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FROM THE PRESIDENT

The October issue of the *Journal of East Asian Libraries (JEAL)* is published midway between Council on East Asian Libraries (CEAL) annual meetings, which means going back in time and then forward. Each of the sections below tries to bring you up to date on the past six months and also let you know what is ahead.

**CEAL 2015 Elections**

One of the first announcements of the Chicago meeting was the 2015 CEAL election results. The following new officers and executive board members were elected in March: Treasurer, Xi Chen (University of California—San Diego), Secretary, Adam Lisbon (University of Colorado—Boulder) and two Members-at-Large, Hana Kim (University of British Columbia) and Charles Fosselman (Stanford University). Next spring (2016) we will be electing the following officers: Vice President/President-Elect, Membership Committee Chair, and two Members-at Large. There will be a call for nominations later this year. Please start thinking about running for election!

**CEAL 2015 Annual Meeting**

The 2015 Annual Meeting sessions indicated considerable interest in developments in digital humanities, linked data, and other library technology trends. The post-conference survey results indicated that one of the top reasons people attend CEAL is to acquire such knowledge and practical skills. The other top priority is to network with colleagues. These survey responses will help the CEAL Executive Board in planning for the 2016 Annual Meeting in Seattle. The survey results also reminded the CEAL board that early notification of conference workshops and events is crucial. The Executive Board will be mindful of this as the planning for next year’s conference proceeds.

**Mellon Foundation-CEAL Innovation Grant for East Asian Librarians**

In late spring, the first two winners in the Innovation Grant Program were announced:

*Duke University Libraries*

Project Lead: Luo Zhou, Chinese Studies Librarian, for “The Memory Project.” Grant funds will be used primarily for the arrangement, description, and reformatting of over 1,000 interviews constituting an oral history of the Great Famine in post-Revolution rural China.

*The Sheridan Libraries, Johns Hopkins University*

Project Lead: Yunshan Ye, Librarian for East Asian Studies, for “Blogging and Microblogging: Preserving Non-Official Voices in China’s Anti-Corruption Campaign.” Web content related to the Anti-Corruption campaign in contemporary China will be the focus of this digital archiving effort.
The second round of Innovation Grants will be open to CEAL members in January 2016. The deadline for proposals (in an amount up to $100,000) will be March 1. Please think about developing a proposal for submission next year!

**CEAL Activities**

Finally, I would like to recognize the work of all CEAL committees and subcommittees during 2014-2015. Not only did each committee sponsor excellent annual meeting sessions; in addition, they sponsored a range of national and international workshops, published books, and contributed to the formulation of international standards, among other activities. I cannot remember a year in which there were so many accomplishments by this dynamic organization. Below is a list of just some of the highlights:

**Committee on Chinese Materials (CCM)**
- Workshop on Chinese Rare Books and Classics (Beijing, June 2014), co-sponsored with the National Library of China.
- Workshop on Chinese Film, Television and Documentary (Beijing, June 2015), co-sponsored with a number of Chinese organizations and universities.
- Workshop on Ancient Chinese Books and Contemporary Chinese Digital Resources (Taipei, August 2015), co-sponsored with the National Central Library, Taiwan.
- CTP/CCM Joint Working Group on ISO 7098 Romanization of Chinese, which provided a CEAL response to the International Standards Organization about this topic.

**Committee on Japanese Materials (CJM)**
- CTP/CJM Joint Working Group on ALA-LC Japanese Romanization Table Survey (June 2014) to identify CEAL members’ concerns and comments.
- Workshop on Japanese Rare Books (Chicago, March 2015).

**Committee on Korean Materials (CKM)**
- 4th Kyujanggak Workshop for Korean Studies Librarians from Overseas (Seoul, August 2014), co-sponsored with the Kyujanggak Institute and Korea Foundation.
- Publication of *The Handbook for Korean Studies Librarianship Outside of Korea* (December, 2014), print and online: [www.eastasianlib.org/ckm/HANDBOOK_FOR_KOREAN_STUDIES_LIBRARIANSHIP.pdf](http://www.eastasianlib.org/ckm/HANDBOOK_FOR_KOREAN_STUDIES_LIBRARIANSHIP.pdf)
- Consortial negotiation for North American institutions for subscription to Korean Studies resources as part of the Korea Foundation’s 2015 Library Support Program.
Library Technology Committee
- Development of new system for managing CEAL website content using “cloud” based folders (January 2015).
- Transition to new hosting service for CEAL website and CEAL Directory (January 2015).
- Appointment of Library Technology Committee Chair Designate (Tang Li).

Membership Committee
- Planned and coordinated CEAL Annual Meeting Membership Reception.
- Published first Annual Meeting Program in print and online.
- Solicited vendor support for annual meeting program.
- Conducted post-meeting membership survey.

Committee on Public Services
- First open call for presenters for the committee’s 2015 Annual Meeting session (Fall, 2014).
- Planning for 2016 pre-conference workshop on the ACRL Framework for Information Literacy.

Committee on Technical Processing (CTP)
- CTP/CJM Joint Working Group on ALA-LC Japanese Romanization Table.
- 2015 Pre-Conference Workshop on RDA (Chicago, March 2015).
- 2015 Workshop on NISO Demand Drive Acquisition of Monographs and KBART, co-sponsored with the CEAL Task Force on Metadata Standards and Best Practices for East Asian Electronic Resources (Chicago, March 2015).
- CEAL Response to the ISSN International Centre’s Proposal regarding Major and Minor Title Changes for Serials in Chinese and Japanese submitted to the Joint Steering Committee for the Development of RDA with the endorsement of the American Library Association (October 2014).

Publication Committee
- Published final issue of the *Journal of East Asian Libraries* in print format (No. 159, October 2014).
- Transition to fully online, open access journal (No. 160, February 2015): [http://scholarsarchive.byu.edu/jeal/](http://scholarsarchive.byu.edu/jeal/)

Statistics Committee
- CEAL Statistics annual data collection and analysis (October 2014 – January 2015)
- Published CEAL Statistics annual report in *Journal of East Asian Libraries*, February 2015 (see link above).
Congratulations and thanks to all CEAL committees and subcommittees for these wonderful achievements.

Ellen H. Hammond
President
October 2015
A TRIBUTE TO T. H. TSIEN

Eugene W. Wu

In terms of seniority in library service, T.H. was a couple of decades ahead of me. When, upon his graduation from the University of Nanking, he began his library career in 1932, I was not even in middle school. But that did not prevent us from becoming good friends later, although I always revered him as my senior. I don't remember exactly when we first met. It must have been in the mid-1950s at an annual meeting of the Association for Asian Studies (AAS). I was then a cataloger at the Hoover Institution and he was already the curator of the Far Eastern Library (later East Asian Library) and Lecturer (later Professor) at both the Graduate Library School and the Department of Far Eastern (now East Asian) Languages and Civilizations at the University of Chicago. My first impression of him was that of a quiet Confucian scholar, unassuming and unpretentious, and this was confirmed in subsequent years as I came to know him well.

As a scholar, teacher, and curator, T.H. was one of a kind. His book, Written on Bamboo and Silk: The beginnings of Chinese Books and Inscriptions (Chicago, 1962), remains a classic in the field, as is his Paper and Printing, written at the request of Joseph Needham and published as Part 1, Volume 5 of the Science and Civilization in China series (Cambridge, 1985). These seminal works have been widely praised elsewhere, as has his daring and imaginative scheme in 1941 sneaking, under the watchful eyes of the Japanese, some 30,000 volumes of rare Chinese books out of Shanghai to the Library of Congress for safekeeping. His success in building up a first-rate East Asian library at the University of Chicago has likewise been widely acknowledged. What has received less attention is his contribution to the early development of East Asian libraries in the United States and his pioneering effort in training East Asian librarians in this country.

East Asian libraries in the United States developed rapidly after WWII. For a number of years, this took place without the benefit of a professional organization, although there was at various times a committee under either the Far Eastern Association (predecessor of the Association for Asian Studies) or the American Library Association (ALA), or under both jointly. But as the number of East Asian libraries grew and problems facing them became more complex, there was a feeling prevailing among East Asian librarians that a formal professional organization ought to be established and its functions institutionalized. In 1963, the Committee on American Library Resources, or CALRFE, which had been operating without a charter and run almost singlehandedly by a person appointed by the Board of Directors of the AAS,
was reorganized with an executive group of seven members, also appointed by the AAS, and a general committee of unspecified membership in addition to the chairperson. But matters such as the nature of membership (institutional vs. individual) and voting procedures remained to be clarified. The new Executive Group deliberated on these matters at length, and a set of Procedures was adopted at CALRFE’s annual meeting held in Chicago in 1967. It was at this time that the name of the organization was changed to Committee on East Asian Libraries (CEAL) of the Association for Asian Studies (AAS) (now Council on East Asian Librarians, AAS).¹ Many people today are unaware of the crucial role that T.H. played as an active member of the CALRFE Executive Group and then as chairperson of CALRFE from 1966-1967 in shaping the organization and its procedures. He facilitated the adoption of the Procedures (now Bylaws) which, with some modifications and amendments in subsequent years, still govern the function of CEAL as a professional organization today. As the Chinese saying goes, “The earlier generations plant the trees, the later generations enjoy the shade.” We should all be very grateful to T.H. for his contributions in this regard.

T.H. rendered another outstanding service to the profession with the analytical survey he conducted in 1967 of East Asian libraries in the United States and Canada, a survey he repeated at five years intervals until his retirement. As he acknowledged, the survey, the first of its kind, was influenced by a course he took earlier from the renowned Prof. Leon Carnovsky at the Graduate Library School at the University of Chicago.² It covers the libraries’ holdings, current status of acquisitions, and sources of financial support. While the quantitative information presented was in and of itself very useful, the accompanying analysis provided additional insights. For instance, we learned from the 1967 survey that, inter alia, “the total acquisition of almost 300,000 volumes during 1966-1967 represent a 15% increase over that for the previous year and are the largest in the history of American acquisition of East Asian materials. This figure may be compared with that of about a decade ago when the average annual increase was 80,000 volumes in 1950-1955. The total holdings in 1967 also are double those in 1955, which is generally comparable to the trends of many individual collections toward doubling their size every two years.”³ Such analyses provide rare perspectives extremely valuable in management and planning. The 1974/1975 survey was the last conducted by him but it has since been ably continued by CEAL as a simple statistical compilation containing the same categories of information as before, but without analysis. It has been appearing each year in the February issue of Journal of East Asian Libraries.

Yet another contribution T.H. made to the profession was the training of librarians for East Asian studies. In this he was the pioneer, and his impact was wide and deep. He laid out the raison d’être for the special training in a
paper presented at the 28th International Congress of Orientalists held in Canberra, Australia in 1972 entitled “Education for Far Eastern Librarianship.” He maintained that knowledge of the language or languages and of the “Far Eastern library subjects”—the book trade, printing, publishing, cataloging, indexing, bibliographies, and reference tools—should all be required qualifications for East Asian studies librarians, as is knowledge and understanding of the modern library system. But library schools in America did not offer instructions on these subjects, and many East Asian studies librarians were found lacking in their knowledge of them. He believed that a special training program was therefore needed to train future East Asian librarians in this country. The idea of a combined discipline of Far Eastern studies and librarianship was thus born.

In 1964, the University of Chicago established a Joint Program on Far Eastern Librarianship leading to the MA and Ph.D. degrees, offered by its Graduate Library School in cooperation with its Department of Far Eastern (now East Asian) Languages and Civilizations, and T.H. was appointed director. The program, another first in this country, was eminently successful, but it came to an end with T.H.’s retirement in 1978. It was unfortunate that the program was not continued, and no other university has taken it over, most likely because the combination of an innovative leader and a congenial and supportive academic environment such as that existed in Chicago did not exist elsewhere. But the legacy of T.H.’s accomplishment lives on. Hopefully, the time will come one day for the program to be revived somewhere. No list of all the graduates under the joint program exists, but the number is estimated to be about 40. Three of the MA theses written under this program were published in 1983 by the Chinese Materials Center in Taipei under the series title Studies in East Asian Librarianship, with an introduction by T. H. to each. Among well-known graduates from the program are Tai-loi Ma (formerly Director of East Asian Library of Princeton University), James Cheng (Librarian of Harvard-Yenching Library of Harvard University), and Ed Martinique (formerly Bibliographer of the East Asian Library of the University of North Carolina, who was also the editor of CEAL Bulletin from 1987-1996). Much less known are those who did not remain in the United States, such as Ms. Lu Shiow-jyu 卢秀菊 who became a professor in the Department of Library and Information Science at the National Taiwan University, Mr. Huang Shih-hsiung 黃世雄, University Librarian and Professor in the Department of Library and Information Science at Tamkang University in Taiwan and later Dean of the Faculty of Arts at that university, and the late Lucie Cheng 成露茜, the publisher of the prestigious Biographical Literature 傳記文學 also in Taiwan.

While developing the joint program, T.H. also promoted the idea of summer institutes as in-service training programs for working East Asian
librarians. In 1969, with the support of the U.S. Office of Education, an intensive six-week institute on Far Eastern librarianship, organized by T. H., was offered at the University of Chicago and attended by 31 people. In the same year, a two-week “Summer Institute on East Asian Bibliographical Services” attended by 20 people also took place at the University of Wisconsin, organized by Ms. Dorothea Scott, University Librarian at Hong Kong University before she moved on to the University of Wisconsin Library School faculty. Following a long pause, a two-week “Summer Institute on East Asian Librarianship” attended by 20 people took place in 1988 at the University of Washington, under the direction of the late Karl Lo, with funding also from the Department of Education. Lectures on the use of computer technology in libraries were given for the first time at that institute.

