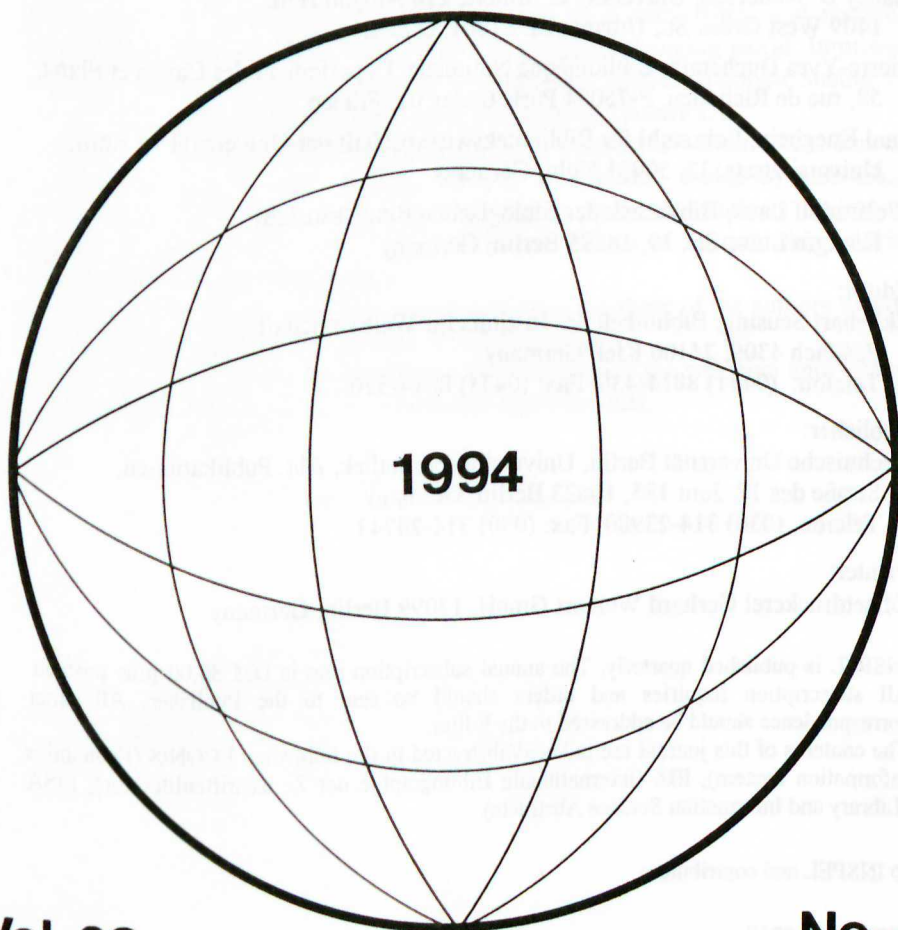


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The Journal is directed to an international readership among librarians in government and international agencies, as well as in universities and research institutions. Librarianship is a key subject in a rapidly changing world. Improved practice will help produce economic benefits, and special attention should be given to problems concerning libraries in Developing Countries.

Articles will be drawn primarily from activities conducted within IFLA. But on occasion the Journal will publish articles on specified topics by non-IFLA contributors. Any reader interested in preparing such an article is invited to submit the paper to the Editor. Material on all aspects of librarianship will be considered eligible for publication.

The views and interpretations in articles published are those of the authors and do not necessarily represent the policies of IFLA or ASpB.

Comments or brief notes responding to Journal articles are welcome and will be considered for publication to the extent that space permits.

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AR ✓

INFORMATION SOURCES IN SOCIAL SCIENCES

By Krishan Gopal Tyagi

Abstract: The author gives an overview on different kinds of information resources with the emphasis on the situation in developing countries. The state of libraries, documentation centres, data archives, and non-formal resources as well as the information and communication technology is discussed.

The information source infrastructure in social sciences needs to be strengthened. It is essential for social sciences in developing countries to pay much greater attention to the parochial nature of its knowledge and the need for indigenisation. The author presents some proposals for a strategy to be evolved by the social scientists and information professionals in developing countries. In a situation of increasing demand and decreasing resources cooperation resp. networking is the only alternative.

Information and information resources are the lifeblood of any organisation or a nation and thus an essential element in the developmental process. The availability of the latest information and information resources are one of the important indicators for measurement socio-economic and scientific development of a country.

The information resources used by social scientists have been broadly categorised for this paper as under:

1. Documentary Resources
 - a) Primary Resources
 - b) Secondary and Tertiary Resources
2. Institutional Resources
 - a) Social Science Research Organisations
 - b) Libraries / Information Centres
 - c) Data Archives
3. Non-Formal Resources
4. Technology Resources

1. Documentary Resources

The recorded knowledge and literature is one of the important information resource. The concept of literature taken here in the sense of scholarly literature is used as a communication system for the access creation and dissemination of information.

1a) Primary Resources

The major primary sources used by social scientists in the creation and use of literature are:

- Books, monographs
- Theses
- Articles from journals
- Research reports
- Newspapers
- Letters and diaries
- Non-textual data
- Government reports
- Official statistics
- and other grey literature etc.

There is a flood like situation in the growth of information/literature in all major disciplines. New disciplines are emerging and growing at a fantastic rate. The scientific literature is increasing 12 % per annum. The growth of social and human science literature is no less by any means. It is estimated that four articles are generated every minute worldwide i.e. over two million articles in a year at present. Not to think of reading all the recent literature published in a year, a serious scholar cannot even scan all the abstracts of published literature in his area. However at the same time there is a desert like situation of getting hold of relevant information.

The acquisition of primary information tools like books and periodicals is endangered in developing nations because of inadequate financial resources and weak distribution infrastructure. The acquisition of primary sources whether produced with in or on a particular country must be the first priority of any country. It will be unfortunate, that in future for our own publications, we may have to look to the Western countries like U.K., and U.S.A. where systematic arrangements have been made for preservation of the publications acquired from even developing Countries. The policy makers in developing countries are not very serious about this problem. The librarian and information scientists are helpless because of inadequate resources. Any lapse in this matter can cause a serious damage to

knowledge creation in any country. It is certainly going to endanger the out-put and quality of research and training.

The teaching and research resources in developing nations specially in vernacular languages are not available in sufficient quality and quantity. More and more countries are opting for vernacular languages as the medium of instruction. There is a need of making available literature specially about theory and research methods in social sciences either by giving translation rights or encouraging writing of text books in regional languages and thus strengthening indigenous capability in these countries.

1b) Secondary and Tertiary Resources

There are certain well known sources providing information on information sources. The principal one's are: bibliographies, indexing and abstracting publications, serial publications, encyclopedias and dictionaries, handbooks, guides and manuals etc. Some of these are categorised as secondary sources and others like guides, handbooks etc. as tertiary sources. All these sources are of fundamental importance as information resources.

With the growth of literature, the bibliographical tools and other secondary services in different social science disciplines have multiplied. There are over 1000 indexing and abstracting services worldwide in this field. Such services produced from western countries are quite good and comprehensive in coverage. However Gorman and Mills (1992) have enumerated only 123 titles in their publication Indexing and Abstracting Services in the Third World.

One of the major problems of secondary services in social sciences especially in developing countries is that many libraries and documentation centres are involved in producing such services. In contrast to this, in developed countries such services are produced by either commercial organisations or by a national agency. Consequently there is lesser duplication and wastage in such efforts.

The secondary information services from developing nations have their own limitations. None of them is comprehensive, authoritative and self supporting. Similarly the secondary services among themselves have enough duplication in contents and coverage and these services are terribly under-used. The mortality rate of such services is as high as their birth rate. Most of these services are not supported by effective document supply which is very essential in a resource scarce environment.

