

MODERNIZATION AND DEVELOPMENT OF BULGARIAN UNIVERSITY LIBRARIES. STATISTICAL EVIDENCES

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INTRODUCTION

The "TEMPUS JEP 14464-99" outcomes to achieve a harmonization between the Bulgarian libraries practice and the European standards, accentuating on the information activities, modern library institutional development, organizational modernization and technical support.

The main goal of the inquiry is to estimate the rate of the implementation of the project activities, referring to the stated outcomes. The stress comes upon the complimentary education of special librarianship and the outgoing structural changes, according to the offered services, which strongly effects the university library proceedings.

The inquiry was submitted June 2001. The term period of the research expands from June to September.

QUESTIONS INCLUDED

They are divided into two main groups: First Group I: Questions concerning the range of traditional and modern library services. **Question. 1** Point out the type of library service you use. **Question. 2** What type of library services should be offered. **Question. 5** Do you use the data bases, offered by the library are grouped there. The goal is to reveal which of the traditional services of the university libraries are of use, which ones need improvement, and what types of new services should be implemented.

First Group II: Semantically there **Questions . 3** Do you use the services of your subject librarian and **4** In what expresses the "subject librarian" assistance according to you should be combined. The answers of these questions show the level of integration of the subject librarian within the faculty environment and in what the users' expectations for the future development of the "subject librarian" position express in.

PRESENTATION OF THE RESULTS

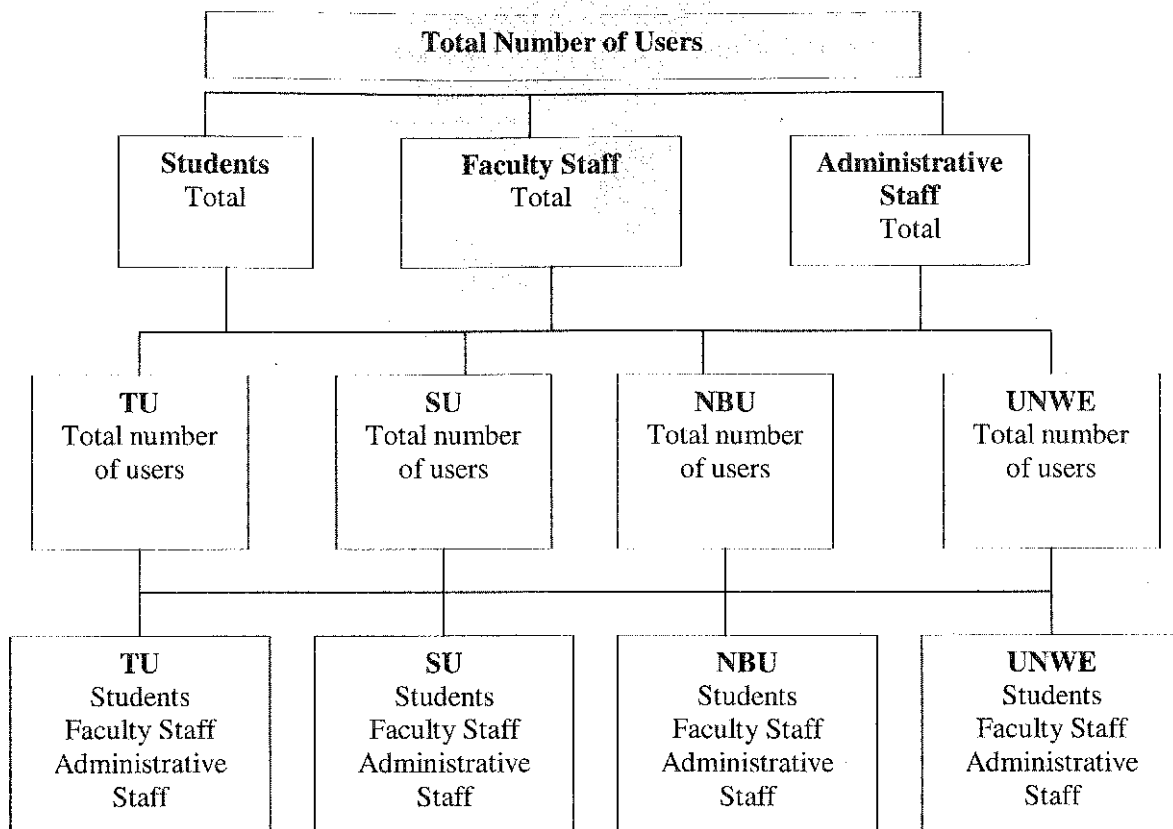
To obtain maximum explicitness of the results, they were distributed in several levels.

Level. presents the users from the universities as an academic community, sharing opinion on the quests. The results from the level would be of considerable significance for future consortia establishment. *Level II* analyzes the public opinion of the different target groups - students, faculty staff and administrative staff.

Level III is studying the attitude of the forth university libraries' users towards the questions posed. Each one of the libraries is represented on its own for clear overview of its managers what the real needs of the users are. *Level IV* - combining of the final results.

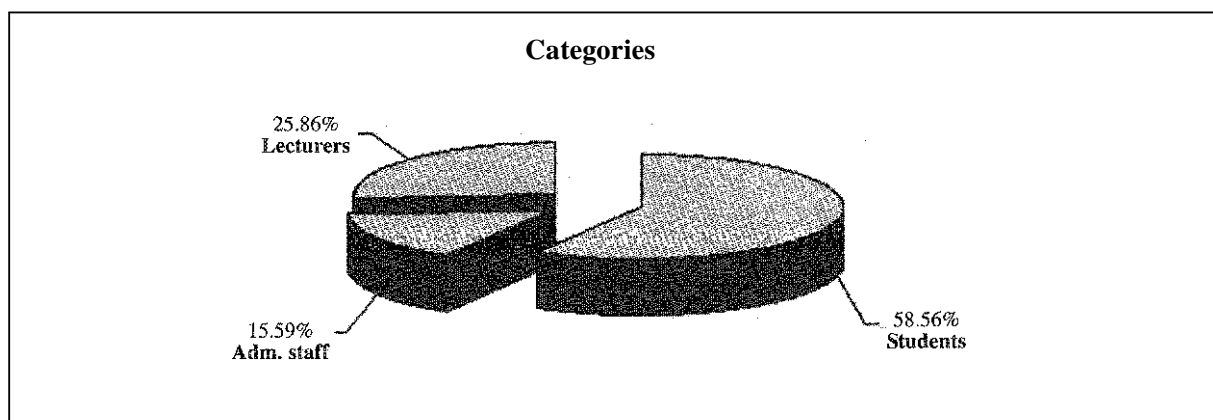
In a table, as a Supplement is given a detailed information of the different target groups of users from the forth university libraries.

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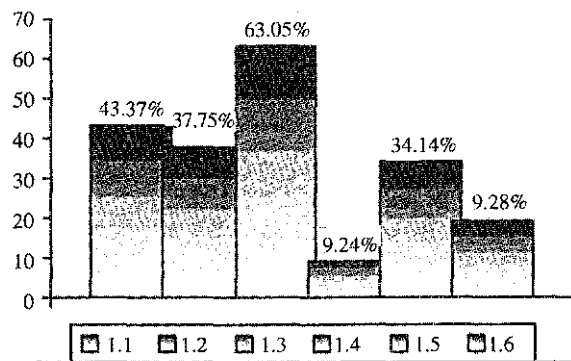
LEVEL I ESTIMATION

The total number of substituted users, representing the fourth university libraries - Technical University Library, University of National and World Economy Library, Sofia University Library and New Bulgarian University Library is 263. They are distributed in 3 groups as follows: students - 58.56 %; lecturers - 25.86; officers - 15.59.



The biggest group is the students' one for they are the most active library users.

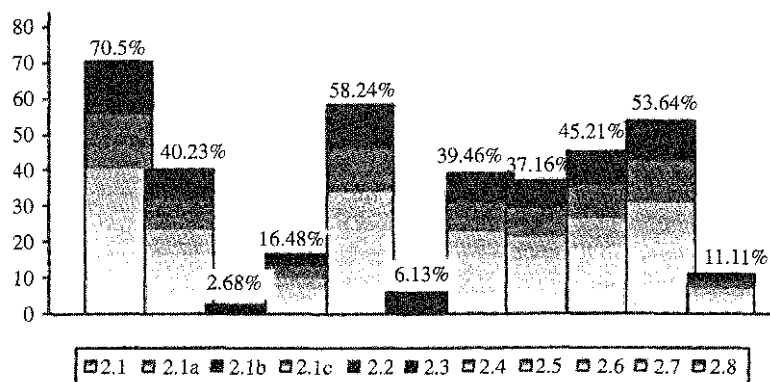
1. Point out the type of library service you use:



- 1.1 Data base access through the library web-site
- 1.2 Access to Internet resources, grouped in subjects, through the library web-site
- 1.3 Subject librarian special help
- 1.4 Educational session on library services, organized by a subject librarian
- 1.5 Information news from the library web-site
- 1.6 Information actuality from library prints (brochures, leaflets, etc.)

The "Subject Librarian" Service is of highest value for users. On second place users put the web-site as a single accessing point to databases. It is necessary to point out that not all of the libraries presented in the study offer the service. It is evident that the service should be incorporated in those libraries too. Users tend to neglect as a service library services presentation through educational sessions. Such courses are organized usually at the beginning of the academic year for new students.