While no more summer institutes were held until 2004, the three language committees (Chinese, Japanese and Korean) of CEAL did, in the interim period, hold workshops for their respective members. In 2004 the University of Pittsburgh, with funding from the Luce Foundation and in cooperation with the Committee on Chinese Materials of CEAL, offered a three-week “Luce Summer Institute for East Asian Librarianship: China Focus,” organized by Zhijia Shen and Karen Wei, to “provide professional training for Chinese studies librarianship, to enhance the core competency of Chinese studies librarians, and to develop leadership for East Asian librarians.”(9) Twelve faculty, including two from China, taught seminars on a number of subjects from Chinese books, printing, reference works, bibliography to library technology and library administration. Twenty-eight people from twenty-six libraries attended that institute. There was a one-week web-based distance learning prior to the start of the institute in late July, and a one-week follow-up trip to China in October of that year in which fourteen of the institute attendees participated. The group met with publishers, database developers, vendors and librarians. The last summer institute held was at the University of Washington in 2008. The two-week institute named “Chinese Studies Librarianship in the Electronic Environment” was the most comprehensive and the most international of all the summer institutes. Attended by thirty-eight people from thirty East Asian libraries, it was sponsored jointly by the University of Washington and the CEAL Committee on Chinese Materials, with funding for the most part from the Luce Foundation, the Chiang Ching-kuo Foundation for International Scholarly Exchange, and the Tongfang Knowledge Network Technology Group, and was directed by Zhijia Shen and her management team. The lecturers included senior librarians and library school faculty from mainland China, Taiwan as well as the United States. East Asian studies faculty and senior librarians from the University of Washington and elsewhere in the United States also spoke, on trends in Chinese studies and on the use of technology in the library. There was a two-day pre-conference, Symposium on CNKI Standards and Chinese e-Publishing, co-sponsored by
the Tongfang Knowledge Network Technology Group in Beijing and the University of Washington Libraries (CNKI stands for China National Knowledge Infrastructure), and an optional post-curriculum field trip to Mainland China where some twenty of the thirty-eight institute participants visited major libraries and electronics resource providers in Beijing and Shanghai.\(^{11}\)

While the summer institutes were a poor substitute for the Joint Program T.H. directed at the University of Chicago, they did fulfill admirably the purpose for which T.H. created them, that is, helping working East Asian studies librarians to better equip themselves through a rigorous in-service training program. The question might be asked here: what influenced T.H.’s education philosophy and why library education was so important to him? The fact that he came from an academic family is of course part of that influence. His great-grandfather served in the Hanlin Academy in late 19th century China and his father was a Buddhist scholar. But many of T.H.’s contemporaries also came from similar scholarly family background. What sets him apart, I believe, is his own education experience. He studied under pioneering giants in the emerging new field of library science both in China and Chicago. In China his teachers and supervisors included Liu Kuo-chun 劉國鈞, Doo Ding-u 杜定友 and Li Xiaoyuan (Li Kuo-tung) 李小緣 (李國棟), and at the Graduate Library School in Chicago, he took courses from Jesse Shera, Lester Ashein and Herman Fussler. This kind of experience is unique and can hardly be duplicated. He appreciated the role his teachers played in his growth as a scholar-librarian, and he wanted the younger generation to have the same experience.

This brief account is an attempt to illustrate the width and depth of T.H.’s contributions to the development of East Asian libraries. His ingenuity and quiet leadership have contributed much to shape East Asian libraries in the United States as they are today, a strong and vibrant source for teaching and research on East Asia which may be the best in the Western world. He was erudite as a scholar and innovative as a librarian. With his passing his erudition will be missed by the scholarly community and his leadership by the East Asian library community. Personally, I have lost a good friend and a revered senior colleague.

Comments and suggestion on this article by Tai-loi Ma and Ron Egan as well as help in locating materials from Gail King, Yuan Zhou, Zhijia Shen, Pingfeng Chi, James Cheng and Sharon Yang are gratefully acknowledged.
Notes


5. Ibid., p. 116. Note 8 reads: “Since 1964/65, over a dozen students including two in the Ph.D. program have graduated under the Joint Program on Far Eastern Librarianship at the University of Chicago.” Also, Zhijia Shen and Karen Wei, “Chinese Studies Librarians Training and the Luce Summer Institute at the University of Pittsburgh,” *Journal of East Asian Studies*, 130 (2003), p. 42. The number here is given as “six PhDs and about 35 graduates.”


7. Information from Tai-loi Ma, June 2015.

8. It might be mentioned in passing that among the 31 participants was James Soong (宋楚瑜) then on the Center for Chinese Research Materials (CCRM) staff in Washington, D.C. He later returned to Taiwan and entered politics. He was elected Governor of Taiwan in
1994 and served in that capacity until 1998. He founded the People First Party and has been serving as its chairman.

9. Zhijia Shen and Karen Wei, *op. cit.*, p. 43. The Luce Summer Institute was held under the direction of Hong Xu, successor to Zhijia Shen at Pittsburg, following Zhijia Shen’s departure from the University of Pittsburgh to the University of Washington.

10. Hong Xu and Sarah Aerni, *Report of the Luce Summer Institute for East Asian Librarianship: China Focus (July 26-August 13, 2004).* This report was made available through the courtesy of Zhijia Shen.

My Early Years at the University of Chicago

Tai-loi Ma

In September 1970 I left Hong Kong to study Far Eastern Librarianship at the University of Chicago. I stayed for the next 29 years working at its Far Eastern Library until returning to Hong Kong in late 1997. Much of what I know about librarianship I learned from Dr. T.H. Tsien, initially in the classroom but more importantly by observing how he dealt with different situations. He showed me the best practices. I would have had a completely different career had I not known Dr. Tsien.

My family was not well-off. I worked two years before entering the University of Hong Kong and one year after graduation. I was able to go to the University of Chicago only because I was awarded a full fellowship (tuition and a monthly stipend of $225). Although Dr. Tsien never mentioned it, I am quite certain that he played a crucial role in the process. The Graduate Library School did not have much funding to support its students, and my fellowship came from the International House. Dr. Tsien had first to convince GLS’s Dean of Students (Professor Ruth Carnovsky) to recommend me to the International House. I was not better qualified than my fellow incoming students (David Tsai and Ming-sun Poon), but both of them had already obtained library science degrees from American universities. What impressed me most was that in my application to the GLS I enclosed an article of mine which cited Dr. Tsien’s research but disagreed with it. Dr. Tsien took no offence and instead went the extra mile to get me the necessary financial support.

I worked as Dr. Tsien’s research assistant during my first year in the GLS while David and Ming-sun took part-time jobs at the Far Eastern Library. My main assignment was to edit the Chinese translation of Dr. Tsien’s Written on Bamboo and Silk. I learned a lot in the process. I had to compare every translated sentence with the original. This is the only time I have ever done close reading of a modern monograph. Dr. Tsien accepted most of my changes.

In the Chinese Bibliography course, Dr. Tsien asked each student to write an essay on a traditional Chinese edition he assigned. He gave me a photocopy of the edition of Ju lu 橘錄 (Treatise on Orange) from the library of Joseph Needham. Needham believed that it was a Song edition. Its value was further
enhanced with two handwritten colophons by famous Qing bibliophiles Huang Pilie 黃丕烈 and He Zhuo 何焯. I went through various bibliographies, and Dr. Tsien helped me get a microfilm of the *Ju lu* in a Song edition of the *Bai chuan xue hai* 百川學海 from the National Peking Library (now the National Library of China). Dr. Tsien might have been the only librarian in the States able to do that in 1971. Eventually I came to the conclusion that Needham’s copy was not an individual Song edition but was from a Ming facsimile edition of the *Bai chuan xue hai*. Then by chance, I came upon a facsimile of Huang Pilie’s colophon in a collection of facsimile pages. It was almost identical with the *Ju lu* colophon except that certain key words were deleted in Needham’s copy, including the title of the work described! I reported that the *Ju lu* colophon was a forgery. Dr. Tsien thought that I had made a hasty conclusion. On further reading of the collection of facsimile pages, I found He Zhuo’s colophon for another work. Again it had additional words, including the title, which were deleted in Needham’s *Ju lu*. The two colophons in Needham’s copy were traced from the 20th century facsimile collection.

Dr. Tsien revised his own essay on Needham’s copy of the *Ju lu* and it was published in the *Tsing Hua Journal of Chinese Studies*. My contribution was mentioned. Apparently Needham was not too happy with the new discovery. A few years later when he came to the University of Chicago to receive an honorary degree I was not introduced to him. He also took a very critical view on my study of the *Nanfang caomu Zhuang* 南方草木狀. He regarded it as the earliest Chinese regional botanical study written in 304. I am certain that it is a Song forgery. In his monumental work, *Science and Civilisation in China*, he criticized my study in *T’oung Pao* harshly. It was a badge of honor for me. I may add that it was Dr. Tsien’s positive citation of Needham’s use of the *Nanfang caomu Zhuang* that I disagreed with back in the seventies. As I mentioned, Dr. Tsein’s reaction was completely different from Needham’s.

I joined my classmates and worked part-time in the Far Eastern Library in my second year at Chicago, mainly as a cataloging assistant. I was appointed a professional librarian after I received my MA degree from GLS in 1972. Dr. Tsien was my “boss” at the library until his retirement in 1978. He continued to come to the library regularly; in fact, he was given an office a floor below.
Information Behaviors of Nuclear Scientists at Korea Atomic Energy Research Institute

Youngchoon Chun, Principal Librarian,
Korea Atomic Energy Research Institute, Daejeon, South Korea
Jiho Yi, Librarian, Korea Atomic Energy Research Institute
Jungran Park, Associate Professor, Drexel University
Sangki Choi, Chonbuk National University, Jeonju, South Korea

Abstract

The goal of the study was to analyze the information use behaviors of researchers in the science and technology domain. A survey and interviews were conducted targeting nuclear scientists at the Korea Atomic Energy Research Institute. Study results indicate that the nuclear scientists mainly use the Institute library/information center and Internet portal/search engines during information acquisition. Easy access to information, accuracy, currency and cost are the most critical factors in selecting and obtaining information. The most frequently used database for executing research is the Institute’s electronic library (NUCLIS21) followed by the Citation Index SCOPUS. The results of the study indicate that monographs, reports and journal articles are the most frequently used information sources in all stages of the research process. Contrary to our expectations, the usage of monographs and reports is at the same level as that of journal and proceedings articles. This indicates that it is necessary to provide monographs and reports to researchers through online information sources in addition to journal and conference proceeding articles. Provision of up-to-date lists of new monograph publications and reports would also be useful for researchers to scan for information relevant to their research in an effective and timely manner.

1. Introduction

Science and technology have played key roles in improving and shaping the digital world. Continuous scientific discoveries and technological innovations have offered infinite hope and challenging opportunities. Korea has become a knowledge-and-information-focused society wherein the source of wealth and growth has changed in a matter
of years from materials to knowledge and information. Science and technology fields are becoming more closely integrated with other fields of knowledge not just owing to accelerated innovations in science and technology but also because of lowered trade barriers and trade liberalization designed to promote trade among nations. In addition, intense rivalry for national profits and competitiveness, a strong desire for an improved quality of life and changes in value systems has contributed to a tighter interconnection.

In this complex society, the most important and realistic goals of researchers in science and technology are to pursue national growth and profits, improve the general welfare, and satisfy expectations by conducting research projects that can meet national and institutional needs for development. As more information is shared digitally, it affects the behaviors of researchers who are simultaneously information producers and information consumers.

How can librarians assist researchers in providing information actively and flexibly? To address this question, it is necessary to examine the types of information needed by the researchers. It should be taken into account that information demands and level of use by researchers will vary according to the project execution stage. This study focuses on nuclear scientists at Korea Atomic Energy Research Institute (KAERI). KAERI established in 1959 is the only comprehensive nuclear research institute in Korea with over a half-century-old history (54 years). The main objective of KAERI Technical Information Department (TID) is to support the nuclear research and dissemination activities of KAERI and to contribute to the development of the domestic nuclear industry through a timely supply of adequate technical information in the nuclear field. Toward this end, TID provides its users with technical information through acquisition, processing, and the digitalization of various information materials produced in South Korea and abroad. Also, TID plays the role of not only the specialized nuclear information center of South Korea but also the national center of the International Nuclear Information System of the International Atomic Energy Agency.

This study examines information access and acquisition methods as well as information sources at each research project stage that Korean nuclear scientists use. Through analysis of information-use behaviors in the research process, this study aims to determine the satisfaction level of current information services in KAERI. Although there have been various studies on researchers’ information needs and usage behaviors, this study introduces a new method by examining information access and acquisition as well as information sources used.
2. Literature Review

In this section, we present studies dealing with information use behaviors in the research process. We look at studies conducted in Korea first followed by outside of Korea.

2.1 Domestic status

Since the 1980s in Korea, studies on researchers’ information needs, use and behaviors were continuously conducted with specific fields of study or users. However, there was no study conducted on information usage behaviors during the research process. Jung (1997), investigating chemists’ information needs and use behaviors, finds that researchers frequently combined information search and use instead of separating one from the other, and thus data acquisition was the most inconvenient part for researchers. Ahn (2002) employs information-use behaviors to establish a knowledge-based system that is accessible to general users and economy researchers. He proposed a model for information usage in the economy research process and created a system after investigating the researchers’ familiarity and usage of information sources. Lee (2006) discusses the trend of research toward a more user-centered approach (i.e. focused on information pursuers). After analyzing foreign researchers’ information pursuit characteristics and needs, the study proposed up to eight types of models for information-use behaviors: general, user-specific, information pursuit in daily life, methodology-focused, communication-focused, accidental discovery, cognitive access, and other models.

Based on the premise that a study on information access, acquisition, and interaction with an information system should consider various information environments, Park (2010) applied Wilson’s information behavior model and tried to integrate qualitative and quantitative studies in order to analyze users’ information acquisition as well as their needs, motives, and processes of information sharing in libraries and on the Internet. According to the study, users investigate the types and usefulness of information sources through the Internet before acquiring the information through the library. The author proposed improvement plans for information service based on the study results. Bae (2010) conducted an in-depth analysis of information needs and use behaviors by dividing academic information service users into undergraduate and graduate student groups and described more detailed information needs according to the groups. The study was conducted with 20 students from two colleges.
The results confirmed that there is a difference between undergraduate and graduate students in information needs and use behaviors.

In order to analyze information needs and pursuit patterns of researchers in Ph.D programs in Korea in various information environments, Kim, et al (2011) conducted group interviews. This was based on the premise that in a digital environment where the Internet and technology for information and communication are radically changing, academic researchers are using information through more complex and diversified media. The results showed that there was little difference in the ratio of usage of electronic data to that of printed materials and methods for acquiring research ideas. Lee and Jung (2012) examine information-use behaviors of professors in the design field; they found that professors frequently use gray literature (informal literature) such as materials obtained from conferences, exhibitions, and seminars. The study also found that the professors use non-printed materials, especially through the Internet, more frequently than printed materials; on the other hand, professors in the design field seldom use databases.

### 2.2 International status

Since the 1980s, studies have focused on analysis of individual information use behaviors and the associated research process within a specific field or of specific users. Ellis’ study (1989) was one of the first studies to modeled researchers’ information search behaviors in the research process. Ellis’s study representing this new trend focused on researchers’ information search and use behaviors. In order to design an information search system, Ellis (1989) observed Social Science researchers. He reviewed the performance of the search system in the environment that was intended for the Cranfield Test which was proposed by the Cranfield Institute of Technology.

Hildreth (2001) presents the Cranfield model as a classsic system-oriented approach for evaluating the effectiveness of an information retrieval system. The Cranfield evaluation was conducted in controlled experimental settings using test collections, a set of test queries, and a set of documents relevant to test queries. Human factors were not part of the experiments; that is, the researcher’s entire search process during interaction with the system was not considered in these experiments.

Ellis (1989) found the Cranfield Test inadequate because it was based on data obtained under an artificial environment where the actual information search processes were ignored. Ellis investigated the elements that make up researchers’ actual information search patterns and
constructed an information search behavior model for the purpose of designing information search systems. The study analyzed information search behaviors by categorizing them into six stages of research: starting, chaining, browsing, differentiating, monitoring and extracting. Based on the results, He then proposed a model named "Ellis Model".

