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ANALYSIS OF THE LNSS WESTERN BALKAN PROJECT SURVEY RESULTS (DRAFT)

Training and general library needs detection and analysis;

LNSS Strategic Review

Needs analysis: Electronic Library Services/Resources

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1 Introduction

This report presents an analysis of the primary data contained in the Library Network Support Services (LNSS) project survey results. The survey is focussed on key deliverables in the LNSS project addressing the areas of Training and general library needs detection and analysis, LNSS Strategic Review as well as Needs analysis: Electronic Library Services/Resources. The survey is a product of Workpackage (WP) 1 *Preparation prior to development* of the Library Network Support Services (LNSS) Western Balkan (WB) project. The LNSS project involves undertaking of Needs Detection activities to gather information and interpret data to identify the performance areas for improvement within PC institutions. This survey- for the purposes of Training Needs Analysis focuses on areas such as Electronic Library services, overall training needs and problems with library accessibility. The first step in the Collection Development Policy process involves agreement of the Mission Statement for Consortium libraries. This statement outlines for each partner in agreement the purpose of this policy and the audience to whom it is addressed- hence the survey also contains questions addressing the area of Library Collection Development and needs within that area.

The LNSS project survey was designed between months of winter/spring 2015/2016, and implemented over summer/autumn 2016 by the EU partners in the project with feedback and input from the Western Balkan partners with launch of the Survey in early summer 2016. Data collection for the survey was ongoing between the months of May and September 2016. The Survey was designed, distributed and results were collected using Online survey software.

Library Network Support Services (LNSS)

The LNSS project aims to reinforce and modernize libraries and improve the level of competencies and skills of library staff in HEI's in Western Balkan countries. The level of competencies and skills of library staff is not of a high standard in the target PC's. Library staff need to be trained in modern library standards and practices. The main challenge they face is to transform themselves into modern electronic libraries through fostering deeper involvement of library staff in scientific research. A more proactive role for libraries in teaching and learning is needed. Libraries must be promoted as

important Centres of information literacy and lifelong learning -accessible to all learners to aid development of their critical thinking skills.

LNSS will develop modern Library Staff Development Training Programmes supported by 8 ECTS modules accompanied by online learning media and embedded in curricula in PC universities and disseminated to external stakeholders such as Public and National libraries to ensure maximum transfer effect to society at large.

While the main beneficiaries of the project outputs/products/results are librarians and library staff in PC universities there will be different levels of positive impact. The results of the LNSS project will result in reform of Library Services in Western Balkan countries which will involve target groups Librarians, Academic Staff, Students, National and Public Libraries, Administrative and other non-teaching staff as well as people with Special Needs and Disabilities. All Library users will benefit from the LNSS project and Curriculum. Library staff will be highly equipped to provide quality library training to all stakeholders in critical areas such as Information Discovery and Avoiding Plagiarism and to manage and operate quality, modern library services to support teaching and learning.

2 Presentation and analysis of survey results

Most of the participants in the study are librarians or library managers with more than 10 years of work experience. As we can see from the statistical data analysis, the level of education of respondents is high, but not all librarians have completed a specialized Library and Information Science school in this field.

Universities aim to develop and organize library resources for the benefit of university staff and students, but they are struggling with all sorts of issues such as lack of budget, space or equipment. Libraries want to improve the quality of services they offer and develop in collaboration with other institutions. They want to digitize the important parts of the book fund and increase the number of collections and employees.

3. Analysis of LNSS survey questions

Q1. What is your job title?

Most respondents, 45% are Librarians, 29% are represented by Head librarians, followed by University librarians, Directors of the Central University Library, Associate Experts in the Library, Head of Library and Publishing, Classifier (Information Service), Designer of Information Systems, Lecturer, Library Director, Library Manager and Senior Librarian.

Q2. How many years library work experience do you have?

In terms of work experience, most of those interviewed have more than 10 years of work experience, 16.67% less than 5 years, 15.15% more than 5 years, 12.12% have over 20 years, and the lowest percentage of 6.06% belongs to those with more than 30 years of experience.

Q3. What is your level of education?