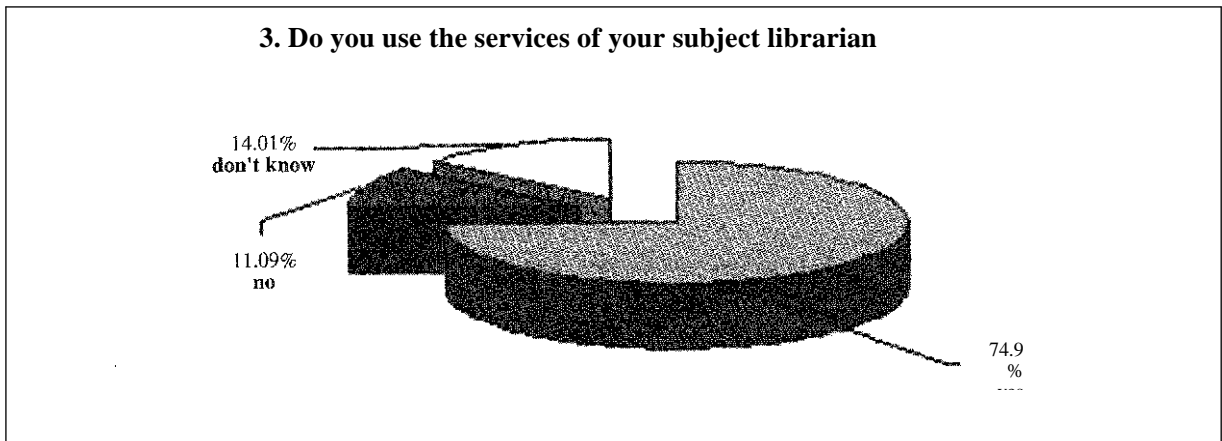
2. What type of library services should be offered:



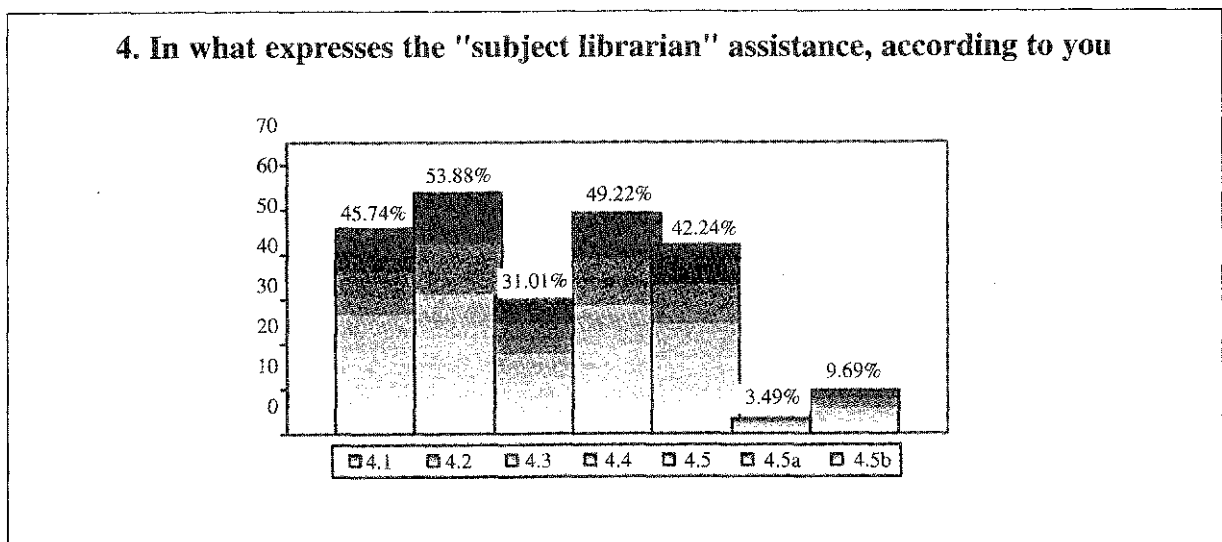
- 2.1 Information on the new release in certain subject range by:
 - e-mail
 - tel.
 - leaflet
- 2.2 Articles delivery in desired subject range by e-mail
- 2.3 Information..brokering

- 2.4 Professional help in Internet resource searching
- 2.5 Professional help in date base searching
- 2.6 Consortia agreement for shared usage with a single chart
- 2.7 Electronic access to the university publications
- 2.8 Necessity of library guide

The substituted community orientates towards the implementation of potential and new services in the library. The stress comes upon the utilization of the NIT in the library. More popular service among library users is e-mail, apart from the traditional paper and phone versions. Electronic access to university papers is gaining interest on a mass scale. Article delivery via e-mail is also of great public interest. The service Information Brokering is semantically and functionally unfamiliar to users.

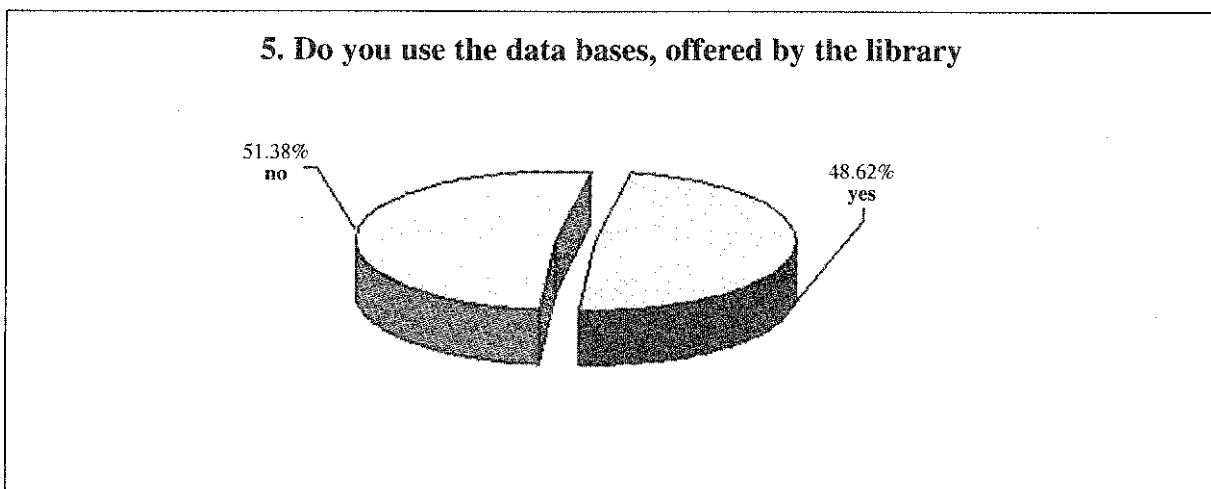


75 % of the total number substitutes is the highest expected result to explaining the positive composition to Subject Librarian position. The 14% left would form the group of potential users.



- 4.1 Selection of specialized scientific literature to fill the library fund
- 4.2 Helping with the selection of specialized information sources
- 4.3 Presentation of the library, its rules and resources
- 4.4 Specialized help with course papers, thesis preparation and research work
- 4.5 Establishment of contacts with:
 - library staff
 - external institutions, with main activity in your subject area of interest

The users are aware of the functional status of subject librarian. SL is regarded as active partner in the process of selecting scientific literature in the field and selection of information resources. Users value the perspective given to use the SL as a liaison to other administrative staff within the home institution and off-campus organizations.

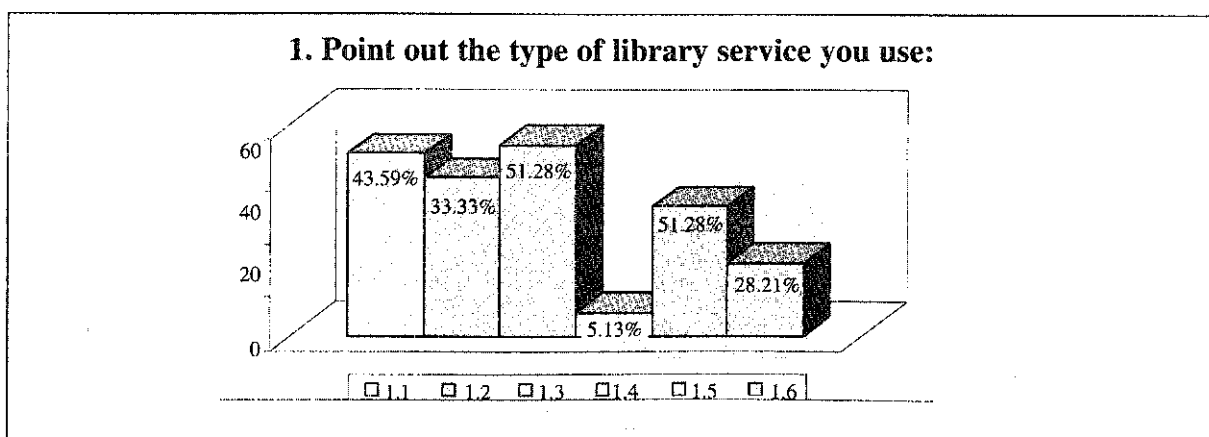


The final estimation reveals that users do not respond to D B searching as user-friendly and despite the efforts of the universities and their subject librarians they reluctantly explore the options of online information gathering. From the analyzes of the target groups (See Level I) is clear that DB utilization is at non-using level due to the lack of interest on part of students. Database usage is restricted also by the language barrier for most of the databases are structurally operating with English.

