

National Diet Library Newsletter

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NEXT



Public services in the last decade

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This is based on an article of the same title in the series <“1998–2008”
Topics during the last decade and future prospects>in
NDL Monthly Bulletin No. 568 (July 2008).



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Introduction

The National Diet Library (NDL) is intended to assist the Members of the National Diet in the performance of their duties. At the same time, it is a library open to the public.

Article 21 of the [National Diet Library Law](#) stipulates that “the library services of the National Diet Library shall be available to the people of Japan either directly or through prefectural or other libraries to the fullest extent...” In order to fulfill this mission, the NDL provides a variety of services based on its large collections of materials acquired through the legal deposit system and by other means in cooperation with domestic and overseas libraries.

The library’s services have been considerably enhanced in the last ten years, by the opening of the Kansai-kan and the International Library of Children’s Literature (ILCL), remodeling of the Tokyo Main Library, the launching of the NDL-OPAC (National Diet Library Online Public Access Catalog), and other changes. This article introduces the improvement of user services especially in the Tokyo Main Library.

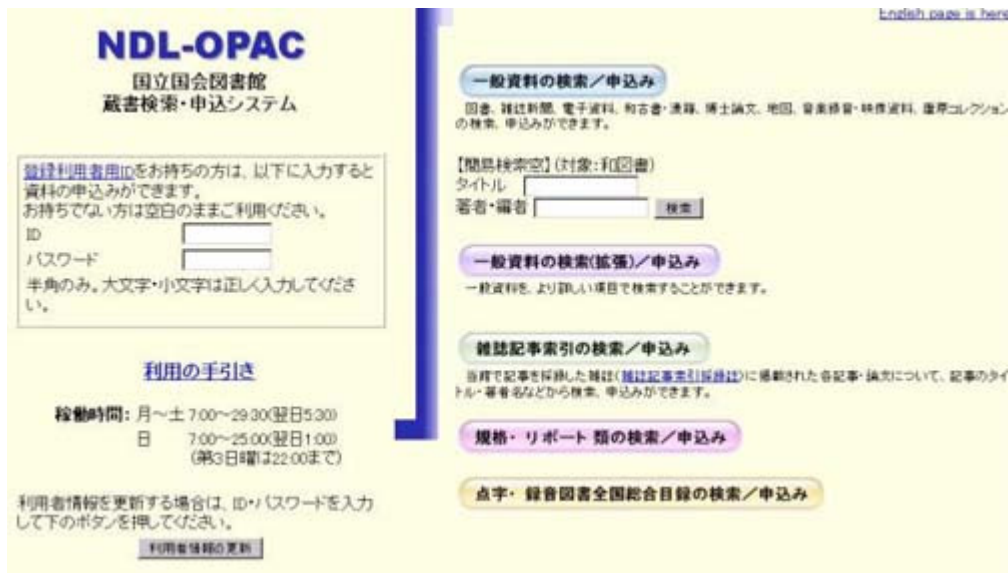
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1. Improvement in 2002: expansion of remote user services and others

With the opening of the Kansai-kan in October 2002 and the full opening of the ILCL in May of the same year, the NDL started to provide services in the three facilities including the Tokyo Main Library, making the most of the characteristics of each facility while offering the services in an integrated manner.

We can name especially the expansion of remote user services via the NDL website, the start of the service with liaison between the Kansai-kan and the Tokyo Main Library, and the introduction of the user registration system.

1-1. Expansion of remote user services



NDL-OPAC

Remote user services are services available without visiting the library, while the “on-site user services” are intended for visitors to the library. Under the basic policy of making rapid and appropriate services available at any time, to anyone, from anywhere, the NDL launched the NDL-OPAC, enrichment of the contents on its website and provision of subject information.

The NDL-OPAC made it possible to search the bibliographic information of the NDL collection and the Japanese Periodicals Index via the Internet. In addition, it allowed registered users to request photocopies and registered libraries to request interlibrary loans on the web.

