

Management & re-organization of an academic library in continuously changing environment



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Kraków 2004



METU- Middle East Technical University

- Founded in 1956
- 5 Faculties
- 6 Institutes
- 1.118 Faculty
- 3.534 Graduate students
- 21.133 Undergraduate students



METU Library

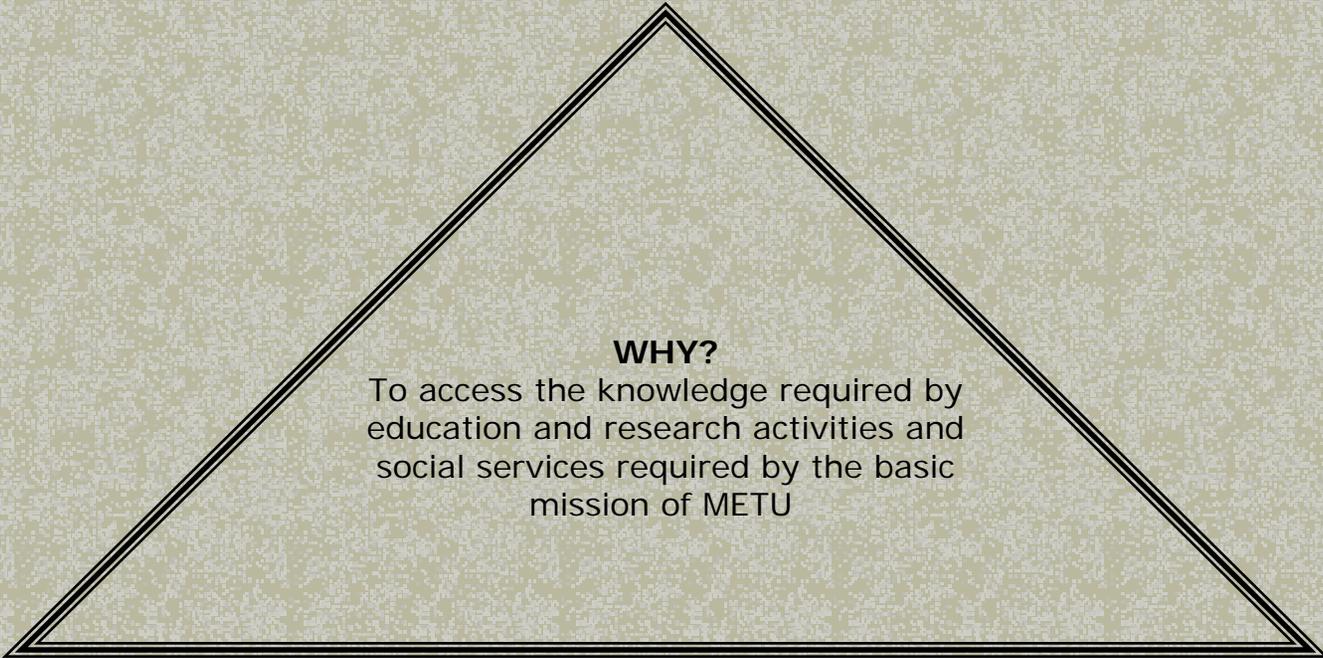
Books	340.000
Printed journals	1.260
Binded journals	155.620
Electronic journals	10.516
Fulltext databases	15
Reference databases	10
Bibliographic databases	8
Films & videos	836
Personel computers	146
Reading rooms	8
Meeting & Exhibition Halls	4



Mission Analysis

WHAT?

Model University Library



WHY?

To access the knowledge required by education and research activities and social services required by the basic mission of METU

HOW?

Providing contemporary and universal facilities

TO WHO?

Students
Academic and administrative personnel
Other Users
Other institutional users
Community



Mission

The mission of the library is developed from the essential mission of METU, which aims to carry out education, research, and public service activities at the universal standart level. With this mission the METU Library strives to reveal that in order to develop our society and humanity socially, culturally, economically, scientifically, and technologically obtaining, producing, practicing, spreading knowledge and educating individuals with this knowledge are necessary.