RESULTS LEVEL II

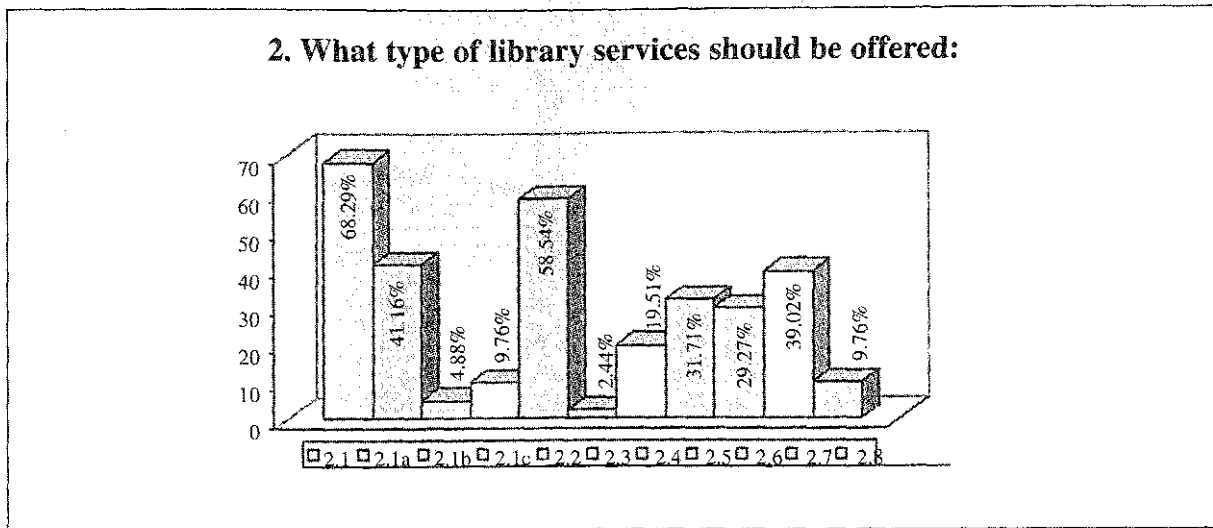
Target group diversification

The total number of substituted students is 154.



- 1.1 Data base access through the library web-site
- 1.2 Access to Internet resources, grouped in subjects, through the library web-site
- 1.3 Subject librarian special help
- 1.4 Educational session on library services, organized by a subject librarian
- 1.5 Information news from the library web-site
- 1.6 Information actuality from library prints (brochures, leaflets, etc.)

Subject librarian-ship is the most prestigious library service. At the back of the list of preferable library services is situated library promoting, organized only for new students.



2.1 Information on the new release in certain subject range by:

- e-mail
- tel.
- leaflet

2.2 Articles delivery in desired subject range by e-mail

2.3 Information brokering

2.4 Professional help in Internet resource searching

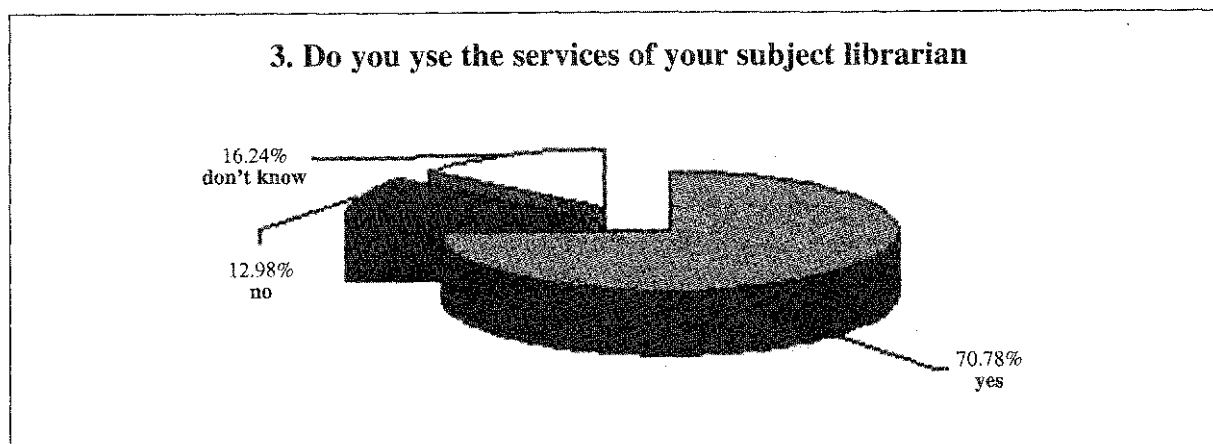
2.5 Professional help in date base searching

2.6 Consortia agreement for shared usage with a single chart

2.7 Electronic access to the university publications

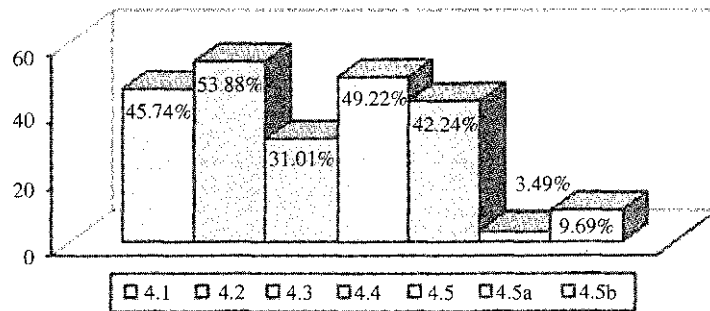
2.8 Necessity of library guide

The electronic access to university materials and document delivery would help students. The students' community is very actively using professional help from subject librarians. The higher number of positive answers is traced in the great number of students.



The most active group towards the utilization of subject librarianship, proved by the high percent: positive answers.

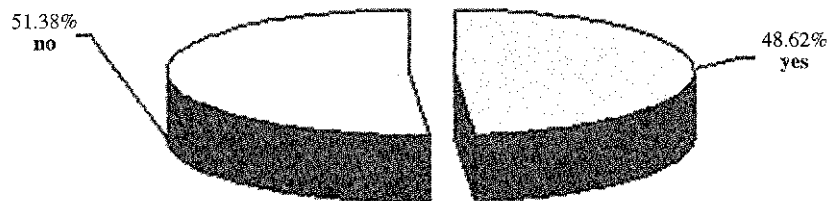
4. In what expresses the "subject librarian" assistance, according to you?



- 4.1 Selection of specialized scientific literature to fill the library fund
- 4.2 Helping with the selection of specialized information sources
- 4.3 Presentation of the library, its rules and resources
- 4.4 Specialized help with course papers, thesis preparation and research work
- 4.5 Establishment of contacts with:
 - library staff
 - external institutions, with main activity in your subject area of interest

It is normal that students have answered that they prefer to receive subject librarian's assistance in course papers and thesis preparing. The students group is lacking professional orientation and they do not respond to establishing contacts with outer institutions via subject librarian assistance.

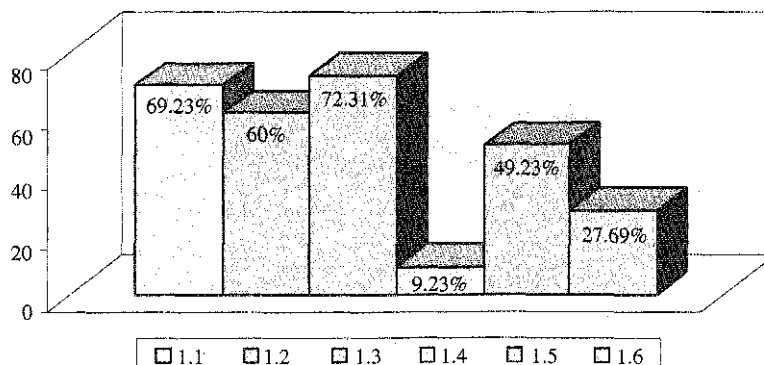
5. Do you use the data bases, offered by the library?



Students do not show preference to database access. Only 1/3 of the students use databases in their researches, accompanying their diploma papers preparations.

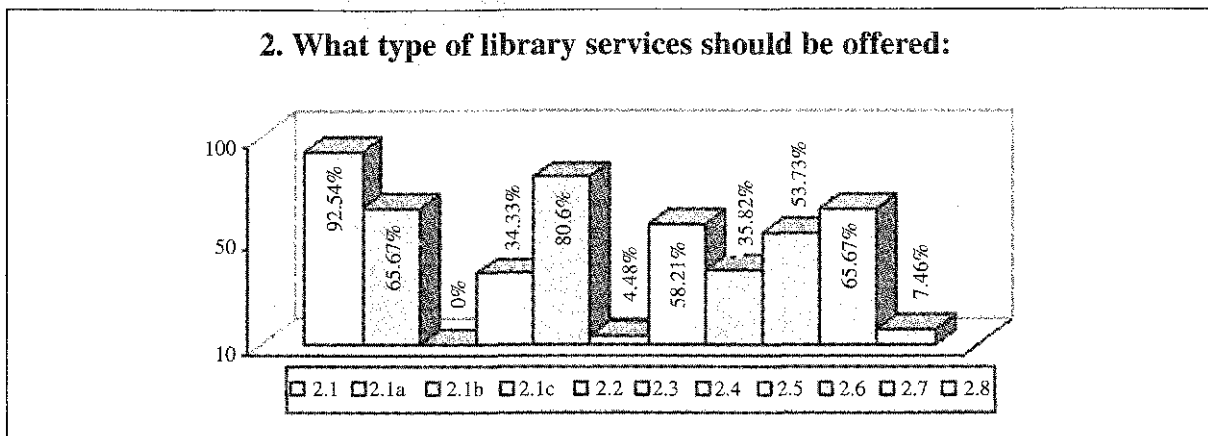
The total number of faculty staff interviewed is 68 persons.

