

STUDY VISIT TO THE GERMAN LIBRARIES

"Library organization in scientific libraries: Best practice"

Berlin, Leipzig, Dresden

May 9 – May 13, 2011

REPORT

My study visit to the Deutschland libraries in Berlin, Leipzig and Dresden from May 9 – May 13, 2011 was realized owing to the grants received

by the BI-International (Bibliothek & Information - International Committee of the German Library Association www.bi-international.de) in cooperation with Goethe Institute (department for Information and Libraries).

This trip was organized for Serbian libraries, on which take a part eight Serbian libraries. All colleagues was from different libraries (two from National Library of Serbia, Belgrade; two from Matica srpska Library, Novi Sad, one librarian from University Library in Nis and Kragujevac and two librarians from Faculty libraries – Faculty of Stomatology, Belgrade and Faculty of philosophy, Novi Sad).

During five workdays of our visit we were introduced to general aspects of organization and work of libraries we visited. The trip, with motto: "Library organization in scientific libraries: Best practice", was fulfilled with different types of libraries. We visited: Staatsbibliothek zu Berlin, Preussischer Kulturbesitz, Haus Unter den Linden (<http://staatsbibliothek-berlin.de/>), Staatsbibliothek zu Berlin, Preussischer Kulturbesitz, Haus Potsdamer Straße, Wissenschaftszentrum – WZB (<http://bibliothek.wzb.eu/cms/content/1133>), Deutsche Nationalbibliothek Leipzig (<http://www.d-nb.de/>), Staats- und Universitätsbibliothek Dresden (SLUB) (<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).

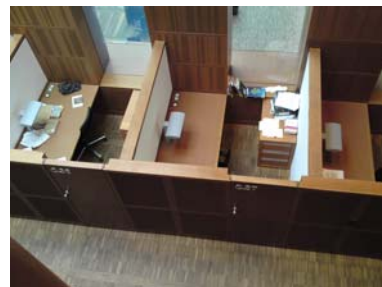
General purpose of my study trip was to see and learn more about library system Germany, to transfer acquired knowledge to my colleagues in Serbia, and to apply some of the solutions incurred from experiences of my visit in National Library of Serbia where I have a position of Informant for referral data bases, in Department of Scientific Information.

During my visit I had chance to meet more than fifteen colleagues, mostly managers of libraries. All of them was competent and very polite to answer on all our questions.

They were self-critical and told us about all good and bad solutions of their business policy and regulation. Great advantage of this visit is that we, as a privileged visitors, had opportunity to see all parts of libraries.

My general impression about librarianship in Germany is very stunning, primarily because of the large amount of money which is spent for libraries, their improvement and development. I also liked relation with end users (what is partly my work), and their status in libraries. Very useful are continuous educations for users, a lot of user guides intended for training users for independent work and library usage. Those E-day educations we will implement in our library (day when we do educations about electronic sources which our users can use). Also, questionnaires which librarians do, and which helps them to get informed better about users needs, and in the first place, to evaluate their services, and advance them. At the same time, we, on our web page (KoBSON <http://kobson.nb.rs>) have a form for comments and suggestions which helps us a lot to get a feed-back from our users, and also, we consider that bad comments are the best comment. Something with librarians goes directly to their users, are Alerts on topic they are interested in.

One more, and very important thing, that we do not have in Serbia, is provided comfort for users: huge grassy areas with beach chairs, large lobbies with armchairs, etc. Also, we don't have opportunity to supply our users reading-rooms for group work (what new Bologna scholar system require), separate rooms for researchers, and, especially not rooms for mother and a child.





Fascinate the fact that a lot of libraries have the main part of fund in open access (in one library even 98%), without any reason to worry about robber (explaining that with real fact that the security system is more expensive than costs caused with lost books).

Work in German libraries makes easier and rational automatization of lot of services: electronic borrowing, e-discharge (what we will implement soon), automat machine for different kind of payments (cash register for lost membership cards etc.), and on the top, e-classification of books ready for its return to fund (what, I think, we will never be able to implement). Great job is made with hired external firms for scanning and copy (users can copy and scan by themselves, save needful content on their account, and after that, copy it to CD or USB). Also, the same thing is with digitalization. In Serbia, all those services do librarians (which demand their education and their payments).

I was surprised that (in spite of modern tendencies) there is not a lot of literature published on-line in Open Access.

There are three good solution which we can implement in Serbia:

First: practice in Deutsche Nationalbibliothek Leipzig that all digital material which comes to library, copy to server, and provide access, only from library rooms, and users can get only image of material on their screens, so there is no chance to download or copy something irregularly.

Second example is from Staatsbibliothek zu Berlin, where library provide users images in low resolution, which are not for any further use. If user want something of that material, must ask permission from librarian, and assigned grant that he needs that material for personal, noncommercial purpose.

The third is 3-d catalogue, implemented in few libraries (shows users on which shelf on library is the book he need).

As I work in Department of Scientific Information in National library of Serbia, I was most interested in **Wissenschaftszentrum (WZB)** services (focus of my work is on scientific information, e-availability, trainings and education for users, tools for researchers evaluation).

My first impression of that library was junction of antique (the old building) and modern (new building and modern library services and organization). It is complimentary that in the head of that institution is such a young man, who established a modern library system. There are a lot examples of good practice in this library:

- every user has its own librarian (depending of users scientific area)
- for every new user they organize personal library presentation
- modern e-services such: special search, ordering article, ordering book, current content service
- they do a lot of educations and trainings for their users, questionnaire, self serving for users (even during the night, when library is closed) etc.

Library is subscribed on lot of e-journals (12000 titles) and over 80 data-bases (encyclopedias, bibliographic data base, full text data bases, statistical...), and that is a lot for one institution. They also have a repository with literature they publish, discussion papers etc.

As for the researchers evaluation, Germany wisely avoided IF as an indicator. They use Publish or Perish application, and Scholarometer also (for which I haven't heard since now, but for sure I will present it to our users). We use Web of Science data for authors citation index, Germany use Google Scholar (what is more favorable for authors).





I was also impressed with **Kooperativer Bibliotheksverbund Berlin-Brandenburg (KOBV)**. We need that kind of institution in Serbia, which could support libraries which don't have a lot of IT developers. As my department do negotiation with publishers for subscription electronic journals (as a member of national consortium KoBSON), it was significantly to hear how German consortium function.

For once again, I would like to thanks organizers (BI-International - Bibliothek & Information: International Committee of the German Library Association and Goethe Institute - Department for Information and Libraries) for this visit and opportunity to see, in the true sense of the word, best practice in all libraries I ever seen.