Cox and Hall (1991) examined the information search and use behaviors of physicists and chemists, respectively. As a follow-up study based on the initial six stages of the Ellis Model (1989) that was conducted on Social Science researchers, Ellis (1993) conducted a joint study with Cox and Hall on the comparison of information search behaviors of physicists, chemists, and social scientists in the research process. The study presents a total of eight characteristics in relation to information search behaviors of physicists, chemists, and social scientists. Six information-search characteristics in the research process were derived from the Ellis Model (1989): starting, chaining, browsing, differentiating, monitoring and extracting; there are two additional characteristics: verifying and ending.

Ellis (1997) proposed another model based on information search behaviors of engineers and researchers in the industrial environment. Information search behaviors of engineers and researchers were categorized into eight stages: surveying, chaining, monitoring, browsing, distinguishing, filtering, extracting, and ending. This model is unique in the sense that its research processes and purposes were different from those of social scientists, physicists, or chemists. Ellis’ analysis of information search and use behaviors in the research process showed no big difference in information use behaviors among physicists, chemists, and social scientists. This is aligned with the previous studies by Garvey et al. (1970, 1971) and Skelton (1973), which studied scientific communication behaviors of social scientists and scientists.

In conclusion, the information search behaviors can be flexible depending on the individual characteristics, process, and purpose of the research. The models from Ellis’ study results are summarized in <Table 1> below:

<Table 1> Information search behaviors in the research process

<table>
<thead>
<tr>
<th>Social Science researchers</th>
<th>Physicists and chemists</th>
<th>Industrial engineers and researchers</th>
</tr>
</thead>
</table>
Dutta (2009) conducted a comparative analysis of the information needs by reviewing 56 articles that were published in the last 40 years by categorizing the natives of nine developing countries into city residents and country residents. The results showed that the poor economic conditions had a major impact on information accessibility and use, and that the education level of the users was directly related to their information needs and information pursuit behaviors. In addition, the author stresses that further studies on the information-use behaviors of researchers in developing countries is necessary to examine in depth the following aspects: first, to study the information-pursuit patterns of untrained citizens; secondly to study the information-pursuit patterns of scientists in the world’s poorest countries. Research on these aspects of information use should determine the effects of public information sources such as public libraries and local broadcasting stations on the improvement of the residents’ quality of life.

By surveying 2,063 natural sciences, engineering, and medical science researchers at five U.S. colleges, Niu et al (2010) examined information pursuit patterns of researchers in various fields. The survey inquired about information search, use, and preservation behaviors. One notable finding is that the use of electronic media is radically increasing not only for library services but also for information search, use, and storage. According to the study, there was little difference in information pursuit patterns of researchers from the five colleges and there was no difference in academic and demographic characteristics. The study also found a notable trend of increasing number of innovative ways of academic communication through cooperative information sharing. According to the study, the changes in information sharing started within research labs or group academic communities.

For quantitative analysis of factors affecting information pursuit patterns and information use behaviors, Al-Muomen (2012) conducted a survey with written interviews and in-person interviews targeting graduate
students, librarians, and professors of universities in Kuwait. The study results showed that the major factors affecting information pursuit patterns can be found in library awareness, information literacy, library organizational and environmental issues, and demographics (specifically gender and nationality). In addition, the study introduced a new information model that analyzes and subdivides micro-factors, which come from the micro-factors and macro-factors in Wilson’s information behavior model (1999) and Urquhart and Rowley’s information behavior model (2007).

Wilson’s (1999) information behavior model focuses on humans in relation to information rather than focusing on the use of information systems and sources. Wilson (2000) defines information behavior as “the totality of human behavior in relation to sources and channels of information, including both active and passive information-seeking, and information use. Thus, it includes face-to-face communication with others, as well as the passive reception of information. Rowley and Urquhart (2007) present two main factors for research on information behavior. First, micro factors impact directly on specific individual information behaviors such as student information behavior. Second, macro factors define the context of information behavior; such factors concern research on the patterns of usage of resources, information resource design, policies and funding, organizational leadership and culture, and information and learning technology infrastructure.

3. Research Method

This study examines nuclear scientists’ information-use behaviors while focusing on the research process rather than looking at general information-use behaviors. For this purpose, we followed three steps. First, we reviewed all relevant literature dealing with information-use behaviors during research process of unclear related work. Second, a research process model for information use in the research process was designed based on interviews with the researchers/scientists in Korea Atomic Energy Research Institute (KAERI) and the literature review conducted in the earlier step. In order to increase the validity of the research process model, we created a draft for a basic research process model using research project execution stages. After an iterative process of reviewing and revising the draft, we completed the final model. Third, we developed a questionnaire for the survey after reviewing existing literature on information-use behaviors especially in relation to researchers’ information acquisition method, information use and main sources used. A separate questionnaire for research project execution stages was created.
The questionnaires were distributed to a total of 50 nuclear scientists in KAERI in July 2012. The survey participants comprise KAERI’s nuclear scientists with various research experiences and those working in nuclear subfields regardless of their years of experience or fields of study. Out of 50 scientists, we received 41 completed survey questionnaires (82% response rate) by August, 2012. We believe that the relatively high response rate was owing to the personalized reminders sent to the nuclear scientists individually for completing the survey. The completed questionnaires were analyzed using the Excel program and questions requiring plural answers or ranking were analyzed after weighting the discrete variables.

4. Research Results

4.1. Background information on survey participants: research experience, education, and major field of study

In order to execute research tasks, it is necessary to determine the range of research experience. Table 2 below presents research experience broken down in the following way: over 20 years (14 people, 34%); 1-5 years (12 people, 29%); 11-15 years (6 people, 15%); 6-10 years (5 people, 12%); and 16-20 years (4 people, 10%).

<Table 2> Research experience

In order to understand the relationship between research workforce configuration and education level, we questioned the education level of researchers. As shown in <Table 3> below, a high percentage of researchers hold doctoral and master degrees: 28 with doctorate degrees (68%), 12 with master’s degrees (29%), and 1 with a bachelor’s degree (3%), indicating that most of the researchers have either a doctorate or master’s degree.
The following Table 4 illustrates the relationship between research workforce configuration and researchers’ major field of study: 13 in nuclear energy engineering (33%), 6 in bioengineering (15%), 5 in chemistry (12%), 5 in electrical & electronic engineering (12%), 4 in physics (9%), 4 in computer science & engineering (9%), 2 in environmental engineering (5%), and 2 in biology (5%).

4.2 Information acquisition method and information source usage

• Information acquisition method

It is important to determine which types of information acquisition methods a researcher employs when executing research tasks. The Table 5 below illustrates these information acquisition methods that nuclear scientists employ.
As shown, the most commonly used method is through Internet portals (20%) followed by the library/information center in KAERI (18%). Our survey participants indicated that they also use library/information centers in other organizations (7%). If we combine library/information centers in KAERI and other organizations, the most commonly used method is through library/information centers (27%). This indicates the libraries and information centers are important and highly relevant for Korean nuclear scientists to conduct their research. Followed by libraries/information centers and Internet portals, bibliographic references/citations in research data (17%) are a frequently used method. Nuclear scientists at KAERI also employ their colleagues and other researchers (12%) in addition to other human network (6%). This indicates that one’s interpersonal network is an important method for information-seeking. When we combine these two methods (i.e., colleagues/other researchers and other human network), the interpersonal network (18%) takes third place as the most frequently used information seeking/acquisition method followed by library/information center and Internet portal. On-site data collection (6%) and academic conference and seminars (4%) are the least used methods.

The Table 6 below represents critical elements in selecting information acquisition methods:

- Easy access to relevant information (15%)
- Accuracy of relevant information (15%)
- Up-to-datedness of obtainable information (14%)
- Cost to acquire relevant information (14%)
- Time taken to acquire relevant information (13%)
- Reliability of relevant information provider/source (13%)
Physical quantity of relevant information (13%)

*Table 6* Critical elements in information acquisition

In terms of the format of the research product, article publication (41%) shows the highest usage followed by conference proceedings (26%), reports (21%), patents (8%), and others (4%). The table below illustrates this:

*Table 7* Research output format

It is also critical to determine the importance of the technical information team at KAERI. *Table 8* below presents the views of nuclear scientists and researchers on the degree of importance of the technical information team: 20 people answered necessary (49%), 12 answered very necessary (29%), 7 answered average (17%), and 2 answered not necessary (5%). As shown, high number (78%) of scientists indicated the necessity of the technical information team.
Information source usage

<Table 9> below represents the information sources most frequently used in research: academic journals 13%; study reports 12%; Internet portals 12%; books 11%; conference proceedings 11%; statistics, commercial databases, multimedia information, and weekly magazines/newspapers 10% respectively.
Internet use ranked first among major information acquisition methods and third in the use of information sources, indicating its very high usage rate. <Table 10> represents major Internet and online tools used in the research process: search engine 27%; e-mail 26%; file transfer 26%; mailing list 21%; and others 2%.

<Table 10> Internet and online tool usage

The Table 11 below represents the main databases used by researchers: the most commonly used source is NUCLI S21—electronic library of the institute (14%). The content of NUCLI S21—electronic library of the institute—mostly concerns science and engineering domains (over 95%). The following represents the rest: Citation Index SCOPUS 12%; Google Scholar 12%; Academic Naver (Korean search engine) 12%; ASTM-specification data base 10%; Korean Studies Information domestic journal original copy data base 10%; WIPS-patent data base 10%; Journal Citation Reports9%; KS-Korean industrial standards 9%; others 2%.

<Table 11> Main databases used in research

In terms of bibliographic references/citation sources in existing studies, the majority scientists (93%) use sources that are considered necessary for their research. Very small number of scientists (5%) reported
that they use all the bibliographic references/citation sources in existing studies regardless of relevancy to their works. On the other hand, one scientist (2%) reported that s/he does not employ bibliographic references/citation sources at all. <Table 12> below illustrates this.

<Table 12> Use of bibliographic references

![Pie chart showing use of bibliographic references]

4.3 Research Process Model

In order to optimize information provision in each research process in time, it is necessary to investigate the type of information used during research. The <Figure 1> below is a research process model showing the use of information sources by nuclear scientists. It modeled the entire gamut of research project execution stages. The proposed research process consists of seven stages: research theme selection, research idea organization, research design or planning, research background and current status of technology development, research execution, data analysis and organization, and creation of research results (articles, reports, etc.).
Figure 1> Information use model in the research process

- **Frequently used information sources at the research project execution stage**

**Stage A: Research theme selection:**
Research theme selection is the most basic process in research; it includes information related to subject selection, research purpose and research necessity. The information sources used for this purpose were investigated. Table 13 below illustrates this:
Stage A: Main sources used for research theme selection

- Study reports and books: 17%
- Academic journals and proceedings: 17%
- Internet portals: 15%
- Domestic and international databases: 14%
- Patent information: 14%
- Marketing information: 11%
- Daily newspapers and news sources: 11%

Stage B: Research idea organization and design:

After a research theme is selected, a design is created to execute relevant tasks. It involves the collection of information related to research concepts and topics. The information sources used for this purpose were investigated as shown below:

Stage B. Main sources used for research idea organization and design creation
The main sources used for research idea organization and design creation are illustrated in the above Table 14: study reports and books 18%; academic journals and proceedings 17%; Internet portals 16%; domestic and international databases 14%; patent information 12%; marketing information 11%; and weekly magazines and news sources 11% in order.

Stage C: Research background and current technology development status:

Upon the completion of the research idea organization and design, all research execution stages are confirmed and the design for all stages, which includes promotion strategy for research methodology, is completed. The sources used for this purpose were investigated.

<Table 15> illustrates sources used for this purpose:

<Table 15> Stage C: Main sources used for analysis of research background and current technology development

![Pie chart showing sources used for research background and current technology development]

The main sources used for research background and current technology status are shown in the above Table 15: academic journals and proceedings 17%; study reports and books 17%; Internet portals 16%; domestic and international databases 15%; patent information 13%; daily newspapers and news sources 11%; and marketing information 10%.

Stage D: Literature review/examination of preceding studies

Literature review is absolutely necessary for successful research execution. This stage investigates preceding studies, focusing on the specific research topic to be examined. The sources used for this purpose were investigated as shown in the Table 16 below:

<Table 16> Stage D: Main sources used for literature review
As shown, the most frequently used sources used for creating preceding studies at literature review stage are the following in order: study reports and books 18%; academic journals and proceedings 18%; Internet portals 16%; domestic and international databases 14%; patent information 13%; marketing information 10%; and daily newspapers and news sources 10%.

**Stage E: Research execution/conducting original research:**
At this stage, the main research tasks are executed based on the previous stages described above. The sources used for this purpose were investigated. <Table 17> below represents the most frequently used sources for executing the research: academic journals and proceedings 12%; Internet portals 11%; study reports and books 11%; experimental information 10%; computer codes 9%; domestic and international databases 9%’ reference standards 8%; material information 8%; patent information 7%; marketing information 7%; and daily newspapers and news sources 7%.

<Table 17> Stage E: main sources used for executing research

**Stage F: Preparation of research results:**
We also examined the main sources used for preparing the research results that were produced after successful execution of the entire research process described above. The table 18 below illustrates this:

**<Table 18> Stage F: main sources used for creating research results**

<table>
<thead>
<tr>
<th>Source Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study reports and books</td>
<td>17%</td>
</tr>
<tr>
<td>Academic journals and proceedings</td>
<td>18%</td>
</tr>
<tr>
<td>Internet portals</td>
<td>16%</td>
</tr>
<tr>
<td>Domestic and international databases</td>
<td>14%</td>
</tr>
<tr>
<td>Patent information</td>
<td>14%</td>
</tr>
<tr>
<td>Marketing information</td>
<td>10%</td>
</tr>
<tr>
<td>Daily newspapers and news sources</td>
<td>10%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
</tr>
</tbody>
</table>

The main sources used for creating research results are in order: academic journals and proceedings 18%; study reports and books 17%; Internet portals 16%; domestic and international databases 14%; patent information 14%; marketing information 10%; and daily newspapers and news sources 10%.

5. Conclusion

In order to analyze information use behaviors of researchers in science and technology domain, survey and interviews were conducted targeting nuclear scientists on their information acquisition methods, information sources and use of information in the research process. The differences in information use behaviors and inherent information needs at each stage of the entire research process were examined. We also examined the importance of the technical information team at KAERI. Data analysis shows that a high number (78%) of KAERI nuclear scientists consider the team necessary and essential during the research processes.

The study results show that nuclear scientists primarily use Internet portals/search engines and the institute library/information center for information acquisition. The following elements are most critical in selecting and obtaining information: easy access to information, accuracy, currency, and cost. The most frequently used database for executing research is the institute’s electronic library (NUCLIS21) followed by the Citation Index SCOPUS and Google Scholar with Academic Naver (Korean search engine).
The high usage of the NUCLIS21 database indicates that the researchers use the electronic library frequently.

The stages presented in the research process model follow: A - research theme selection; B - research idea organization and design; C - research background and current technology development status; D - literature review/existing studies; E - executing research/conducting original research; stage F - creating research results. The results of the study indicate that monographs (i.e., books), reports, and journal articles are the most frequently used information sources regardless of the different stages of the research process. Contrary to our expectations, the usage of monographs and reports is at the same level as that of journal and proceedings articles.

