

Report from study trip "Organisation of scientific library – the best practice"
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A study trip to Germany for the Serbian librarians entitled "The organization of libraries in research libraries – examples of the best practice" was organized in the frame of the agreement on cooperation between National Library of Serbia and Goethe-Institute Belgrade and under the financial support of the Bibliothek & Information International at the Bibliothek & Information Deutschland (BID). The trip was realized during 2nd week of May, 2011. Participants were selected among librarians from scientific and national Serbian libraries who work with different aspects of organization of the libraries and actively participate in their reorganization.

The aim of the trip was to examine in detail the work of the visited libraries, so each participant could make a comparison with the organization of its library. Between 08.05 -13.05.2011. we visited the following ten libraries:

- Staatsbibliothek zu Berlin - Haus Unter den Linden und Haus Potsdamer Straße <http://staatsbibliothek-berlin.de/>
- Wissenschaftszentrum - WZB <http://bibliothek.wzb.eu/cms/content/1133>
- Deutsche Nationalbibliothek Leipzig <http://www.d-nb.de/>
- Staats - und Universitätsbibliothek Dresden (SLUB), Dresden <http://www.slub-dresden.de/>
- Bibliothek des Deutschen Bundestags <http://www.bundestag.de/dokumente/bibliothek/selbst/orgpers.html>
- Kooperativer Bibliotheksverbund Berlin-Brandenburg (KOBV) <http://www.kobv.de/>
- Philologische Bibliothek der Freien Universität Berlin <http://www.fu-berlin.de/en/bibliothek/philbib/index.html>
- Universitätsbibliothek der Freien Universität Berlin <http://www.ub.fu-berlin.de/>
- Universitätsbibliothek der Humboldt-Universität, Jacob- und Wilhelm-Grimm-Zentrums http://www.ub.hu-berlin.de/locations/jacob-und-wilhelm-grimm-zentrum?set_language=en
- Philologische bibliothek der Humboldt-Universität.

Although we had a very busy schedule during the visit, we managed to set aside enough time for each library, so our visits were not only touristic; they were the opportunity for serious and very professional conversation with colleagues who were very interested in demonstrating the organization of their institutions and in providing detailed answers to all our questions. I am using the opportunity to thank them once again for their patience and commitment.

This report will not be based on the description of each individual library. Functionality and performance of each of them satisfy criteria and requirements of each user that would be found in them, as can be seen on the included web pages. I limit my elaboration only to details that fascinated me the most and to ideas that I think I could propose to my institution as a great way to improve its work, organization and marketing. That doesn't mean that the libraries with national character and the required deposit were not interesting; they are so fantastically automated and modern, that the idea of achieving such a regulated system, at this point, really seems very unattainable at my place.

Architecture of the most of the buildings is the first thing to note. Prestigious architectural awards are just a prelude to a fantastic interior. In this regard, my as well as the opinion of most of my colleagues is that the Philological Library of the Free University of Berlin (Philologische Bibliothek der Freien Universität Berlin), was permanently etched in our memories. I will not exaggerate if I say that it is the most beautifully designed building that I saw. It is energy highly efficient building, illuminated by natural light throughout its interior, adequately ventilated and which is the most important it is organized in order to provide maximum promotion of knowledge and information.

The interior is hardly behind the exterior because the entry offers a beautiful view of the cascading floors comprising winding work areas and long rows of shelves with open access library fund which further facilitates access to users. I particularly noticed color labels that define the availability of a publication and thus eliminate all loan doubts. I would also point out a very interesting activity that characterizes the library, which can be applied to the University Library, University of Kragujevac, Serbia. Written off parts of the fund, duplicates and publications of the library that are not of interest to be kept are sold at popular discount prices to students. Earned money is being used to renew the fund, but with the remark that every newly purchased publication has the notification mark that a friend purchased a library annex.

The work of Scientific Center Library (Wissenschaftszentrum) WZB is an interesting thing that I would point out, especially the way of work with researchers who are the target user group of the library. Librarians are specially trained for the purpose of assistance to researchers, so they decide to enhance their knowledge in different scientific fields, which was successfully applied in terms of the existence of a personal librarian. This provides more efficient exchange of information between researchers (scientists) and librarians. This can be applied in Serbia, too. Also, WZB is engaged in making bibliography of researchers, but by specific criteria (bibliometrics), which is also adopted by other institute libraries of Germany.

Visiting the University Libraries (University of library of the Free University of Berlin, Humboldt University Library and the University of National and University Library of Dresden), I realized that they doesn't perform functions that are in Serbia recognized as the "Master" of the college libraries; their cooperation is based only on interlibrary loan which is (like in Serbia) at a very high professional level. Great attention is paid on

education and informing the users, which is in recent years primary issue comparing the purchase and catalogization. As a result of the introduction of RFID system fund protection, the number of staff is significant reduced. The system of permanent marking of publications with the magnetic tape, allow users to move freely and to use machines for self debit/discharge of books. This allowed the reorganization of staff who can now work on more creative activities within the library and helps users to find a faster way to desired books. The introduction of electronic reservations, which was recently introduced in Serbia, is also another positive feature that we had found in almost all libraries.

A standard in these libraries is existence of special study rooms that allow users to ensure quiet environment in an isolated area. The rooms are booked months in advance. Also, the presence of rooms for group work is noticeable. Generally, services in the libraries are oriented to customer needs in user friendly work environment.

Talking about the purchase of library fund at German university and specialized libraries that don't receive the necessary copy from a publisher or an author, there are special agencies contacted by the libraries in order to obtain the broad lists of newly issued publications. These agencies have a deal with publishers that, for the sake of their profit, inform the agencies about new editions. Therefore, libraries can always get a complete list of topics of interest so they can decide what would be bought. The good practice is the existence of several points in the library with shelves which contain the newest obtained publications.

It is noticeable that all the libraries, particularly scientific ones, receive large amount of money for the acquisition of electronic journals, which is now a topical issue in Serbia, so it can be said that Serbia is keeping the pace in this segment of library activities.

German Bundestag Library (Bibliothek des Deutschen Bundestags) is specialized library with specific narrow subjects covered by the fund and specific group of users who are allowed to use the fund. Procurement on user demand is a very common way of extended the fund. Filling the library website form or appropriate paper form at the Information desks, librarians are in a position to be familiar with the most current topics that should be provided. This is a practice that may be applicable in my library.

Another aspect of engagement is the digitization of existing publications. The libraries that are particularly active in this activity are National libraries like State Library of Berlin (Staatsbibliothek zu Berlin) and the German National Library in Leipzig (Deutsche Nationalbibliothek Leipzig). These archives, depository libraries, digitize only the old and rare books in order to keep and preserve their contents, but also to make them accessible to a wider group of users thus avoided copyright infringement.

Digitization in research libraries is a very selective. It is left to the authors to decide to what extent they will allow access to their works. Institutes, such as WZB, have the practice to publish in full format on Intranet the papers that they publish and the same papers can be found on the Internet only in the form of abstracts.

I hope that I will be able to implement at least part of the idea that I got observing these almost perfect library systems. Of course, changes in my institution will not be radical, because the financial resources allocated for the organization of such systems is unattainable dream for us. But the finesses regarding the reorganization of employees and departments, education of users and better management and marketing of an institution are definitely attainable and no one in our surrounding will be an opportunist.

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Participants from Serbian libraries