Vision

- General Attribute
- Collection
- Learning-Interaction Environment (physical+Virtual)
- Human Resources
- Information Management & Technology
- Working Environment
- Management Modeling
- Relations
 - Source Finding
 - Resource Sharing
 - Professional Cooperation
 - Community Services



SWOT Analysis

STRENGTHS

- Rich collection of books and journals
- Human resources(experienced staff)
- Possitive image
- Power of competition
- Adaption to technological change and powerfull technological hardware
- Relationship with other organizations
- Organizational and managerial skills

WEAKNESSES

- Human resources (lack of in-house training with outside support)
- Physical conditions
- Budgeting rules
- Bidding law
- Low salaries for librarians



SWOT Analysis Continued....

OPPORTUNITIES

- Developments in and relations with other libraries
- Technological developments (computer, librarianship)
- Variety and variability of customer demands
- Being a pilot institution in Performans Based Budgeting Project

THREATS

- Unstable foreign exchange rates
- Private university libraries
- State employee salary policy
- State tender system
- Technology (security threats, occupational threats)
- Natural disasters and accidents
- Increase in the cost of journals and books



The Performance-based Budgeting Project

- Since August 24th, 2001, one of the selected pilot institutions of The Performance-based Budgeting Project
- Started with 5-year strategic plan through this project with an action plan including its mission, vision, goal, weak and strong points in order to provide a contemporary electronic information and documentation center.



Activities and Goals (for year 2003)

ACTIVITIES	GOAL
Electronic Journal Collection	Increasing the subscription number to 7875
Printed Journal Collection	Decreasing the subscription number to 1600
Printed Book Collection	Adding 6250 books to collection by purchasing
Shelving Binded Journals	Placing 70000 binded journals to shelves
Information Services	Answering 55000 questions
Developing E- book collection	Establishing a seed collection by subscribing to 100 e-books
Developing E- reference collection	Increasing the subscription number to 17
Cataloging	Cataloging 10000 books
Coding	Pasting 50000 codes
Conversion	Converting 15000 data
Placing Books	Placing 330750 books to shelf
Lending Books	Lending 280035 books
Reference Service	Answering 22000 reference questions
Transport of Theses to digital environment	Transporting 800000 pages to digital environment



Realized Activities (end of 2003)

ACTIVITIES	GOAL
Electronic Journal Collection	Increasing the subscription number to 10.516
Printed Journal Collection	Decreasing the subscription number to 1.260
Printed Book Collection	Adding 10.951 books to collection by purchasing
Shelving Binded Journals	Placing 70000 binded journals to shelves
Information Services	Answering 55000 questions
Developing E- book collection	Establishing a seed collection by subscribing to 100 e-books
Developing E- reference collection	Increasing the subscription number to 17
Cataloguing	Cataloging 11.954 books
Coding	Pasting 50000 codes
Conversion	Converting 15000 data
Placing Books	Placing 330750 books to shelf
Lending Books	Lending 260.091 books
Reference Service	Answering 22000 reference questions
Transport of Theses to digital environment	Transporting 800000 pages to digital environment



Library Surveys

- Faculty
- Graduate Students
- Undergraduate Students



Using Library Materials

	Undergraduate	Graduate	Faculty
Books for course purposes/teaching	84.2	85	70.9
Books for research	71.7	78.5	82.5
Journals for course purposes/teaching	33.3	54.7	68.8
Journals for research	31.5	62.6	94.9
Reference materials for course purposes/teaching	38.4	39	55.7
Reference materials for research	42.5	50.4	59.9



Visiting Library

	Undergraduate	Graduate	Faculty
Daily	12.8	7.8	6.9
2 or more times a week	43.5	42.1	14
Once a week	26.1	28.3	20.4
Once a month	12.1	18	40.7
Once a quarter or less	4.1	2.8	14
Not at all	1.4	1	4



