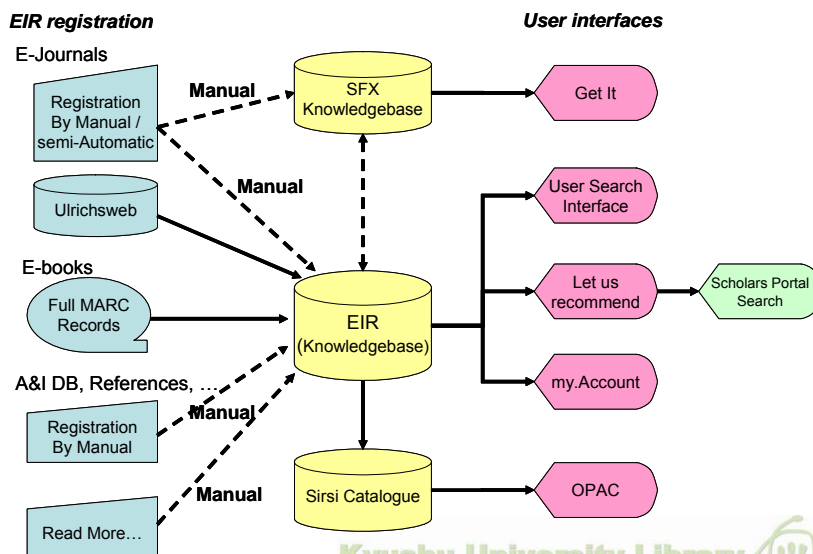
Databases: Biological and Agricultural Index @ Scholars Portal
Descriptors: Marine Biology | Life Sciences

Top of Scholars Portal **Biology** databases to find journal articles, conference proceedings, websites, etc. These include:
Biological Index
Biology
Biology Digest
BioOne Abstracts and Indexes
General Science Abstracts
Log-in for database
Search
Scholars Portal
for those studying

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Webサイト (3)

EIR registration and User interfaces



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Webサイト（九州大学）

The screenshot displays the Kyushu University Library website interface. On the left, there are search tools including a search bar, a dropdown menu for '分野別一覧' (List by field), and a '検索ツール(分業別) > 化学' (Search tools (by field) > Chemistry) link. The main content area shows search results for '化学' (Chemistry), listing various databases and resources such as 'Microbiology Abstract', 'Section A, Industrial & applied microbiology', 'Dissertation Express', 'JSTOR', 'SciFinder Scholar', 'JDream II', and 'Read 研究開発支援統合ポータルサイト'. On the right, there are additional links and a '検索(検索ツール)' (Search) button.

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機関リポジトリ（T-Space）

- 教員、職員との強いつながり
- DSpaceを使った、電子学位論文の登録システム
 - ITS、学務部、教員で構成されるWG
 - カスタマイズで独自の投稿フロー
- DSpace以外に提供するツール
 - Open Journal System (OJS)
 - Open Conference System (OCS)

Kyushu University Library

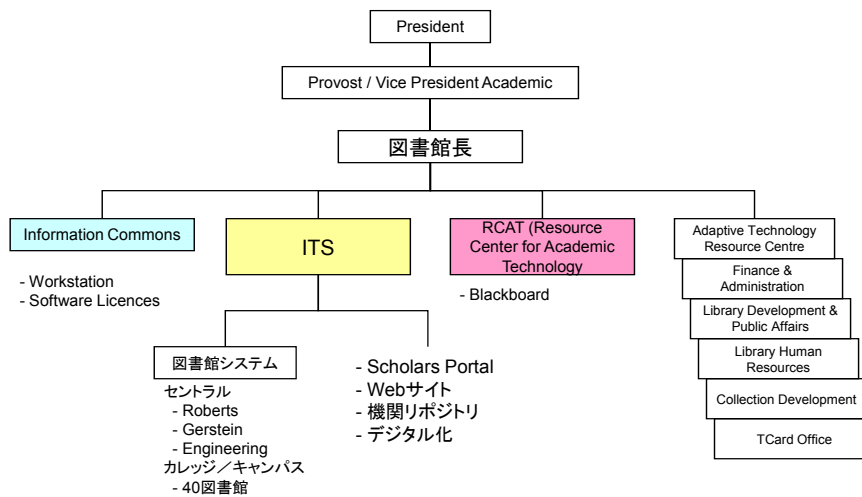
組織 (1)

