臺灣地區工商圖書館員工作環境與角色變遷之研究

The Working Environment and Changing Role of Corporate Librarians in Taiwan

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摘要

受到「知識經濟」觀念的影響，知識管理近幾年在企業經營管理方面受到極多的注目。而在整個圖書資訊學的領域中，服務於企業資訊服務單位中的專業人員受到這個風潮的影響也最大，工商圖書館員不論在工作環境或是角色任務上都有了結構性的變化。關於這個議題，美國地區對近十年來工商圖書館員工作內容與角色轉型，在美國專門圖書館學會的主導之下已有一系列的實證研究，此外更有大量的個案研究來記錄各別的工商圖書館之轉型過程。然而，臺灣和西方國家在政治、經濟、文化上都有所差異，所衍生出來的企業組織與企業文化也不盡相同，因此需要有本土性的實證研究。本文以研究者執行的國科會專題研究計畫之結果，探討知識管理風潮對我國的工商圖書館工作環境及其服務人員角色之影響，最後並提出結論與建議以供相關單位參考。

Abstract

Influenced by the concept of “Knowledge Economics”, knowledge management (KM) is getting a lot of attention in the field of business administration recently. Corporate librarians working in the information centers are mostly affected by KM either in their working environment or in the role of their daily operation in the field of Library and Information Science. In the United States, the Special Library Association (SLA) conducted numerous studies about the working environment and the changing role of corporate librarians in the past ten years. Due to the differences in politics, economics, and culture between Taiwan and the western countries, the organizational structure and corporate culture of the enterprise will not be exactly the same. Therefore, local studies on similar topics are needed. The purpose of this study is to explore the influence of the KM on the working environment and the changing roles of the corporate librarians in Taiwan based on the result of National Science Council Research Project executed by the authors.