Using Library Website

	Undergraduate	Graduate	Faculty
Daily	1.8	4.7	8.7
2 or more times a week	8	22.7	40.1
Once a week	12.7	23.6	25
Once a month	20.7	22.9	16.9
Once a quarter or less	19.1	10.3	5.8
Not at all	37.7	13.8	3.5



Satisfaction of Library Website

	Undergraduate	Graduate	Faculty
Ease of use	73.2	80.1	85.3
Content	71.5	76	66.4



Satisfaction with Library Services

	Undergraduate	Graduate	Faculty
Library hot-line	41.4	45.6	44.5
Assistance at the reference desk	52.9	63.5	76.5
Assistance at the information desk	56.6	65.7	67.5
Assistance at the circulation desk	59.1	75.3	84.4
Assistance at the reserve desk	56.3	68.1	67.3
Online catalogue search	55.8	71.4	86.8
Announcements about library services	36.3	53.5	80.2
Photocopy services	70	67.1	53.3
Library orientation tours	40.4	27.9	
Library working hours	39.1	64.2	84.9
Library direction signs	50	68.5	78.7
Number of computers available to users at the library	45.3	39.1	76.8



Importance of Library Collections

	Undergraduate	Graduate	Faculty
Book collection	92.3	93.7	99.5
Print journal collection	71.4	85.7	95.1
Electronic Journal Collection	61.1	81.6	99.4
Bibliographic databases collection	52.7	63.2	86.8
Reference collection	72.2	63.9	72.6
Reserve collection	79.8	75.8	77.5



Total Quality Management in the Library

- Since July 2003, pilot institution of KALDER
- Strategic plan
- Restructuring the organization
- Identifying jobs
- Writing a procedures for each department
- Improving staff skills
- More co-operation between departments
- Collection map
- Team-based work groups
- Monthly statistics