The level of education of the respondents is high, 65.63% are graduates with Master's degree, 4.69% have a bachelor's degree, 3.13% attended doctoral courses and 26.56% have another specialization such as Master in science, Graduate librarian, or Secondary school.

Q4. Do you have a degree in librarianship?

The responses to this question displayed a high percentage of respondents having a degree in librarianship (72.73%) and with remainder (27,7%) responding "No" to this question.

Q5. If you do not have a librarian degree, which degree do you have?

72.73% have a degree in librarianship and 27.27% in other areas such as: Forestry engineering, Journalism, Marketing/Economics/International Relations, Agriculture, Agronomy, Engineering etc.

Q6. Gender:

As we can see from the statistical data analysis, 92.54% of respondents are females, and the remaining (7.46%) are male.

Q7. Which is your country?

The study includes 70 respondents, of which 80.88% are from Bosnia and Herzegovina, 8.82% from Albania, 7.35% from Kosovo and 2.94% from Montenegro.

Q8. Which is your institution?

Respondents belong of various institutions such as: University of Sarajevo, University of Tirana, University of Mostar, National and University library of Bosnia and Herzegovina, University of Pristina, Oriental Institute in Sarajevo.

Q9. How many librarians do you have in your library:

Many of the librarians surveyed work alone or with one of their colleagues, but there are also some who work in libraries that have up to 31 librarians.

Q10. How many of them are educated librarians (with a degree in librarianship)?

After analyzing the answers from librarians, it was found that not all librarians have completed a specialized school in this field.

Q11. What will be the purpose for the Library strategic plan at your University?

The purpose of the Library's strategic plan is shaped by the needs of different universities. Thus, some universities aim to develop and organize library resources for the benefit of university staff and students, to create a digitized and modern library system, to have a better accessibility to the library, to acquire new databases, and to develop and deliver high quality and innovative information services, resources and environments to support the research, learning and teaching of the university and to benefit the wider community.

Q12. In SWOTs analysis of your institution what are the strengths, weaknesses, opportunities, threats?

After performing the SWOT analysis, the following strengths of the participating libraries can be observed: educated staff, significant number and quality of publications, some have good cooperation with other libraries and organizations, library/user relations, staff with university degree in librarianship, devoted to their users, some have cooperation with law librarians all over the world, permanent education of staff and willingness to embrace new ideas.

In terms of weaknesses, some librarians complain about the lack of equipment and resources in the library, small budget for collections, a small number of library users, the lack of databases, lack of staff, lack of space, lack of digital access to full text documents, poor integration with libraries in region, the lack of infra-structure and non-educated librarians.

The opportunities identified by librarians participating in the study are as follows: improvement of support for academic staff and students, digitization of archival materials, electronic catalogue, digitalization of the significant parts of book fund, collaboration and teaching, new learning models/information technology, non-traditional sources, digital collections, further strengthening of cooperation with other libraries, ascertaining users' satisfaction to advocate libraries and their services, expansion of the library fund with own publications and increase the professional level of employees.

Threats to libraries are represented by: lack of strategy mission for The Library, lack of student participation, financial constraints, internal as well as external, misconception of role of library vs. what information technology can provide, misconception that the electronic library will not need buildings, low acquisition of new titles, lack of infrastructure and space, lack of experience and skills in the creation of institutional repositories, rare and important documents never being used and animosity to new rules of library daily work.

Q13. What will be the priority strategies for the Consortium Strategic Plan at your University Library? (Please list up to 3 priorities)

The priority strategies for the Consortium Strategic Plan of the surveyed libraries are the following: more employed librarians in libraries, membership in unique library system, purchase of books, increase the number of databases, better accessibility of libraries, information technology development, design and implement innovative programming and provide extraordinary content to advance learning, renovate, repurpose and invest in library spaces designed to encourage creativity, improvement of technical and software equipment for libraries etc.

