Management Skills for Academic Libraries in the Digital Age
디지털시대 대학도서관의 경영기법에 관한 연구

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ABSTRACTS
This study explores what kinds of strategies are appropriate or needed for the academic librarians to upgrade their skills in the digital age. Printed and electronic sources related to this topic are gathered and examined, and communication with some academic librarians in USA is used for this study. The skills suggested in this paper mostly come from business-oriented concepts like Learning Organization, Knowledge Management, Team Management, Customer-Oriented Services, and Change Management. As a result of this study, it is found that these skills can be used without much difficulties in academic libraries to improve their services. However academic librarians need to keep in mind the core values of academic libraries as an academic forum and non-profit organization when they endeavor to provide better services for customers in the digital age.

초 록
이 연구는 디지털시대에서 대학도서관을 보다 원활히 운영하고 사서들이 서비스를 향상하기 위해 어떠한 경영기법이 필요한가를 모색하였다. 이 연구를 위해 관련 자료를 수집, 분석하였으며 미국 대학도서관의 여러 사서들과 의견을 교환하는 과정을 거쳤다. 이 연구에서 제시된 경영기법들은 학습조직, 지식경영, 팀 관리, 고객지향적 서비스, 변화관리 등과 같이 주로 영리를 추구하는 기업에서 활용되는 개념들로부터 나온 것이다. 이 연구의 결과 대학도서관이 서비스를 향상하고 대학사회에서 위상을 강화하기 위해 이러한 경영기법을 활용하는 것은 별다른 무리가 없음을 확인할 수 있었다. 다만 대학도서관 사서진은 디지털시대에서도 학술광장이자 비영리조직인 대학도서관의 핵심적 가치를 염두에 두고 도서관을 경영하며 서비스의 지평을 넓혀갈 필요가 있다.

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