ACAS

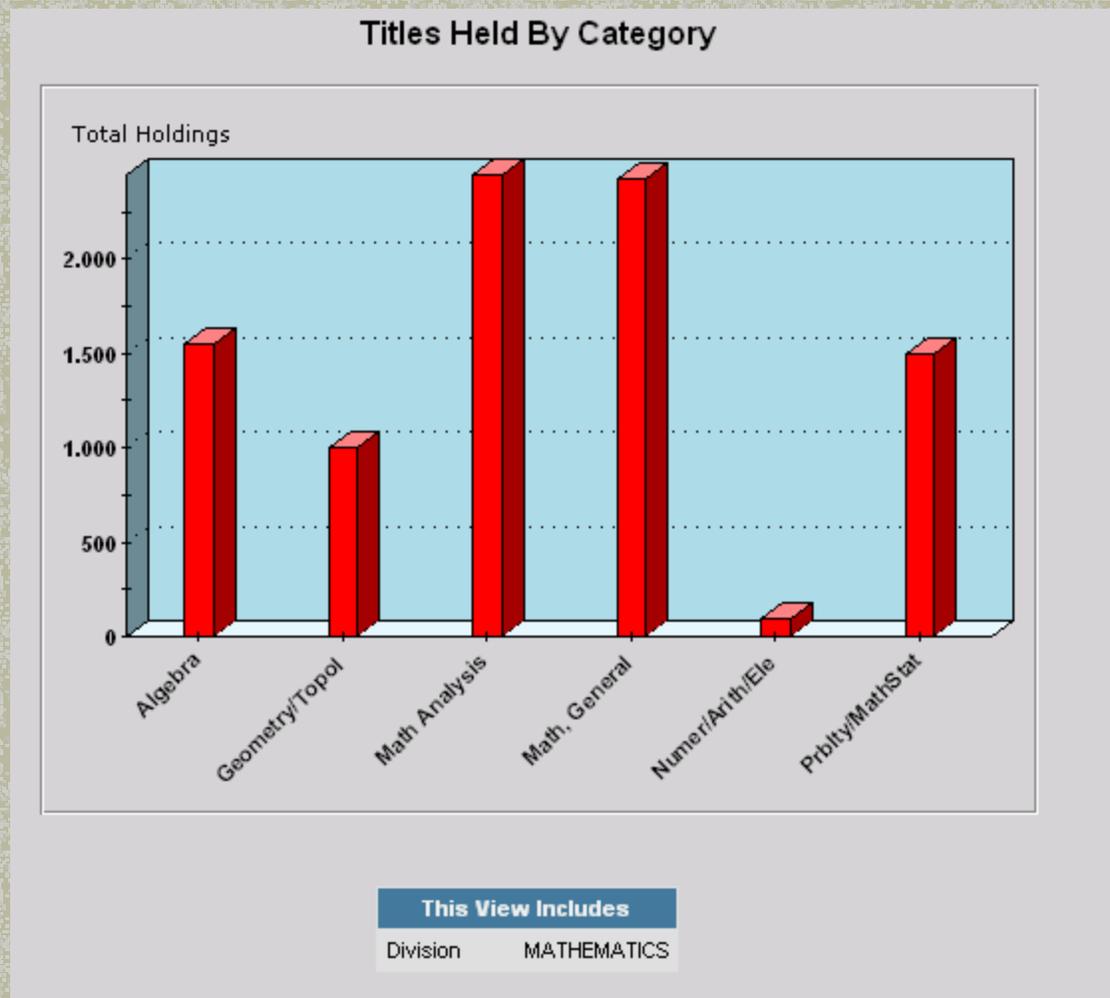
Title Analysis

  Division	All Date Ranges	1970-1979	1980-1989	1990-1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
 All Divisions	107,418	36,090	21,370	16,376	3,989	4,211	3,968	3,890	3,747	4,123	3,473	3,386	2,474	321
 ANTHROPOLOGY	500	227	58	52	22	17	25	24	21	19	16	12	6	1
 ART AND ARCHITECTURE	2,987	1,267	578	363	82	110	77	64	105	115	76	101	47	2
 BIOLOGICAL SCIENCES	2,662	1,171	453	372	99	91	76	86	64	93	54	46	47	10
 BUSINESS AND ECONOMICS	17,337	5,977	3,140	2,691	661	660	656	656	629	695	586	510	407	69
 CHEMISTRY	3,286	1,643	708	410	102	77	63	68	65	48	41	27	29	5
 COMPUTER SCIENCE	6,218	981	879	972	265	273	294	325	343	519	386	537	374	70
 EDUCATION	3,125	1,247	464	389	123	120	111	122	111	105	138	95	83	17
 ENGINEERING AND TECHNOLOGY	18,967	6,218	4,613	3,137	701	694	581	584	509	621	459	429	371	50
 GEOGRAPHY AND EARTH SCIENCES	2,941	1,083	567	456	134	133	102	83	91	91	83	74	37	7
 HISTORY AND AUXILIARY SCIENCES	5,249	1,814	767	847	198	226	220	193	189	216	203	218	148	10
 LANGUAGE, LINGUISTICS, AND LITERATURE	5,109	1,725	1,276	842	165	211	172	160	138	142	117	101	56	4
 MATHEMATICS	9,015	2,674	2,140	1,454	326	350	373	342	322	319	230	253	216	16
 PHILOSOPHY AND RELIGION	3,466	1,037	642	575	148	171	150	141	128	145	147	110	68	4
 PHYSICAL EDUCATION AND RECREATION	683	164	123	179	36	29	26	18	19	13	14	21	37	4
 PHYSICAL SCIENCES	6,704	2,806	1,506	900	237	191	198	164	167	196	117	95	118	9
 POLITICAL SCIENCE	10,560	2,640	2,274	1,673	378	477	482	492	457	432	499	452	285	19
 PSYCHOLOGY	2,346	1,089	366	278	79	107	82	56	83	72	60	48	19	7
 SOCIOLOGY	6,263	2,327	816	786	233	274	280	312	306	282	247	257	126	17