The formal structure of most of the secondary services is very complex. These services are not only incomplete in coverage but also faulty in subject access, and

arbitrary in providing keywords. The searcher is not sure as to how much information he could access by consulting such services and how much will be missed. Specific types of materials used by social scientists like archival material, statistical data, election results, newspapers reports, and varied types of grey literature, are not adequately covered by secondary services. Many senior scholars have experience of locating important piece of information in books/journals which has never been highlighted by classification and /or subject indexing terms provided by indexes in secondary services.

The products of secondary services have to improve these bibliographical tools in terms of coverage; timely publication and modify them to suit the requirements of users. The visibility of such services have to be increased. The basic reasons of inadequate use of secondary services in social sciences is not so much from their deficiencies but in the methods how such services are created, presented and marketed. It is heartening to note that the use of such services is increasing.

The secondary services from the West cover very small percentage of literature produced in the developing countries. The insufficient coverage of literature from developing countries is not conducive to the real growth of social science worldwide. The coverage of literature about developing nations in foreign data basis is not only very marginal but whatever is there is usually outdated. The vice-versa is also true. However the coverage of literature about theory, research methods etc. in foreign data basis is of more interest to the users in developing nations.

It is a great misfortune, that the users of information services in the developing countries are not aware of their own indigenous services, though they are well informed about foreign secondary services which most of them cannot afford to subscribe. Accessing foreign secondary services available in machine readable format is beyond the reach not only of average social scientist, but even for the major libraries of research institutions in developing countries. So much so, that the price fixed for Unesco Bibliographies in social sciences is on a very high side for users and libraries located in Asia, Africa, Latin America and Eastern Europe. Accessibility to such resources may be brought within the easy reach of average user. The access to such data basis may be made available through a few selected organisations in developing nations.

2 Institutional Resources

2a. Social Science Research Organisations

To promote and strengthen research activities and also to disseminate information about the current research programmes, most of the countries have now started

setting up Social Science Research Councils and organisations. At international level, we have International Social Science Research Council; International Committee of Social Science Information and Documentation; International Federation of Social Science Organisation; etc., at the regional level in Asia - Association of Asian Social Science Research Councils (AASSREC) and at national level social science research councils in many countries. In India, we have Indian Council of Social Science Research (ICSSR). The establishment of these councils have greatly accelerated pace of research activity through various programmes like fellowships, financial assistance for research projects, and publications and collaborative programmes with foreign research councils, etc. These resources at national level are described in separate country reports to be presented in this seminar tomorrow by representatives of different countries.

2b. Libraries / Information Centres

The library and information centres in social sciences in different countries are at different stages of development. Some of these are providing excellent services but majority of them are poorly financed, understaffed and understocked. They have to reckon with almost a zero growth budget. The budget cut for libraries in a situation where the cost of books and journals is increasing and the value of currencies of developing countries vis-a-vis international currencies is decreasing, the users are finding lesser number of books and journals in their libraries each year.

No library in the world can depend entirely on its own resources. Any single largest library does not maintain collection of more than 20% of the world recorded knowledge and more than 50% of such collection is not adequately processed. The situation is even worst in developing nations. With present allocation of meagre resources and inadequate infrastructure, the librarians/information scientists in the developing nations are sandwiched between the users and producers of knowledge. Because of inadequate financial support, the level of information services in these countries is rather low. The services like inter-library loan, document delivery and exchange of information between libraries at international and regional level in social sciences is not satisfactory.

2c. Data Archives

The data collected by government, other agencies and by social science researchers through surveys, and opinion polls etc. is an important resource in social sciences. During the last three or four decades the use of such data, kept in machine readable format, is increasing in selected Western countries. However, the acceptability and use of this source is only marginal in developing nations.

The existence of data archives/banks and their services are not adequately visible in those countries, even though facilities are available for quite some time.

There is some sort of reluctance in using such data available with in data Archives for secondary analysis. Perhaps social scientists feel, that collecting fresh data is easier for them than using data collected by others for secondary analysis. It seems that such services have been made available to social scientists in developing nations before time.

3 Non-Formal Resources

The access to information through traditional library services is just one major link of the scholarly communication chain. The other important link of scholarly communication are invisible colleges, (Crane; Cronin) i.e. through personal contacts at seminars/conferences, interacting with peers and leaders of the profession, etc. The latter group is quite knowledgeable about latest information and research activities in their area of competence.

Perhaps the Guru-Shishya Parampara (Teacher-Student tradition) in ancient India is the earlier version of the institution of Invisible College in which the information and knowledge was transferred from teacher to students orally. The senior social scientists, who are occupying important positions in funding agencies, act as referries for grants and hire people for various assignments, are very influential and powerful leaders in any profession. They can be called as modern Gurus which have their own scholarly communication system. Perhaps obtaining information from this informal communication system may be more rewarding. The system may also serve few other purposes of younger scholars, than seeking the information from libraries. Consequently most of the scholars view librarian as a person who may not be of much help in their research pursuits. Consequently scholars prefer a method of seeking information that links them directly to ideas, and suggestions of the leaders of their profession. They can get comments on their manuscripts and suggestions for improving tentative results. In this way they also establish better contacts with the leaders in the profession.

Social scientists in the top echelon maintain personal library in which they keep core books, subscribe to a few journals and receive some of them as members of the professional societies. The photocopying facility has enhanced their capacity to keep copies of reprints of articles on the topic of their interest. The personal collection has advantage of immediate access than access to literature available in the library of their institutions.

It may be emphasized that the personal collection and even the institution of invisible colleges in scholarly communication no way diminish the importance of library resources at institutional level. Both are valuable for teaching and research in any area. For rare, costly and less commonly needed material, there is no substitute to the library collection.

4 Technology Resources

The use of information and communication technology in information services is increasing through out the world. It is interesting to note that access to online services by social scientists in the developing countries has not reduced the total amount of time spent by them in information gathering. It has been suggested in many studies that even scientists seldom use more than once or twice the online access in a year. The online information service is helpful but it has not replaced the traditional methods of access to information. Still, for current literature, scholars enjoy physical browsing of contents including footnotes of scholarly journals and surveys of researches for earlier works. The information collected through printed or machine readable secondary services by the scholars only supplements information collected through other channels.

The introduction of the latest information and communication technology has no doubt increased our capacity for manipulation and processing of bibliographical and other data in a better way and we should explore further its potential for improving our services. Technology support, however, has not helped us in better understanding of users behavior in their information search techniques and use of information. In the application of computer in information services, more emphasis has been placed on the study of information storage and retrieval than the human involvement in the creation and use of information.

The suggestion that with the help of information and communication technology, the services will be provided to users directly, by passing libraries, is doubtful. The technology can make this possible but majority of the users opt for the use of library resources which have survived for more than five thousand years.

Concluding Remarks

The social sciences have played an important role in the socio-economic development of any nation. Information is an essential part of development efforts whether in developed or developing countries. However because of limited resources, while making allocations in the budgets, the resources are diverted by planners to other priority areas like housing, family planning, education, water supply, medical facilities, etc. than for providing support for building research

resources and information services. But if we look into slightly deeply, that even for such priority areas as enumerated above there is a need of establishing information services which is not usually done. One of the solution can be to provide some percentage of budget allocation in all such programmes for information services.

Lack of adequate support by national/regional and even international agencies is one of the basic reason for poor information systems/services in social sciences. In fact in comparison with science ,the social sciences information systems services stand no where in terms of money, manpower and material support; inspite of the fact that the number of users of social sciences information is much more than that in other disciplines. Our libraries and information centre have mostly outdated collection from which we are supposed to provide latest information service.