The digital library services were also extended with the release of the “Digital Library from the Meiji Era,” an image database of books published in the Meiji era from the NDL collection (it now also includes books published in the Taisho era) and “WARP,” which collects and accumulates Internet resources. These new contents were added to the previously-existing contents including “Minutes of the Diet,” “Rare Books Image Database,” and “Online Gallery.”

We also enriched several types of subject information such as “Guide for Search by Theme” which introduces tools for searching materials on a specific theme or on each unique group of materials held by the library, and provides information on related institutions.

1-2. Service with liaison between the Kansai-kan and the Tokyo Main Library

With the opening of the Kansai-kan, the NDL collection was divided between Tokyo and the Kansai region. Inter-site request service between the two facilities for some groups of materials and remote photocopy service for visitors were launched to secure the availability of materials stored in both sites.

1-3. User registration system

To improve the user services, the user registration system was introduced in October 2002. Registered users have an ID card (registered user card) delivered after making an

application. For registered users, the procedure to enter the library becomes simpler and the inter-site request service is available. In addition, request for photocopy service can be made through the Internet and copied items are delivered by postal mail.

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2. Remodeling of the Tokyo Main Library

In October 2004, the Tokyo Main Library remodeling work was completed. In the remodeling, a new information system which forms the basis of the present services was introduced, procedures for using the NDL were significantly improved, and services were greatly expanded.



Catalog Hall with NDL-OPAC terminals

2-1 Computerization

The principal improvement produced by the remodeling of the Tokyo Main Library is the computerization of service procedures.

Most of the services for users had not been computerized before the remodeling, so users had to fill out an application form in handwriting to enter the library, request materials, and have copying done (for details, see the column). After the remodeling, the services were largely computerized, and convenience for users was improved.

The core of services since the remodeling is the NDL-OPAC. By searching on the NDL-OPAC, users can check for most materials whether the NDL holds them or not, which facilities hold them, and whether they are available or not at the moment. Users no longer have to go through card catalogs or pages of book catalogs. In addition, users are able not only to retrieve data but also to request services on the NDL-OPAC. From the search results, users can request materials through NDL-OPAC terminals in the library, and request copies from outside the library via the Internet. Compared with the services before

the remodeling which needed requests in writing, they became much easier and quicker. At present there are about 200 NDL-OPAC terminals in the Tokyo Main Library.

Information on requests through the NDL-OPAC are processed by networked computers to be used for delivering or copying materials. As this made work operations efficient, provision of materials and copies became speedy.

Users' entry and exit are also controlled by the computer system to make it smooth. In this regard, the NDL is paying close attention to the protection of personal information.

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How did it work before computerization?

To search for a material you needed, you had to visit the NDL or other libraries as the NDL-OPAC was not yet available. It was possible to call the NDL to make inquiries, but sometimes you could not get the answer quickly because search of several catalogs was needed. In addition, it was necessary to check in the stacks to know if a material was available or not.

To enter the library, you had to fill out a paper application form with information including your name and address.

To find a material, you were supposed to search through card catalogs, book catalogs, or CD-ROMs with bibliographic information of the NDL holdings (J-BISC). After finding the material you needed, you filled out a material request form (below) with the call number, title, volume, etc., and handed it in at the counter.

請求記号		氏名		住所		
資料名・著者・編者(雑誌・新聞・双書・全集などは巻号、年月、頁を明記)						
冊数	巻	号	頁	年	月	日
分装・異化・不一致・未所蔵・欠号・景電・未着・製本・書架なし						
					04-01	

Staff at the counter sent the request forms to the stacks, after sorting them by floor in the stacks where the requested material was stored. Receiving the request form, staff in the stacks found the material on the shelf, put it in a tray on the conveyer to send it to the counter. If the material was not on the shelf, being in the process of binding or read by another user, the request ended in failure. The system now shows in what status a material is and if a material is not on the shelf it is not possible to make a request.

