

# IMPROVEMENT OF LIBRARY SERVICES

## *Dessislava Milusheva*

The Library of the New Bulgarian University (NBU) looks forward to improve the quality of its services, in order to meet the high customers' expectations. The challenge of the dynamically diverse development of the new information and communication technologies would lead the libraries at entirely different stage of managing the library matters. The modern university library is forced to serve the educational process - improving and providing a variety of new services.

The accent in now-a-days information and reference work is pointed towards adopting new self-service based methods in the library servicing. The users would approach the library primarily off-campus, saving time and obtaining the quality of the use of different technological and reference support.

The Library of NBU intends to extend the Issue Circulation Service.

### *1. Circulation Desk:*

**1.1 Q Series** - The module is a step towards the opportunity to book and loan library materials off-campus, which facilitates part-time and distance learning students, as well as out-com- ing ones. It saves time and allows 24 hours open access to library collections.

**1.2 Short loan collection** - on the base of regularly used materials to be maintained by the Reference Desk. The loan time is restricted from several hours to several days. There should be held students' textbooks, reference materials and other handbooks of a great significance. Students may loan textbooks, for example, no longer than 24 hours. Handbooks may be loaned between 1-3 days. Students are strongly recommended to keep the short loan period restrictions in other case would be submitted to fines, based on a regular base or hour base. Short loan Collection might be open on full public access. The book stock should be shelved on their usual occupations and have to be approved to be set as such type of collection by library staff. The short loan items would be marked for easy use.

**1.3 Enlarging the staff at circulation desk** - for better quality of service. Students could obtain part-time occupation in the library against their grants.

**1.4 Information Desk** - serving general inquires. A

valid information data should be supplied for the library staff and their present occupation to enable students to use the library services and particularly to liase to their subject librarian.

**1.5 Library Network** - will allow users to loan library materials from outside. Users of one of the libraries in the network would be automatically regarded as users of all network libraries. They would be charged identically through interlibrary loan, booking and borrowing. Users are going to obtain a special membership card on a voucher unit base under certain limit.

### *2. Improvements on Reference Desk:*

**2.1 Implementation of "Ask Service"** (for further details see <http://www.bournemouth.ac.uk>)- it is web-based service, accessed from the library web-site and maintained by the reference librarians. Users are submitted to pose their inquiries and receive references by e-mail.

**2.2 Bulgarian Library Chat Room** - to organize public area for exchange of information and inquiries between the Technical University, University of World and National Economy and NBU on library matters. A continuous circulation of information should be established to feed the "Ask Service". There is also alternative to join international chat rooms and to support reference work on international level.

**2.3 Extension of interlibrary loan** - an electronic form should be supported through the library web-site, which would allow users to remote mode of service. This service is going to be linked and to result in the next service.

**2.4 Document Delivery** - joining of Bulgarian libraries in a network for document delivery. Photocopying licensing should be arranged on a mass scale as well as full text database arrangement for Bulgarian periodicals.

**2.5 Photocopying** - library users would identify and verify their copies by using a card for a certain limit amount terminally. It saves time of staff and users and assures lack of huge queues before the photocopying machines.

**2.6 Obtaining the maximum of Reference services** - most of the library services should be electronically available through the web-site as well as in print form.

**2.7 Information Service** - the stress would come to

the production of different types of library guides. A number of general guides and those reviewing variety of services should develop.

- 2.8 **Non-desk reference librarian** - part of the reference desk on a floating principle of occupation. They would provide general assistance to users in the reading room area and the short loan collection. They would also answer to simple reference inquiries and would be in charge of promoting the Subject Librarian Service.
- 2.9 **Library Manager** - on voting principle for a week or so a member of the library staff would administer the regular proceedings and qualitative service on library floors. The librarian would undertake more administrative tasks apart from his/her regular occupation and would observe customer caring at the highest possible level. The person responsible will cope with tough situations and would act as liase between the customer and the library staff. The person responsible would look after the staff curriculum and the accurate shelving of books, the cleanliness of the premises, the appropriate attitude towards users. The librarian should remind of the closing time. The function "Library manager" may combine to the "Non-desk reference librarian".
- 2.10 **Staff Training** - a double-week/other appropriate term period staff meeting should be arranged by library divisions to discuss the various problems, occurring through the everyday work and the possible solutions. Before the implementation of a new service there should be a training session for whole or part of the library staff. The staff as well should be constantly submitted to the novelties of the improvements in the Library and development of ICT and library services, to enable the staff to meet the various customers' needs.
- 2.11 **Students sessions** -
  - Training of newcomers
  - Students training on how to use library services - under the form of seminars, practice, a schedule for open lectures, print and electronic self- support materials.

### 3. Serials :

3.1 Journal loan - resent issue could not be loaned. Back issues could be proposed for loan from 3- 10 days, depending how back they go.

3.2 Serials promotion:

➤Producing bookmarks - a list of the yearly subscription may be found here;

➤Leaflets, exhibiting the journal coverage of certain field

➤E-journal collection

3.3 Current awareness:

➤Subscribing for Current awareness through the Internet - data could be easily organized to serve special needs of students, faculty staff and administrative bodies via e-mail. The service could be maintained via the subject librarians or the Serials department staff. Subject librarians could better organize profiles of their current users and receive optimal results from current alert.

➤Document Delivery - the user is given the opportunity to order an article on the base of the current awareness service.

➤Participation in joint use of virtual and digital libraries

➤Fulltext and abstract presentation of the Bulgarian journals - after certain pre-legislation with the publishers. Part-time working students under HESP would be charged to type the content of the journal titles.

3.4 **"Information brokering"** - on the base of the pre-arrangements with other libraries and depending on self-resources the serials staff could help students to prepare their course papers, including - guiding to search techniques and optimal use of Internet and databases, citation methodology, document address references, recommendation of the most suitable resources.(Serials are on a high scale concerned, for they contain the latest up-to-date information).

The main tendency in library servicing is the passing from current awareness to reference management and self-service.