Social Scientists/Information Scientists working in developing nations work in an environment which may be quite suffocating for a scholar who has worked in developed nations. Because of inadequate resources library acquisition are done on a highly selective basis. With the result that with inadequate collection the service provided is very poor and the user population in very large. Because of poor services even the Social Scientists are not too much demanding and are usually satisfied with whatever is made available to them. Infact Social Scientists world wide are not very demanding - to just give one example - Social Scientists are contended and still managing with Encyclopedias published in 1935 and 1970, the major percentage of contents of these Encyclopedias can hardly be categorised as scientific today.

In some of the countries where information/documentaion centres have been established these are not supported and maintained properly thus resulting in their low sustainability. In others there is almost an absence of such services. Information source infrastructure in social sciences needs to be strengthened in priority basis. The occasional and episodic involvement of funding agencies has to be replaced by a programme of continuing support for building up a rich resource base in social sciences.

Initiative at Economic and Social Science Research Council (ESRC) UK

Realising the importance of research resources, the ESRC has created a high power Research Resources Board for strengthening social science resources. The terms of reference of this Board include development of resources and institutional infrastructure for social science research and other arrangements for the provision of research facilities including data, documentation centres, and librar-

ies and necessary technological support and the provision of an access to multi-purpose national and international data.

Research resources, libraries and information centres in developing nations are supported by government and other funding agencies. Now there is a world wide trend that governments are withdrawing support from this important sector in the unrealistic hope that free market systems will take over or can be a substitute for government support. The free market economy in developing nations is not yet ready and stable to enter this sector on profitable basis, because the demand of services from this sector is not strong. This is a very serious problem for which we have to find practical solutions.

Another major issue that should concern the information specialists is that the special nature of the structure of communication and knowledge in the social sciences demand a totally different approach to the development of information services in the social sciences than the one that has been adopted so far. Information services developed for social sciences have followed, so far, the pattern of the services developed for science and technology. As a result the real characteristics of research, practice and communication in social sciences have not been taken into account. Priority needs to be given to a rigorous reflection on the alternative approaches which may not necessarily be totally non-scientific or totally scientific but may yet draw upon both to render them more appropriate for serving the social science community. It is time that UNESCO and other funding agencies support studies to develop alternative models and appropriate tools to carry out studies to evaluate the effects of the existing services and to develop innovative services, more appropriate for meeting the information needs of different category of users of social sciences. We have so far overlooked the specific needs of a group of social scientists who work in the fields. One such group is that of the practitioners who are not generally bibliographically oriented and who cannot avail of facilities provided by good libraries and information centres. In India, activist groups working at the grass-root level require information rather than documents, which is rarely available to them. Such groups are not familiar with the structure of social sciences and its terminology and lack the motivation and inclination to get involved in the routine bibliographical work. Moreover, they do not have access to libraries in the areas where they work and have also no time and resources to visit libraries and documentation centres in big towns. However, the processes in which they are involved demand varied kinds of information which is crucial to their work. We shall fill a great void if we could develop information services and a cadre of intermediaries to serve the activists, particularly those, working at the grass-root level.

A greater attention also needs to be paid to the requirements of applied social sciences which have yet to be accepted as an integral part of the social science mainstream. At the moment the flow of information is mainly from pure to applied social sciences. Social scientists do not take much interest in the applied social science literature. While professionals who include social welfare personnel, urban and regional planners, managers, business executives, and educational specialists draw heavily on the literature of the major social science disciplines, the reverse is not the case. Concerted effort on the part of funding agencies and information centres would correct this imbalance to the benefit of social scientists and as well as applied social science professionals.

Finally, it is essential to pay much greater attention to the parochial nature of social science knowledge and the need for indigenisation. This is extremely significant for social sciences in the developing countries. A new strategy will have to be evolved by the social scientists and information professionals in the developing countries. They are the best judges to take care of their information services.

We have to consider seriously for having a close and better coordination among producers of secondary services and information networks. Perhaps a blend of traditional libraries, information and documentation centres, and data archives strengthened by computer and communication technology may work. Obviously any single service or organisation, how big it may be, cannot take care of the information requirements of social scientists. Thus we have to think of networking at local, national, regional and international level.

At present there is nothing like World Information System in Social Sciences like AGRIS (in Agriculture) and MEDLER (in Medical Sciences) etc. The first major attempt for discussing world social science information system was made in 1974 at Unesco sponsored Conference (at Valescure) in France in which about twenty experts from all over the world participated. However unfortunately such attempts failed because of various reasons and still we are living and managing with number of discrete information systems/services and organisations in Social Sciences which are working independent of one and other at national, regional and international level. Though some sporadic attempts have been made by few funding agencies in this area but their involvement is not of regular nature. If we are really interested in creating World Information Systems/Services in Social Science than closer cooperation between organisations like ICSSID; IFDD; IFSSD, FID and IFLA Social Science Section at international level and various organisation operating at Regional, Sub-regional and National level have to be attempted. National focal points at regional level should be more active so as to either provide information from their countries or at least refer to other national agencies which can

provide information of current interest. The accessibility of information may be made as easy as possible so that it is available to all. At present there is no single platform where these organisations can meet and plan effective world wide Information Systems/Services. Such a system can contribute a lot for the growth of Social Sciences and Social Science Information Services World Wide. Perhaps organisations like Unesco & OECD can play a catalytic role in this direction. In a situation of increasing demand and decreasing resources cooperation/networking is the only alternative.

Some of other points worth considering are:

- we should try to make maximum use of available resources by evolving programmes like rationalisation, cooperation and networking etc.,
- studying users information requirements on regular basis; and according modify, and improve our products/service, where required,
- use better marketing techniques to sell our information products/services,
- providing short term training to users and the information providers on continuing basis,
- survey of information tools and services may be periodically,
- in each country establish resource centres where at least one copy of worthwhile publications not available in any other library in the country is acquired and preserved. Such centres should also function as a document supply centres.
- Information resources should be treated as national resource to which access should be unconditional/unrestricted for research purpose.

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DESIGNING AN INFORMATION SYSTEM - A SUPPORT SYSTEM FOR A STATISTICAL INFORMATION SERVICE

By Reija Helenius

Abstract: The author discusses the various functions involved in designing of information systems and describes the projects implemented in Library of Statistics in Finland. The primary aim of the project is to devise an information system which would be of use to persons employed in statistical information services. The project was launched with an extensive survey in 1990, and the programs are currently under testing.

The system analysis carried out at the Library will be discussed together with the relevant information system designing functions.

1. Introduction

The designing of information systems is currently part of the everyday working routines of persons employed in libraries and information service positions. In addition to the compilation of library catalogs, librarians and information specialists may be engaged extensively in the designing of information systems, a task which used to be largely in the hands of computer experts and guided by the nature of the existing technology. Nowadays, however, a mere mastery of technology is no longer sufficient to produce efficient systems which satisfy the needs of their users

The designing of information systems can be taken as a problem which involves human sciences (e.g. the social sciences, psychology and linguistics) and technology. The former as such do not provide any ready-made methodology which could be used to support designing, but rather supplement the existing designing methods used by computer specialists, such as systems methods, in emphasizing the role of the user (Ref 1).

It is emphasized in the research into information needs and seeking carried out in the fields of library and information science that the designing of functional

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information systems should set out from users' needs, which requires an understanding of why and how humans seek, process and utilize information. Information systems should be capable of being used for decision making and problem solving purposes and possess a sufficient degree of flexibility so as to meet the requirements of various types of users (e.g. Refs 2, 3, 4).

