

Broadening Library Services at a Vocational University

National Kaohsiung University of
Hospitality and Tourism

While the library at National Kaohsiung University of Hospitality and Tourism is comparatively small, it does not mean they do not have big ambitions. Using Alma and Primo, the staff streamlined their workflows while rolling out new and enhanced services for accessing and growing the collection.

“During the implementation discussions with the Ex Libris team, we engaged in direct conversations about how to adapt existing tasks to the new system and streamline our workflows. This collaborative learning experience was positive and enjoyable.”

Library staff



National Kaohsiung University of Hospitality and Tourism



National Kaohsiung University of Hospitality and Tourism is located in Xiaogang District, Kaohsiung City. Founded in 1995, it is Taiwan's first and only vocational university focused on hospitality and tourism. With nearly 5,000 faculty members and students, the university currently offers programs that include graduate studies, four-year technical programs, two-year technical programs, five-year junior college programs, and a continuing education center.

Smaller library with big plans for the future

The library at National Kaohsiung University of Hospitality and Tourism is relatively small, with nine dedicated staff. While the library had been using Aleph as their ILS for a number of years, staff realized that they no longer wanted to have to maintain in-house hardware and work on upgrades. After conducting a comprehensive research, they made the decision to transition to the fully cloud-based Alma and Primo systems.

Since the library had already been using on-premise Primo for a number of years, maintaining front-end consistency while providing a painless migration for users was paramount. In addition to focusing on convenience for their users in accessing physical and cloud-based resources, collection quality is another area of strong emphasis. Therefore, establishing an open library service platform and enhancing librarians' professional skills were twin priorities.

Partnering to streamline workflows and find new service opportunities

Facing a tight implementation schedule, library staff worked in close partnership with the Alma implementation team and unlocked significant potential within a compressed timeframe. Despite their small team and busy schedules, NKUHT librarians proactively prepared before classes, asked targeted questions afterward, and sought the best solutions for their workflows on the new platform. Their flat organizational structure fostered a sense of mission for team collaboration and facilitated communication when considering various optimizations for library functions. A strong sense of unity and collaboration was evident, with overriding attention given to achieving service goals without getting bogged down by task-division details.

Throughout the Alma system implementation, the library actively explored opportunities to provide enhanced services. Initiatives included linking "Course Reserves" with in-library thematic exhibitions, allowing faculty and students to access related resources. Additionally, the "Library Collections Curation" related library resources to various themes, integrating book selections, new book alerts, and department collaborations. The library also adopted more flexible acquisition mechanisms, such as the "Book Preview Service," where newly published books become available for borrowing before purchase.

Updated every two weeks during the semester, the service allows users to borrow the latest published books before processing and cataloging, thereby letting patrons guide the library's collection decisions. The Automated holdings update function was another element of the more diverse procurement services. In addition, the librarians also actively use the Alma Community Zone to shorten the time to provide electronic resources to users.

“Throughout the system implementation, our library actively explored opportunities to provide enhanced services. They included linking course reserves with in-library thematic exhibitions, and library collections curation that presents a variety of resource types related to various themes.”

Library staff



“We actively use the Alma Community Zone to shorten the time to provide electronic resources to users. Alma also allows us to offer more diverse procurement services, such as a New Book Preview that allows users to borrow the latest published books before processing and cataloging.”

Library staff

Key aim accomplished within two months of system launch

Among the library's aims was to create a "mobile library" of hospitality and tourism resources. Alma and Primo allowed the library staff to create this offering within two months of system launch. Using Primo's online presentation of physical and electronic resources, they established a "Professional Collection," allowing users to quickly access hospitality and tourism professional journals, case studies, language learning resources, commonly used e-book platforms, and leisure magazines available for browsing at any time. In addition, drawing from the university's comprehensive and rich collection of culinary resources, "The Culinary Landscape of the Library," "Asian Cuisine," and "Good Food Choices" were created to fully structure the context and development of global culinary resources. These not only provided a list of culinary collections, but also an important exploration map for culinary social and cultural research.