This indicates that it is necessary to provide monographs and reports to researchers through online information sources in addition to journal and conference proceedings articles. Up-to-date lists of monograph publications and reports would be useful to researchers in this regard. The study results also indicate that the provision of the following resources and information services would be useful to the researchers: domain subject expert lists, pathfinder information resources, domain classification/categorization scheme, conference information, statistical raw data, and information on how to write articles in English.

There are inherent limitations to this study. The results of the study are based on a limited number of nuclear scientists at KAERI. The study results might be applicable as a reference in science and technology domain with similar institutions. However, this study cannot be generalized across other research domains and institutions.
References


Chinese Internet Literature: 
Preserving Born-Digital Literary Content and Fighting Web Piracy

C. David Hickey, University of Florida

Abstract

This paper undertakes to define Chinese internet literature (CIL) and discuss the unique circumstances that make the subject of CIL content preservation so problematic. Copyright infringement and text corruption, in which the text is changed or adapted without author’s permission, are major problems in China. Text corruption mostly results from censorship or web piracy. A recently-developed type of anti-piracy scheme called “literary works fingerprinting” can protect the content of the works themselves, guarding them against plagiarism. If as many of the original CIL documents as possible are consistently archived and digitally fingerprinted, then the born-digital works that remain online will not disappear and cannot be altered, nor can they be easily copied on other sites.

Introduction

What exactly is Chinese Internet Literature (henceforth referred to as CIL)? This paper offers a working definition, as well as a survey of its unique historical evolution. CIL’s lack of preservation guarantees and vulnerability to web piracy may result in corrupted texts that undermine the authors’ original intentions.

After a review of the relevant literature in Chinese and English, a discussion of copyright efforts and plagiarism concerns will lead into a description of the anti-piracy technique known as “literary works fingerprinting,” which is now available to guarantee long-term preservation for works originally created in online editions. These digital literary creations may or may not ever be transferred to print or another physical medium.

Background

The novel Chengdu, Please Forget Me Tonight by Murong Xuecun first appeared sometime in 2002 in serial form on a Guangzhou internet forum, as noted by Edward Wong in a November 7, 2011 New York Times article. After network reader buzz caught the attention of a book publisher, a censored version of the work appeared in print with something like 10,000 characters missing. In protest, the author then posted online his complete uncensored manuscript. This formed the basis later for a complete print edition by another publishing house, ensuring that this digitally-born work would be preserved uncut and true to the author’s original intentions.
Several aspects of the CIL phenomenon known in China as “wang luo wen xue 网络文学” are evident in this example. First, writers online have relative freedom from censorship as opposed to those in print. Second, the immense popularity of network literature in general inspires a market-driven natural selection of particular works for further publication in another medium like print.

CIL has contributed to the transformation of Chinese society at fundamental levels, including that of daily speech. The quantity of web literary creations has led to enormous diversification of literary expression, with genres like romance, martial arts, fantasy and science fiction proliferating.¹

At the end of 2012, 233 million CIL users, a full 41% of net users (“netizens”), were tallied as spending more than 100 million yuan, or 16 million US dollars, in commercial literature websites,² driving home the enormity of the mainstream CIL presence in contemporary People’s Republic of China (PRC). This online market enterprise has become so important that China’s Nobel Laureate Mo Yan accepted the honorary role of principal at “Wang Luo Wen Xue University,” a distance education enterprise set up in 2013 to train upwards of 10,000 aspiring writers hoping to succeed in the competitive world of authorship on major literary sites.³

Readers, authors, website publishers and socio-cultural critics frequently call for an increase in literary works of quality and originality. The reality is that the number of popular hits has become key in determining the lasting meaning and influence of web literary pieces. Under this popularity criterion, such writing is rightly regarded as “popular culture” and worthy of academic library collection development, with its derived components of access, description and long-term preservation.

In terms of online literature being completely absorbed in and by extension influencing academic library collection development policies and procedures, there is the particular handicap of ephemerality, unlike print and audio-visual media platforms. Literary publications only existing on the web may not be passed on to posterity without extreme diligence taken in both personal and institutional preservation efforts. Personal archiving can rely on tools such as the Internet Archive Wayback Machine (http://web.archive.org), which collects snapshots of web pages from around the world for permanent preservation, and on download mechanisms such as citation repositories and software-managed storage libraries via Zotero, Mendeley and other commercial content management programs.⁴

Institutional responses to content preservation and anti-piracy protection of born-digital works are increasingly common in the United States: an example would be the academic library Institutional Repositories that archive, preserve
and protect the works of the institutions’ communities, including works related to the digital humanities. While some campus authors opt not to place original literary compositions in the Institutional Repository, preferring to keep these in embargo until they can be published elsewhere and thus eligible for remuneration, the institutional mechanism for protecting against copyright infringement and preserving the content of such digital creations is in place.

China actually has only a handful of Institutional Repositories at key universities. These preserve mostly “STEM”-oriented (Science, Technology, Engineering and Mathematics) works by faculty and researchers, with some of the items unavailable in full-text. Digital humanities has not yet come into any sort of maturity in China. In fact, Michel Hockx, one of the major authorities on CIL outside China, illustrates this lack of web content archiving and preservation by Chinese institutions by singling out the National Library of China as of March 2014 for not keeping a general archive of websites, unlike other national libraries like the British Library and the Danish National Library which have legal permission to deposit complete contents of UK and Danish websites into their respective web archives.

**Literature Review**

In China there has been a groundswell of journalistic and academic interest in CIL in the last decade. Even the official state newspaper *People’s Daily* began coverage of “wang luo wen xue” as early as 1999 with an announcement about a CIL prize competition, followed by an increasing number of articles through the years depicting mundane as well as serious elements of CIL. The latter is exemplified by a strong admonition in April 2011 for CIL commercial websites to, among other things, use appropriate market analysis techniques to institute and manage fee-paying provisions, publish more original creations rather than a proliferation of works similar to the ones that are already popular, and guard against piracy.

The proliferation of Chinese academic writings on the topic of net literature reflects the fact that, in a culture that celebrates and fervently debates all aspects of its literary ethos, this online manifestation has been highlighted as a rich and viable subject for teaching and inquiry. In point of fact, “Chinese scholars usually engage in theoretical discussions of the ontology, aesthetics and sociology of web literature.” Sources in the surveyed CIL scholarly literature in PRC do not ever bring up government interference in the online publishing of original literary creations that exceed its tolerance levels in politically and socially sensitive areas.

These censorship concerns, however, have dominated many English journalistic and academic writings on CIL. A 2005 *China Quarterly* piece by Michel Hockx was an early study providing evidence of extensive sudden
disappearances of literature web pages. Hockx in his 2015 book *Internet Literature in China* affirmed that he has actually tried in most of his writings on CIL to resist the trend of talking about only what could not appear on the internet in China, but instead focus on what could. While Hockx admitted to being “intrigued by how difficult it is to study [literary censorship] objectively,” most Western scholarly writings on CIL have been consumed with describing and analyzing the effects of political censorship. Indeed, state control over popular culture has been manifested from the outset through overt pulling-the-plug on websites, as well as the government exerting pressure on writers and cultural brokers to self-censor, with both entities further motivated to do so by commercial incentives.

In his seminal chapter in the 2010 *From Woodblocks to the Internet*, Guobing Yang offers a nuanced reflection, based on his experience in visiting and studying CIL websites, that “overall, political censorship is not as much of a concern on literary sites as in BBS [bulletin board system] forums of more general interest,” and by extension, in personal web pages like blogs. However to illustrate one type of political control effort, he described *Qidian* ["Starting Point"] Chinese Online (*Qidian* for short) and other major literary websites as of 2008 displaying the Internet Police logo as well as their own permit numbers. A reader, who already is required to register online in order to post any message on that site, can report to the authorities via this link any information perceived as “unhealthy” on the site, including that in older works in the archive.

Apropos further tightening of state control over online activities, in June 2015 the Singapore *United Daily Website* reported that a Shanghai *New People’s Evening News* reporter learned the following from the Number Three Section of the Public Security Bureau (PSB): in addition to a citizen ID information system already in place, a “PSB Netizen ID Differentiation System” is being rolled out, with digital identity surrogates (“eIDs”) being issued. The “eID” will ostensibly help a netizen avoid disclosure of personal information in online marketing situations, but in reality it would not only add PSB analytical capabilities, but also strengthen the tracking control of relevant departments toward the online activities of that individual. This is evidently part of the sweeping new cybersecurity draft law unveiled July 6, 2015. When implemented, the law will reinforce the loss of anonymity and subsequent vulnerability that literary authors and readers face when forced into real name registration on such websites as *Qidian*.

**Chinese Internet Literature Defined**

What exactly is meant by Chinese Internet Literature? Ouyang You-chuan’s definition of CIL is posited as the best available, given the numerous attempts to encapsulate what it is when scholars and lay people alike discuss the
phenomenon. Distinguished professor-emeritus in the College of Liberal Arts at Central South University in Changsha, Ouyang is considered preeminent in the field of digital culture studies due to his voluminous and influential writings on CIL. He founded and currently heads his university’s Base for Internet Literature Research, a major incubator for many subsequent CIL specialists.

Three layers constitute the definition: the broad sense is that the web is the disseminating carrier, the literal sense is that the web is the home for original creations, regardless of genre, and the narrow sense is that the web is CIL’s flesh-and-blood. In other words, it is literature propagated over the web, digitally born and first publicly released on the web; moreover, it is capable of passing through hypertext links and merging with multimedia. Lastly it relies on the internet for its very existence. It is a literature that thrives on the interaction of the web and its readers, and they must be able to browse and appreciate it online first and foremost.

This definition transcends the common trope that CIL is just traditional literature published in a non-traditional format, an assumption that is based on the premise that online works display the same linear mode as print works. As Ouyang states, hypertext links and multimedia writing can occur as part of web literature, and this potentiality is characteristic in defining CIL. To say, as some do, that CIL includes “all web-based writings that are viewed as literature by their authors or readers, regardless of genre,”15 brings in a subjective element to which Ouyang’s definition does not have to resort.

**CIL Historical Evolution and Current Status**

The unique historical evolution of CIL based on political and social circumstances is what makes it so different from the original net literature of other countries. Hockx states: “The particular type of [state] censorship practised in China….would support the suggestion that there is such a thing as ‘PRC web culture’ despite the fact that the world-wide web is supposed to work against such nation-based distinctions.”16

The internet spread quickly in China starting in the late 1990s, with steadily increasing literary production and readership on personal sites and bulletin boards by users from the rising middle class, spurred by the mostly-urban affluence from China’s economic boom. Needless to say, these writers and readers found this outlet a handy platform for free expression under pseudonyms, since the state control of the net in the early years was much looser and more irregular.

After commercial literature websites came to be the main CIL purveyors in the mid-2000s, the dynamics completely changed for both “free expression” and “free access”. Writers used to the relaxed openness characterized as
grassroots writing-for-writing’s sake were afforded fewer opportunities for free expression than they had been within the former less-structured web literature platforms. Many readers accustomed to looking online at literature without paying had to switch to web subscriptions and other fee-paying models. Individual literary blogs and the Twitter-like “Weibo” social media accounts continue to this day as some of the non-commercially-driven places where literature can also appear on the internet.

Hockx depicts the current status of CIL as of March 2014 as most likely in decline, “with the number of users of online [literature] sites growing more slowly than the number of Internet users as a whole,...it may well turn out...that the...roughly 2000-2013 [period of years]...has seen the rise, climax and gradual demise of a unique form of Chinese-language cultural creativity.” He anchors his “CIL time-capsule” characterization on the increasing popularity of mobile platform apps to allow downloading of literature via the Internet. “In future, websites are likely to function more as places where one finds information about writers and their publications and links to where these can be downloaded, rather than as the actual spaces where reading and discussion take place.”

Given the 2015 heightened political measures to control all aspects of the web in China, Hockx’s positing the years 2000-2013 as the apex of Chinese-literature-on-the-web is even more plausible.

**Content Preservation: Qidian as an Example**

Among commercial CIL websites that currently exist and still manage to attract and hold readers, Qidian can be used as an example of the lack of preservation guarantees by a web platform operation for CIL works that are not transferred to print or another physical medium. Qidian pioneered the profit model among commercial sites via its online fee-based reader service. As a prominent member of the Shengda [“Grand”] Literary Network Development Company (hereafter referred to as Shengda), Qidian has led the way in expediting the transfer of many of its popular works into print, e-books, games, films, live theater, and television.

Along the way Qidian has come to embody the public perception that such profit-driven enterprises, closely following and acting on the number of online hits for individual works, are redundant and lack quality. The CIL provider takes a work’s popularity into account and churns out repeatedly in cookie-cutter fashion that same product in form and content.

A class system is thus set up in which the less popular literary works are ignored to the point that they may ultimately disappear. One could argue that the number of hits a particular work gets is a direct form of peer review by the masses; by this logic, a high-quality online fiction or poetry contribution
would be unlikely to be ignored by so many CIL readers. However, in picturing
the mix of literary dregs and the occasional unappreciated gem comprising
this category of “remaining-digital due to unpopularity,” an audience of CIL
readers and site managers may neglect to evaluate and determine early
enough the latter’s literary excellence. For example, pieces that constitute
early efforts by authors who later become celebrated and in demand as
academic research topics, as well as often-ignored experimental works, are
potentially lost forever within this paradigm, simply because they do not get
enough hits.19

CIL Copyright Protection: *Shengda’s Landmark Legal Actions*

Original literary works online, no matter whether they may or may not ever
be transferred to print or another physical medium, are vulnerable to
copyright infringement involving the outright stealing of all or parts of
someone else’s web literature product and passing it off as one’s own. As a
result CIL writers and site managers have enlisted digital copyright provisions
to protect their intellectual property, guarantee that profits go to the right
people, ease transferability to other media, and facilitate foreign sales, all
under that same copyright umbrella.

The existence of internet copyright violations is global, and no one has yet
found the ideal scheme to counter this online version of an age-old crime.
Literary creators and original creation management entities protected by
copyright agreements certainly carry the force of law in confronting and
prosecuting violators, as exemplified in the 2009 - 2012 successful copyright
infringement lawsuit process that *Shengda* carried out against the ubiquitous
*Baidu* (literally “100 degrees”) *Library* search engine utility and internet portal
(known simply as *Baidu*).

In 2010 *Shengda* asked *Baidu* to delete illegal copies; in 2011 a Shanghai
court ruled that *Baidu* must stop such violations at once and pay *Shengda*
reparation for related economic losses. Even after 2011, *Shengda’s* statistics
confirmed a *Baidu* search for popular CIL titles from its legitimate affiliate sites
like *Qidian* yielded results rife with links violating copyright. By using a
copyright identity confirmation process, *Shengda* followed a trail to more than
ten thousand pirate sites and a million pirated links. *Shengda* calculated that
under such circumstances there has been each year a four- to six-billion yuan
(six- to nine-hundred million dollars) loss to CIL creators.20

In 2012 a Beijing court ordered *Baidu* to compensate wronged writers who
had filed a separate law suit, a roster that included the celebrated novelist Jia
Pingwa, the outspoken blogger Han Han and the afore-mentioned Murong
Xuecun. When Murong originally posted his Chengdu novel in online
installments, he had to deal with readers trying to write their own versions of
subsequent chapters, and inserting those after whatever latest chapter he had written and published online. While he was bemused by this early CIL consumer presumptuousness, he later was not so light-hearted about flagrant piracy of this and later online literary creations.