Q14. From your library needs which are most important tasks you will perform from the LNSS Curriculum Modules 1 to 8? : 1- less important, 2- important, 3- very important

For this question, 46.34% of the respondents considered Module 1, "English for Specific Purposes" to be very important and 43.90% important. 40.00% of respondents believe that Module 2, "Marketing skills for librarians" is important. Regarding Module 3, "Essential management and transferable skills for librarians and library staff-", 55.00% of respondents consider it important and 37.50% very important. Module 4, "Information Literacy and Research skills" is considered by 75.00% of respondents as very important, as well as Module 5, "Innovative online library services for 21st Century Librarians" which is considered by 82.50% of respondents very important. 85.00% of surveyed librarians believe Module 6, "The Electronic Library" is very important and only 5.00% consider it less important. Modules 7 ("Access to Libraries and Society for learners with special needs/disabilities") and 8 ("Library Collection Development Policies") prove to be very important for 55% of respondents.

Q15 Which of the following skills and abilities do you need to develop most? (Rank in order of importance starting with 1 as most important and so on)

Electronic library services is the most important skill in the view of librarians, followed by knowledge of research databases, Information Literacy skills, teaching and pedagogical skills, library acquisitions, presentation skills and social networking and Web 2.0 in libraries. Inter library loan is considered to be the least important of all the abilities and skills listed.

Q16. Does your library provide any of the following online services (Please tick all that apply)?

78.13% of librarians said they have an online service OPAC (Online Public Access Catalogue) in the library they work in. Also, 62.50% of all librarians interviewed said their library has online databases, 31.25% have Ask a librarian services and said they had 18.75% Inter library Loan Requested Online services.

One respondent ticked the "other" box denoting that their library provides online information literacy and academic writing services, another highlighted the presence of document delivery services and interlibrary loan services as being important while another respondent highlighted the importance of mobile library services such as being able to access library services on smart phones.

Q17 Do you evaluate your library services?

From the study it was observed that 59.52% of the librarians do not evaluate the services of the library in which they work, only 40.48% do so.

Q18. Do Librarians collaborate with Academic staff to promote and deliver library services at your institution?

Most of the respondents, 80.49% collaborate with Academic staff to promote and deliver library services to their institution, and a proportion of 19.51% does not collaborate.

Q19. What barriers do you think Librarians encounter when collaborating with Academics to deliver better library services at your institutions?

In the view of librarians, the main barrier when collaborating with Academics to deliver better library services is poor communication between librarians and academics (62.16%), secondly- lack of support from the relevant Academic Department (54.05%), and 8.11% of librarians think libraries and information literacy is exclusively their domain and hence are unwilling to collaborate.

Q20 Which of the following are most proactive in developing library services at your institution? (Rank in order starting with 1 as most proactive and so on..)

In terms of developing library services at their institution, 76.19% of the respondents consider that librarians are the most proactive, 15.00% think the academics are the most proactive and for example 7.69% consider that the senior management is the one that stands out the most proactive.

Q21. Is the Library promoted and marketed in your institution?

34.15% of the surveyed librarians stated that the library in which they are active is promoted and marketed, and most of the librarians, 41.46% said their library was not promoted and marketed.

Q22. If you answered yes- please specify how the Library is promoted and marketed in your institution?

Libraries are promoted as “heart of the faculty”. The study shows that libraries are promoted through presentation on websites, faculty guides, library training for students, conferences and various projects. Some universities have a “Day of the Library” when they promote the Library and its services among students, academics and other people with promotion of books, databases and other resources. In other universities, as a part of Research Methodology Course, students are obliged to have one class in the Library when they start their future library education and get the basics on how to use libraries and about ways for future education in the library.

Q23 Is your library accessible and usable by disabled people?

Most libraries are not accessible and usable for people with disabilities, 75.00% of the interviewed librarians say that their libraries are not equipped for people with disabilities and only 25.00% said they have such systems.

Q24. How do you think promotion and marketing of the Library could be improved at your institution? (Please tick one only)

Most librarians, 54.76% believe that promotion and marketing of the library could be improved by developing online services and marketing, 28.57% consider that the promotion of the library can be improved by increasing library training for users and 16.67% said that the best solution is to encourage a close relationship with academic staff.

Q25. Do you have an OPAC (Online Public Access Catalogue?)

58.54% of respondents have an OPAC (Online Public Access Catalog), and the rest of 41.46% do not have this online catalogue.

Q26. Which Library Management system do you use, if any?

Four respondents chose not to answer this question- owing perhaps to the absence of an electronic Library Management Systems(LMS) in their university. Those that did respond gave examples of LMS such as OPAC, COBISS, METELWIN.

