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碩士學位論文

從圖書館員觀點探究公共圖書館促進

家庭參與的實踐

Investigating Librarians' Perspectives on the  
Promotion of Family Engagement Practices in  
Public Libraries

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## 摘要

本研究旨在以臺灣鄉鎮市公共圖書館館員的觀點，探討公共圖書館促進家庭參與的實踐。本研究為質性研究，透過訪談法蒐集資料，並利用質性主題分析法進行資料整理與分析，研究對象包含 18 位任職於臺灣鄉鎮公共圖書館館員。本研究結果顯示：(一)公共圖書館館員對於家庭參與的認知包含家庭成員的陪伴、親子共讀、家庭與圖書館的夥伴關係。(二)公共圖書館館員推動家庭參與的作法包括：1.外展 (Reach out) 為關注少數族群閱讀需求、深入社區的駐點服務、專業輔導單位的合作。2.提升 (Raise up) 為傾聽和回應家庭的想法、基於家庭的需求與興趣。3.強化 (Reinforce) 為館藏資源的多元性、閱讀活動的多樣化。4.建立關聯 (Relate) 為提供家庭之間的連結機會、提升家庭之間的交流。5.重新構想 (Reimagine) 為與不同的單位合作，有學校、幼兒教育院所、社會福利機構、醫療院所、政府單位。(三)公共圖書館推動家庭參與所面臨的困境包含家庭參與意願低、時間安排、正式編制人力不足、政治行政干預及經費短缺。(四)公共圖書館推動家庭參與面臨困境的解決方式分別是尋求外部資源的協助、增加活動參與誘因、豐富活動的內容、分眾安排課程、提升館員的態度與提供專業訓練。

依據本研究結果提出實務建議。本研究建議公共圖書館統整弱勢族群的需求、社區合作夥伴的整合及運用、重視活動規劃的整體性及效益呈現、提升館員家庭參與的專業知識。建議中央政府機關重視基層人員的意見、增加正式員額的編制。建議地方政府機關鄉鎮市首長支持圖書館推廣家庭參與、增加館員人力、尊重圖書館人員的專業性。另外，本研究建議未來研究運用設計思考系統性觀點，將社區單位、志工、兒童、家長納入研究對象的選擇。未來研究亦可以生態系統理論為基礎，擴大研究範圍以包含家庭、學校、圖書館和社區。

關鍵詞：公共圖書館、家庭參與、兒童服務、早期素養、親子共讀

## **Abstract**

This study aims to explore the promotion of family engagement practices in public libraries from the perspectives of librarians in townships in Taiwan. This study was qualitative in nature. Data were collected through interviews, which were organized and analyzed through a thematic analysis approach. In total, 18 interviews with librarians working in township public libraries were conducted. The results derived from this study show that public librarians' perceptions of family engagement include companionship of family members, parent-child shared reading, and family-library partnership. Public librarians' approaches to promoting family engagement are diverse. First, reaching out refers to the cooperation of professional tutoring units that pay attention to the reading needs of ethnic minorities, and going further into the communities. Second, raising up focuses on listening to and responding to family ideas, based on family needs and interests. Third, reinforcing emphasizes the importance of diversifying collection resources and reading activities. Forth, relating is to provide opportunities for connections between families and enhance communication between families. Fifth, reimagining is to cooperate with different units, including schools, early childhood education institutions, social welfare institutions, medical institutions, and government units. Furthermore, the difficulties faced by public libraries in promoting family engagement include low willingness of families to participate, schedule arrangement, manpower shortages for permanent staff, political and administrative intervention, and lack of funds. The solutions to the difficulties faced by public libraries in promoting family engagement include seeking assistance from external resources, increasing incentives for participation in activities, enriching the content of activities, offering targeted courses, and developing a positive attitude and offering professional training for librarians.

Based on the results of this study, suggestions for practice and future research are put forward. For practice, this study suggests that public libraries integrate the needs of vulnerable populations, integrate and utilize community partnerships, emphasize the comprehensiveness and effectiveness of activity planning, and enhance librarians' professional knowledge about family engagement. Further, it is suggested that the central government prioritize the opinions of front-line librarians and increase the permanent staff allocation. It is also suggested that the local government elicit support from township leaders in promoting family engagement in libraries, increase manpower for libraries, and respect the professionalism of librarianship. This study suggests that future studies use design thinking as a research approach to incorporate the perspectives

of community units, volunteers, children, and parents for a holistic view. Future studies can adopt an ecosystem theory and broaden the scope of the research to include families, schools, libraries, and communities.

**Keywords:** Public library, Family engagement, Children's services, Early literacy, Parent-child shared-reading