Subdivision: Mathematics

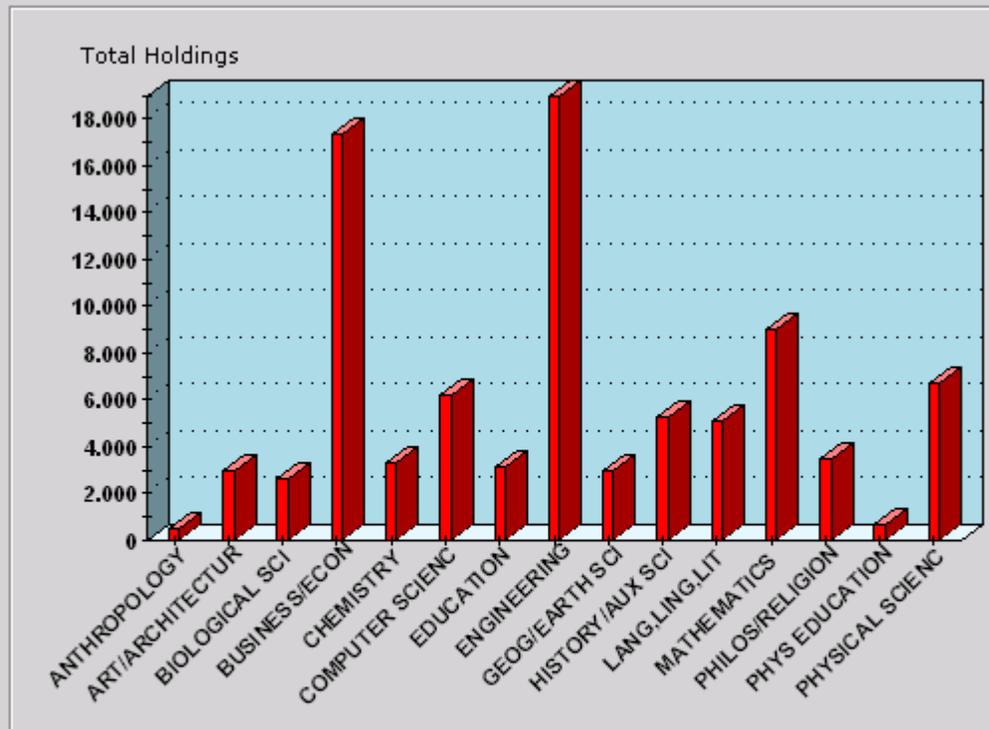
 Category	All Date Ranges	1970-1979	1980-1989	1990-1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
 All Categories	9,015	2,674	2,140	1,454	326	350	373	342	322	319	230	253	216	16
  Algebra	1,545	533	286	257	63	61	72	70	58	59	25	26	33	2
  Geometry, Topology	1,003	256	208	226	43	38	46	43	38	39	30	18	17	1
  Mathematical Analysis, General	2,446	790	527	416	99	81	101	95	86	81	44	66	57	3
  Mathematics, General	2,423	600	751	330	61	90	88	79	76	87	87	98	74	2
  Numeration, Arithmetic, Elementary Mathematics	97	38	11	19	1	4	4	2	6	4	5	1	1	1
  Probabilities, Math. Stats., Interpolation, Numeri	1,501	457	357	206	59	76	62	53	58	49	39	44	34	7