It is instructive to note that Baidu only furnished the platform that others operated within: in and of itself it never directly implemented copyright violations. However, by enabling hordes of netizens to download and share tons of illegal copies for free, it became a “pirate harbor”21 whose open-door actions and “ignoring-the-obvious” inactions incurred legal scrutiny and condemnation.

These landmark cases illustrate the seriousness with which the authorities dealt with these violations against individual and management copyright holders. Exasperation increased all around at not being able to control plagiarizing behavior against the born-digital works themselves, beyond the official, yet often easily ignored, digital copyright protection afforded the writers. Safeguarding the original integrity of as many literary works as possible from piracy assumed importance as a corollary to author copyright protection.

**Fighting Web Piracy: The Case of Digital Fingerprinting**

Under this legal and public critical scrutiny, a chastened Baidu therefore felt it had to take action in terms of anti-piracy provisions. One particular anti-theft tool, developed by Baidu programmers22 and called “wen xue zhi wen 文学指纹” in Chinese, has been adopted since 2012 by a bevy of commercial CIL and other interested sites to identify illegal copies and plagiarism. Using a DNA identification system, or “digital fingerprinting,” to track specific works, Baidu itself verifies and shuts down the uploading of pieces violating copyright. With the application of this mechanism, not only will illegal works that netizens upload be systematically deleted, but future attempts to upload such works are automatically rejected.23

Literary work fingerprinting establishes the presence of parallel or derivative content in a suspect work; this differs from another anti-piracy tool, “digital watermarking,” which adds artificial information into the original text in order to protect that work, as long as the watermark is not erased or modified. Specifically, digital fingerprinting gathers the patterns of textual content like words, sentences and paragraphs to make a unique values signature characterizing that literary work. This is done through so-called “hashing,” or cryptographic identifier deployment, that converts the data to digital integer values. Later, stored in an operationally central database, the fingerprint can be used to compare whether another literary segment is identical with, or closely mimicking, any segment within a given original source set.24
The fingerprint inquiry can be done any time and involves a conveniently fast extraction. The most telling characteristic is that the original content of the work is not changed whenever a literary segment is manipulated in resizing, compression or other processing operations. This technological tool thus shows great promise for protecting born-digital literary content indefinitely.

In reality only the popular writings on Shengda commercial literary sites evidently undergo fingerprinting. Other online forums that carry original CIL like independent literary sites and blogs most likely miss out entirely due to lack of research-and-development capabilities and funding. However, the digital works anti-piracy movement is continuing to gather momentum, with the application of such anti-plagiarism schemes as literary works fingerprinting increasing as the cost for such additional digital processing lessens.

**Conclusion**

CIL content preservation has been referred to in this paper as a problematic issue rising out of the situation where commercial unpopularity of born-digital-remain-digital works leads to neglect and possible disappearance. Whether involving politically correct fiction and poetry, or works flying under the censor radar that approach and even occasionally cross the line into politically, socially or culturally taboo subject areas, the sustainability of online literary publications seems subject to the vicissitudes of crowd appeal, author and website manager perceptiveness and perseverance, and economic considerations.

The original intentions of such CIL authors as Murong Xuecun can be undermined when their texts are corrupted without their permission by censorship or plagiarism, all because of the lack of protection for the content of their born-digital literary works. Interestingly enough, despite Murong’s opposition to copyright abuse as manifested by his participation in the 2012 court action, he insisted during that same period that “a relaxed and free [internet writing] environment is more important than royalties.” He bucked the tide in this pronouncement, since most CIL authors would place theft or distortion of their intellectual property high in their list of professional concerns, since these infringements come down to siphoning off yuan that would otherwise come to the writers and other copyright holders.

Internet literary efforts across the world, not just in China, need to be consistently preserved, just as the born-and-resident-digital intellectual products of such realms as STEM are, whether in commercial website storage space or in digital archives maintained by academic overseers or under other individual or organizational auspices. Consistent archiving of original CIL
documents by the agents of platforms where they appear—for example, by bloggers, social media users or facilitators/managers of commercial literature sites—supplements the efforts of individual readers and the few institutional entities attempting to capture and preserve all these literary works, and is thus highly recommended. However, the so-called “protectors of the creative literary output,” whether the National Library of China, other libraries/archives or independent agencies, certainly need to step up more to describe, facilitate access to and guarantee long-term preservation of original web literary creations.

Digital literary work fingerprinting can preserve born-digital literary content as well as fight web piracy, since it offers a way for a web archive to lock in the original work’s content in a database at the moment it is stored, so that the essential literary elements will not disappear or be altered. This anti-piracy tool thus should be recognized as an effective preservation device and employed as such.

NOTES


5 May 27, 2014 onsite interview with Changping Hu 胡昌平, professor of digitized information resources management and services at Wuhan University College of Information Management.
6 Hockx, Internet Literature, 18, 200.


11 Hockx, Internet Literature, [Acknowledgements] x.


15 Yang Guobin, “Chinese Internet Literature and the Changing Field of Print Culture,” 333.


20 Ouyang You-chuan 欧阳友权, “Dang xia wang luo wen xue de shi ge guan jian ci 当下网络文学的十个关键词 [Ten Key Words in Contemporary Network Literature],” *Qiu shi xue kan* 求是学刊 40.3 (May 2013): 128.


22 Confirmed in Wuhan May 27, 2014 by a former employee of Baidu, now a graduate student at Wuhan University College of Information Management.

23 Yang Yuting 杨昱婷, *Wang luo wen xue ji qi ban quan bao hu mo shi yan jiu*, 27.

24 Zhao Junjie 赵俊杰, “Xue shu lun wen chao xi jian ce fang fa yan jiu zong shu 学术论文抄袭检测方法研究综述 [Detective Ways Against Academic Plagiarism],” *Hunan gong ye da xue xue bao (she hui ke xue ban)* 湖南工业大学学报 （社会科学版） *Journal of Hunan University of Technology Social Science Edition* 15.1 (February 2010): 158.


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Why Does a Leisure Magazine Publishing House Need a Professional Librarian? 
An Interview with Eddie Yeung, Librarian at the South China Media Limited 

Dr. Patrick Lo 
Associate Professor, Faculty of Library, Information & Media Science, University of Tsukuba & Lilly Ho 
Assistant Managing Director, KEAN University 

Introduction 

Having its own in-house library is particularly important for any modern organization that has to handle a large amount of information flow on a daily basis. This in-house library is expected to function as an “information hub” for centralizing, acquiring, organizing, managing, disseminating and archiving information for its parent organization in any possible format. Meanwhile, have you ever thought about how information was being thrown through the library and handled by the library staff at a major TV station during the June 4th Incident that took place in Beijing in 1989? Leisure magazines are often considered inferior in comparison to the journalistic news and scholarly books. However, have you ever thought about why a leisure magazine publishing company would need to have a fully-qualified library professional to manage its collections and services? Many LIS professionals are unable to tell you what a typical day at work is like for a librarian working for a magazine publishing company. In the following interview, Eddie Yeung shares with the readers the joy, the challenges, as well as difficulties that he currently faces as the Library Manager of the South China Media Limited, a major leisure magazine publishing house founded in Hong Kong. 

Patrick Lo (PL): Would you please talk something about yourself like academic background, working experience and job history, etc.? 

Eddie Yeung (EY): I am originally from Hong Kong. I graduated from Fu Jen Catholic University (輔仁大學) in Taiwan, where I obtained my first 

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1 Fu Jen Catholic University (輔仁大學) – Homepage. Available at: http://140.136.240.107/english_fju/
(Bachelor's) degree in Library Science (LS). I still remember that the cataloguing course (of the LS programme) was based on the Dewey Decimal Classification Scheme, and it required the students to have substantial programming skills like Pascal at that time.

After completing the four-year undergraduate programme at Fu Jen Catholic University, I worked in the libraries of several research institutes in Taiwan, namely the Research Institutes of Taiwan Academia Sinica (台灣中央研究院), the Institute of History and Philology (歷史語言研究所) (formerly known as the Institute of History (歷史研究所) and the Institute of European and American Studies (歐美研究所)) (formerly known as the Institute of Chinese and American Studies (中美研究所)).

During my two years at the Taiwan Academia Sinica, I participated in several different projects and learnt to manage the budgets of library materials. It was at the Academic Sinica, where I developed a good professional network with famous scholars and many book agencies on an international scale - because as the Librarian, I was the key person at the Academia Sinica responsible for acquiring books for the professors. At the end of my second year at the Academia Sinica, I decided to pursue a Postgraduate Diploma in Library and Information Studies (LIS) at the University of Strathclyde in the UK.

PL: Where and how did you begin your career as a professional librarian in Hong Kong?

EY: After obtaining my Postgraduate Diploma in LIS from the University of Strathclyde in the UK, I began my professional career as a librarian at Hong Kong Television Broadcasts Limited (TVB), where I worked for nearly three years.

During my initial period at TVB, I was working in the Arts Department and was later transferred to the Library of News Department (about one year later), and was working the night shifts, i.e., from 15:00 until midnight—performing all the indexing and cataloguing tasks, including writing descriptions for news footage, and providing keywords for library materials in a large variety of

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2 Taiwan Academia Sinica (歐美研究所) – Homepage. Available at: [http://www.sinica.edu.tw/](http://www.sinica.edu.tw/)

3 Institute of History and Philology (歷史語言研究所) – Homepage. Available at: [http://www2.ihp.sinica.edu.tw/en/](http://www2.ihp.sinica.edu.tw/en/)


5 University of Strathclyde – Homepage. Available at: [http://www.strath.ac.uk](http://www.strath.ac.uk)

6 Television Broadcasts Limited – Homepage. Available at: [http://www.tvb.com](http://www.tvb.com)
format, such as photos, VHS tapes and telegraph messages.

It seemed that I had already acquired all the necessary practical skills while I was pursuing my LIS degrees at university; hence, I could very much work independently without any supervision or guidance from my seniors at the TVB News Library. Having said that, I still had to observe closely all the policies and working procedures readily developed by the TVB News Library, e.g. following all the procedures and rules for cataloguing and classifying all sorts of news related materials including news footages. During that time, there were only four people working together as a team in the TVB News Library, i.e., the News Librarian, two cataloguing staff and a typist.

Since it was still the non-computer era, the typist (at the TVB News Library) was responsible for typing out all the descriptions for the card cataloguing records. At that time, the end-users (mostly the TVB News reporters) still relied on the card cataloguing records for locating the library materials. Before digitalization, lots of human errors could be found in those VHS tapes, e.g., images could appear one or two seconds deviant as recorded. Wrong retrieval of video-clips could sometimes lead to the wrong person being shown in the background picture, when the news footages were being aired.

In my opinion, having high working efficiency and being able to work under constant pressure were the most important criteria for working as a librarian for a TV news station. Furthermore, having an extremely sharp eye, and passionate interest in both current news and public affairs would no doubt enable one to become a good and competent news librarian.

**PL: Could you share some of your more memorable moments during your time working for the TVB News Library?**

**EY:** It was always extremely busy working in the News Department of TVB—a library that never sleeps might be a more fitting way to describe our working conditions. The most memorable moment during my time at the TVB News Library would have to be the period of June Fourth Incident, which took place in Beijing, China in 1989. During the actual Incident, I had to work 72 hours straight with no sleep. In addition to writing the descriptions for all the news footage in the fastest possible way, I also had to handle all sorts of information related to the Tiananmen Square massacre flying into the TVB News Library from all possible directions.

The most unforgettable and priceless piece of information that I ever handled during the period of the June Fourth Incident was the original soundtrack of Chai Ling 柴玲, one of the student leaders of the Tiananmen Square protests. The soundtrack was about 20 minutes long, and it recorded many details
depicting the actual situation happening in the Tiananmen Square during the massacre. You could literally hear the gunshots, and people screaming in the background. Upon receiving the “Chai Ling soundtrack,” I had to work at lightning speed, that is, searching and identifying the suitable video-clips and other information that could be found in the News Library to match with the “Chai Ling soundtrack”—editing the video-clips and preparing the descriptions accordingly—so that the video-clips could be used as the background during the actual broadcast of this “Chai Ling soundtrack.”

I really enjoyed my job at the TVB News Library, as I could derive a high level of satisfaction from what I did as a special library manager. I felt very proud to have taken part in reporting the Tiananmen Square incident, and I still do: supporting the information needs of every single member of the TVB News Team under such a crisis situation, especially when I was assigned with such an important task of handling the original “Chai Ling soundtrack” during the Incident. However, I resigned from TVB soon after the Tiananmen Square incident was over, because I felt so burnt out every day after work. More importantly, I felt that given such major contributions I made in reporting the Tiananmen Square incident, I did not receive the recognition that I totally deserved. Witnessing all the frontline reporters at TVB being awarded with medals for successfully reporting the story, while I as a key member of the TVB News Team was awarded with nothing, exception for an invitation to attend the departmental celebration dinner was definitely not a pleasant feeling, so I decided to leave TVB for good.

PL: Could you share with us your other professional experiences as a special library manager during the time after leaving TVB, and before joining the South China Media Limited (南華傳媒)?

EY: After leaving TVB, I worked for another seven private companies before taking up my current position as the Librarian at the South China Media Limited (SCML). During my career as a special library manager, I have also worked for a number of magazines, newspapers, as well as financial companies in Hong Kong, including the Asian Sources (commercial magazines company), Tin Tin Daily News (天天日報) (a Hong Kong newspaper that ceased publication in September 2009), and Schroders Investment Management (Hong Kong), a British commercial bank.

I learnt a lot from working for the Schroders Investment Management Limited, where I was in charge of a major project, transforming their traditional library...
into a digital one. Having worked there for about seven years, I was glad that my hard work and contributions were recognised by Schroders’ senior management, and I was eventually promoted to executive grade. After my promotion, I had the chance to work closely with many financial analysts and system vendors so as to implement a new automated library system. From 1998-2000, Schroders sent me twice to their head office in England to take a two-month intensive training workshop. Through the training workshops, I acquired very crucial working knowledge, as well as developed many practical skills for retrieving and compiling financial and business data that would be useful to the end-users at many levels. I have to admit such working skills were absolutely indispensable for supporting the daily operations of a sizable financial company like Schroders. In fact, such business research skills [acquired at Schroders] have proven to be most beneficial to my professional career for many years to come. Since then, I believed that being flexible and informative are the key factors for being a successful LIS professional for a corporate organization like Schroders. I left because during the financial crisis, Schroders laid off many staff members, including me, as a result of company acquisition.