1. Point out the type of library service you use:



- 1.1 Data base access through the library web-site
- 1.2 Access to Internet resources, grouped in subjects, through the library web-site
- 1.3 Subject librarian special help
- 1.4 Educational session on library services, organized by a subject librarian
- 1.5 Information news from the library web-site
- 1.6 Information actuality from library prints (brochures, leaflets, etc.)

They are fond of using SL help. Database access and free Internet browsing from the library web site is also very popular among the community.



2.1 Information on the new release in certain subject range by:

- e-mail
- tel.
- leaflet

2.2 Articles delivery in desired subject range by e-mail

2.3 Information brokering

2.4 Professional help in Internet resource searching

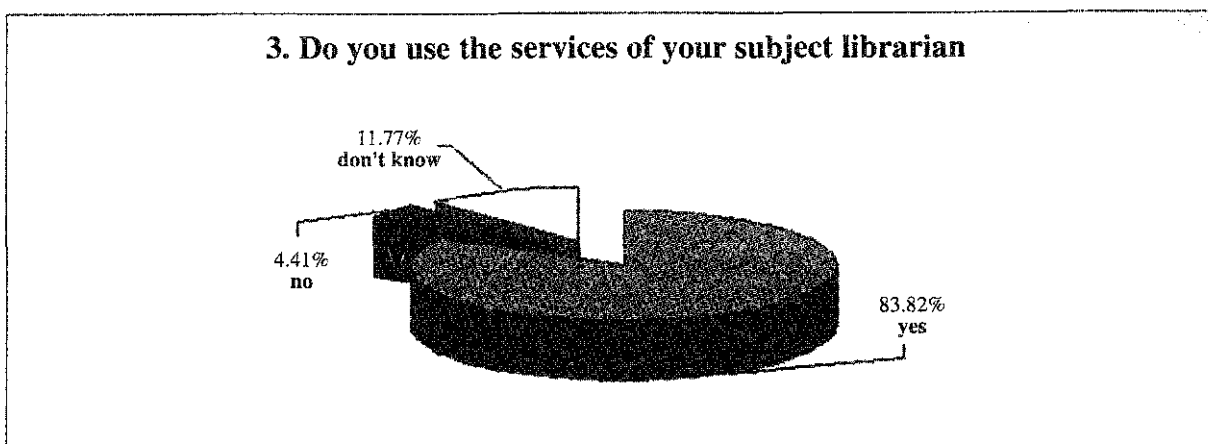
2.5 Professional help in date base searching

2.6 Consortia agreement for shared usage with a single chart

2.7 Electronic access to the university publications

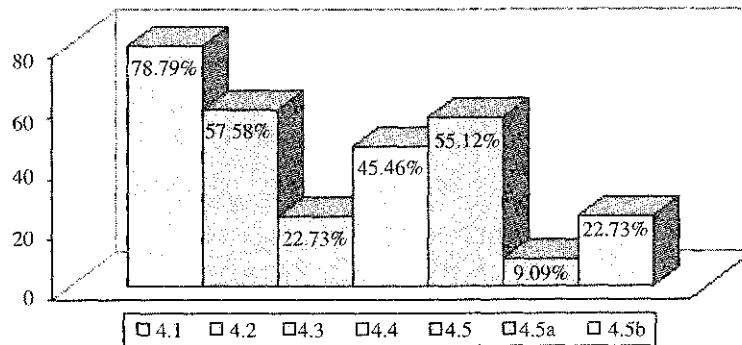
2.8 Necessity of library guide

Faculty staff gives an elevated mark to relevant information and fast servicing. The fact could be related to the preferences given to the electronic access of new editions bibliographic data and article delivery, as well as access to university publications.



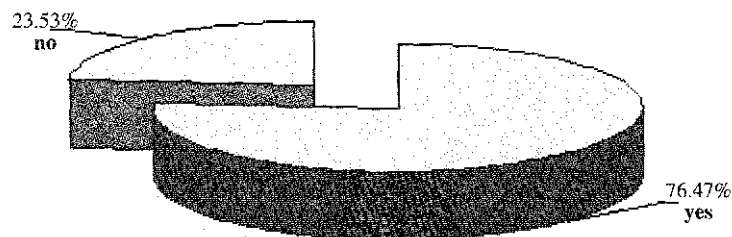
Only 4 % of faculty staff do not correspond to SL service.

4. In what expresses the "subject librarian" assistance, according to you?



- 4.1 Selection of specialized scientific literature to fill the library fund
- 4.2 Helping with the selection of specialized information sources
- 4.3 Presentation of the library, its rules and resources
- 4.4 Specialized help with course papers, thesis preparation and research work
- 4.5 Establishment of contacts with:
 - library staff
 - external institutions, with main activity in your subject area of interest

5. Do you use the data bases, offered by the library?

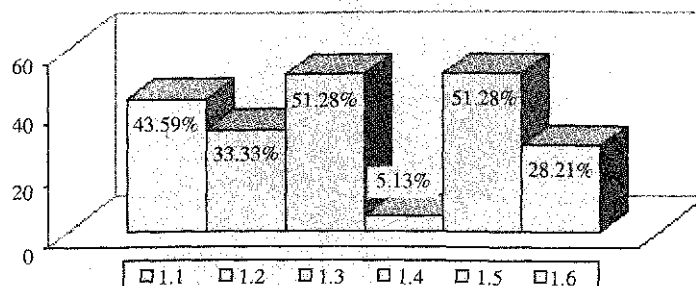


Faculty representatives are actively involved in library acquisition. They praise the opportunity to use SL surveillance in establishing contacts within library staff and outer offices.

The research activity of the faculty staff makes them constant database users.

Officers - numbering 41 persons.

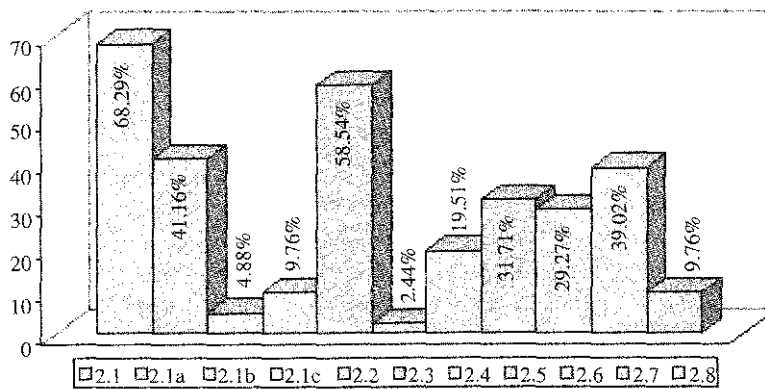
1. Point out the type of library service you use:



- 1.1 Data base access through the library web-site
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- 1.3 Subject librarian special help
- 1.4 Educational session on library services, organized by a subject librarian
- 1.5 Information news from the library web-site
- 1.6 Information actuality from library prints (brochures, leaflets, etc.)

Administrative staff needs a direct contact with SL professionals and high level of accessibility to library web-site.

2. What type of library services should be offered:



2.1 Information on the new release in certain subject range by:

e-mail

tel.

leaflet

2.2 Articles delivery in desired subject range by e-mail

2.3 Information brokering

2.4 Professional help in Internet resource searching

2.5 Professional help in date base searching

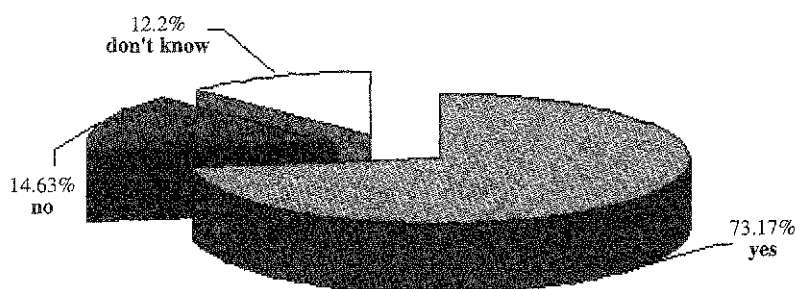
2.6 Consortia agreement for shared usage with a single chart

2.7 Electronic access to the university publications

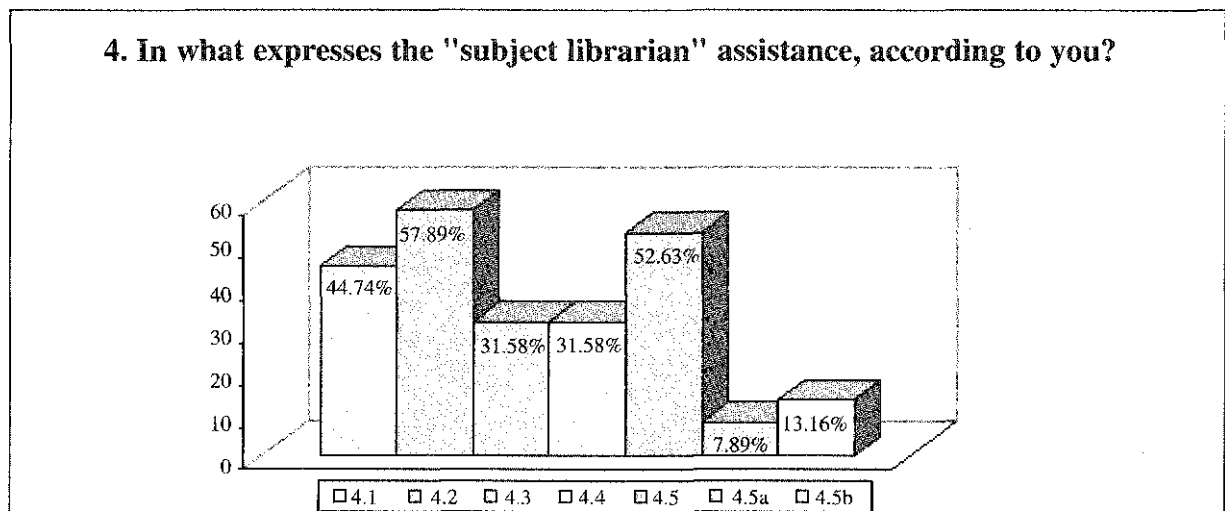
2.8 Necessity of library guide

Of importance to officers is to get fact- sheets of the last coming in documents and article delivery by e-mail.

