How to customize research support service?: The case of subject gateway at Korea University Library

Seongcheol Kim, Ph.D
Director, Korea University Library (University Librarian)
Professor, School of Media and Communication
Korea University, Seoul, Korea
Korea University - Overview

Students
- Undergraduate: 36,110
- Postgraduate: 11,378
  Total: 47,488

Faculty
- Full-Time: 1,677
- Part-Time: 3,182
  Total: 4,859

Courses in English
- 40%

International Accreditations
- AACSB, EQUIS (Business School)
- JCI (Anam Hospital)

International Organizations
- APRU
- Universitas 21
- iCUBE
- Asia-Pacific Association for Int’l Education

International Partnerships
- 949 Institutions in 93 countries
Korea University – *International Evaluations*

- One of the top 3 universities in Korea (SKY club)
  (Seoul National University, Korea University, Yonsei University)
  (Top private university in Korea)

- #98 in *QS-World University Ranking* (2016 QS WUR), out of 4,300 universities

- #16 in *QS-Asia University Ranking* (2016 QS AUR)
  (Top private university in Asia)

- 23 out of 42 *QS-ranked subjects in top 100* (2016 QS WUR by subject)
Korea University – Global Networks

KU Global Centers
670 bilateral partners in 79 countries

Royal Holloway University of London

Renmin University

Waseda University

University of British Columbia

Silicon Valley
Korea University Library – *Overview*

**Korea’s Best Academic Library with Tradition and Future**

- The oldest academic library in Korea
  - designated as the Seoul City Historical Relics No. 286
- Hold the most numerous academic materials
  - 3 millions books, 65,000 e-journals, 300,000 e-books, lots of digital collections etc.
- Provide high quality facilities and networked resources in the environment of a digital library as well as 5 branch libraries
Current Issues in the Information Age

- Real issues:
  - Changes in scholarly communication
    - Rapid growth of online resources
    - Creation and distribution of academic journals in various formats
  - In need of optimized services that help users find information related to their field of research
Findings from Current Research Guides

- **Problems:**

  - **Text-based Platform**
    - Lack of content diversity → Efficiency ↓
    - Lack of platform functions → User Revisit ↓

  - **Service Continuity & Timeliness**
    - Labor-Intensive Monitoring → Work Efficiency ↓
    - Difficulty in maintaining sustainable management

  - **Inconsistent Service Targeting**
    - Confusion in delivering appropriate information for subject-specific research
    - Lack of academic & scholarly professionalism
Findings from Current Research Guides

Case Studies:

University of Southern California

Pros

- Subject specialists to support research and information needs

Cons

- Lack of graphic design: generally text-based information and web browser links
- Lack of consistency and timeliness
- Limited access to non-library resources
- No unique platform differentiation

Princeton University

Pros

- Subject specialists to support research and information needs
- Detailed list of categories (i.e., Digital Archives, Data Repositories, etc.)

University of Oxford

Cons

- Lack of graphic design: generally text-based information and web browser links
New Service Guideline

- How?

System and Service Design Guideline

Service Target
Researchers: Faculty and Graduated students

Information Professionalism
In-depth Selection of Academic & Scholarly Information

Service Continuity & Timeliness
Implement Systemized Automation

Subject Selection Standards
Current University Curriculums & Programs
New Service Guideline

- What?

Subject-Specific Scholarly Information Service
“Subject Gateway”

Provide integrated scholarly information service for each major/department
New Service Overview – *system layout*

- **Scholarly Research Information Service**

  - Provide customized research and information services for each major/department
    - Offer subject-specific updates on recent scholarly & research information
    - Enable convenient access to subject-specific databases and other information sources
    - Provide search interface for scholarly research information
  - Send e-Newsletters on current scholarly information and research trends via email
New Service Overview – *system process*

- **Provide scholarly information service for each department**
- **Media & Communication**
- **Law**
- **Psychology**
- **Computer Science**