**PL: How long have you been working as the Librarian for the SCML? In addition, could you describe your typical day at work at the SCML?**

**EY:** I have been working for the SCML since 2011. My main duties and responsibilities here include gathering, organizing, preserving, manipulating, managing and delivering information to SCML employees at all levels. This Library or Information Centre existed for many years before I joined the SCML. The SCML Librarian position had been left vacant for a long time. For this reason, when I first arrived at the SCML Library, there was a huge cataloguing backlog that had been accumulated over the past four years. As soon as I took up the position as the Librarian at the SCML, the most urgent and immediate task that I had to deal with was to clear the cataloguing backlog in the Library. In order to achieve this, six additional temporary library assistants were hired to clear the massive cataloguing backlog.

At the SCML Library, we use a software programme developed in-house called Media Station to manage our collections. The Media Station is used for converting hard copies of library materials into computer files, and these computer files are then catalogued into the automated library system. Our automated library system functions like an online library catalogue. For example, our SCML colleagues usually search for their desired information via the metadata included in our automated library system. After locating their desired materials, they then come to our Library and collect the physical printed copies from us.
PL: Which magazine or newspapers are currently being published by the SCML?

EY: SCML is a magazine publishing company founded locally in Hong Kong. Unlike the other South China Morning Post (SCMP) Group,9 we publish mainly leisure and lifestyle magazines. Some of our more popular magazine titles include CarPlus (車王雜誌),10 CAPITAL (資本雜誌),11 CAPITAL Entrepreneur,12 JESSICA (旭茉),13 JESSICACODE (旭茉),14 HIM,15 JMEN,16 and Kids Weekly (兒童快報).17

PL: Why do you think a medium-scale publishing house for leisure magazines in Hong Kong also needs to have its own in-house library and a professional librarian to manage its services and collections?

EY: The Library at the SCML functions as an “Information Hub” within the company itself. It is important for any company (regardless of whether it is a profit or non-profit-making company) with more than twenty staff members, including a mass media business like us, to have their own library for centralizing, acquiring, organizing, managing, disseminating, as well as archiving, information in any possible formats—with the aims of serving the information needs and supporting the operations of the SCML at all levels.

Based on my professional experience, I would also suggest that in addition to having its own in-house library and a professional librarian to manage its daily operations, any publishing house should have at least one copy of all published issues (regardless of whether it is a newspaper or magazine) archived in its own in-house library for future reference, because you never know when you will need to use the information or photos from any particular issue again in the future. Digitization is not applicable to all kinds of library materials, especially when you are talking about leisure magazines that we currently publish in large quantities. In our case, I keep at least one copy of any issue and any title published by the SCML, and then store it in a CD, DVD or Blu-ray disc format. Unfortunately, in the face of our current budget shortfall, it is very unlikely that we could purchase a new server for converting all our

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9 South China Morning Post (SCMP) Group – Homepage. Available at: http://www.scmpgroup.com
10 CarPlus (車王雜誌) – Homepage. Available at: http://www.carplushk.com/index_carplus.htm
11 CAPITAL (資本雜誌) – Homepage. Available at: http://www.capital-hk.com/index_capital.htm
12 CAPITAL Entrepreneur – Homepage. Available at: http://www.capitalentrepreneur.com/index_capitalentrepreneur.htm
13 JESSICA (旭茉) – Homepage. Available at: http://www.jessicahk.com
14 JESSICACODE (旭茉) – Homepage. Available at: www.jessicacode.com/
16 JMEN – Homepage. Available at: http://www.jmen.com.hk
back issues into the online format.

PL: Could you describe your typical day at work? Your previous professional experience as the TV News Librarian and also librarian at other major newspaper companies in Hong Kong—do such experiences still come in handy sometimes?

EY: Every day, other than the routine library duties, I divide my tasks into two major groups, current awareness and business research.

First thing in the morning, I make use of the online Wisers\textsuperscript{18} news clippings service to collect news articles about the most current activities surrounding the mass media industry in Hong Kong. After collecting these news articles, I then systematically distribute them to the relevant editors and senior management (within SCML) for their attention. In the afternoon, I normally perform research—reading a variety of fashion magazines or/and browsing through all the photographs found in the entertainment sections of all local newspapers.

Yes, I do find that my past working experiences gained from the news or the journalistic sector to be most useful to my current work as the Librarian at the SCML, especially when it comes to doing research on the current affairs that are taking place locally in Hong Kong. Over the years, I have developed a very sharp eye for current affairs, or anything unique going on in our society that would spark an interesting story or grab the readers’ immediate attention. In addition, I have equipped myself with very useful knowledge about the major listed companies and other important information concerning the main board members of these listed companies in Hong Kong.

In my opinion, such professional knowledge and practical working skills are absolutely vital for my current role as the library manager of a major magazine publishing house in Hong Kong. For example, it is definitely a big advantage to know where and how to approach third parties like Agence France-Presse (AFP), European Pressphoto Agency and Reuters to purchase the photographs that we need for our magazines. Knowing whom to approach, knowing what to ask and knowing how to get them would no doubt save a lot of manpower and effort by preventing aimless looking around. After all, time is money, especially when you are talking about the mass media industry. All reporters want to be the first to crack the news. For this reason, no one can afford to waste any time. Moreover, having eye-catching photographs of high quality is particularly important for magazines that deal with fashion, trends,

\textsuperscript{18} Wisers Information Limited - Homepage. Available at: http://www.wisers.com/
lifestyles, and entertainment, as photographs usually make up 50% or more of a magazine’s entire contents.

**PL:** How many staff are there in total currently working at the SCML Library?

EY: Two and a half, including me (the Head Librarian), plus one trainee and one part-time library staff.

**PL:** TVB News Library versus SCML Library—what are the major differences in terms of serving as a library and information professional for these two different profit-making organizations, since they both aim at providing the most up-to-date information to the general public about issues that are relevant to their daily lives?

EY: High working efficiency and being able to respond quickly to new and unexpected changes are definitely crucial. Compared with the news sector, a magazine publishing company can operate at a relatively slower pace, as we deal much more with fashion, entertainment and show business. But generally speaking, the expectations of our readers are more or less the same, i.e., they want it fast, trendy and accurate, at the same time entertaining.

**PL:** Any other important issues that need to be considered when you are handling the requests from your audience? Could you state some examples?

EY: Copyright is the most important issue. In addition to serving the information needs of the SCML staff at all levels, another major responsibility of mine is to deal with copyright clearance, that is, ensuring that all the photographs to be printed in our magazine issues have already obtained copyright clearance or permission. On one occasion, a SCML magazine editor was looking for a photograph of Diana Princess of Wales. We spent a lot of time and effort contacting many local and different international agencies looking for the right photograph. Many international photo agencies could not deliver the photograph (fitting all the criteria) in view of our deadline for publishing this particular issue. At the end, the photo had to be purchased from Image China (a photograph agency), because the editor wanted a photograph showing the young Princess [Diana] wearing a tiara, and he would not compromise on anything else. In this situation, the price for purchasing this photo was a secondary consideration.

**PL:** Were there situations in the past that you had to rely on your professional experiences and judgments to resolve any crisis situations?
EY: Sure! On one occasion, it happened that the SCML senior management desperately needed to get their hands on the latest issue of one of our own magazine titles for their early morning board meeting held at the head office. In fact, the latest issues had just been delivered to the local convenience stores, and copies were still waiting to be shelved. The copy needed for the senior board meeting was still pending delivery to the SCML headquarter. In order to tackle this situation, the SCML Library staff had to dispatch our own staff to run as fast as he could to the nearby convenience store, purchase the latest issue, and bring it back to head office in the quickest possible way.

The improper use of photographs of the famous Chinese actress Li Bingbing 李冰冰 was another example of how a librarian helped the magazine escape a violation of copyright law. Our subsidiary company in Shanghai publishes its own local version of the magazine, 《完全生活手册》. As usual, they copied everything including the copyright protected photographs provided by our Hong Kong Office, assuming that all the contents sent to them had already obtained copyright clearance. Ms. Li Bingbing had this particular catwalk-model-look photo, with the city of Rome (Italy) in the background. This photograph was allowed only to be solely used by the MC Magazine for advertising an internationally famous designer label in a fashion magazine. The colleagues in Hong Kong overlooked this and treated Ms. Li Bingbing as a nameless fashion model, and distributed this series of photos to the colleagues in Shanghai for use in their local magazine 《完全生活手册》. It was lucky that we discovered this error just in time before the magazines were distributed for sale to the public. Otherwise, not only the reputation of SCML would have been damaged, the company could also risk a penalty of HKD$500,000 for copyright infringement.

PL: As the Library Manager of a major publishing house for leisure magazines in Hong Kong, what kind of challenges and difficulties are you currently facing? Are your difficulties related to budgets or the implementation of a new automated system? Or they are related to the shortage of library staff?

EY: Everything you have mentioned so far are difficulties and challenges that we special library managers are always facing. At this time, budget is the most pressing problem. As you know, our Library is going through a transition period, converting all our hard-copy materials into digital format. In order to achieve that, we need to build another stand-alone server for storing an increasing number of copies of different magazine titles in digital format. For the past 3 years, I have requested a budget of HKD $400,000 from the SCML
senior management for purchasing a new server. Unfortunately, my budget request still has not been approved by the senior management. To ease the storage problem, our interim solution is to convert all the photographs and contents of readily-published magazines into DVD or Blu-ray discs, as they have much larger storage capacity. We then catalogue and index these DVDs and Blu-ray discs individually, in order to enable better retrieval—something similar to what other physical audio-video libraries are doing.

Eddie Yeung,
Librarian at the South China Media Limited
Case Study at Nanjing University and Nanjing Technology University

Shwuung Wu, Montgomery College, Rockville, Maryland

Background:

In September of 2013, Montgomery College Libraries, the community college libraries of Montgomery County, Maryland, launched a three-year, multi-faceted ethnographic study. The study was initiated by Tanner Wray, the director of the Montgomery College Libraries. Nancy Foster, a well-known anthropologist, provided all the training and guidance of data collection and interpretation; and Jane Williams, the project consultant, was in charge of all logistic preparation and communication among the College’s stakeholders, administrators, and the research team members. Rockville campus, the largest campus of the three campuses of Montgomery College, was the first to engage in this study. The research team, which consisted of librarians and Access Services staff, worked with Nancy Foster and Jane Williams to employ three different methods to learn what the library users and potential users needed, wanted and preferred in library spaces, services and programs. As a member of this research group, I witnessed how library staff was energized by this study, how the whole College, including administrators and stakeholders were pleased by the library’s effort to gain an understanding of how our students viewed the library and their eagerness to improve library services. The Rockville study was concluded in early 2014. I was intrigued by the whole process and many of the findings.

As a former research fellow and a chief librarian in a government research library in Taiwan (I worked for the Research, Development and Evaluation Commission, Executive Department, in Taiwan for nine years), I have a great deal of experience in conducting research. I am also familiar with how libraries were viewed and used in Taiwan. Most of the studies I did before involved a wide range of experts such as library professionals as well as high ranking subject specialists. Some of the approach and findings from the Rockville library study were different from what I experienced while living in Taiwan. Is this trend of seeing the libraries from users’ perspective universal, or is it cultural? Are library users in colleges or universities around the world having same kind of vision, namely, that libraries should be multi-purpose? Has the meaning that libraries have for their users changed, not just in the US, but in other parts of the world as well?

I decided to choose a location that has a different cultural heritage but is economically similar or at least close to Rockville, Maryland, to see how students there use the libraries and how their academic libraries keep pace with the rapidly evolving world of librarianship in the US. After some research,
I chose the city of Nanjing in China to conduct this study, and the schools I chose were Nanjing University and Nanjing Technology University.

Nanjing University is one of the oldest and most prestigious institutions of higher education in China. It was established as a modern school in 1902 in the late Qing dynasty and became a modern university in the early 1920s. The main library of the Nanjing University has a collection of 4.2 million volumes, more than 100 multimedia networked-computers, with a floorage of 51,224 square meters.

Nanjing Technology University was founded in 2001, with engineering as its focus. The main library of Nanjing Technology University has a collection of 1.68 million volumes, with a floorage of 45,000 square meters.

**Methodology:**

The Montgomery College Libraries Rockville campus ethnographic study used three different methods to collect data: spot interviews, design workshops and reply cards. Due to some restrictions and limitations of practicality, the survey method was used for my study instead of one of the above three. I developed a questionnaire with nine questions: four multiple choice and five open-ended questions. The purpose of open-ended questions was intended to spark the enthusiasm and energy of students in order for them to think about their needs and wants as most of Asian students are less likely to demand what they need or want verbally. However, when the time came to conduct the study, Nanjing University Library strongly suggested that I change the open-ended questions to multiple choice questions. Therefore seven multiple choice questions were used for the study at Nanjing University Library, while nine questions (the original questionnaire I developed, the four multiple choice questions plus five open-ended questions) were used for the study at Nanjing Technology University Library. There was a cover sheet on every questionnaire to explain who was conducting the study and why the study was being done.

Survey questionnaires were distributed randomly inside the Nanjing University Library on the same day but at different hours. Students were instructed to complete the questionnaires and give the questionnaires back to the service desks. Seventy questionnaires were collected later that day.

Similarly, questionnaires were distributed randomly inside the Nanjing Technology University Library but on two different days and at different hours. Students were instructed to complete the questionnaires and give the questionnaires back to the service desks. Fifty questionnaires were collected at the end of that week.
The survey questions in Chinese (the language of the questionnaires used for this study) for both Nanjing University Library and Nanjing Technology University Library are included in Appendix 1 and Appendix 2.

**Findings:**

**Nanjing University Library Findings:**

There were seven multiple choice questions on the questionnaires for the Nanjing University Library study. The findings of these survey questions are as follows:

**Question #1: In the past seven days, how many hours did you spend in the Nanjing University Library?**

- 73% of students reported that they stayed in the library for more than 6 hours in the past seven days.
- 17% answered 4 to 6 hours.
- Only 3% of the surveyed students reported not having been in the library in the past seven days.
Question #2: The last time you were in the library, what did you do?

- 86% of students reported that they studied alone when they were in the library;
- 10% said they were doing research with help from librarians.
- None of the surveyed students used the library to socialize with their friends or classmates.

Question #3: What library resources best help you do your work?

- Books, journals and library space were the top choices students reported to be most helpful for them to do their work.
- Only 7% reported that library staff was most helpful.
Question #4: Have you ever asked librarians to assist you to do your research?

- The majority of students (63%) never seek help from librarians to do their research or homework.
- 23% said they had asked for assistance 1 to 3 times in the past three months.
- 9% said more than three times in the past three months.

Question #5: Are you happy with the library’s opening hours?

- 69% said yes, they are happy.
- 24% said they need to open longer.
- 4% said the library is open too long.
- 1% had other comments.
- 69% of students were satisfied with their library’s hours.
- 24% reported the library should be open longer.

**Question #6: Are you happy with the library’s space?**

- 70% of students reported that they were happy with the library’s space design.
- 21% think there should be more quiet study areas.
- 4% said there should be more group study rooms.