Graph view



Graph view for all divisions

Titles Held By Division

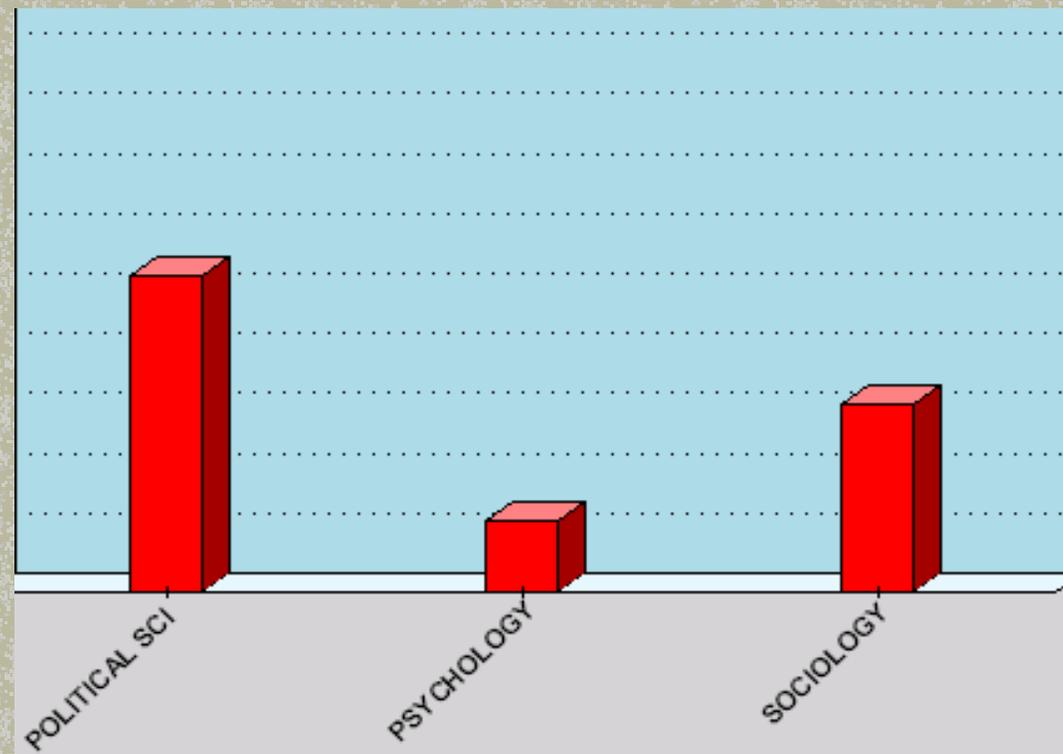


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This View Includes

All Divisions All Divisions

Graph view for all division



USA

Percentages of Ulrich's Core: Summary

METU EJOURNALS

Ulrich's Subject	Library List Count	Number of Ulrich's Core with this Subject	Library Count as Percentage of Core	Ulrich's Core Titles Library Does Not Hold
AERONAUTICS AND SPACE FLIGHT	12	172	6,98%	160
ASTRONOMY	33	178	18,54%	145
BIOLOGY	701	3.497	20,05%	2.796
BUILDING AND CONSTRUCTION	15	102	14,71%	87
BUSINESS AND ECONOMICS	734	2.646	27,74%	1.912
CHEMISTRY	287	1.002	28,64%	715
COMPUTERS	355	952	37,29%	597
EARTH SCIENCES	141	1.124	12,54%	983
EDUCATION	328	2.111	15,54%	1.783
ELECTRONICS	45	120	37,50%	75
ENERGY	36	234	15,38%	198
ENGINEERING	377	1.410	26,74%	1.033
ENVIRONMENTAL STUDIES	167	674	24,78%	507
FOOD AND FOOD INDUSTRIES	24	133	18,05%	109
GEOGRAPHY	62	447	13,87%	385
HEATING, PLUMBING AND REFRIGERATION	4	15	26,67%	11
HISTORY	146	2.538	5,75%	2.392
HOUSING AND URBAN PLANNING	36	150	24,00%	114
LINGUISTICS	111	1.449	7,66%	1.338
MATHEMATICS	308	1.224	25,16%	916
METALLURGY	29	200	14,50%	171
MINES AND MINING INDUSTRY	15	103	14,56%	88
PETROLEUM AND GAS	8	91	8,79%	83
PHILOSOPHY	125	801	15,61%	676
PHYSICS	275	980	28,06%	705
POLITICAL SCIENCE	229	1.187	19,29%	958
PSYCHOLOGY	271	1.074	25,23%	803
SCIENCES: COMPREHENSIVE WORKS	76	1.063	7,15%	987
SOCIAL SCIENCES: COMPREHENSIVE WORKS	82	716	11,45%	634
SOCIOLOGY	114	613	18,60%	499
STATISTICS	42	114	36,84%	72
TECHNOLOGY: COMPREHENSIVE WORKS	21	184	11,41%	163
WATER RESOURCES	15	101	14,85%	86
GRAND TOTALS:	5.224	27.405	19,06%	22.181