Q27 If you use one, which of its modules are you using?

All librarians (100%) use the Cataloguing module of their Library Management System, 17.86% also use the Circulation module, 7.14% used the Acquisitions module, and the Course Reserves module was not used by any of the respondents (0%)

Q28 Do you have a library web-site?

Quite a few respondents, 16.67% said the library has a web site, and 66.67% said they did not.

Q29. Do you have a library online reference system? (Ex. END NOTE, Reference Manager)

Almost all respondents, 90%, said they did not have a library online reference system.

Q.30 Does your library use software for avoiding plagiarism?

Almost all (95.12%) responded that their Library does not use software for avoiding plagiarism. One of the respondents responded that they do use Turnitin software for detecting plagiarism.

Q31. Does your library use social networks?

As can be seen from the data interpretation, libraries do not use social networks, 92.31% of respondents have confirmed that they do not use such networks (e.g. Facebook, Twitter) to promote libraries.

Q32 Are library services available outside the library?

60.00% of the surveyed librarians said library services are not available outside their libraries (remote online access), and the rest said they are available.

Q33. Does your library offer electronic storage of material?

More than half of respondents, 67.50%, said the library did not offer electronic storage of material such as digitised materials, while 32.50% said the library was offering electronic storage of material.

Q34. Is your library catalogue included in a federated search system?

42.50% of respondents said the library catalogue is not included in a federated search system, while 30.00% said their library catalogue is included in federated search systems such as the COBISS system <http://www.cobiss.ba>

Q35. Does your library use a federated search system?

More than half of respondents (60.00%) said they were using a federated search system.

Q36. Do you have access to online library databases?

80% of respondents have access to online library databases, a fairly high percentage.

Q37. If you answered Yes to the above Which databases does your University have access to?

Librarians have access to different databases, most of them - 82.76% representing librarians who have access to the well-known EBSCO online database, followed by those with access to the Web of Science online database- 62.07%. Of all librarians, 48.28% have access to the Scopus database and in smaller percentages they have access to Springerlink (13.79%), Science Direct (13.79%), Proquest (17.24%).

Q38. Is access to any of the above provided by any consortia to which you are member?

27.78% have access to databases provided by a consortium to which they are members and 61.11% said such Consortia did not have any influence in getting access to the databases.

Q39. Is your library a member of any consortium?

Most respondents 63.16% said that their library is not a member of a consortium and 36.84% are part of a library that is a member of a consortium.

Q40. Which is your Library Mission?

Libraries participating in the study have different missions. Example of Library Missions given include:

Provide for their users access to sources of knowledge, information and cultural programs for education, professional and scientific work, lifelong learning, information and decision making.

Enrich the student learning experience, promote exploration and research at all levels, and contributes to advances in access to scholar resources.

Q41. Which is your Library Vision?

Libraries aspire to transform the way people experience knowledge. They do this by providing new ways to discover access, create, maintain, and share information. The Library aims at advancing learning and research by enabling new types of questions to be asked and previously unimaginable problems or solutions to be explored. Libraries want to support the teaching and scientific research, aiming for a future modern development of library services on the basis of modern technology of information and communication.

Q42 Does your Library have a Collection development Policy (CDP?)

Most librarians, 85.71%, said they did not have a Collection development policy, and 11.43% of respondents said they had such a policy.

Q43 If your University Library has a Collection Development Policy but not in a formal / written form, please describe briefly what this policy covers:

One of the policies of the universities describes that the Collections Development Policy is in compliance with University and School regulations, based on suggestions of teaching staff and students. The Collection Development Policy covers the acquisition of the latest world literature in the field of dentistry, at another university. The Veterinary Library endeavours to collect most Bosnian language monographs and journals that are published in the area of veterinary medicine. Collection development policy is focused on students needs, professor's recommendations; is oriented on

documents and all kind of materials which are necessary for students curriculum but also historical and cultural valuables.

Q44 Please indicate the population of your community and number of active library users for the following: (to separate the 2 numbers by a slash)

Most librarians, 74.19% mentioned that the largest number of library users active is represented by undergraduate students, being followed by teaching staff (67.74%) and equally graduate students, PhD students and administrative staff (61.29 %). 32.26% of Librarians said that the local community represents the most active library users.