**Question #7: Please specify three things you are unhappy with in your library:**
• 51% thought the library should have more quiet study rooms.
• 16% said there should be more group study rooms.
• 10% said there should be more interaction between students and library staff.
• 27% reported that the library needed to have more multimedia equipment.

**Nanjing Technology University Findings:**

There are four multiple choice questions and five open-ended questions (total of nine) in the survey. The findings of these survey questions are as follows:

**Question #1: In the past seven days, how many hours did you spend in the Nanjing University Library?**
• 42% of students reported that they had stayed in the library for more than 6 hours in the past seven days.
• 28% reported 1 to 3 hours,
• 18% answered 4 to 6 hours.
• 12% of the surveyed students reported that they had not been in the library in the past seven days.

Question #2: The last time you were in the library, what did you do?
• 70% of students reported that they studied alone when they were in the library;
• 10% said they were doing research with help from librarians.
• 16% reported that they were using the computers.
• None of the surveyed students used the library to socialize with their friends or classmates.

Question #3: What library resources best help you do your work?

The majority of students (68%) reported that books and journals were most helpful for them to do their work.
• 24% answered library space or furniture helped them most.
• Only 2% reported that library staff was most helpful.

Question #4: Have you ever asked librarians to assist you to do your research?
• The majority of students (64%) never seek help from librarians to do their research or homework.
• 36% said they had asked assistance 1 to 3 times in the past three months.
• No surveyed students said they had asked help more than 3 times in the past 3 months.

**Question #5: Are you happy with the library’s opening hours? If not, why?**

This is an open-ended question. However, there were only two answers expressed.
• 60% reported they were happy with the library’s opening hours.
• 40% thought the library should be open more hours.

**Question #6: Are you happy with the library’s space? If not, why?**

![Bar chart showing responses to Question #6](chart.png)

- 78% of students reported that they were happy with the library space design.
- 8% thought there should be more quiet study areas.
- Since this is an open-ended question, students’ responses also include the library’s air conditioning, personal lockers, and so on.

**Question #7: Please specify three things you are most happy with about your library:**

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• The majority of students, 68%, reported that they liked the quiet atmosphere in the library.
• 62% were happy with the library’s collection.
• About 20% of students responded that they were happy with the library’s AC, databases, space, library staff, and their self-checkin/checkout system.

Question #8: Please specify three things you are most unhappy with about your library:
• 30% of the students were not happy with the new book processing time. They reported that new books took too long to be available for students.
• 22% were not satisfied by the library network speed.
• The rest of responses included noise control, restrooms, the variety of books, air circulations, etc….

Question #9: If you were asked to design your library, what would be the three most important things you want to put in the design?

![Bar chart showing the most important things for library design]

• Nearly half of the respondents answered that a quiet atmosphere is most important to a library.
• 42% thought the variety of books and volume of books were important.
• 22% replied network speed.
• 14% reported that comfy chairs or furniture is crucial for an ideal library.

Although the studies were done in two different universities, the responses from students at these two universities were pretty similar and consistent. They all wanted the library to be a quiet study place. Most students went to the libraries for studying alone (the combined percentage of “study alone” from these two universities is 79%). It is no surprise that “Quiet Atmosphere” was rated as most important on the questionnaire.

Students from both universities also reported that the interaction between students and library staff was rare. The combined percentage of “Have never asked librarians for help with research” was 64%. The lack of interaction
between students and library staff also reflects on the fact that students reported “books or journals” and “library space” are more important than library staff.

**Conclusion:**

Both Nanjing University and Nanjing Technology University are four-year residential universities. Students are required to live on campus. Both campuses are very big, and have many student facilities, such as student activity centers, dining halls, athletic fields, basketball courts, playgrounds, etc... it is not surprising, therefore, that no students surveyed responded that they came to the libraries for socializing. From my observation and talks with library staff in both universities, students view libraries as strictly quiet study halls, and that no noise should be allowed inside the library. A quiet atmosphere is the most important component of a library. This view can be proved by this survey result.

It is interesting to note that the interaction between students and library staff was low in both Nanjing University and Nanjing Technology University (32% and 36% respectively) while more than 60% of students in both universities reported that they had never asked for help from library staff. The Montgomery College Rockville campus anthropology class’ ethnographic study also asked this question, but its result showed that 60% of students responded that they have asked library staff for help. (Anthropology Class Report, p.18). This could be due to cultural differences since Chinese students are, in general, less likely to approach librarians for help. But it could also be because both Nanjing University Library and Nanjing Technology University Library have many self-checkin/checkout machines, self-service touch screen study room reservation stations, and very large up-to-date touch screen monitors to display the library floor map, current news, library new books, etc., while Montgomery College Rockville campus library has no such facilities, or at least not yet.

The result showed that students from both universities were very satisfied with their library hours and the space in their libraries. And this is understandable since both libraries are open for long hours and both were very new and have large floorage.

A few interesting findings from the Nanjing Technology University survey on these open-ended questions included such diverse responses as 30% of students were not happy with their new book processing speed and that 16% not happy with the restroom sanitary conditions and air circulation inside their library. These phenomena came as a surprise to the library staff. As a result, the Nanjing Technology University Library staff has expressed an interest in
improving these conditions now that they knew what is needed to be improved from students’ perspective.

Overall I found students at both universities were open to expressing their opinions. Some of the students showed great interest in filling out the survey. From the survey results and my own observations, I found the traditional image of “library” still stands in China (at least in the libraries I visited). The library, in their eyes, should be quiet. The library should house large volumes and many varieties of books.

While we found students want the library to be multi-functional (different zones for different purposes) in our MC Library Rockville campus study result, this trend or request was not obvious in my Nanjing study. However, the sample was small. The other difference I observed was that none of the furniture was moved from one area to another area during the entire time I was observing, while in MC Library Rockville campus library students often move chairs or even tables everywhere inside the library.

Other insights I gained from this project were that library employees in these Chinese universities have the same level of education. All library employees are required to have at least one master’s degree (not necessary a library degree). They do not have so called “Professional” and “Non-Professional” categories in their library’s organizational chart, everyone is called “librarian”. This personnel policy was adopted in 2008, the reason being that in this informational age, everyone in the library should be an information specialist.

The arrangement of the Nanjing University Library service desks was mostly facing the entrance rather than facing toward the students; In fact, all the libraries that I visited in Nanjing had security desks in which you had to show ID and check in before you entered. The persons stationed at the desk were library employees, not uniformed security personnel.

The opportunity of being able to go to Nanjing, China to get firsthand knowledge about how students there view and use their college libraries was extremely valuable. I was able to witness how modern and advanced their university libraries were, and how much money and effort they had put in to their hardware settings (buildings, equipment, structure, and etc.). On the other hand, I also witnessed their service model, and how much they needed to improve their customer service in order to match up with their hardware settings. Interestingly, this is true not only with libraries environment in the Nanjing City, but also in many government agencies and organizations as well.
Further study:

One of the things that impressed me most while I was participating in the Rockville campus library’s ethnographic study was seeing the creativity and enthusiasm students showed when they participated in the Design Workshop drawing. Some students drew a very detailed map inside the library, including a roof top garden, glass walls, different study zones for different purposes, etc. Some designs from the Architecture Departments students may become the blue print for our future library design. Since all the libraries I visited in Nanjing, China, are very big and some spaces inside the libraries are not very well utilized, it would be interesting to see if any of the libraries I visited and studied in Nanjing would do such a participatory study to find out whether the space and design inside the library really fits their students’ needs and desires.
Appendix 1:

Survey questions in Chinese for Nanjing University Library

亲爱的南大同学们，您们好！

在网际网路及移动装置日趋普及的时代，图书馆在辅助学习及研究的功能亦将受到影响。近年来美国图书馆界对学生对图书馆需求做过许多调查研究，敝校也从事过类似研究，有些调查结果我们感到十分意外。由於中美文化不同，学生对图书馆的功能和需求也可能有所差异。本问卷之研究目的在于发现中美大学生对大学图书馆的使用和需求是否雷同或不同。

请您以图书馆使用者的立场，以大约十分钟的时间填答本问卷。调查结果亦将提供贵校图书馆参考。

感谢您的填写。

美国蒙哥马利大学
图书馆资讯组 黄淑英

南京大学图书馆使用者行为之研究问卷

1. 请问在过去的一星期中，您在学校图书馆里的时间有多少：
   • 从未使用
   • 一到三个小时
   • 四到六个小时
   • 超过六个小时
   • 其他 [请注明]

2. 请问上一次您到图书馆时，您在图书馆里做甚麽：
   • 一个人静静的读书
   • 找图书馆员帮忙找研究资料
   • 使用电脑
   • 社交，聊天
   • 跟同学讨论功课
3. 你认为图书馆内设施或服务对你帮助最大的是甚麽？
   - 电脑及网路
   - 书籍或期刊
   - 图书馆资料库
   - 图书馆员
   - 图书馆提供的空间或座位
   - 其他 [请注明]

4. 你曾经请图书馆人员协助你找寻学术或课业研究资料吗？
   - 从来没有
   - 有过。在过去的三个月内，我请图书馆员帮忙的次数是一到三次
   - 有过。在过去的三个月内，我请图书馆员帮忙的次数超过三次
   - 其他 [请注明]

5. 您对您学校图书馆开放的时间满意吗？
   - 满意
   - 开放时间太长
   - 开放时间太短

6. 您对您学校图书馆空间的设计满意吗？
   - 满意
   - 不满意，希望有更多个人读书间
   - 不满意，希望有更多小组研习间

7. 请问您认为您学校图书馆最应该改进的地方或设施是：
   - 增加个人安静读书的座位
   - 增加与图书馆工作人员的互动
   - 增加小组研习的讨论室
   - 增加新科技功能的多媒体设备
Appendix 2:
Survey questions in Chinese for Nanjing Technology University Library

亲爱的同学们，您们好！

在网际网路及移动装置日趋普及的时代，图书馆在辅助学习及研究的功能亦将受到影响。近年来美国图书馆界对学生对图书馆需求做过许多调查研究，敝校也从事过类似研究，有些调查结果我们感到十分意外。由於中美文化不同，学生对图书馆的功能和需求也可能有所差异。本问卷之研究目的在于发现中美大学生对大学图书馆的使用和需求是否雷同或不同。

请您以图书馆使用者的立场，以大约十分钟的时间填答本问卷。调查结果亦将提供贵校图书馆参考。

感谢您的填答。

美国蒙哥马利大学图书馆资讯组 黄淑英

南京工业大学图书馆使用者行为之研究问卷

1. 请问在过去的一星期中，您在学校图书馆里的时间有多少：
   • 从未使用
   • 一到三个小时
   • 四到六个小时
   • 超过六个小时
   • 其他［请注明］

2. 请问上一次您到图书馆时，您在图书馆里做甚麽：
   • 一个人静静的读书
   • 找图书馆员帮忙找研究资料
   • 使用电脑
   • 社交，聊天
   • 跟同学讨论功课
   • 其他［请注明］
3. 你认为图书馆内设施或服务对你帮助最大的是甚麽？
• 电脑及网路
• 书籍或期刊
• 图书馆资料库
• 图书馆员
• 图书馆提供的空间或座位
• 其他〔请注明〕

4. 你曾经请图书馆人员协助你找寻学术或课业研究资料吗？
• 从来没有
• 有过。在过去的三个月内，我请图书馆员帮忙的次数是一到三次
• 有过。在过去的三个月内，我请图书馆员帮忙的次数超过三次
• 其他〔请注明〕

5. 您对您学校图书馆开放的时间满意吗？如果不满意，为甚麽？

6. 您对您学校图书馆空间的设计满意吗？如果不满意，为甚麽？

7. 请列举三项您觉得您对学校图书馆最满意的地方：

8. 请列举三项您觉得您学校图书馆最应该改进的地方或设施：

9. 如果让您来设计您心目中理想的图书馆，您觉得最重要的头三项设施或服务是甚麽？
NEW APPOINTMENTS

Martin Heijdra has been appointed Director of the East Asian Library at Princeton University Library, effective August 2015, following the retirement of Dr. Tai-loi Ma from that position at the end of October 2014. Dr. Heijdra has been Chinese Bibliographer in the Princeton East Asian Library for the last 27 years and Head of Public Services for the last 18 years. He also served as Acting Director of the East Asian Library since last November. He holds MA and PhD degrees in East Asian Studies from Princeton, as well as dual MAs in Sinology and Japanology from Leiden University.

Martin can be reached in his office in the East Asian Library, phone number 258-5336; his email address is unchanged: mheijdra@princeton.edu. He will serve as Acting Chinese Bibliographer until that position can be filled.

(From an Eastlib posting by Princeton University)

Dawn Lawson has been named Head of the Asia Library for the University of Michigan, effective September 8. From 2004 she was East Asian Studies Librarian at New York University, where she was responsible for collection development for NYU’s East Asian collection as well as providing instructional and research services. She has been an active member of the Council on East Asian Libraries throughout her career, serving as Secretary and most recently as a Member-at-Large of the CEAL Executive Board. Dr. Lawson received a BA in East Asian Studies from Oberlin College, an MA in Japanese Literature from Harvard University, an MLS in Library and Information Science from Long Island University, and a PhD in East Asian Studies from New York University, completed in 2014. She succeeds Jidong Yang, who served as the Head of the Asia Library 2006-2012. Yunah Sung served as interim Head since Yang’s departure.

Dawn can be reached by email at dawn.lawson@umich.edu and by telephone at (734) 936-2353.

(From an Eastlib posting by Yunah Sung, University of Michigan)

Hyo Jin Moon is the new Subject Librarian for Korean and Japanese Studies at the University of California San Diego Library, where she began her duties April 20, 2015. Jin came to UC San Diego from Kosin University in South Korea, where she taught English literature. She holds a BA in Journalism and Media Studies and studied Archives and Records
Management at the University of Michigan’s School of Information. She worked as a student assistant at the University of Michigan’s Law Library and Special Collections. As a library intern, she provided media research, processing, metadata analysis and fact-checking at the CNN Washington branch.

Jin can be reached at jinmoon@ucsd.edu.
(From an Eastlib posting by Victoria Chu, University of California, San Diego)

Ayako Yoshimura joined the East Asian Library at the University of Chicago as the new Japanese Studies Librarian on June 1, 2015. Ayako holds a BA in Arts and Anthropology from the University of Wisconsin—Madison, a Master of Arts in Folklore from the Memorial University of Newfoundland, Canada, and in May 2015 completed a Ph. D. in Folklore with a focus on Japanese culture and custom at the University of Wisconsin—Madison. While studying at the University of Wisconsin—Madison Ayako worked as Japanese Studies Collection Assistant from January 2009 to June 2011 and from November 2012 to May 2015.

Ayako can be reached by e-mail at yoshimura@uchicago.edu or by phone at 773-702-8434.
(From an Eastlib posting by Yuan Zhou, The University of Chicago)

Julia Jihae Chun began her duties as Korean Studies Librarian at the Cheng Yu Tung East Asian Library at the University of Toronto on August 1, 2015. Ms. Chun received her Honors Bachelor of Arts in Sociocultural Anthropology and Master of Information degrees from the University of Toronto, where she worked as a SLA and GSLA in the Cheng Yu Tung East Asian Library for more than five years during her studies. After graduation, she also worked briefly in York University as a library assistant and George Brown College as a practicum student. Until June of 2015 Ms. Chun held a shared position as Catalog Librarian for Korean language resources at Duke University and Korean Studies Librarian at the University of North Carolina at Chapel Hill (UNC).