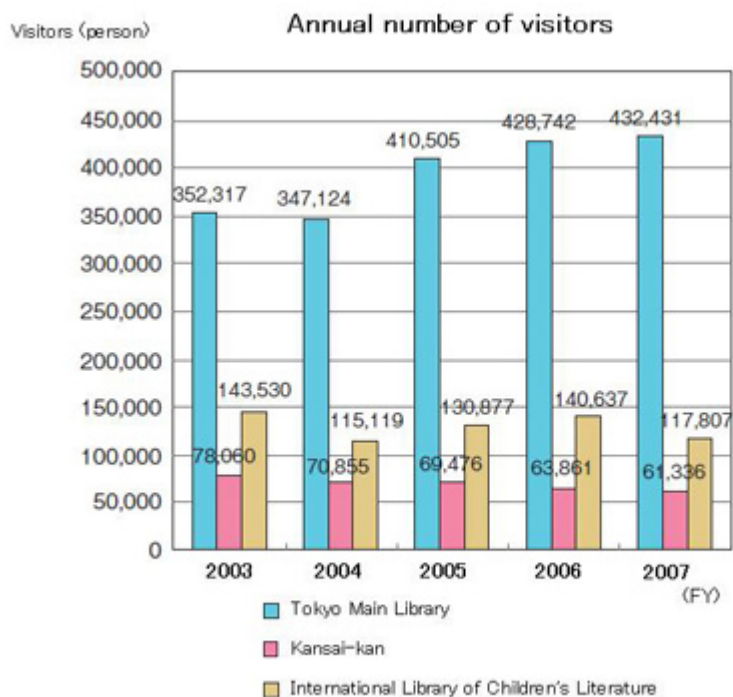
To have a material copied, a request form for photocopy had to be filled in by hand. You submitted it after filling in the title, call number, pages to be photocopied, your name and address. Staff at the counter received it, checking out the written information and the materials to be photocopied.

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2-2 Extension of opening days and hours

Before the remodeling, the NDL used to be open until 5:00 p.m., and was closed on the second, fourth and fifth Saturdays. After the remodeling, the NDL extended library hours until 7:00 p.m. on weekdays, and also opened every Saturday. By the extension, annual opening hours increased by about 43%, and average opening days per year expanded from 238 to 280.

Extension of opening hours had been a longstanding issue of the NDL, and it was requested by numerous users. The extension enabled users to do research for a longer time, and to make a choice from a wider range of times.



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2-3 Reorganization of special materials rooms

[Special materials rooms](#) were reorganized in FY2002, and then relocated one after the other to be finished during the remodeling.

Reorganization of special materials rooms was carried out based on the following policies:

- (1) to make their specialized fields clearer to satisfy users' diversified and sophisticated needs,
- (2) to provide distinctive collections in an easy-to-understand way for users,
- (3) to improve the digital environment, and provide information services using external resources.

The Modern Japanese Political History Materials Room, Rare Books and Old Materials Room, Map Room, Electronic Resources Room, Audio-Visual Materials Room, and the Newspaper Reading Room, and newly established rooms such as the Parliamentary

Documents and Official Publications Room, Humanities Room, Business, Science and Technology Room, meet a greater variety of users' needs.



Humanities Room

2-4 Barrier-free

The Tokyo Main Library was improved to be a barrier-free structure timed with the remodeling so that the physically-challenged would easily access it. The NDL offers an easy-to-use environment: wheelchair-accessible restrooms are installed in various places, and induction loop systems (devices which transmit the voice directly to a hearing aid) are provided at each service point.