Persons engaged in the designing of information systems should be capable of identifying with the user throughout. Each instance of designing requires case-specific considerations, and stereotyped solutions are not applicable to each and every designing situation.

The present paper discusses the various functions involved in the designing of information systems and describes the designing projects implemented in Library of Statistics in Finland. The primary aim of the project is to devise an information system which would be of use to persons employed in the statistical information services. The project was launched with an extensive survey in 1990, and the programs are currently under testing.

The Library of Statistics, the main institution of its kind in Finland, possesses extensive collections of statistical documents obtained from Finnish sources, international organisations, the statistical authorities in various countries, and other publications on statistical topics.

2. Statistic points for the development of a computer-based reference support system

Persons engaged in reference and information services are often required to answer difficult questions of many kinds and thus to master a large amount of highly detailed information. The traditional means of information search, such as library computer catalogs and bibliographies which only consist of references, do not always offer the necessary assistance in problem-solving.

Information and reference services also require other means of answering to difficult questions and of jogging the memory. Various memory card files, e.g. reference information files or problem card files, and registers have so far been employed as corporate memories which are used to store pieces of information found at a given time for subsequent use. Such files thus contain answers to difficult questions and references to relevant sources of useful information, thus reducing the need for acting solely on the basis of one's own memory.

The development of information technology has increased the need for converting manual memory files to computer-based systems. Some computer systems have already been implemented in the United States to support reference and informa-

tion services (Refs 5, 6, 7). A computer-based support system can be defined as an information system which can be used to facilitate and enhance a certain function, such as an information service. The difference between a bibliographic or library catalog database and a reference support system could be described by saying that in bibliographic database the searcher wants to retrieve all the relevant records regarding a topic, while the primary aim of a support system is to provide the user with direct factual information or a list of the best sources available.

The memory card file which has been maintained in the Library of Statistics for a couple of decades is currently being used to develop a computer-based statistical information system. This is considered necessary as the running of a statistical information service requires advanced knowledge of innumerable aspects of society. Additional requirements include familiarity with a number of statistical classifications, concepts and definitions. Clients also expect to receive the answers without delay, so that there is simply not enough time to employ a method based on trial and error.

Persons engaged in information services do their best to find the most satisfactory answers to questions or inform the client of the right reference books. The 10,000 questions received by the Library of Statistics each year cover a wide range of topics, such as index numbers, trends in gross national product, distribution of religions, trends in the productivity of work in various countries, or even the numbers of trawlers operating in given fishing grounds. More extensive inquiries may involve a survey of the market for furniture (imports, exports, production) in various countries and years, or a compilation of the latest basic economic indicators at the international level.

Most of the staff of the Library of Statistics are employed in answering direct questions from the public, which in turn increases the need for a support system, and all the employees make some use of the existing memory card file which provides background support for new staff in particular but is also of use for the more experienced librarians. It can thus be regarded as a 'collective memory'.

3. Support system designing functions

It is common in connection with the designing of information systems to speak of systems analysis and systems planning, which point to "an organised approach to, or a methodology for, the introduction of computerized systems" (Ref. 8). It is possible to employ a wide variety of approaches and methods in a systems analysis.

The systems analysis carried out at the Library of Statistics will be discussed in the following, together with the relevant information system designing functions. The model suggested by Soergel (Ref 9), used as a framework for the systems analysis, is discussed here in a modified, simplified form.

3.1 Delimitation of the system and setting of objectives

The first stage in designing is to determine the functional requirements for the system to be designed, in which careful thought should be given to what is relevant and what is irrelevant. Objectives can then be set for this system. The designing should set out from an overall objective, which for an information service support system could be to assist the staff in answering problematic questions.

In addition to these overall aims, more specific objectives and requirements should also be set in order to create criteria for the evaluation of alternative programs and means of implementation (Ref 9). Various types of criteria have been developed for the evaluation of information systems which can be used primarily as general evaluation guidelines (e.g. Refs 10, 11, 12, 13). It should be noted, however, that each and every instance of evaluation requires an approach of its own and application of the existing lists of criteria.

A total of 11 criteria connected with information content, the user interface (search and print functions) and updating facilities were laid down for the reference support system in the case of the Library of Statistics. These were derived from results obtained by means of a requirements analysis, examples collected from the literature and practical experience. The system which met the given criteria was termed the desired system.

3.2 Requirements analysis

A requirements analysis involves a survey of the requirements that a user of a system may have. Its purpose in this case was to find out the type of information needed by employees as a precondition for successful work and the other demands they may have regarding the system (Ref 14). The needs of all information system users should be explored in this way (Ref 13). If it is impossible to obtain information from all prospective users, representatives of each user group at least should be available (Ref 15).

There are a number of means of examining needs which are of relevance to information systems, and they can be used simultaneously. They include interviews, inquiries, protocol analyses, brain stormings, other forms of group work, and the analysis of existing systems. Information on the needs of the user organization's

staff can also be derived from features and functions of the existing system (refs 14, 16), or by means of action research.

3.2.1 Inquiry methods

Inquiry methods such as interviews and brain stormings are as such an insufficient means of exploring user's requirements (Ref 16). It may be difficult for users to express their visions of a new information system or describe their requirements without any concrete knowledge of how to use it. They may also tend to think only of approaches which would not cause any changes in their working methods, unaware of the fact that an information system enables the adoption of entirely new working methods. Similarly, users may feel that an automated system is only capable of providing answers but fail to recognise that it could in fact alter the questions (Refs 12, 17, 18).

Users may also think that the designer understands their working tasks better than he in fact does, while the latter may regard users as possessing a better understanding of their working tasks than they actually do. A belief in the apparently unlimited capacity of computers on the one hand and a resistance to all changes on the other may produce unrealistic, prejudiced responses. In addition, opinions also tend to become easily confused with actual facts (Ref 14).

Users' needs in the Library of Statistics were examined by means of theme interviews, the choice of which was justified by the fact that they enable all potential users to express their opinions on the project. This may have promoted favourable opinions and reduced resistance. All persons employed in information service functions were interviewed, and attention was also paid to the needs of clients, who constituted another prospective user group.

The interviews indicated that there is a need for developing an efficient information support system. The library information service section is currently characterised by a constant pressure of work. A mastery of extensive fields of experience is required, and current working aids are inadequate, forcing the staff to rely largely on memorization. In addition, it is difficult to find the correct references or to understand the content of many concepts. It was thus no wonder that properties such as ease of use, speed, exhaustiveness of content and up-to-date information were required from the system. The replies also suggested that some kind of thesaurus would be required to facilitate the search for individual pieces of information. The possibility of providing the library's clients with access to the system would call for further investigation.

3.3.2 Analysis of the current system

Examination of the existing system constitutes a form of requirement analysis. As the system in use at a given point in time was originally created to meet certain requirements, it can also be used to draw conclusions about users's needs at that time. The existing system and its operation can be described in a variety of ways, e.g. verbally or in the form of a matrix and operational diagram (Ref 19). Such a description brings out the primary aspects of the content and structure of the system and the way in which it is used. In addition, information can also be obtained on its advantages and weaknesses and on the grounds on which the introduction of a new system would be desirable (Ref 13).

Thus description of the existing system was used as a second requirement analysis method at the Library of Statistics in addition to the theme interviews. The process involved examination of the entire memory card file in order to determine the essential features of the system. Information of the content of each card was recorded on a separate form. The aim of the analysis was to obtain an overall picture of the system and its content, and the results obtained underlined the need for a new system.

Instead of an analysis of the existing system, it would also have been possible to supplement the interviews by examining the various functions within the organisation using the system or by constructing a prototype. Davis (Ref 16) recommends the parallel use of more than one requirement analysis method.