**Collaborative Process**
- **Deliver Customized Information**
- **Receive Feedback**
- **Dept. Manager**
- **Library**
- **System Development & Improvements**

**legal Info**
New Service Overview – in progress

- Since September 2015, the research information service system has been applied to four departments in Korea University
  - More than 2,200 sources and 110,000 articles are updated daily

<table>
<thead>
<tr>
<th>Department</th>
<th>Sources</th>
<th>Articles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media &amp; Communication</td>
<td>317</td>
<td>16,018</td>
</tr>
<tr>
<td>Psychology</td>
<td>348</td>
<td>18,482</td>
</tr>
<tr>
<td>Law</td>
<td>442</td>
<td>22,448</td>
</tr>
<tr>
<td>Computer Science</td>
<td>1,106</td>
<td>53,390</td>
</tr>
</tbody>
</table>

http://korea.libguides.com/c.php?g=144688
http://korea.libguides.com/c.php?g=169683
http://korea.libguides.com/c.php?g=145029
http://korea.libguides.com/c.php?g=148228
New Service Details

- **Home**
  - General information on academic journals, related headlines, upcoming conferences, etc. in a neat bento-style layout

![Image of a webpage with various sections including Home, New Arrivals, Media & Communication, Conference, Research Report, and New Arrivals - Books.](Image)
New Service Details

- **Book & eBook**
  - Information on library holdings and new arrivals related to the field of study
  - Updates on domestic and international releases
New Service Details

- **Journal & Article**
  - List of articles selected in SCI(E)/SSCI or KCI and classified in *Impact Factor’s order*
New Service Details

- Research Trends
  - Display headline issues related to field of study
  - Information on recent research reports
New Service Details

- **Call for Paper & Conference**

  - Call for Paper & Conference announcements and information on upcoming academic events
New Service Details

- **Videos**
  - Open lecture videos and other course materials
New Service Details

- **Newsletter**
  - Monthly newsletters on various scholarly information
System Structure

- System Structure (Conceptual)

Service / User Interaction

Data Transport

Data Collection / Management

Data (News, Journal, Research Paper, Video, etc.)

LibGuide

RSS Loader

RSS Aggregator (RSS)

BBS (Manual)

Crawling

RSS Source

Data

Library Server

RSS

Non-RSS

Data

Data Transport
System Structure

- **System Structure (actual)**

**Service**
- General User:
  - Research Information Service (LibGuide)
  - Newsletter (e-mail)
  - New Book Release Editor
  - Journal & Article Editor
  - Journal RSS Creator
  - New Journal Editor
  - New Research Report Editor
  - Daily RSS Report
  - Newsletter Editor

**Librarian**
- New Book Information System
- Journal & Article Information System
- Journal RSS Creator System
- Research Trend Information System
- RSS Report System
- New Journal Information System
- New Research Report Information System
- Newsletter Creator System

**Data Transport**
- RSS Loader

**Data Collection/ Management**
- Data Transport
- Each Data Source
- Library Server

**Data**
- RSS
- Non-RSS
- Data

- RSS
- Non-RSS
- Data

- RSS
- Non-RSS
- Data

- RSS
- Non-RSS
- Data

- ...
**Future Plans**

**Customized Scholarly Research Information Service for all University Departments**

- **Create an Extended Platform**
  - Create a flexible platform that efficiently delivers research services for each academic department
  - Innovate into a “Scholarly Research Information Curation System”

- **Develop Personalized, Mobile Push Services**
  - Provide customized services on mobile phones
  - Develop SNS/RSS push services and automated email alerts

- **Provide Specific Services for Researchers**
  - Offer personalized services for researchers
  - Inform researchers on funding, research result analysis and solution
  - Purchase web databases to facilitate research

- **Build a Collaborative Community through an Open Platform**
  - Support research activities by connecting researchers with KU departments and other related institutions
Move to each page:
Q & A