

“知识创新与图书馆服务”

- 第四届上海国际图书馆论坛

by VICKY GAO

Senior Librarian
Lee Kong Chian Reference Library
National Library

高小行女士

高级参考与研究馆员
李光前参考图书馆



上海图书馆吴建中馆长主持论坛开幕式



李慧欣女士受邀为大会演讲嘉宾，介绍新加坡国家图书馆最新CRNS系统

2008年10月21日至22日，“第四届上海国际图书馆论坛”在上海图书馆召开。来自世界各地共有300多位的专家与学者围绕“知识创新与图书馆服务”主题，就数字时代的图书馆与情报服务、Web2.0背景下的图书馆、图书馆的核心竞争力与图书馆职业的未来、数字鸿沟与图书馆的责任以及数字图书馆与赛伯基础设施建设等议题进行广泛的学术交流和讨论。本届论坛恰逢上海市科技情报事业50周年(1958年-2008年)，使此次盛会倍添喜庆。

李光前参考图书馆的馆员向此次论坛提交了下面两篇论文：“Library Performance Indicators - A Case Study of Lee Kong Chian Reference Library, National Library Singapore” co-authored by Law Lin Mui, Vicky Gao and Ng Hui Ling. “参考图书馆绩效评估 - 新加坡国家图书馆的实践”. 合著者: 王连美、高小行、黄惠龄

该论文介绍了李光前参考图书馆所采用的与企业发展战略相关的关键绩效指标体系以及参考馆员绩效考评指标。新加坡国家图书馆依靠ISO国际标准构建先进的绩效管理理念引起了国际权威专业杂志《Library Management》的注意，这篇文章随后被该杂志

录用(见《Library Management》2009, Vol. 30; Issue 1/2, Page 77-87)。

“Repositioning Our Information Services in the Digital Age: A Study of the National Library Singapore Strategy” co-authored by Judy Ng and Ivy Lee. “数字时代如何定位参考咨询服务: 新加坡国家图书馆的策略”. 合著者: 张碧玲、李慧欣

这篇文章介绍图书馆如何利用三个服务平台来推广参考与咨询服务。这三个服务平台就是: 1) 将馆员答复转变成特定网址, 再用短信服务将网址发到读者的手机; 2) 让大众能直接从Google, Yahoo! 和MSN (GYM) 三大搜索引擎点击馆员编写的新加坡历史主题资料; 3) 让馆员在Collaborative Reference Network Services (CRNS) 的工作平台合作与讨论, 从而达到提升咨询服务素质的目标。凭着紧扣创新与数字时代图书馆服务这一本届论坛的主题, 该文章受到评委的青睐, 作者之一的李慧欣女士 (Ivy Lee) 荣幸地受邀成为论坛演讲嘉宾。

会议期间, 李光前参考图书馆王连美主任和高小行馆员也和上海图书馆读者服务中心的金红亚主任和张轶老师座谈, 讨论



来自李光前参考图书馆的馆员和上海图书馆读者服务部的同行们合影。

新加坡国家图书馆的 Network of Specialists (NOS) 平台和上海图书馆的 Collaborative Online Reference Services (CORS) 平台具体合作事宜。

“上海国际图书馆论坛”每两年举行一届，至今已举办了四届。每届论坛都有国际图联高层领导、国内外图书馆馆长、全球图书情报界的专家学者和研究人员出席。两年一次的大会，已成为国际图书情报界重要的交流平台，也是馆员扩大与同行们的专业交流，结识新朋友，不忘老朋友的难得聚会！

SUMMARY

Intelligence, Innovation and Library Services 4th Shanghai International Library Forum

The 4th Shanghai International Library Forum (SILF) was held on 20 - 22 October 2008 at the Shanghai Library. The forum coincided with the 50th anniversary of the Institute of Scientific & Technical Information of Shanghai (1958-2008). The topic of this forum was “Intelligence, Innovation and Library Services”. To facilitate in-depth discussions, further subtopics are assigned as follows: Library and Information Service in the Digital Age; Libraries 2.0 and Web2.0; Core



与王伟伟教授（中）相聚。2005年5月，两位馆员曾陪同王教授参观李光前参考图书馆。王教授现任中国图书馆学会学术委员会副主任，上海图书馆学会理事长，上海图书馆党委副书记及国际图联(IFLA)大都市图书馆委员会常委。

Competence of Library and Its Professional Future; Digital Gap and Responsibilities of Library; Digital Library and Cyber-infrastructure.

Lee Kong Chian Reference Library (LKCRIL) submitted two papers for this conference. The first paper was “Library Performance Indicators - A Case Study of Lee Kong Chian Reference Library, National Library Singapore” co-authored by Law Lin Mui, Vicky Gao and Ng Hui Ling. It outlined how the National Library of Singapore utilised ISO standards to build an effective performance management system. This caught the interest of the prestigious journal, *Library Management* and was selected to be published in it. (See *Library Management* (2009), Vol. 30, Issue 1/2, Page 77-87). The second paper, “Repositioning our Information Services in the Digital Age: A Study of the National Library Singapore Strategy” was co-authored by Judy Ng and Ivy Lee. Both papers were accepted for the conference and published in the SILF 2008 conference proceedings, while the authors of the latter paper were invited to give a presentation.

The biennial forum also provided an opportunity for librarians to expand their network of contacts in the information industry as well as to catch up with old friends.