3. Do you use the services of your subject librarian

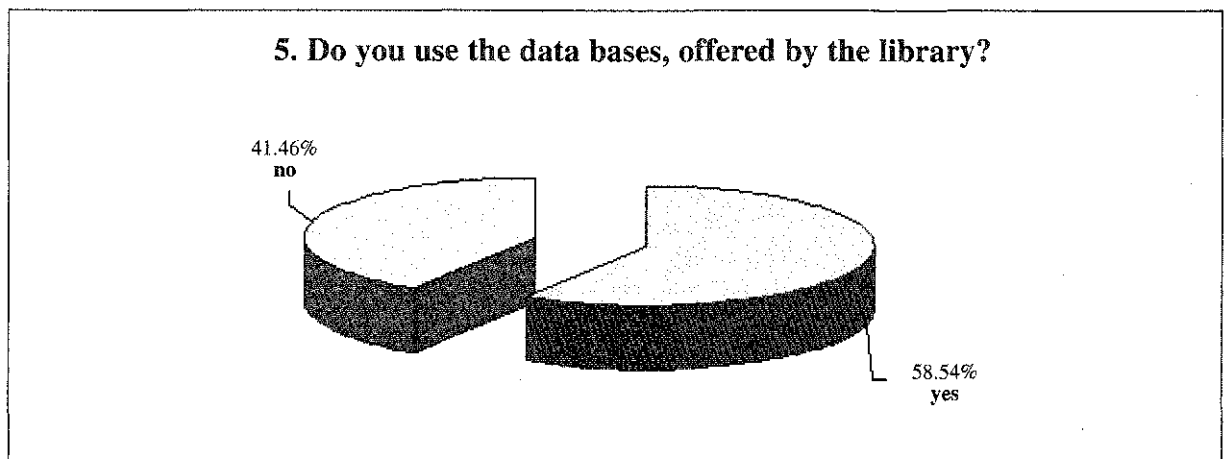


Though we have gained similar results within user groups, the administrative representatives form the highest percentage of those not using SL service.



- 4.1 Selection of specialized scientific literature to fill the library fund
- 4.2 Helping with the selection of specialized information sources
- 4.3 Presentation of the library, its rules and resources
- 4.4 Specialized help with course papers, thesis preparation and research work
- 4.5 Establishment of contacts with:
 - library staff
 - external institutions, with main activity in your subject area of interest

Officers praise the realization of liaison with off-campus residents. They put an accent on information resources selection.



The group of administrative staff diversifies community of university library users. The strong position of database utilization is explained with the traditional activity of administrative staff within the academic community.

Valuating the outcomes from the answers of the target groups could support a further investigation on library services scale listing, their target groups and optimization of library services quality. As an example the increased database usage among students and officers could be pointed.

RESULTS LEVEL III

University libraries diversification

1	Point out the type of library service you use:
1.1	Data base access through the library web-site
1.2	Access to Internet resources, grouped in subjects, through the library web-site
1.3	Subject librarian special help
1.4	Educational session on library services, organized by a subject librarian
1.5	Information news from the library web-site
1.6	Information actuality from library prints (brochures, leaflets, etc.)

The users of the LIC of the Technical University put SL service and web -site alerting on first place. According to the branch structure of the Sofia University Library the professional help proved by SL is very popular.

The users of the Economic Library form the highest percentage of DB accessing community and after that we put. the SL service.

The NBU Library users are the best-coordinated group of users. They have a deep understanding of the SL functionality. This could be retrieved from the ranging of answers of the libraries. Some of the services are estimated at high level position, such as library promotion, through SL intervention and information materials. Though most of the services are well managed they still need some brushing.

2	What type of library services should be offered:
2.1	Information on the new release in certain subject range by:
	e-mail
	tel.
	leaflet
2.2	Articles delivery in desired subject range by e-mail
2.3	Information brokering
2.4	Professional help in Internet resource searching
2.5	Professional help in date base searching
2.6	Consortia agreement for shared usage with a single chart
2.7	Electronic access to the university publications
2.8	Necessity of library guide

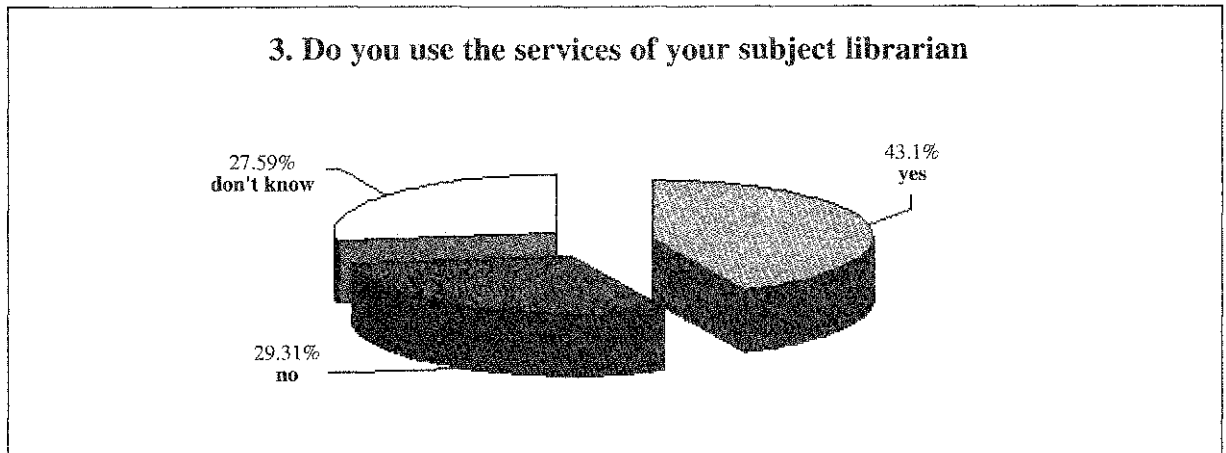
Technical University foresees e-mail alerting of new release in the library as desirable. The tendency is to increase the number of those willing to use the services and library resources of other libraries, within a network. Network membership could be established for resource and service sharing.

Future development and extension of library services would inevitably popularize some of them: new editions awareness; document delivery; electronic access to university publications. SU Library is very aware of that.

Many users from UNWE are challenged to save time and efforts, using the new information technologies. Electronic access and e-mail alert of University publications are of value. Information brokering is relatively new perspective in library servicing.

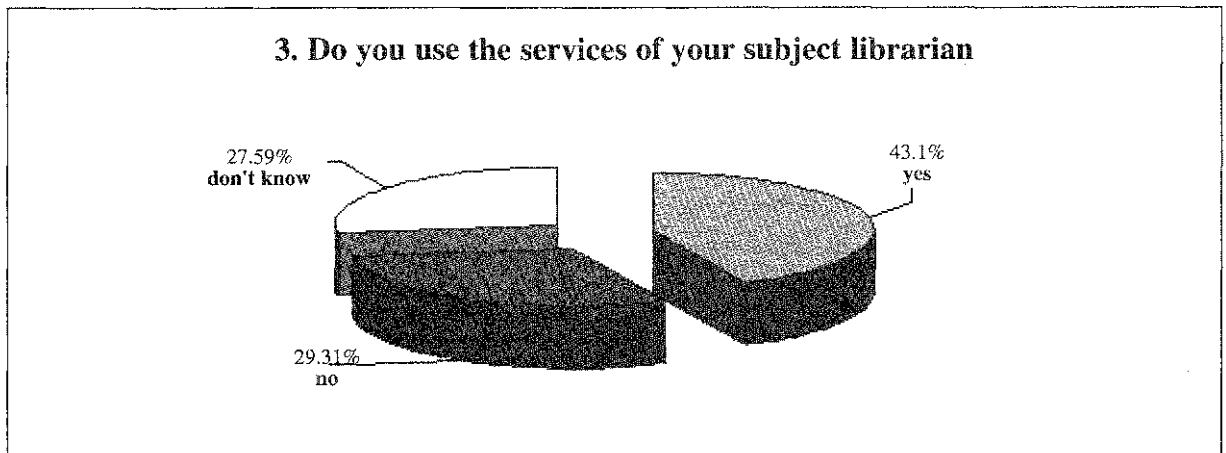
Future activities of interest for the NBU users are information on new editions, article delivery by e-mail,

electronic access to university materials. In comparison to the LIC of TU, the NBU representatives of the perspective for future resource and service sharing in a library network. They praise instruction on search techniques, when using databases and Internet resources.