As Korean Studies Librarian at the Cheng Yu Tung East Asian Library, Julia’s responsibilities include Korean Studies collection development, working with faculty and students in the Korean Studies Programs, and collaboration with librarians and staff in other departments regarding acquisition, cataloguing, maintenance and preservation of Korean-language resources. She can be reached at julia.chun@utoronto.ca
(From an Eastlib posting by Stephen Qiao, University of Toronto)
Xi Chen has been appointed Chinese Studies Librarian at the University of California San Diego Library, effective September 1. She was previously Interim Chinese Librarian at Perkins Library, Duke University, and then East Asian Studies and Web Development Librarian at Oberlin College Library. She holds an MLS from the University of North Carolina at Chapel Hill, an MA in Adult and Higher Education from the University of South Dakota, and a BA in English from Nanjing University of Science and Technology. She is a member of the Society for Chinese Studies Librarians and is the current treasurer (2015-18) of the Council on East Asian Libraries.

Xi can be reached by phone 858-534-2894, via email at xichen031@ucsd.edu, or via regular mail at Geisel Library, University of California San Diego, 9500 Gilman Dr., La Jolla, CA 92093-0175R.

(From an Eastlib posting by Victoria Chu, University of California, San Diego)

Suzhen Chen has been hired as the Chinese Language Specialist in the Cataloging Department of the University of Hawaii at Manoa Library. She graduated from the University of Illinois at Urbana-Champaign Graduate School of Library and Information Science, and she previously worked as Cataloging and Metadata Librarian at the Kelvin Smith Library of Case Western Reserve University. Suzhen can be reached at 808-955-2425, and her email is suzhen@hawaii.edu.

(From an Eastlib posting by Erica Chang, University of Hawaii at Manoa)

Helen Tang is the new Public Service Librarian at the Cheng Yu Tung East Asian Library and the Richard Charles Lee Canada-Hong Kong Library, where she began work October 1, 2015. Helen received her MLIS from the University of British Columbia (UBC) in 2013. She holds a BA (1995) in English of Science and Technology and MA (2002) in Applied Linguistics from the South China University of Technology. She taught for more than 10 years at the college level in Guangzhou, China. Prior to joining UTL, Helen served as the Pacific and Asian Studies Subject Librarian at the University of Victoria Libraries.

(From an Eastlib posting by Jack Leong, University of Toronto Libraries)
IN MEMORIAM

Tsuen-hsuin (T. H.) Tsien 錢存訓(1909-2015)

T.H. Tsien, scholar and librarian of East Asian studies, 1909-2015

Reprinted courtesy of the University of Chicago News Office; original found at:  http://news.uchicago.edu/article/2015/04/15/th-tsien-scholar-and-librarian-east-asian-studies-1909-2015#sthash.8vOpeNL0.uv7QDPXH.dpuf

By Wen Huang
April 15, 2015

In 1941, T.H. Tsien risked his life to pack and ship thousands of Chinese rare books from Japanese-occupied Shanghai to the United States for safekeeping. But his devotion to Chinese books and culture did not end with that act of wartime heroism.

During his long and legendary career, Tsien, AM’52, PhD’57, fostered greater understanding between the East and West, and built one of the world’s finest East Asian collections at the University of Chicago Library.

Tsuen-hsuin (T.H.) Tsien, curator emeritus of the East Asian Collection of the Joseph Regenstein Library and professor emeritus of East Asian Languages and Civilizations, passed away April 9 in Chicago. He was 105.

“It is no exaggeration to say that T.H. Tsien was the most influential Chinese librarian in America,” said Edward L. Shaughnessy, the Lorraine J. and Herrlee G. Creel Distinguished Service Professor in Early Chinese Studies. “Not only did he develop one of the country’s greatest East Asian libraries at UChicago, but he also trained a generation of students for East Asian libraries around the country, including those who went on to head the East Asian libraries at Harvard and Princeton.”

James Cheng, who now heads the Harvard–Yenching Library, was one of the more than 30 graduate students Tsien taught. “I can say that I owe my entire professional career to Professor Tsien,” Cheng said.

Yuan Zhou, curator of the East Asian Collection at the Joseph Regenstein Library, said Tsien was admired by many for his skills as a scholar and librarian.
“He showed his true understanding of the scholar’s needs for research materials and had the scholarly vision and sustained focus to develop a top-notch collection for the programs on campus and for the field of East Asian studies in the nation,” said Zhou. “When he conducted research, he went out of his way with his librarian’s mind and skills to search for every relevant piece of primary and secondary resource accessible.”

From a ‘revolutionary’ to a librarian

Tsien was born Dec. 1, 1909 in Tai County in China’s southeastern province of Jiangsu. He grew up during an era of social transformation in China. Two years after he was born, revolutionaries overthrew the last imperial dynasty and founded the Republic of China. But the new government failed to unify the country, which was soon carved up by warlords and engulfed in civil war.

In middle school, Tsien joined a progressive youth group and edited a publication that advocated a national revolution against the warlords. He was arrested, along with his schoolmaster by the troops of a local warlord. The schoolmaster was executed, but Tsien’s life was spared thanks to his oldest brother, who had considerable influence. After Tsien was forced to leave his hometown, he joined the Nationalist army, which defeated the warlords and unified China.

Fearing for his safety, Tsien’s family persuaded him to leave the army. In 1927, he enrolled at Nanking University, where he majored in Chinese and Western history, and minored in library science. Upon graduation, he obtained a job at a university library in the nearby city of Shanghai before joining the Nanjing branch of the National Beiping (Beijing) Library and subsequently the library’s Shanghai office.

In 1937, Tsien took a tremendous risk to help 14 members of his extended family escape Nanking (now Nanjing) just weeks before the Nanjing Massacre. The Chinese government estimated that more than 300,000 were killed by invading Japanese troops during the massacre. In subsequent years, Tsien worked three jobs to support his large extended family, which lived with him in a one-bedroom apartment in Shanghai during the Japanese occupation.

After Japan captured Shanghai in 1937, Chinese library officials, who were concerned about the safety of their collection of rare books, sought help from the U.S. government. The Library of Congress agreed to take 2,710 ancient rare books in some 30,000 volumes, most of which were from the former Imperial Library.
Tsien was tasked with packing and shipping more than 100 wooden crates. It was a risky assignment in the Japanese-occupied city, but he succeeded. The books left Shanghai just days before the Japanese attack on Pearl Harbor, and made it safely to Washington D.C. In his memoir, Tsien considered this mission “a major accomplishment of my career in China.”

**Fortunes foretold**

In his book *Collected Writings on Chinese Culture*, Tsien mentions an encounter in 1941 with a friend’s father, who was a writer and a “gifted fortune teller” in Shanghai. After Tsien revealed the year, the month, day and time of his birth, the fortune teller wrote his predictions on a sheet of paper, which predicted that his fortune would improve every ten years of his life.

At the time, Tsien discarded the fortune-teller’s words as superstition. But many years later, when Tsien accidentally discovered the paper in an old file folder, he said “the fortune teller’s predictions seemed to match the events in my life almost exactly.”

In 1947, Tsien came to the U.S. to retrieve the rare books he had sent there six years earlier. But just as he was preparing to leave, civil war between the Communists and the ruling Nationalists broke out, making his trip home impossible. At that hopeless moment, the University of Chicago issued him an invitation to work in its Far Eastern Library as an exchange scholar so he could catalogue its acquired Chinese books and pursue his advanced studies at the Graduate Library School. He accepted the offer and began a career at the university that would span more than six decades.

In 1957, Tsien obtained his PhD from the University and was promoted to professor seven years later. In 1967, Tsien was invited by Joseph Needham, a well-known British biochemist and Sinologist to contribute to a massive book project, *Science and Civilisation in China*. Tsien’s contribution comprised the nearly 400-page section of the fifth volume “Paper and Printing.” The series, published by Cambridge University Press, was on the Modern Library Board’s 100 best nonfiction books of the 20th century.

In 1977, Tsien received grants from the National Science Foundation and the National Endowment for the Humanities. In 1987, he was invited to China as a distinguished guest of his former employer, the National Library of China, during its 75th anniversary celebration. In 1997, UChicago named him a distinguished alumnus. In 2007, his alma mater Nanjing University opened the T.H. Tsien Library, to which he had donated his lifelong private collection—more than 6,000 volumes of publications in Chinese, Japanese and English.
During his distinguished career, Tsien published 17 monographs and books and more than 150 articles in English and Chinese.

“Tsien’s published scholarship continues to have a profound influence on the fields of Chinese bibliography, paleography, and science and technology,” said Shaughnessy, who wrote an afterword to the second edition of Tsien’s acclaimed Written on Bamboo and Silk: The Beginning of Chinese Books and Inscriptions (University of Chicago Press). “He has made numerous contributions to the study and preservation of China’s literary heritage.”

Tsien retired in 1978, but continued his research and writing. From his home in Hyde Park, he kept in touch with former students through correspondence, conversation and occasional dinners.

Theodore Foss, the retired associate director of UChicago’s Center for East Asian Studies, was a friend and colleague of Tsien’s for 40 years. He described Tsien as a gentleman of culture, grace and faith and remembered fondly “his elegantly conceived course in the nuts and bolts of Sinological bibliographic research, a rigorous and enjoyable test in the best tradition of the University of Chicago.”

“Tsien has established a legacy that will endure as long as scholars continue to value books,” said Shaughnessy.

Tsien’s daughter Mary Dunkel said she and her siblings grew up in a household deeply influenced by traditional Confucian teachings and principles. “Yet my parents were both modern and progressive in their approach to child-rearing,” she added.

Dunkel said Tsien was an avid environmentalist who, as a young man, spoke of his wish to give the earth more than he took from it. “My father was the original recycler and was always frugal with what he took, very generous with what he gave. He was the epitome of patience and simplicity,” she said.

Tsien is survived by daughters Mary Tsien Dunkel and Gloria Tsien, and his nephew Xiaowen Qian, along with many other family members in the United States and China.

Visitation will take place on from 4 to 7 p.m. April 15 at Drechsler, Brown & Williams Funeral Home, 203 S. Marion St., Oak Park. In lieu of flowers, donations may be made in his honor to Hyde Park Christian Reformed Church (5144 S. Cornell Ave., Chicago, IL 60615), the University of Chicago Library’s East Asian Collection, or the University of Chicago Center for East Asian Studies.
Tsuen-hsuin Tsien, Curator Emeritus of the East Asian Collection, 1909-2015


Edward Shaughnessy, Lorraine J. & Herrlee G. Creel Distinguished Service Professor in Early Chinese Studies, The University of Chicago

Tsuen-hsuin (T.H.) Tsien, Curator Emeritus of the East Asian Collection of the Joseph Regenstein Library and Professor Emeritus of Far Eastern Languages and Civilizations (now East Asian Languages and Civilizations) of the University of Chicago, passed away in Chicago on April 9, 2015, at the age of 105.

Dr. Tsuen-hsuin Tsien (center) with Professor Edward Shaughnessy (right) and Mary Tsien Dunkel (left) at the conference “Texting China—Composition, Transmission, Preservation of Pre-modern Chinese Textual Materials” at the University of Chicago Library in 2012. (Photo by Jason Smith)
T.H. lived a long and extraordinarily full life. He liked to say that he was born under the last emperor of China, in 1909, in Taixian (today’s Taizhou City), Jiangsu, China. In 1927, before entering university, he participated in the Northern Expedition, a military effort of the Nationalist government of China that resulted in the unification of China. In 1928, T.H. entered Jinling University (the precursor of Nanjing University), from which he was graduated in 1932 with a degree in Library Science. After graduation, he worked first in Shanghai at the Jiaotong University Library, and then in Nanjing at the Nanjing Branch of the Peking Library (the forerunner of the National Library of China). In December, 1941, he was personally responsible for shipping rare books from the library to the United States Library of Congress for safe-keeping during the war, arranging for 2,720 individual titles in some 30,000 volumes to be crated for shipment. The books left the port of Shanghai, then still an open city, just days before the Japanese attack on Pearl Harbor, and made it safely to Washington. After the conclusion of the war, T.H. went to Washington to arrange for the return of the books. However, the outbreak of civil war in China made their return at the time impossible, and T.H. remained in America together with the books. In 1947, Herrlee G. Creel (1905-1994; Martin A. Ryerson Professor Emeritus of Chinese Studies at the University) invited T.H. to the University of Chicago to manage the Far Eastern Library (now East Asian Collection). T.H. remained in Chicago thereafter.

It is no exaggeration to say that T.H. Tsien was the most influential Chinese librarian in America. Not only did he develop one of the country’s greatest East Asian libraries at the University of Chicago, but he also trained a generation of students for East Asian libraries around the country including those who went on to head the East Asian libraries at Harvard and Princeton. In addition, his published scholarship continues to have a profound influence on the fields of Chinese bibliography, paleography, and science and technology. He received a Ph.D. from the University of Chicago in 1957; his dissertation, published by the University of Chicago Press in 1962 as *Written on Bamboo and Silk: The Beginnings of Chinese Books and Inscriptions*, is still regarded as a classic in the field. In 1978, after retiring from his position as Curator of the East Asian Collection, T.H. accepted an invitation from Joseph Needham to participate in Needham’s great *Science and civilisation in China* project. In 1984, T.H. contributed Vol. 5.1: *Paper and Printing*, the first volume in the series to be published under a name other than Needham’s. After this time, he remained active. In 2011, his book *Collected Writings on Chinese Culture*, was published by the Chinese University of Hong Kong Press. It includes thirty essays on “Ancient Documents and Artifacts,” “Paper, Ink, and Printing,” “Cultural Exchange and Librarianship,” “Biographies of Eminent Scholars,” “Memoir of a Centenarian,” and “Essays about the Author.” The volume also contains prefaces by Edward L. Shaughnessy and Anthony C. Yu, his
colleagues at the University of Chicago, relating many more of his contributions to the University and to scholarship.

T.H. Tsien has now rejoined his beloved wife Wen-ching Hsu, who was one of the first instructors of Chinese at the University, and his eldest daughter Ginger, both of whom passed away in 2008. He is survived by two other daughters, Mary Tsien Dunkel and Gloria Tsien, as well as by his nephew Xiaowen Qian, Assistant to the Curator for the East Asian Collection of the Regenstein Library. He has established a legacy that will endure as long as scholars continue to value books.

Photographs courtesy of The University of Chicago Special Collections Research Center

A memorial Service for T.H. Tsien was held Sunday, October 4, 2015 in Bond Chapel on the campus of The University of Chicago. Speakers included Dean Martha Roth, Professor James Cheng, Professor Edward Shaughnessy, Dr. Yuan Zhou, and the family of T.H. Tsien.