

## **Developing Knowledge Support Services with iNCL**

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Knowledge is power. There are numerous ways to achieve this power, and setting up information system is one of them. If such an information system possesses ancillary services for procuring knowledge, such as cross-database search interface, e-learning tools, resource sharing, data management, and other support services, then the efficiency of knowledge acquisition will be dramatically enhanced.

According to library law, the National Central Library (NCL) is responsible for Taiwan's domestic library collection and services. It is therefore vitally concerned with facilitating knowledge acquisition for Taiwan's readers; NCL is deeply aware of the importance of providing knowledge support services. For this reason, NCL is releasing the iNCL program as the main thrust of its knowledge support services program, aimed at helping people to find what they need from the library system.

iNCL stands for "my digital library." The "i" stands for "I," and similarly for "individuality," digitalization of "information," "integration" of digital information, digital "interactivity," and the strengthening of the "intellect." NCL stands for National Central Library. The iNCL concept originated with the conviction that the library's digital services must move toward a user-centered paradigm, and NCL hopes that as users make use of the iNCL website services, users will not only establish their own virtual space, but also acquire a comprehensive knowledge, initiate broad channels of interactive exchange, and facilitate the development of the intellect. For these reasons, NCL is offering this powerful tool for knowledge support services.

The functional modalities that NCL is currently planning include: settings for personalization of individual virtual spaces for users; a knowledge portal (with search, e-learning participation, and other capabilities); knowledge-related data (materials, records, notifications, etc.); and platforms for knowledge exchange (e.g. discussion forums, blogs). Through these and other service modalities, NCL will bring knowledge support services within close reach of the user, facilitating the continual growth and development of the power of knowledge.