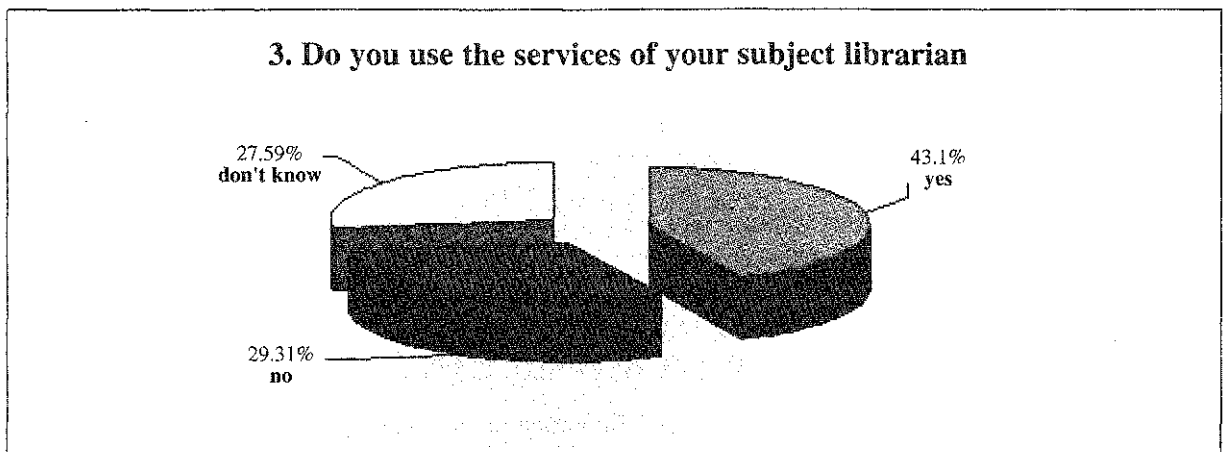


The Library Information Center (LIC) users of the Technical University have provided a negative output of the question, related to SI, service. Possibly all "no" answers are consequence of the poor professional quality of staff education in the field of technical sciences.

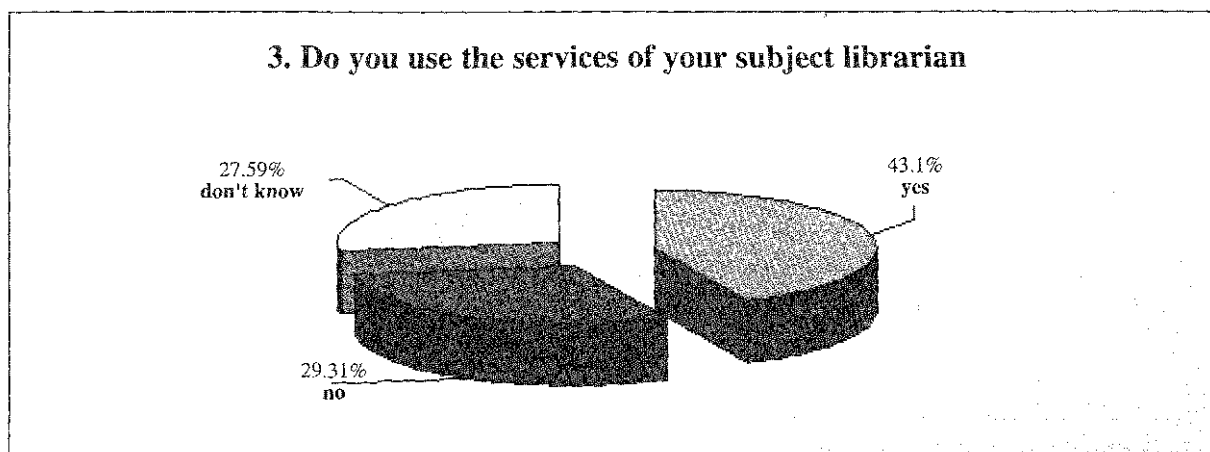
The answers are in configuration with the results to Question ? 1, which is positive to the reasonable usage of SL service.



The substituted tend to lessen 2-3 % of those not using SL help in Sofia University.



Question ? 3 received positive answers. Over 79 % of them use the services of SL. Substitutes' from the UNWE expectations towards SL are the same as the above cited. A low level of interest towards library promoting is registered.



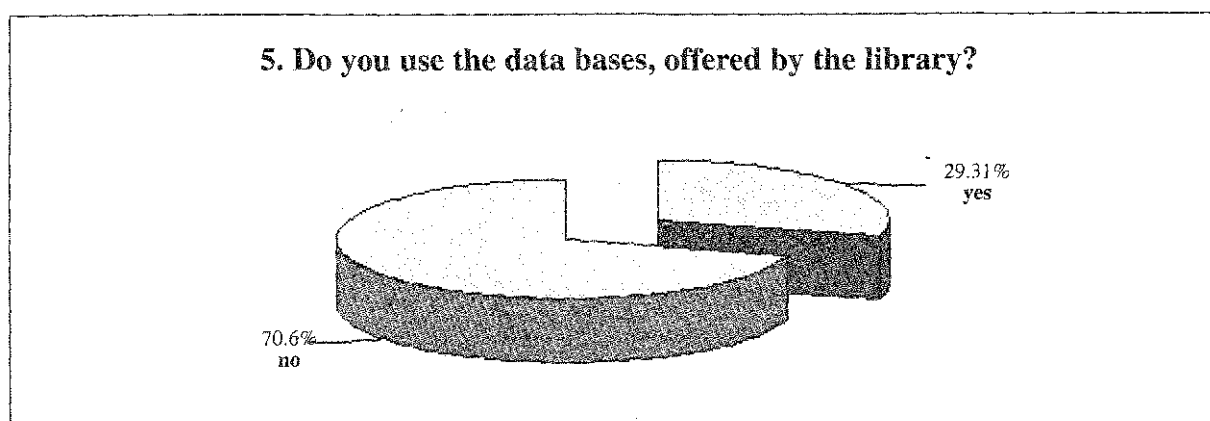
NBU users realize high percentage of "YES" answers to the first question.

4	In what expresses the "subject librarian" assistance, according to you
4.1	Selection of specialized scientific literature to fill the library fund
4.2	Helping with the selection of specialized information sources
4.3	Presentation of the library, its rules and resources
4.4	Specialized help with course papers, thesis preparation and research work
4.5	Establishment of contacts with:
	library staff
	external institutions, with main activity in your subject area of interest

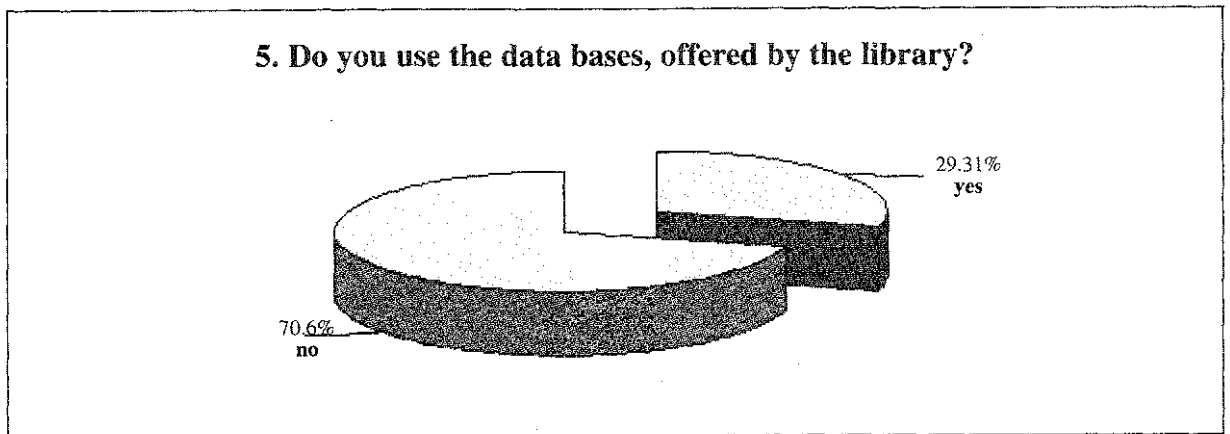
The TU users are expecting from the SL to select information resources in the subject area. The approximate rate of those having used SL service, in Sofia University is almost similar for the institutions represented. SL is regarded as the responsible staff for coordinating the preparation of students' papers, selection of scientific literature, to guide the free browsing of subject area resources and to liaise the end user with library staff and outer staff.

The target groups from UNWE expect: subject librarian to assist the preparation of course papers and thesis and help the research activity. The function of the subject librarian to present the library services and membership rules meet low interest.

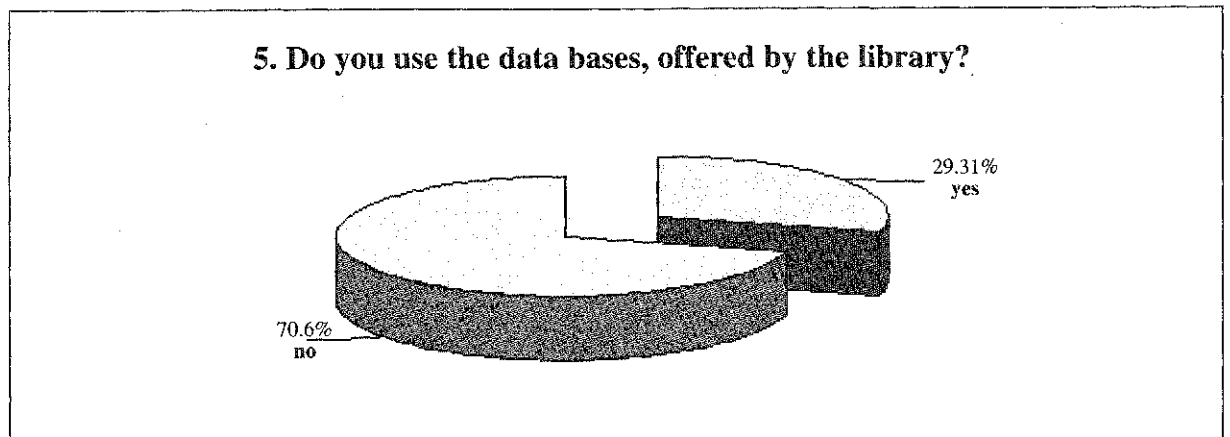
NBU users expect. SL to be involved in selection of information activities, literature (a service of importance to faculty staff), sharing contacts.