Percentages of Ulrich's Core: Summary

METU EJOURNALS:REFREED

Ulrich's Subject	Library List Count	Number of Ulrich's Core with this Subject	Library Count as Percentage of Core	Ulrich's Core Titles Library Does Not Hold
AERONAUTICS AND SPACE FLIGHT	9	67	13,43%	58
ASTRONOMY	29	80	36,25%	51
BIOLOGY	661	2.417	27,35%	1.756
BUILDING AND CONSTRUCTION	12	41	29,27%	29
BUSINESS AND ECONOMICS	579	1.318	43,93%	739
CHEMISTRY	266	738	36,04%	472
COMPUTERS	296	614	48,21%	318
EARTH SCIENCES	136	605	22,48%	469
EDUCATION	247	912	27,08%	665
ELECTRONICS	34	70	48,57%	36
ENERGY	33	103	32,04%	70
ENGINEERING	341	840	40,60%	499
ENVIRONMENTAL STUDIES	146	376	38,83%	230
FOOD AND FOOD INDUSTRIES	16	75	21,33%	59
GEOGRAPHY	55	178	30,90%	123
HEATING, PLUMBING AND REFRIGERATION	2	9	22,22%	7
HISTORY	125	811	15,41%	686
HOUSING AND URBAN PLANNING	32	82	39,02%	50
LINGUISTICS	98	553	17,72%	455
MATHEMATICS	286	850	33,65%	564
METALLURGY	28	104	26,92%	76
MINES AND MINING INDUSTRY	14	61	22,95%	47
PETROLEUM AND GAS	8	41	19,51%	33
PHILOSOPHY	111	379	29,29%	268
PHYSICS	263	657	40,03%	394
POLITICAL SCIENCE	191	483	39,54%	292
PSYCHOLOGY	251	725	34,62%	474
SCIENCES: COMPREHENSIVE WORKS	65	411	15,82%	346
SOCIAL SCIENCES: COMPREHENSIVE WORKS	65	287	22,65%	222
SOCIOLOGY	101	307	32,90%	206
STATISTICS	37	67	55,22%	30
TECHNOLOGY: COMPREHENSIVE WORKS	16	71	22,54%	55
WATER RESOURCES	15	55	27,27%	40
GRAND TOTALS:	4.568	14.387	31,75%	9.819