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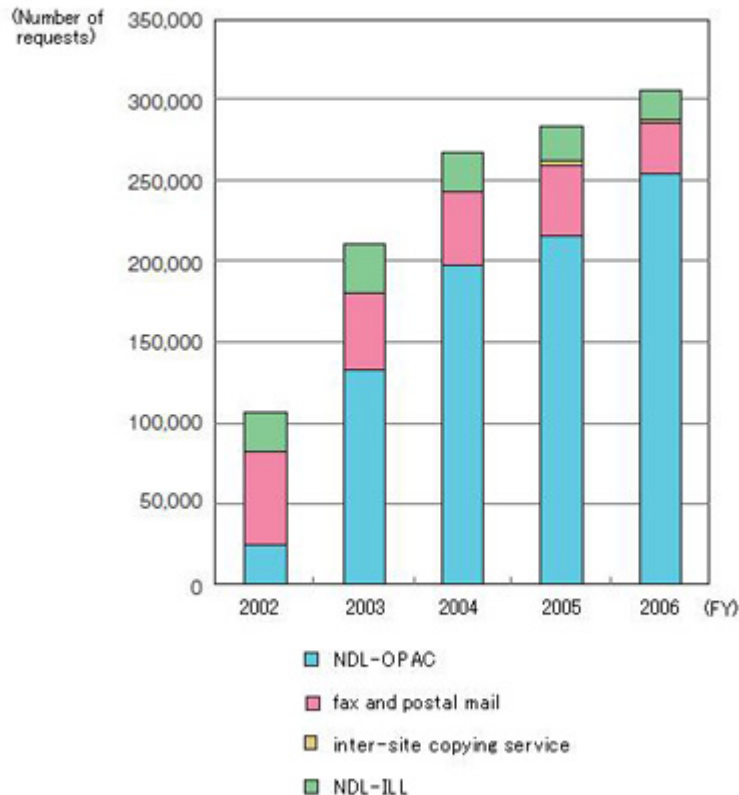
3. Recent trend of services

As described above, the NDL made progress with its services both qualitatively and quantitatively through the expansion of remote services and the remodeling of the Tokyo Main Library. After the remodeling, the NDL has been continuously making efforts to provide better quality services to users. The following are services which were improved after the remodeling.

3-1 Improvement in copying service

In FY 2005 the NDL conducted a review of all copying services including on-site and remote services. As a consequence, copying became more convenient for users: service types are increased, limit in amount of copying per item is relaxed, copying fees on some service types are reduced, printout service for digital resources started, waiting time shortened, etc.

Number of requests for remote copying service



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3-2 Digital Information Services

Since FY 2006, the NDL has been providing digital information services which enable visitors to use digital resources comprehensively in the library. Access to digital contents made by the NDL, electronic journals, online databases of other institutions, information on the Internet, etc. is available. The NDL is also trying to expand digital information services in order to provide users with a wider variety of contents.

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4. Future Prospects

The NDL has reached its 60th anniversary in 2008. It has set “[Vision for the NDL’s 60th anniversary](#)” (“Nagao Vision”) comprising seven goals. The NDL strives to improve the quality of user services based on two goals in the vision: “provide prompt and precise access or links to information needed by users” and “seek to provide equally good service to all users regardless of where they are.”

There are wide-ranging issues such as provision of materials which have been published in new forms, handling of digital resources increasing year after year, various requests from users, creating a more comfortable reading environment, and so on.

In addition, ensuring compatibility between the NDL's responsibility to hand down materials to posterity and requests for use which are increasing every year is an important and urgent issue.

The NDL is tackling daily problems, and at the same time, it strives to improve user services to realize the "Nagao Vision."

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Lecture and Discussion

“Looking Toward Legislation for Internet Archiving”

On July 29, 2008, an open lecture meeting “Looking Toward Legislation for Internet Archiving” was held in the Tokyo Main Library, featuring a lecture by Dr. Ian E. Wilson, Librarian and Archivist of Canada, and a discussion between Dr. Wilson and Dr. Makoto Nagao, Librarian of NDL.

Dr. Wilson made a presentation on the trends of Internet archiving and ongoing projects in Canada, mentioning the importance of Internet archiving and a legal deposit system covering digital resources to enable the national heritage to be passed on to the next generation, and the role of libraries and archives for that purpose. Following a brief presentation on the NDL digital archive project, Dr. Wilson and Dr. Nagao had a talk on broad subjects related to Internet archiving, such as copyright issues and relationships with publishers.