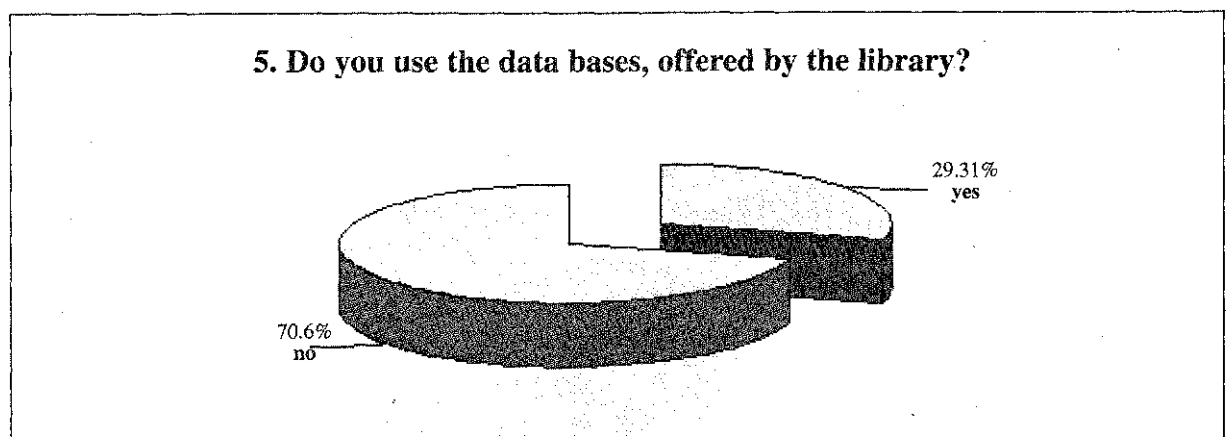
Database searching is experienced from 29 %⁰, mainly lecturers and professors at Technical University Library.



The Faculty staff at SU form 1/3 of the community accessing databases.

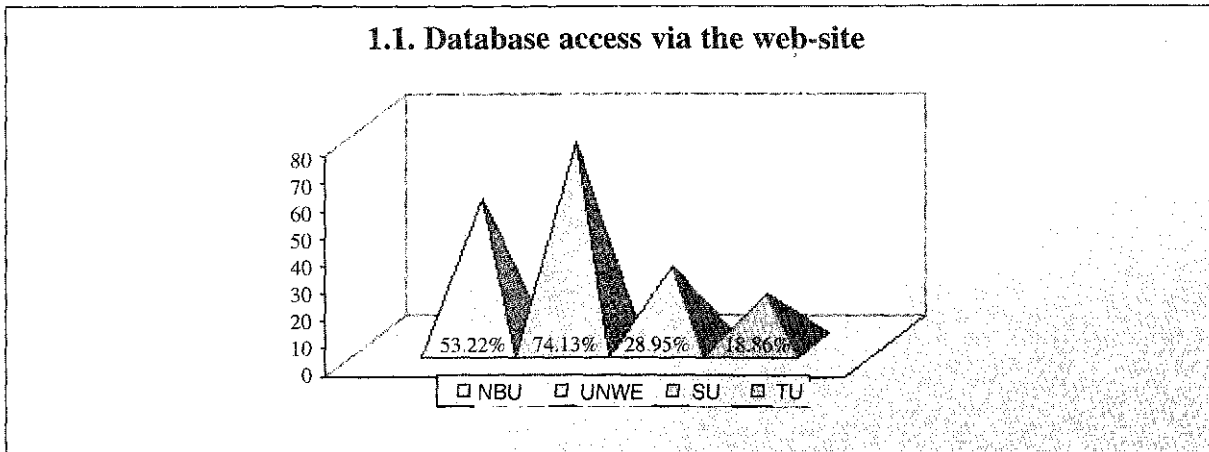


In comparison to other library users UN WE readers are satisfied at the level of databases accessibility. The mystification of the surprisingly high level of database users comes out of the fact that a relatively numerous group has pointed out the OPAC of the library as database.



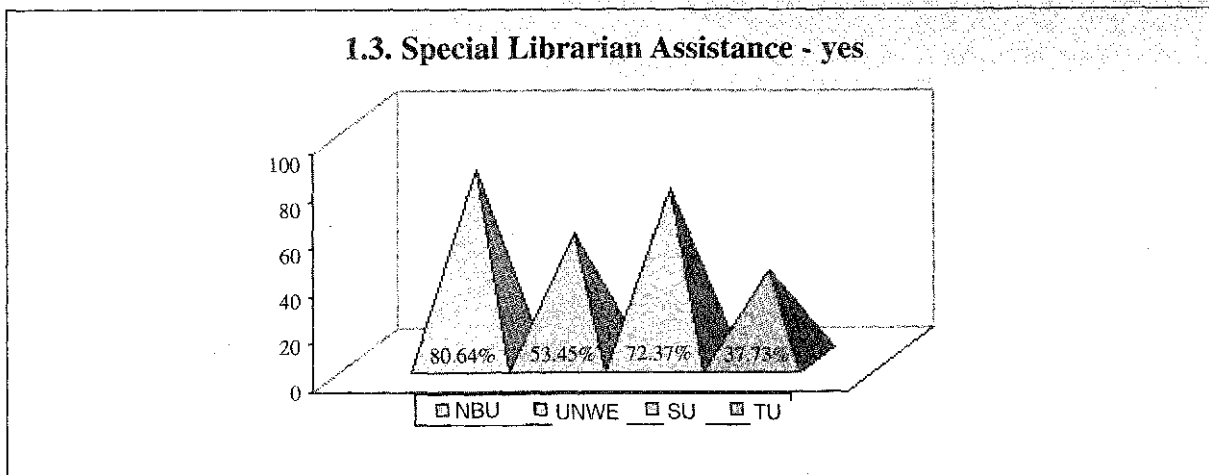
The SL sessions on regular base, held in the NBU academic library correspond to the huge impact for the positive presentation of that service. The result is beyond satisfactory level and refers to the forth libraries. It is still not well developed.

RESULTS LEVEL IV - TOTAL ESTIMATION OF THE INQUIRY RESULTS

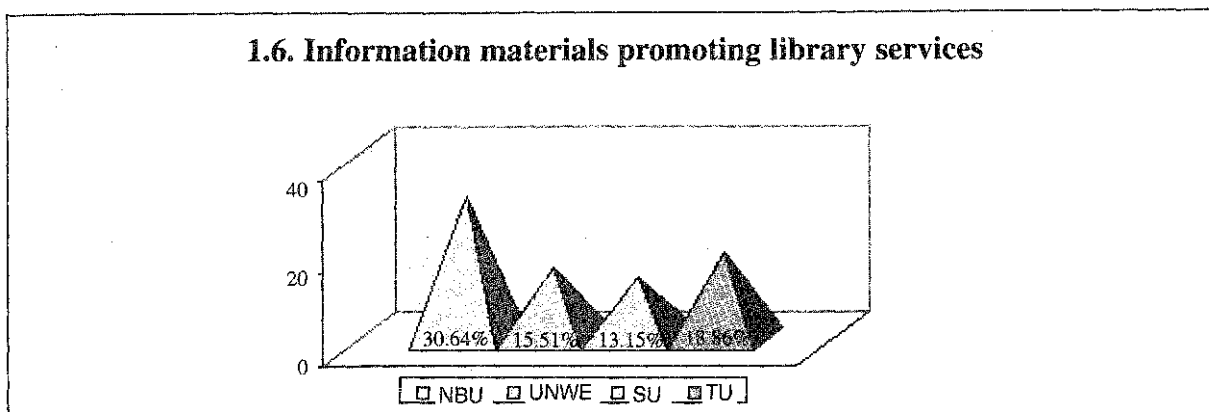


The high estimation of database utilization is due to the record number of appreciation shown by the UNWE users to the service, mistaking their OPAC with a database status.

Practically only the web-site of the NBU allows real access to databases, based on password identification. The rest of the library sites show information on the terms of use and resource equipment of the databases.