Percentages of Ulrich's Core: Summary

METU EJOURNALS IMPACT FACTOR OF INDEXED/ABSTRACTED

Ulrich's Subject	Library List Count	Ulrich's Core with this Subject	Library Count as Percentage of Core	Ulrich's Core Titles Library Does Not Hold
AERONAUTICS AND SPACE FLIGHT	9	30	30,00%	21
ASTRONOMY	23	46	50,00%	23
BIOLOGY	563	1.354	41,58%	791
BUILDING AND CONSTRUCTION	6	12	50,00%	6
BUSINESS AND ECONOMICS	246	345	71,30%	99
CHEMISTRY	246	546	45,05%	300
COMPUTERS	214	304	70,39%	90
EARTH SCIENCES	111	237	46,84%	126
EDUCATION	78	148	52,70%	70
ELECTRONICS	31	44	70,45%	13
ENERGY	29	45	64,44%	16
ENGINEERING	307	493	62,27%	186
ENVIRONMENTAL STUDIES	105	178	58,99%	73
FOOD AND FOOD INDUSTRIES	14	36	38,89%	22
GEOGRAPHY	37	56	66,07%	19
HEATING, PLUMBING AND REFRIGERATION	3	4	75,00%	1
HISTORY	14	27	51,85%	13
HOUSING AND URBAN PLANNING	21	30	70,00%	9
LINGUISTICS	21	46	45,65%	25
MATHEMATICS	209	391	53,45%	182
METALLURGY	26	66	39,39%	40
MINES AND MINING INDUSTRY	10	26	38,46%	16
PETROLEUM AND GAS	5	19	26,32%	14
PHILOSOPHY	15	23	65,22%	8
PHYSICS	230	411	55,96%	181
POLITICAL SCIENCE	88	149	59,06%	61
PSYCHOLOGY	178	378	47,09%	200
SCIENCES: COMPREHENSIVE WORKS	43	92	46,74%	49
SOCIAL SCIENCES: COMPREHENSIVE WORKS	32	52	61,54%	20
SOCIOLOGY	62	119	52,10%	57
STATISTICS	29	43	67,44%	14
TECHNOLOGY: COMPREHENSIVE WORKS	7	16	43,75%	9
WATER RESOURCES	8	19	42,11%	11
GRAND TOTALS:	3.020	5.785	52,20%	2.765

Percentages of Ulrich's Core: Summary

METU EJOURNALS:Kat'z

Ulrich's Subject	Library List Count	Number of Ulrich's Core with this Subject	Library Count as Percentage of Core	Ulrich's Core Titles Library Does Not Hold
AERONAUTICS AND SPACE FLIGHT	10	37	27,03%	27
ASTRONOMY	20	42	47,62%	22
BIOLOGY	80	253	31,62%	173
BUILDING AND CONSTRUCTION	3	11	27,27%	8
BUSINESS AND ECONOMICS	318	462	68,83%	144
CHEMISTRY	51	108	47,22%	57
COMPUTERS	102	148	68,92%	46
EARTH SCIENCES	75	144	52,08%	69
EDUCATION	136	299	45,48%	163
ELECTRONICS	23	31	74,19%	8
ENERGY	15	24	62,50%	9
ENGINEERING	67	106	63,21%	39
ENVIRONMENTAL STUDIES	44	73	60,27%	29
FOOD AND FOOD INDUSTRIES	5	16	31,25%	11
GEOGRAPHY	38	69	55,07%	31
HEATING, PLUMBING AND REFRIGERATION	1	2	50,00%	1
HISTORY	84	213	39,44%	129
HOUSING AND URBAN PLANNING	18	28	64,29%	10
MATHEMATICS	67	147	45,58%	80
METALLURGY	3	4	75,00%	1
MINES AND MINING INDUSTRY	2	9	22,22%	7
PETROLEUM AND GAS	2	10	20,00%	8
PHILOSOPHY	77	138	55,80%	61
PHYSICS	80	137	58,39%	57
POLITICAL SCIENCE	130	231	56,28%	101
PSYCHOLOGY	92	202	45,54%	110
SCIENCES: COMPREHENSIVE WORKS	32	78	41,03%	46
SOCIAL SCIENCES: COMPREHENSIVE WORKS	40	79	50,63%	39
SOCIOLOGY	62	121	51,24%	59
STATISTICS	19	30	63,33%	11
TECHNOLOGY: COMPREHENSIVE WORKS	7	13	53,85%	6
WATER RESOURCES	1	4	25,00%	3
GRAND TOTALS:	1.704	3.269	52,13%	1.565



Action Plans

- Improving book collection
- Improving electronic collection
- E-thesis
- Management of the WEB
- User education
- Improving technical structure
- Improving physical conditions
- Management of human resources