Program

[“The Future is Now: Internet Archiving in Canada”](#)

[Dr. Ian E. Wilson, Librarian and Archivist, Library and Archives Canada](#)

[“Internet Archiving in NDL”](#)

[Mr. Hisanori Tanaka, Director, Digital Information Planning Office,
Administrative Department of the NDL](#)

[Discussion “Roles and missions of national libraries in the digital information age”](#)

[Dr. Ian E. Wilson and Dr. Makoto Nagao, Librarian of the NDL](#)

The Future is Now: Internet Archiving in Canada

Dr. Ian E. Wilson, Librarian and Archivist, Library and Archives Canada



Dr. Ian E. Wilson

About Library and Archives Canada

Library and Archives Canada was established in May 2004 with the integration of the national library and national archives, creating a new kind of knowledge institution for the 21st century. The merger brought together traditionally different cultures and technologies to build the comprehensive knowledge resources expected and demanded in the new century. We developed a concept and vision to acquire and preserve all kinds of documentary materials and make them accessible to all Canadians for the long-term interests of Canada.

Library and Archives Canada's collection includes 20 million books, periodicals, newspapers, microfilms, literary manuscripts and government publications. It also holds about 3.18 million megabytes of information in electronic formats, including more than 30,000 Canadian periodicals and books available online, one of the largest electronic collections in the world.

Cooperation framework for web archiving

We have coordinated with other national libraries to find the best way of harvesting the web and we developed open-source software. Using internationally-developed technology, we have done two crawls of the entire Canadian government website and are now carrying on the third crawl. We are also actively consulting broadly on developing appropriate criteria,

because other libraries and archives across the country also need to be active in preserving relevant websites.

Legal deposit system for online publications

In addition to preserving websites, we have also extended the definition of the legal deposit to include electronic publications. A year and a half ago we issued regulations requiring such publications to be deposited with us and also requiring the disablement of any access code so that we can have access them in the long term. We have also facilitated this in the Virtual Loading Dock (pilot system) where electronic publications are transmitted electronically with the metadata directly from publishers to us. We have also initiated a project to transfer electronic government records directly from the departments through the Virtual Loading Dock to our digital repository.

Canadian Digital Information Strategy

We play a leadership role in the digital domain across the country, and bringing together all the players involved in digitizing and preserving digital materials to create a broad national strategy. Having launched the initial consultations, we posted the first Canadian Digital Information Strategy on our website for comment.

Canada Project

According to our survey, we found there is a gap between the expectation of Canadians who want to have access online and the actual content that is found there: 93% expect access online, whereas only 25% are satisfied with the quantity and quality of that online content. To tackle the issue we are proposing the Canada Project to digitize and put online everything we possibly can in the next five years. The principle is clear: free public access with digital images properly preserved, while respecting the rights of authors and copyright holders. In cooperation with the private sector, the public sector, universities and corporations across the country, printed materials will be digitized to make them accessible, using some very powerful search engines in entirely new ways.

For the future

With the explosion of information technologies and the widespread access that exists in every corner of the country, Canada is at the cusp of a new revolution – the information revolution. Internet archiving, legal deposit of electronic publications, digital strategies and initiatives mean that Canadians will be able to seize the cultural, social and economic opportunities of the digital age, to compete in the global innovation economy and to lead in the 21st century. By putting information online, we can have an incredible impact, on knowledge acquisition, and on human lives, both as individuals and as a nation.

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“Internet Archiving in NDL”

Mr. Hisanori Tanaka, Director, Digital Information Planning Office,

Administrative Department of the NDL

Mr. Hisanori Tanaka, Director, Digital Information Planning Office, Administrative Department of the NDL, briefly introduced the history of Internet archiving in the NDL, from the establishment of the Legal Deposit System Council in 1997 and the formulation of the NDL Electronic Library Concept in 1998 to the launch of WARP, a system accumulating selected Internet information, the construction of the NDL Digital Archiving System and future tasks for Internet archiving. His presentation file is available from [here](#). [PDF:749.7KB]

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Discussion “Roles and missions of national libraries in the digital information age”

Dr. Ian E. Wilson and Dr. Makoto Nagao, Librarian of the NDL



In the discussion under the title of “Roles and missions of national libraries in the digital information age,” with Dr. Wilson and Dr. Makoto Nagao, Librarian of the NDL, the following issues were discussed, including questions from the audience. Following is the outline of Dr. Wilson’s remarks.