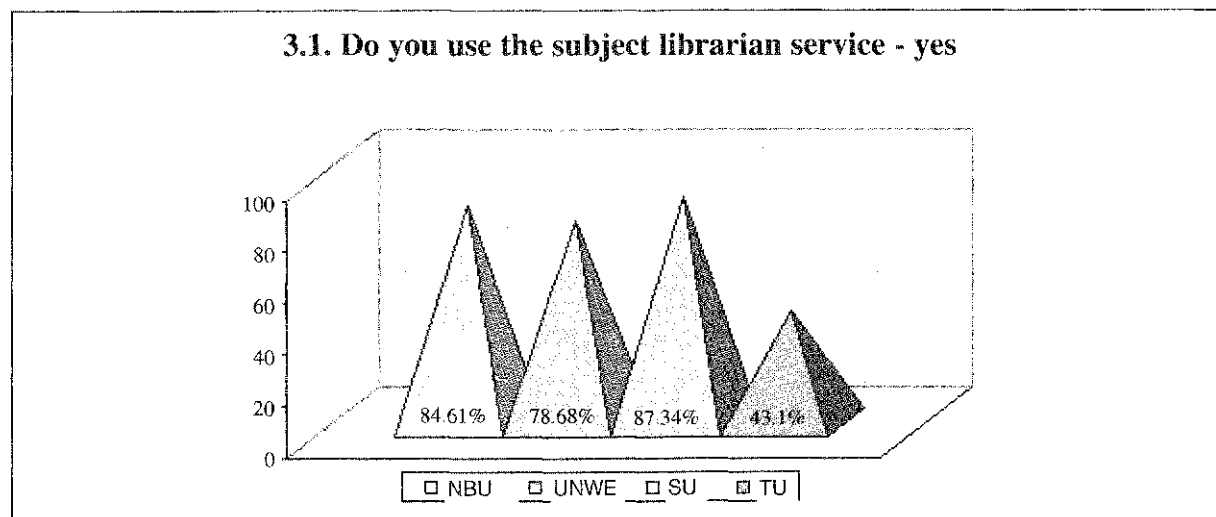


The service of greater use in the SU and NBU libraries is SL. Both universities are polly-shaped in range. The staff of the NBU Library is continuing education in diverse subject areas, apart from the professional training and qualification. Referring to the marketing and promotional activities they tend to be slightly insufficient. Having that in mind we could also give the leading part, to the NBU library.

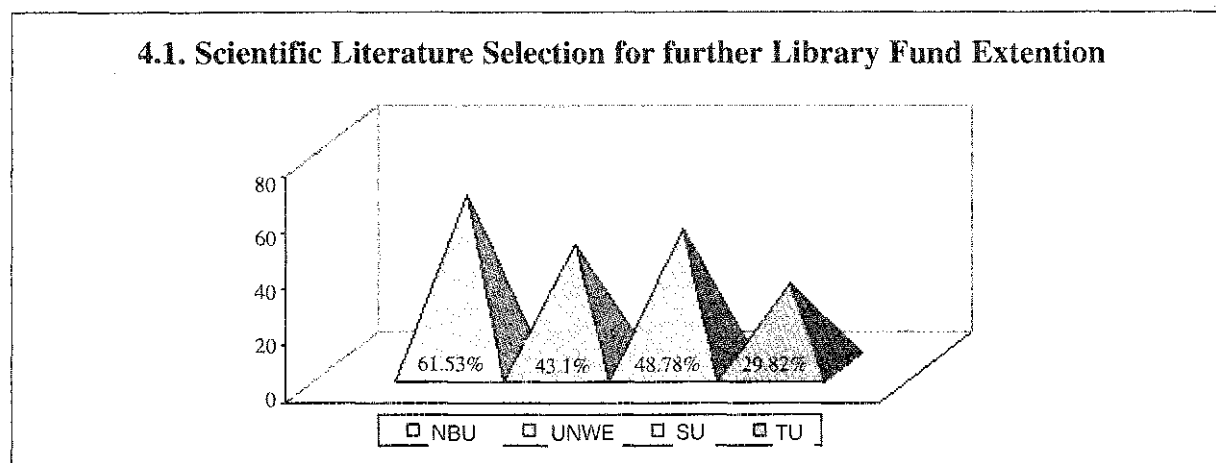


The efforts transform into an output of information materials, promoting the library as a whole and the types of library services.

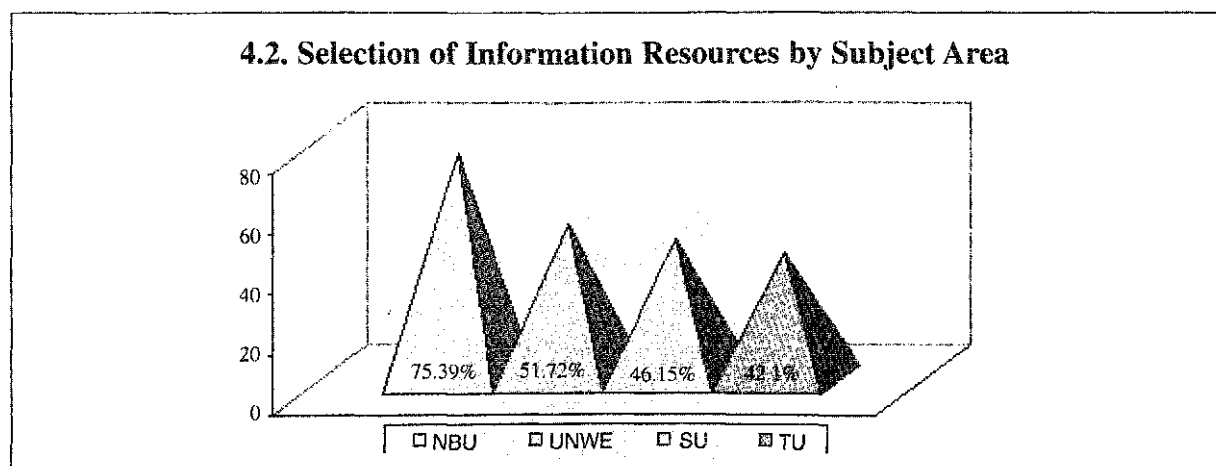
The promoting eruptivness of the library with the richest collection is surprisingly low.



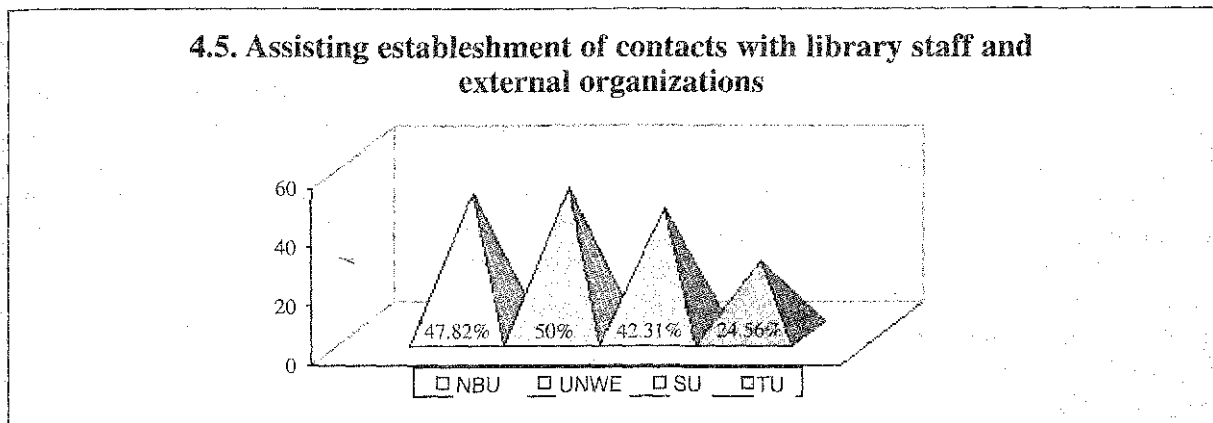
The final count down shows that the participating libraries had made a good presentation. Each library had concentrated on managing best service quality. Even the lowest rate (43 %) of TU users should be regarded with less concern for two years passed of the project start point.



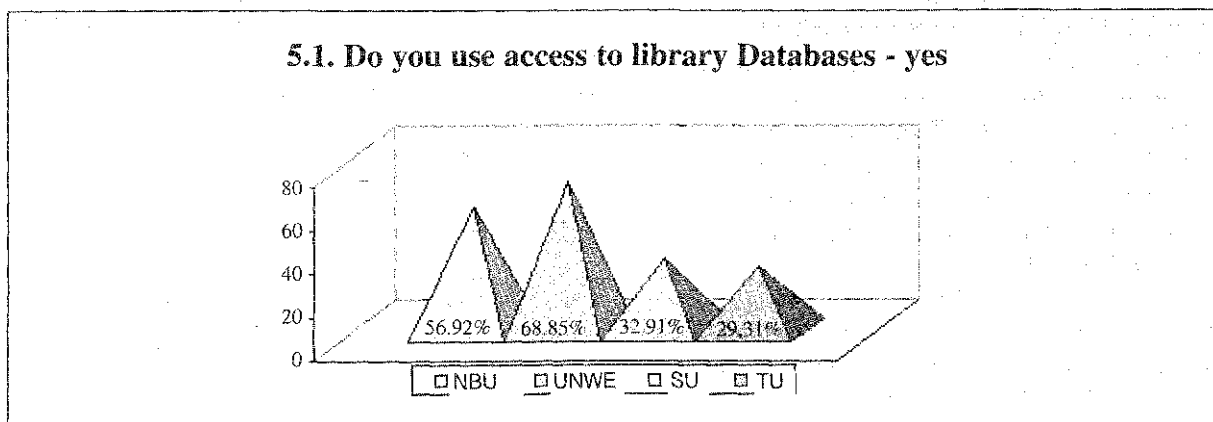
According to the users the role of the subject librarian in selecting scientific literature is of great importance and it forms nearly 50 % of the SL realization.



The positive users' answer to the question shows that the participation of SL in information resource selectivity is basic aspect of his/her activity.



The question is of great importance and reveals the fundamentals of the future realization of the aspect of SL as liaison. It is still under construction but a great interest is existing towards the future implementation of the service.



The UNWE representatives give a remarkable percentage of database utilization due to the fact that they had pointed AB, their OPAC to be a database. In reliance to that SL has to perform as an instructor in popularizing and socializing database usage.