3.4 Implementation constraints

It is also necessary to examine any restrictions which may arise from the following factors:

- investments in new equipment,
- investments in programs and applications,
- staff resources, and
- need for computer support and computing expertise.

The identification of such constraints will provide a concrete framework for the designing of the system.

3.5 Selection process

When a process is initiated to find a system which will meet the user's requirements, sufficient information should be available on the existing implementation opportunities. It should also be possible to evaluate these with respect to case-

specific requirements, to predict future trends in technology and to outline the requirements imposed by these trends on the systems designed.

Modern technology enables the application of systems of various types. The main problem is how to obtain information on all the opportunities offered by the technology and how to benefit from these.

Ideas and application alternatives can be collected from the literature or generated oneself. General information is provided by systems descriptions in directories and software manuals, evaluations of systems and applications and discussions of future trends. Visits to organisations in which an interesting program is already in use are also important, and it may also be possible to learn from colleagues' experiences. Other sources of useful information are exhibitions and conferences (Refs 8, 10, 20).

Once all applicable alternative systems have been explored, an assessment can be made of their practicability with respect to the purpose for which they will be used. Attention is first paid to whether some of the alternatives should be abandoned by virtue of the known restrictions, so that the remaining ones can be evaluated relative to the criteria employed (Ref 9). This evaluation is part of a cost-benefit analysis which concentrates on the advantages to be gained from particular alternatives, i.e. comparison of their costs and benefits (Refs 13, 20). The best alternative is selected for implementation.

Four types of system differing in their basic structure were examined in the case of the Library of Statistics:

1. information retrieval systems,
2. database management systems,
3. hypertext systems,
4. expert systems.

The actual program evaluation, in which attention was paid to basic structural features, information search facilities and applications which could be implemented by means of these systems, took place only after the general characteristics of the four various system types had been examined. Future trends and questions regarding the designing and implementation of the system were also considered.

The applicability of the four various system types was evaluated relative to the criteria employed. This evaluation indicated that none of the alternatives available corresponded fully to the aims laid down for the system, and it was difficult to place them in order of preference. The types of system were found to differ in terms of their range of uses and the support they provided for the user. Information retrieval systems and database management systems do not support the work

of the user, but serve as 'search devices' which retrieve the desired piece of information. These systems differ in that the former are intended for the retrieval of textual information and the latter for the management of structural information. Hypertext systems can best be used to manage free-form information and to promote associative browsing. Expert systems operate at an entirely different level. They can be consulted regarding a narrow subject fields and provide the appropriate recommendations.

The investigations performed at the Library of Statistics indicated that it was only expert systems which were entirely unsuited for the purposes of an extensive statistical information service, thus strengthening the notion that it will be even more necessary to aim at combining the properties of the various alternatives in future. The system aims specified for the Library of Statistics contained features of a number of system types, and all of these had to be taken into consideration in the actual comparison of the programs. Information retrieval systems and database management systems were found to correspond best to the criteria.

The project is currently being continued. A total of six programs have so far been evaluated by representatives from the library and the computer department, and two have been selected for test use, and after which a final decision will be made regarding their suitability for use by the information service department.

4. Conclusions

The development and reorganisation of tools and working methods for information and reference services is a significant issue. The traditional means of information search, i.e. library database catalogs, are insufficient, and should be replaced by systems which will correspond more directly to actual information needs. A support system is particularly useful for a statistical information service, as clients expect to receive the desired piece of information rapidly and the employees in the service department, who vary in their education and experience, are required to master an extensive range of statistical topics. The development of support systems can also be assumed to attract a broader interest as it is evident that systems of this kind will be required in other information services such as public libraries.

One important issue which should be taken into consideration is that no computer can be used to replace human expertise and judgement, but computers should rather be regarded as tools which can be used to assist human operations. It is thus obvious that information systems should be designed so as to promote and facilitate human action. The analysis of needs and requirements can thus be considered one of the most important tasks in the designing of such information systems.

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LIBRARIES AS MODERN INFORMATION CENTRES - INFORMATION SERVICES ARE UNDERGOING A TRANS- FORMATION

By Willibald Fink

Abstract: In the past two decades libraries have changed more than during the preceding centuries altogether. Many hitherto traditional libraries have developed into modern, authoritative information centres. Radical and rapid technological developments introduced virtually unexpected opportunities and advantages for personnel and users. As a result of substantial improvements in general services, services for the individual user generally also considerably improved. These developments pertain in general to the numerous specialist libraries, but have been particularly noticeable in the case of social science and politico-historical specialist libraries because of their more exposed position. Libraries as modern information centres have an important socio-political role to play. They serve both citizen and state.

On a global scale, the mass communication media have generally strongly influenced the manner and scope in which information is presented, as well as its individual procurement. The inevitable outcome of these developments is that libraries will increasingly need to adapt their structure accordingly. At the same time, technological advances - such as microfiche, CD-ROM or teletext - allow the services provided by libraries to be considerably extended and more differentiated. This in turn increases the expectations of the library user. As a result, what were once guarded depots of wisdom have been transformed into modern and powerful information centres. Many users increasingly need rapid and reliable access to reports and publications on particular subjects which can often only be obtained through specialist libraries and specialised data banks. The aim is to retrieve the sought after information as quickly as possible. Such services cannot be provided in the conventional manner. *Modern information centres* are necessary for this.

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Libraries have a long tradition as universal repositories of knowledge. They are closely bound to the development of book culture and its manifestation as archives or independent documentation centres. However, the introduction of a completely new storage medium (computer banks), and especially the "networking" of systematized collections of knowledge or information, have opened up entirely new perspectives for libraries, too. Although the new technology was initially used primarily for monotonous archiving and reproduction tasks - especially data collection and cataloguing - systematic programs were soon developed which can now handle multiple tasks.

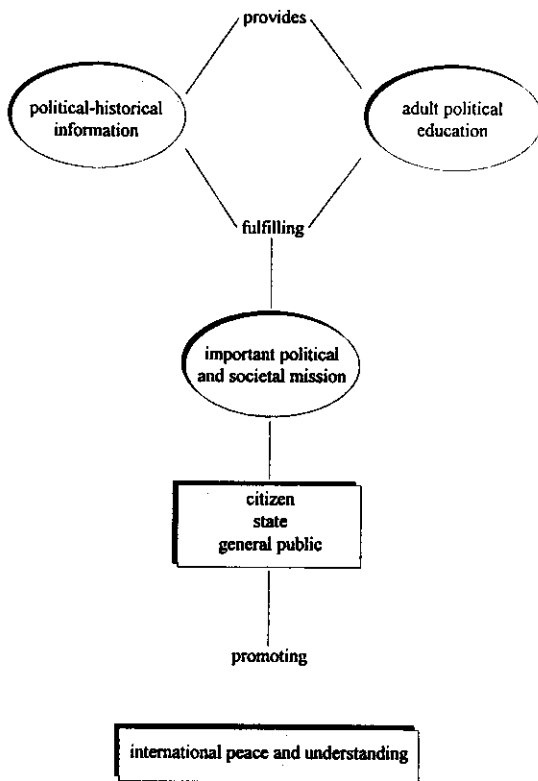
Specialist libraries, in particular, which are expected to maintain a wide range of specialist reference material and provide ancillary services, can benefit considerably from the broad spectrum of information technology. The possible danger of manipulation must naturally not be overlooked. This holds true especially for the information models which have been developed on occasion because their systems are intended for specific applications. W. Steinmüller commented in an interesting specialist contribution (NfD 44, 215-226, 1993) that "Information systems are never neutral but serve purposes which one should be aware of. Furthermore, one should identify those in charge of the particular system if surprises are to be avoided ...". In this paper he discusses the *prerequisites, in terms of scientific information and technology, to create a new information order.*

From a critical viewpoint, the importance of information is generally coupled to the specific content of the factual knowledge imparted by it. The close interrelationship is thus apparent. It is for this reason that in the discipline of politics, for example, attention must be paid to the free democratic as well as to the constitutional and welfare content of teaching information, but without resorting to mere formulas - so-called information ballast. The institutions set up as disseminators of political knowledge, such as academies or political foundations, in general, take this role seriously. The role can also be assumed, however, by *politico-historical specialist libraries* with a suitable range of reference material, supplemented by various other documents (such as newspaper cuttings), and with adequate user services. It would seem, through, that the need for specialist information - particularly in the areas of politics and political education - is far from being met.