ITS入口に飾られたオブジェ ”Shoes of the Users “



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組織 (2)



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Internet Archive (図書デジタル化)



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Reference 部門

- レファレンス
- サブジェクト・リエゾン

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レファレンス

- レファレンス・デスク / 電話 / E-Mail
- デジタル・レファレンス
 - バーチャル・レファレンス --- Roberts Library
 - 月～金 13:00 – 17:00
 - Docutek: ユーザー側にソフトウェア不要
 - OCULの7機関が利用
 - 年間約20万円
 - Internet Messaging --- Gerstein Library
 - 月～木 10:00 – 21:00 / 金 10:00 – 18:00
 - サービスを問わない(AIM, Google, Yahoo!, MSN, ...)
 - 導入コストなし

レファレンス : Internet messaging



バーチャル・レファレンス V.S. IM

Service	Staff Satisfaction	Usage	Administration	Features/Quality
Virtual Reference				
IM				
Considerations	<ul style="list-style-type: none"> •Staff members like the co-browsing feature when it works. •New version of software (Fall '06) resulted in frustrations with VR. 	<ul style="list-style-type: none"> •Overall, usage of VR is higher than IM. •38% drop in usage from Fall05 – Fall06 with VR software. •IM usage is increasing (35% increase Fall05-Fall06) 	<ul style="list-style-type: none"> •IM is cheaper and less training is involved.. while VR is easier to set up in a consortium (for sharing hours.) 	<ul style="list-style-type: none"> •Co-browsing is a great feature of VR but now requires download which discourages use among students. •Statistics, scripted messages, transcripts: well-liked features in VR...worth the cost?

Presented by: Elena Prigoda, Gerstein Science Information Centre, University of Toronto
and Jenn Horwath, Library @ Mohawk, Mohawk College
Super Conference, 2007

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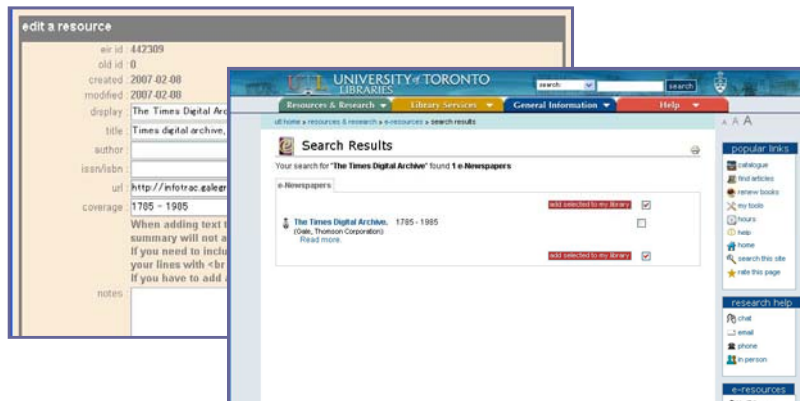
サブジェクト・リエゾン

- サブジェクト・リエゾン
 - もともとサブジェクト・ライブラリアンはいなかった
 - 10年前ぐらいから、教員との結びつきを重視
 - 2003年から1スタッフ1サブジェクト
- 業務内容
 - 研究ガイド作成
 - リソースガイドの充実
 - 講習会
 - 教員/学生とのつながり

Kyushu University Library 

手伝いました

- Webサイトのリンク修正
 - 電子ジャーナル, 電子ブック,
抄録・索引データベース, レファレンスツール, ...



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写真

- 観光、食べ物、...
- OLA Super Conference 2007
- University of Waterloo
- Senior Staff Meeting
- Library Council
- Thank you party

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トロント観光



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ケーキショップ



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お酒



Kyushu University Library 

2/9 University of Waterloo



Kyushu University Library 

2/13 Senior Staff Meeting



Kyushu University Library 

2/20 Thank you party



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2/23 最後のランチ



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まとめ

- 仕事内容や課題は類似
- 危機感 → ユーザーの視点
- グローバル化

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