Copyright issues

We have to be very careful in terms of copyright, where the publishers expect to have revenue.

Criteria for collecting Internet information

Library and Archives Canada is still in the process of defining the criteria and consulting with other related institutions. As long as material is free and publicly accessible online, it is fair for us to collect. We especially try to preserve websites which reflect modern society, such as those relating to political movements and environmental movements.

Contents of Digital Library

The first area Library and Archives Canada is working on is government materials. We also want to push municipal bodies, universities, NGOs, and others to put all of their reports online. We are also working in the area of “orphan works,” where we cannot find the authors or publishers. Once the copyright ownership becomes clear, we can negotiate with them in terms of copyright fees and making their works available online.

Cooperation with related institutions

Library and Archives Canada has worked with major libraries in developing a national digital strategy.

Activities by private sectors such as Google

Library and Archives Canada is trying to develop our own response and approach to what Google is doing. We have serious reservations about Google’s approach because the private sector, makes no commitment to long-term preservation. On the other hand, the Canada Project is intended as a public ownership database and committed to long-term preservation in the public sphere with strong support from the private sector to develop and maintain it.

Professions of librarians and archivists

The Library and Archives Canada does not expect librarians to become archivists and vice versa. A modern knowledge institution needs the skills, expertise, competencies and perspectives of a wide range of disciplines and our best work happens when we bring together teams of people with different backgrounds and expertise. As for education in Canada, graduate programs of library studies have been combined with archival studies and other common courses in some universities.

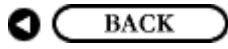
Possibility of integration of the national library and national archive in other countries

It may be difficult in a number of countries to do so because of the library’s position and mandate in those countries. However, libraries and archives can cooperate in the virtual world and in electronic ways. In Canada, we have created a new virtual institution rather than simply maintaining online the existing physical institutions.

More details of this lecture and discussion will be published in NDL Monthly Bulletin no. 574,

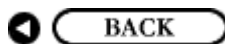
January 2009 (in Japanese).

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Selected list of articles from NDL periodicals (Text in Japanese)

National Diet Library Monthly Bulletin (Kokuritsu Kokkai Toshokan Geppo)

If you click the volume number of each issue, you can read the full-text of NDL Monthly Bulletin. The text is provided in PDF format* (Japanese only).

*To see the full-text (PDF), you will need Adobe Acrobat Reader (free download). Click [here](#) to download. ([Adobe Website](#))

No. 571, October 2008 [[PDF Format, 7.94MB](#)]

- Talks with the Librarian of NDL
 - (1) Dr. Tamotsu AOKI, Commissioner for Cultural AffairsLibraries in the global and multicultural era
- People who use, people who maintain (9) Electronic resources
- Children's Day for Visiting Kasumigaseki – Enjoy a virtual tour of Japan's largest library
- Collection development and its evaluation – Collection development of the NDL – Policy for Acquisition of Materials
- Situation of collection on Japan – focusing on books newly published in the 2000s
[related article](#)
- Utilization trend of science and technology information – from a survey on use of periodicals in remote copying service
- <Announcement>
 - Open lecture on statutes, parliamentary documents and official publications FY2008
 - Special event for children in Autumn

No. 569/570, August, September 2008 [[PDF Format, 9.46 MB](#)]

- Rare books of the National Diet Library – The 60th anniversary
- Series commemorating the NDL's 60th anniversary
 - “1998–2008” Topics during the last decade and future prospects (5) Digital library services [related article](#)
- People who use, people who maintain (8) Periodicals
- Open discussion commemorating the 60th anniversary of the Legal Deposit System:

Publishing culture and the Legal Deposit System

- NDL steadily improving its services – evaluation of priority objects in FY2007
- <Announcement>
 - Training program on Asian information FY2008
 - 100,000 titles of books are available on the Digital Library from the Meiji Era
 - Book notice – publications from NDL

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