Without a doubt, the path which libraries have to tread in order to become *modern information centres* is a tedious one. On the other hand, taking the politico-historical specialist library of the Hanns-Seidel Foundation as an example, this small politico-historical information centre fulfils important socio-political tasks and is thereby an authoritative and leading source of information. This also holds true in the light of the extremely rapid change in standards and values at our pluralistic

society. Such institutions indirectly necessitate qualified intellectual reception and reflection. As a result, modern specialist libraries act quite generally as important socialization factors and thus influence political culture. This role is primarily assumed by well-informed responsible individuals. It therefore goes without saying that politico-historical information centres always serve democracy and freedom.

Political-Historical Specialized Library
of the Hanns-Seidel-Stiftung



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ELECTRONIC DOCUMENT DELIVERY

Graham P. Cornish

Abstract: Technology is helping to find a solution to enable those who own intellectual property and those who wish to use it to live together in the balanced harmony that copyright law was originally designed to achieve. The CITED solution offers the possibility of easy access, flexibility, comprehensive data and recompense for the owners of the many different rights involved in its operation. It is hoped that there may be ways to establish an agency which would oversee and manage such elements of the system as lend themselves to centralisation.

Introduction

The widespread use of electronic technology to produce, store, manipulate and distribute information of all kinds is one of the great achievements of the information age¹. The arrival of digital technologies for handling text, sound and visual images has made the possibilities almost limitless. Not only can material be manipulated within its own form but multimedia packages can be created through information from different sources being downloaded, copies, edited and re-packaged to suit the individual user or to generate completely new products which can be made available on the open information market.

In this environment the role of document suppliers will become more and more important as no one collection of documents, databases, CD-ROMs or electronic storage facilities will be able to meet all the requirements of the researcher in the electronic age: they will have to be met by combining the resources of several centres to meet the increasingly diverse and complex needs of researchers.

The needs of owners, suppliers and users

In the current technological climate both creators and users of intellectual property have certain basic needs which must be satisfied if document supply systems are to fulfill their increasingly complex role². Although it would be easy to categorise the needs of owners as *protection* and those of users as *access*, this is

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a very simplistic approach and many more requirements need to be examined before any comprehensive system of electronic delivery and control can be put into place.

In the case of rights owners the need for protection should not be seen so much as *preventing* use of their material as *controlling* that use. Basically a rights owner needs to be able to control:

- copying from paper on to paper
- copying from paper into electronic formats and *vice-versa*
- copying from electronic format to electronic format including storage and transmission
- multiple copying.

The rights owner also needs to be able to operate:

- Differential pricing for sector, group, type of use. For example, different parts of a database may be priced differently for access depending on the value of the content. A senior researcher of academic could be given access to the whole database because such a person would have the necessary economic power but access for a student may be more limited because of the cost involved or even because the rights owner does not wish some material to be made readily available to students for reasons of sensitivity or security.
- Differential pricing for individual elements within a product such as specific journal articles, elements in a directory or areas of a classification arrangement.

The rights owner also needs:

- Protection against unauthorised use by groups or sectors who may not have purchased any or all of the rights to do the actions mentioned above.
- A system which provides data on use for marketing purposes. Information intermediaries, by penetrating previously untapped markets, will be able to provide considerable data on potential marketing for products and services.
- A system which will ensure compensation for all actions over which the rights owner has exclusive control. Collection of royalties and fees, even if set at zero levels, needs to be achieved efficiently and effectively.

Information intermediaries, by which is meant libraries, document supply centres, commercial document delivery operations and information brokers, need to be able to:

- Gain access to a work
- Store a work
- Retransmit a work repeatedly in different formats depending on the needs of customer
- Exploit additional markets to which rights owners may have no access
- Provide additional services which publishers are unable or unwilling to develop

The users of materials in electronic formats need to be able to:

- Consult the work
- Store the work
- Be confident of the confidentiality of use activities
- Be confident of the integrity of the work

The question is whether such a system is even remotely possible or whether such a system is more like a dream than reality. However it has been said that "when one man dreams, it is a dream; when several men dream the same thing it is the beginning of reality."

The CITED solution

The basic philosophy of the CITED project is that, it is possible, in the digital environment, to control the processes which are an inevitable part of digital technology and, in consequence, control the copying of copyright material. In the present context, it is immaterial what information is represented by the digital signal in any given case; Now it is possible to develop of a generic model of copyright protection of digital information (the CITED model) together with corresponding guidelines and toolkit to enable the model to be implemented in specified domains. The generic nature of the CITED model means that it can be relatively easily mapped on to the legal background both as it is currently and within its foreseen developments. The generic model is also capable of being used as a standard against which different systems can be tested to ensure that they confirm to the basic requirements of a CITED protected system. Compliance with the model CITED can be established for a range of standards, and via a number of different technical strategies. The level of protection can be defined, depending on the nature of the information to be protected, and the rights of various CITED users can be specified. These rights are specific to the users, but the effective right to gain access to a particular piece of information will, in practice, depend on the protection level of that information. At the technical level the CITED model is primarily concerned with the relationship between "actions" (ie those actions which users may wish to undertake), and "rights" (ie those legal rights which

owners, distributors and end-users enjoy). The CITED model is concerned to capture on record the "actions" and the response to these actions will depend on the rights which users of the appropriate information have acquired by purchase or agreement. Although the primary method of acquiring rights is to purchase these, there is no reason why a CITED facility should not permit free access if the owner so wishes. What CITED would permit is the monitoring of the free use which would in itself be a valuable piece of data. Naturally a critical area is the detection of actions which are not permitted, either generally or to a particular user. Of course, CITED can be used both as a countermeasure to such threats and as a marketing tool. Attempts at unauthorised use may bring not just a negative response but information as to how the action which has been refused could be executed. The CITED environment is therefore dynamic and can respond to a range of possibilities.

Naturally some of the technical tools used in the CITED project are adopted from the repertoire developed for the security industry. However, within the CITED project these are viewed as placing a protective guard around the copyright information in a manner which, while preventing unauthorised copying, nevertheless permits convenient access for authorised use. In fact CITED is a sort of tool kit which provides a variety of implements which may be needed in some, but not all, environments.

CITED and document supply

Clearly there are areas of document delivery where CITED would not be appropriate or possible and other where its use in an electronic environment would be essential for the benefit of both owners and users. Copying from *paper onto paper* is not something which can be protected electronically (although some research into this field is just starting), neither can *converting paper format text into electronic formats* although the copying mechanisms used can have a CITED protection built into them as part of the agreement to allow electronic copying. Copying from electronic formats onto paper can, however, be controlled.

Downloading from one electronic format to another is an action which can be suitably protected and monitored. Documents protected using the CITED model can have the facility to download or not built into their protection mechanism to permit copying. However, the technology does not at present offer protection against further copying and distribution once the work has been downloaded.