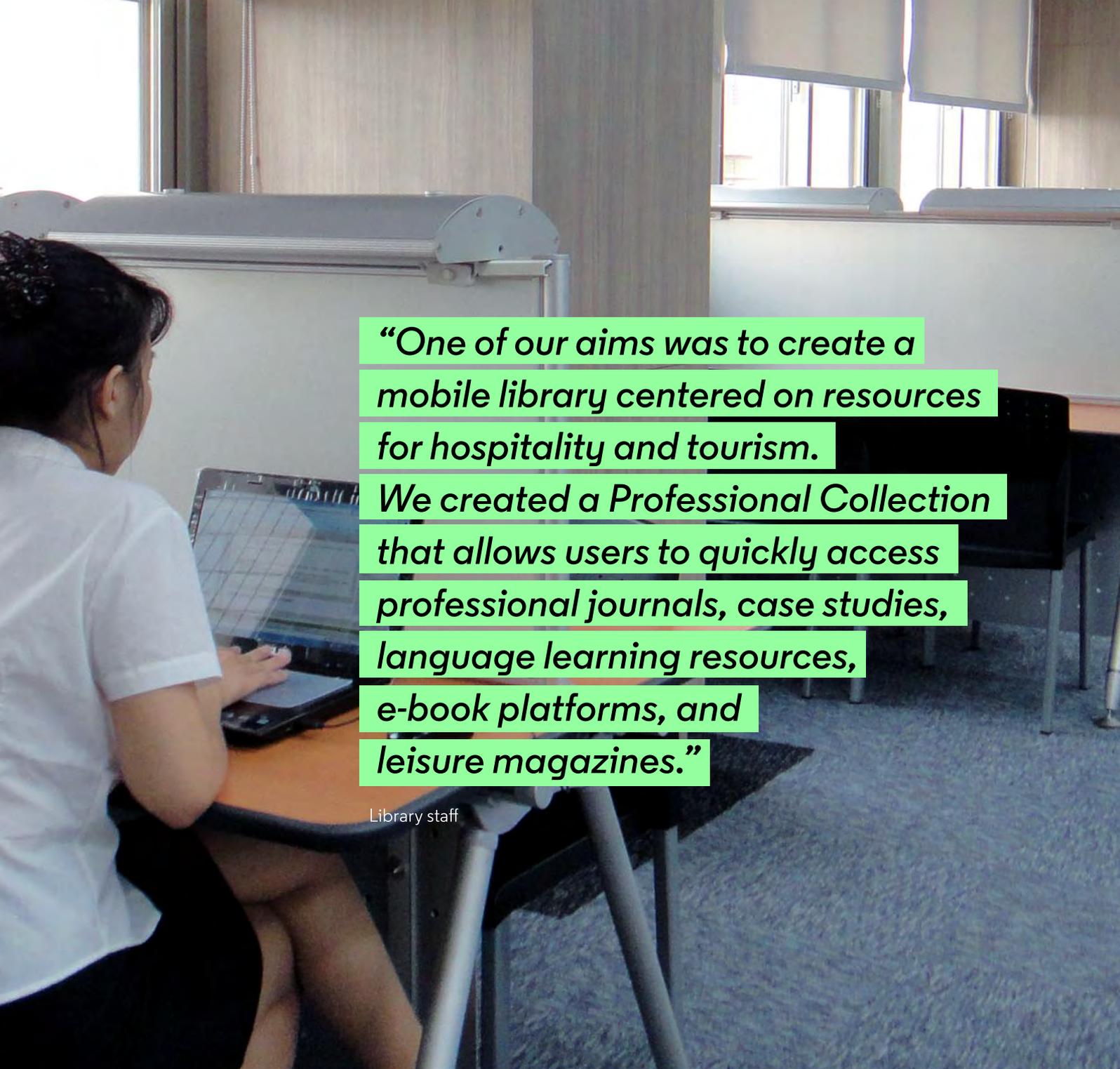
Focused on a forward path of continuous improvement

Always starting from the users' perspective, the library looks at scenarios that focus on various types of information needs. A spirit of caring for users, coupled with concern for the library team and viewing fellow Alma users as partners, is the foundation on which library staff provide more diverse and friendly services while enhancing their professional skills.

This is exemplified by the "Launch Meet and Greet" held at the library entrance when Alma went live. The event included a "Who Am I Now?" activity, featuring 18 roles focused on various information needs, combined with three scenario-based tasks for hands-on practice.

Going forward, other libraries worldwide using Alma and Primo have become important partners. Learning from the interface designs and user experiences of other libraries' websites, the university library can more easily build a user-friendly information access environment under the flexible Primo framework. In this way, the university library looks forward to moving forward with Alma and Primo to provide better services to faculty and students in the future.





“One of our aims was to create a mobile library centered on resources for hospitality and tourism. We created a Professional Collection that allows users to quickly access professional journals, case studies, language learning resources, e-book platforms, and leisure magazines.”

Library staff

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