

國立中興大學圖書資訊學研究所

碩士學位論文

以功能導向探討使用者對於公共圖書館

實體空間關注與期望之研究

Users' Concern and Expectation of Physical Space  
in Public Libraries from a Functional Perspective



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## 摘要

資訊科技的進步影響公共圖書館使用者的需求及使用習慣，當數位化的資訊資源越來越多，使用者取得資訊的管道趨於多樣化，使用者對於公共圖書館的服務期望將會提高，圖書館的空間服務也將成為資訊社會中不可或缺的公共圖書館服務。本研究以國際圖書館學會聯盟的《公共圖書館服務綱領》提及之公共圖書館建築機能原則作為建築機能原則的綱要，從中探討使用者接受圖書館服務時，所關注與期望之建築機能，並根據〈公共圖書館倡議事項〉所列之公共圖書館具體功能與服務，探究公共圖書館建築機能對於公共圖書館功能發揮之關係。

數位素養、家庭參與、與激發社區民眾創造力之交流是較直接受圖書館空間影響之圖書館功能，因此，本研究將聚焦於三項公共圖書館功能，瞭解使用者於圖書館空間從事相關活動時，對於空間建築機能的感受，以新北市立圖書館總館、國立公共資訊圖書館、高雄市立圖書館總館作為研究場域，總共蒐集 358 份有效問卷，並以 SPSS 統計軟體進行描述性統計、卡方檢定、單因子變異數分析、與成對樣本 t 檢定之資料分析。

研究結果顯示：一、公共圖書館空間的使用者以館內閱覽圖書及自修準備考試為目的者最多，且使用者在圖書館空間每次停留時間以 1~未滿 3 小時為主。二、使用者普遍認為公共圖書館對於數位素養、家庭參與、與激發社區民眾創造力之交流三項功能上具有助益，其中，使用者認同程度最高的是公共圖書館的家庭參與功能。三、公共圖書館空間的使用者認為圖書館建築機能足以支持公共圖書館功能的發揮，尤其表現在公共圖書館的家庭參與功能方面。四、環境適宜性及安全性是公共圖書館實體空間使用者最在意的建築機能原則。

根據研究結果，研究者總結以下建議：一、公共圖書館未滿 12 歲兒童使用的專區設計應考慮照護者共同使用的需求，並更注重空間在家庭參與功能發揮的實用性。二、針對青少年、一般成年之公共圖書館使用者，圖書館空間設計應更重視適合資訊科技工具利用的環境與營造鼓勵使用者學習的氣氛。三、公共圖書館應提升一般成年使用者對於數位素養功能的認知。四、公共圖書館應提升一般成年使用者對於激發社區民眾創造力之交流功能的認知。五、對於一般成年的圖書館空間使用者而言，公共圖書館戶外空間的營造是吸引前來公共圖書館的原因之一。

關鍵字：公共圖書館、圖書館空間、建築機能

## Abstract

Advances in information technology affect the needs and usage habits of public library users. As digital information resources and accesses becoming increasingly common, users raise their expectations for public library services. The principles of library building guidelines from IFLA point out the building utility of the public library. Base on the users' expectations of library services and the discussion about the building utility of the public library, users' intention and expectations of the physical space in public library became a great issue.

According to PLA initiatives and projects, digital literacy, family engagement, and fostering creative community connections are the library objectives that are directly affected by the physical space in the public library. Therefore, this study focuses on these social functions to explore the utilities of users' concerns and expectations by the public library. This study surveyed the users of New Taipei City Main Public Library, National Library of Public Information, and Kaohsiung Main Public Library and collected 358 valid returns. IBM Statistical Product and Service Solutions (SPSS) was used to analyze the questionnaire responses. The analysis includes descriptive statistics, Chi-square test, one-way ANOVA, and paired sample t test.

The findings reveal that: 1. the users of physical space in the public library mostly spend one to three hours on reading and studying every time. 2. the users in the public library consider the public library is beneficial to digital literacy, family engagement, and fostering creative community connections, especially family engagement 3. the users of physical space in the public library consider the utility of physical space meets the public library needs from a functional perspective. 4. environmental suitability and safety are the most concerned by users of physical spaces in the public library.

The suggestion are as follows: 1. the design of the designated area for children under 12 years old should take into account the needs of their caregivers and pay more attention to the function of family engagement. 2. teenagers and adults consider conducive atmosphere and suitable for information technology are the important utilities in public library. 3. public library should promote the social function of digital literacy to adults' users. 4. public library should promote the social function of fostering creative community connections to adults' users. 5. adult users consider outdoor spaces in public library as an attracting point for coming to the library.

Keywords: Public library, Physical Space in Public Libraries, Utility of physical space