Downloading from existing electronic formats, storing and distributing to other users.

This is a basic requirement for document delivery services for the future, indeed the present. Many organisations using document delivery services as intermediaries need to acquire documents in electronic forms rather than paper. Ideally document delivery centres would like to receive documents electronically and forward them as and when necessary to their users. The CITED model provides the possibility of downloading documents and this can be done repeatedly provided the centre pays the appropriate fee. The model is also capable of limiting as well as monitoring the number of copies made. Because at present there is no mechanism to monitor and control further downloading, publishers are reluctant to allow document delivery centres and other intermediaries to undertake this action.

Meeting the needs of the document supply industry

The document supply industry is one which is growing in both size and complexity. The roles of different players are becoming less and less clear. Nevertheless the basic requirements described earlier remain the same.

The CITED solution offers the possibility of easy access, flexibility, comprehensive data and recompense for the owners of the many different rights involved in its operation.

Although collection of royalties and data can be achieved through this system, it is desirable that such collection should not be done by each rights owner separately but could be achieved through a central agency similar to a Reproduction Rights Organisation (RRO).

It is hoped that there may be ways to establish an agency which would oversee and manage such elements of the system as lend themselves to centralisation. There are still many areas of this model and its application to develop and the management of the concept is itself one of these.

Conclusion

Technology caused the problem:

technology is helping to find a solution to enable those who own intellectual property and those who wish to use it to live together in the balanced harmony that copyright law was originally designed to achieve.

Document supply will continue to be central to the role of information intermediaries in meeting the increasingly diverse needs of their customers (readers,

users). It enables publishers to reach customers beyond their capabilities and in return allows users to access a much wider range for material than would otherwise be possible. With the increasing use of electronic technology this partnership should an must grow to the mutual benefit of all those involved in the information chain.

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INTERLENDING AND DOCUMENT DELIVERY IN THE UNITED GERMANY WITH SPECIAL REFERENCE TO ASPECTS OF CHARGING

By Heinz Fuchs

Abstract: Due to the federal structure there exists a decentralized system of libraries sharing the workload of literature provision. Like this system interlending is also characterized by decentralization.

One of the major disadvantages of the conventional form of interlending and document supply is its slowness. To overcome this situation the four central special libraries e.g. introduced a "non-conventional" supply of literature on a direct order/direct supply basis.

There is no uniform practice in charging. Due to the already mentioned federal structure the individual "länder" decide themselves on their charges.

Before I start talking about interlending and document delivery and the financial side of them I should say a few words about literature provision in Germany in general.

Due to the federal structure of our nation we also have a decentralized system of libraries sharing the workload of literature provision.

What does the academic library scene in a broader sense look like? As you all know we have a national library, called Deutsche Bibliothek, situated in Francfort. It is a comparatively young institution, founded in 1946. The other library working in this field is the Deutsche Bücherei in Leipzig which has been created in 1913 by the German Booksellers' Association. These two big national libraries have been amalgamted in 1990 and now form "Die Deutsche Bibliothek". Also of national importance are two other big libraries situated in Berlin and Munich, the State Library of the Prussian Cultural Foundation and the Bavarian State Library. The former was united with the German State Library in East Berlin in 1992 and figure under the somewhat complicated name of "Staatsbibliothek zu Berlin - Preußischer Kulturbesitz".

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From 1959 on four so called Central Special Libraries were created, one specializing in technology in Hannover, one for economics in Kiel, one for medicine in Cologne and a last one for agriculture in Bonn.

In addition to the libraries mentioned there are about 40 institutions belonging to the group of regional libraries. Most of these libraries go by the name of "Landesbibliothek". They are regional copyright libraries and have the task to provide the general public with scientific literature. Sometimes they also combine the functions of a university library. There are now more than 70 libraries in the whole of Germany which serve as university libraries and in addition to these not far from 200 belonging to polytechnics or other specialized academic institutions. The number of special libraries in a narrower sense is much bigger and amounts to about 3.000.

In 1992 academic libraries have spent more than 500 million marks on acquisition and have lent more than 60 million media. A considerable part of the total expenditure was actually done by 37 state, university, and special libraries which take part in the Special Collection Area Scheme initiated by the German Research Council in 1949. These libraries try to acquire all relevant literature in a certain field and receive 75% of the money that they spend on the acquisition of foreign publications from the Research Council. There is however the duty to make the material available to readers in the whole of Germany via the national interlending system. The other institution which provides a lot of money for the acquisition of books, although only on a temporary basis, is the Volkswagen Foundation. The project sponsored since 1990 for 5 years is called "Collection of German Imprints 1450-1912".

It aims to diminish stock gaps caused by the fact that Germany lacks a national collection centre by purchasing antiquarian original editions or reproductions. Five important libraries in Munich, Wolfenbüttel, Göttingen, Frankfurt and Berlin share collection tasks by splitting it up in several time segments.

Like the system of literature provision the system of interlending is also a decentralized one. According to the national interlending regulations of 1979 (which have been revised in 1993) the "classical" way of an interlending request was (and still is to a certain extent) the following: if the desired item is not found in the local library a request is sent to the regional union catalogue for searchers within the region. If the item cannot be located the request is sent on to other union catalogues. There are seven in West Germany and another five in East Germany. As this "round tour" can be quite time consuming requests may be sent directly to the library which hosts the special collection according to the Special Area Collection Plan. It is also possible to restrict the circulation to 3 regional cata-

logues when a time limit is set. If the request cannot be satisfied within Germany there is of course the possibility of trying international interlending.

The classical way of transport for books, photocopies and microforms was and still is by mail on the one hand or by the regional mobile library service on the other hand which forms a network in the whole of Germany on the basis of circulating library vans. In addition to this conventional form of interlending fax transmission is quite widespread and some libraries experiment with electronic transmission using ILL protocols. We shall come back to this later on.

Now let us have a brief look at the system of literature provision and interlending in the former GDR:

The so called "Council of Ministers" exercised a central control also as far as libraries were concerned. This was done on the basis of legislation or by special decrees. One of the important ones of this sort had the lengthy title "Decree concerning the Functions of the Library System in the Formation of the Advanced Social System of Socialism in the GDR". In 1966 the "Special Collections Plan for Learned Libraries in the GDR" was installed similar to the one in West Germany. Initially 70 libraries took part later on the number even doubled. These libraries also bought foreign literature.

In 1971 the Institute for Interlending and Union Catalogues was founded as a central institution responsible for the libraries in higher education. Apart from the matters mentioned in the title it had the special task of listing foreign literature acquired by the libraries.

In 1975 new interlending regulations were issued by the Ministers of Culture and Higher Education. West German literature and West German libraries were to be regarded as "foreign". German-German interlending on the basis of the national interlending regulations was forbidden. From that time on international lending forms had to be used, which was more complicated and costly. Literature provision gradually became worse because of inadequate resources for collection building in general and in particular as far as the acquisition of literature from Western countries was concerned. The fact that direct orders were not possible increased the volume of loan slips in the Institute for Interlending and Union Catalogues and often lengthened the waiting times to an unacceptable degree.

