

## Reference and Information Services at the National Central Library

The reference and information services of the National Central Library (NCL) are operated by the library's Knowledge Services Division. The mission is to support the research and education objectives of the library. The reference facilities provided by the NCL include a physical collection of reference materials, along with the maps and atlas section and the series section, and an online reference system. Services provided by the reference staff include reference consultation, bibliographic instruction, educational programs, and reference works recommendation.

The NCL's reference consultation and bibliographic instruction are available to all individuals on site at the Reference Desk, by telephone, by correspondence, and through online services including e-mail and Subject Specialist Reference Service webpage.

Since the NCL is considered an educational institution, our reference staff has designed and developed a series of basic and in-depth instructional programs that promote the library's reference tools and services. We offer on-site classes to NCL users in such as the use of bibliographic sources and the retrieval of data through electronic means. The reference staff also delivers specialized outreach *Information Skills Workshops* (文獻搜尋工作坊) to foster and to elevate civil servants' information literacy.

In addition to serve our library users, the NCL also serve as an informative tool to all librarians on the most current reference works published in Taiwan. Since 2001, the NCL established a selection committee to recommend quality print reference materials for library users and professionals. An annotated bibliography of the selected resources is published annually in the November issue of *New Books: Recent and Forthcoming Publications in Taiwan, ROC*.



### Services

Located on the second floor of the NCL, the General Reference Room provides an environment with access to both electronic and print resources. The opening hours are Tuesday through Saturday from 9 am to 9 pm; Sunday from 9 am to 5 pm. The General Reference Room is closed on Mondays and national holidays.

The NCL's reference staff provides the following services:

#### ✧ Answering Reference Questions

The reference staff can look up a brief factual answer to a specific question or recommend books

that might contain the answer to the question. If the library is not able to provide related or further information, the librarian can refer the patron to another library.

#### ✧ Helping patrons identify materials

At the Reference Desk the librarian can operate the online catalog and online databases to identify or locate materials for patrons. Our staff can help patrons find out whether the library owns an item with a particular title or author.

#### ✧ Providing instruction on reference resources

While operating the online catalog and online databases, the reference librarian can at the same time demonstrate their features and instruct the patron how to use the resources.

#### ✧ Recommending proper search strategies

The reference librarian can recommend proper keywords and search strategies for the topic the patron has in mind. The librarian can also recommend reliable websites and evaluate the reliability of the information on websites.

#### ✧ Interlibrary Loan (ILL) for NCL patrons

Any NCL Library Card holder can request interlibrary loan of materials from a cooperating institution anywhere in the world. The NCL will not charge service fees but the patron has to pay for the fees charged by the providing institutions. For further information on NCL's interlibrary loan services, please contact [rendds@ncl.edu.tw](mailto:rendds@ncl.edu.tw) (domestic ILL) or [refw@ncl.edu.tw](mailto:refw@ncl.edu.tw) (international ILL).

## Collections

The General Reference Room contains reference materials such as almanacs, bibliographies, dictionaries, directories, encyclopedias, indexes and yearbooks. Readers are welcome to view or browse materials in the open stack area. Rare used materials are stored in the close-stack area. To access these items, registered users with NCL's library cards may use the Online Catalogue to search and claim the items they need.

This room also houses two sub-sections, the Maps and Atlas Section and the Series Section:

The major holdings of the Maps and Atlas Section include: aerial photographs, topographic maps, reprint editions of historical maps of Taiwan during the Japanese colonial period, and current maps and atlases of major cities of Taiwan.

The Series Section contains general and academic book series with reference values, such as *The Complete Collection of the Four Treasuries* (*Siku quanshu* 四庫全書), *The Chinese Buddhist Canon* (*Dazangjing* 大藏經), and various series of Chinese local gazettes.



## Digital Resources

The NCL embarked on a digital collection program in 2002 to enhance preservation and utilization of collection resources. The library's digitization projects include the following: Center for Chinese Studies–Subject Database, Chinese Rare Books Catalog, Digital Audio Visual Archive System (DAVA), E-Publication Platform System (EPS), National Bibliographic Information Network (NBINet), National Central Library Gazette Online, National Digital Library of Theses and Dissertations in Taiwan (NDLTD-Taiwan), PerioPath: Index to Taiwan Periodical Literature System, Synergy of Metadata Resources in Taiwan (SMRT), Taiwan Citation Index–Humanities and Social Sciences, and Taiwan Memory. The QR code will link you to NCL's digital resources webpage:



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