Q45 Please provide a general overview of your current collection (also include the size of the collection, including number of periodicals, monographic volumes, electronic resources, languages represented)

Depending on the university, the participating libraries include between 142,633 and 5000 monographic units, and between 82,736 and 82 periodicals. Numbers of monographic volumes can differ greatly depending on the university. One university has 131360 monographs for example while others have much smaller amounts with numbers such as 3,500 and 5043 monographs. The number of electronic resources also differs depending on the respondent. Some respondents say that their University has 39 electronic resources while others have lessor amounts. Other types of collections are also mentioned such as CD-ROM, Theses, Magazines, Encyclopaedias. Languages represented include English, Bosnian, Croatian, Serbian, Montenegrin, German, Spanish, Italian, Russian, French.

Q46. Acquisition of materials for the Library Collection is mainly decided by:

Acquisition of materials for the Library Collection is mainly determined by senior management according to 62.50% of librarians interviewed. 56.25% of the respondents said that Librarians determined the acquisition of materials and 53.13% said academics. Respondents who ticked the "Other" box said that others such as the "Dean of faculty", "Central University Librarians", "Faculty libraries-academic staff", "students" also have an influence on types of materials that are purchased for the Library.

4. Conclusions & recommendations

This purpose of this survey was to detect needs with regard to the areas of Training and general library needs detection and analysis, LNSS Strategic Review and Needs analysis: Electronic Library Services as well as gain more insight into the state of libraries and library staff development in Western Balkan countries generally. The collection of these Training needs from staff and Library Departments through this Survey and staff appraisal and collation of the results is important for prioritising needs in the LNSS project. Such surveys are also important to enable strategic review of library services in PC institutions in order to determine existing (implicit or explicit) vision, mission, objectives and strategies. The survey has also enabled needs analysis regarding Electronic Library Services to aid development of a Digital and Electronic Strategy for the enhancement of Electronic Library services and is an important step in the Collection Development Policy as it enables Mission Statement for Western Balkan libraries to be identified.

It is clear from the survey results that Libraries in these Western Balkan institutions have various needs as revealed in the responses from the participants to the survey. Survey questions related to SWOT analysis for example have revealed certain weaknesses such as lack of library resources- both print and electronic, small budgets with which to build library collections, low usage of libraries, lack of staff, lack of adequate library spaces, poor cooperation and collaboration with libraries in the region as well as lack of library infrastructure and poorly educated librarians.

The survey has also revealed various threats to Libraries such as lack of strategy/mission for the Library, lack of student participation and interaction in the Library, misconceptions of the role of the library services versus what information technology can provide, low acquisition of new titles in order to build collections. However with the training that will be implemented as part of the LNSS project and LNSS Curriculum we believe that these threats can be addressed with a view to modernising and improving library services available to learners.

The results of the survey has also revealed skills gaps amongst librarians in Western Balkan countries which the LNSS project aims to address. These skills gaps include better knowledge and expertise in using electronic databases and finding quality information on the Internet, more comprehensive knowledge of library research databases, information literacy skills including teaching and pedagogical skills, library acquisitions, presentations skills as well as social networking and Web 2.0 in libraries. Other problems facing Western Balkan libraries are the lack of marketing and promotion off libraries, lack of knowledge of Referencing citation and Avoiding Plagiarism- including online referencing systems, non-use of social networks to promote library services, poor access to electronic collections remotely, poor accessibility and usability of libraries for people with disabilities and perhaps most seriously many libraries did not have a Collection development Policy at the time this survey was implemented. These are all problems and needs which the LNSS project will address. The survey did reveal some positive results however such as that there is high level of collaboration between library and academic staff and reasonably high usage of electronic library management systems as well OPAC's (Online Public Access Catalogues).

We believe that this survey has provided a valuable insight into the needs of Librarians and library staff in Western Balkan countries. The survey will act as an important guide in planning future activities in the LNSS project and will act as an aid to delivery of future deliverables in the project in areas such as Library Strategic Planning, Collection Development Policies, Library Staff training and development of electronic library services and resources.