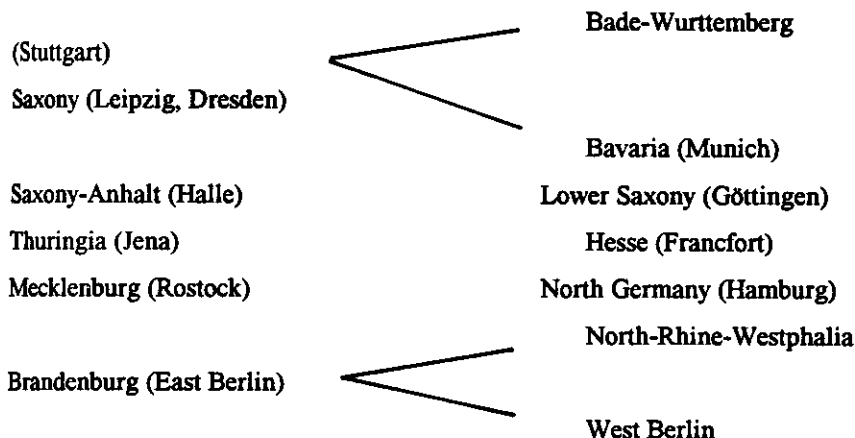
When first talks about restructuring interlending began in late 1989 there was at least a common basis in 3 points between the interlending systems in the Federal Republic and the Democratic Republic:

- the supply of literature free of charge on a reciprocal basis

- the regional principle and
- the possibility of ordering special literature directly from special libraries.

As early as February 1990 the first informal agreement as to interlending practices between the two states was reached. One month later the "Provisional Procedures in Interlending between libraries of the GDR and the Federal Republic" were introduced.

The main feature of these procedures was the cooperation between "partner regions". The institutions involved were the seven regional union catalogues in West Germany which were twinned with 5 regional union catalogues in East Germany in the following way:



The five east German union catalogues were equipped with

- COM catalogues of their partner regions
- the national union catalogue of serial literature and
- the national union catalogue of monographs.

After providing a basic infrastructure a provisional list of GDR libraries authorized for ordering purposes in the German-German interlending system was established. The important academic libraries were then gradually integrated into the library service network. In January 1991 finally 22 university, state and general research libraries were designated key libraries as to interlending for what was the GDR.

After the reunification it became clear that neither the West German interlending regulations of 1979 nor the East German equivalent of 1975 were suitable for an all-German interlending system.

So the new interlending regulations of February 1993 took account of the new national situation. For our colleagues from the former GDR it involved quite some changes whereas for us it meant a certain adaption to changes which had come up during the last decade. One of the most pronounced features is the regulation as to directing requests which includes much more direct ordering from special libraries and the libraries which take part in the national special collection area scheme. Direct ordering has indeed become easier with the perfection of the national union catalogues for serial literature and monographs.

Up to now I have concentrated on the conventional form of interlending and document supply. One of its major disadvantages is the slowness, i.e. the long time between the submission of an interlending request and the receipt of the required item.

It is true that all 7 West German union catalogues operate cooperative databases from about 1980 but they still differ in terms of technical and organizational development due to the federalistic structure of the nation. This fact involves that the exchange of data between the catalogues is not yet totally satisfactory. And even when the process of locating the literature is quite quick the slow delivery to the reader is still quite annoying.

These insufficiencies are of course not new. When we go back to the seventies the four already mentioned central special libraries for technology, agriculture, economics and medicine felt the need to satisfy the demand for literature arising from research and practical activities outside the universities. These institutions had been developed from 1959-1969 and they were the libraries which introduced the "non-conventional" supply of literature (this is the term still used) on a direct order/direct supply basis.

One of the leading institutions in this field was and still is the Technical Information Library in Hannover founded in 1959, and attached to the University Library dating from the 19th century. It acquires relevant literature from the subject areas of chemistry, mathematics, physics and all branches of technology including reports, conference publications, norms and patents as well as the so called "grey literature". It buys a great number of publications in Eastern European and far eastern languages (Japanese, Chinese) and offers a translation service from these languages. The holdings of the library include about 4 million volumes/microforms. It subscribes to 19.200 journals.

As early as 1979 the Technical Information Library was able to act as a document supplier for the DIALOG database. Since December 1989 the machine-readable part of the catalogue is available as "TIBKAT" file via 8 database hosts among them STN, DIALOG, DOCLINE and DataStar. These hosts accept online orders of the holdings of the library. This is done in the following way:

- literature references are searched in the "TIB-KAT" file
- the client selects papers by means of abstracts
- the document store is addressed via the abstract number
- the charges are debited to his account.

It is also possible to direct orders to the library itself. This can be done via the telecom data network (Datex-P), via telefax, telephone or telex.

Now I finally come to *charging*. There are certain features common to the charging practice of direct document supply by the Central Special Libraries:

- One is that they sell prepaid order forms (like the ones from Boston Spa)
- A second is, that prices vary for client in Germany, Europe and outside Europe and furthermore that state supported institutions pay a reduced rate.
- A third feature is that they distinguish between normal and urgent delivery, that means supply within 2-6 days in the former case and within 24 hours in the latter case. Invoices are sent out for services which are not covered by the standard rate or the value of one order form. In order to keep the workload and costs as low as possible the libraries issue cumulative invoices or try to convince the customers to open a deposit account.

What are the actual charges now? I present the figures from the Technical Information Library as an example:

Normal requests

from commercial enterprises, private persons etc.	DM18,00
from academic institutions, institutions financed with public money	DM 9,00

Urgent requests

from commercial enterprises	DM 36,00	(via the TELECOM data net)
private persons etc.	DM 41,00	(via fax)
from academic institutions,	DM 18,00	(via the TELECOM data net)
institutions financed with public money	DM23,00	(via fax)

This applies to requests from Germany and Europe.

Document supply outside Europe is charged DM25,00 for a normal request and DM50,00 for an urgent request.

What do you get for your money?

The extent of supply is

- up to 20 paper copies
- up to 4 m of microfilm duplicates
- up to 4 m microfiche duplicates or
- 1 book.

This is as you see, commercial document supply for express information. But the statistics show that this service seems to be worthwhile for many clients.

The conventional form of interlending, as described in the beginning, is quite different, also as far as charging is concerned.

There is no uniform practice in this respect in German libraries. Due to the federal structure the individual "länder" decide themselves on their charges.

A basis is however laid down by the national Interlending Regulations of 1979 revised in 1993. Paragraph 30 of these regulations says that the library *lending* an item meets the costs. A counterbalancing of charges does not take place. Extraordinary costs (like express and insurance fees) have to be covered when demanded in advance or in the case that the borrowing person declares that he/she is willing to pay them. Paragraph 25 recommends that copies should also be free of charge up to a number of 20.

At the IFLA Conference held in Chicago in 1985 the Section on Interlending and Document Delivery recommended that literature produced in the country of the supplying library should be supplied free in international lending whereas requests for items published outside the country of the possessing library should be loaned on a free basis.

These suggestions were taken up by the Readers' Services Committee of the German Library Institute one year later. A flat rate-charge of DM 10,00 was proposed made for lending a work not published in Germany or for supplying up to 20 copies. The borrowing libraries had to attach declarations of liability to their orders and German libraries were advised not to accept any orders without such declarations. Still there was and is a considerable number of libraries which supply books or copies regardless of the place of publication free of charge in compli-

ance with our national German regulations. There also exist bilateral agreements with individual countries or libraries where charges are not levied.

There is a clear tendency in conventional interlending towards working on a balanced give-and-take basis without paying. And this is not only because the German Interlending Regulations recommend this. The workload involved in issuing invoices, checking payments received or issuing reminders is still seen to be a good reason to dispense with requiring payment. On top of it libraries which issue invoices and receive payment are generally checked by the finance department of their mother institution and are normally not allowed to keep the money and use it for their own purposes.

There are nonetheless libraries which stick to charging (especially in international lending) and issue cumulative invoices to keep the workload as low as possible. Others prefer international reply coupons in order to avoid invoices but want the costs of postage to be paid for.

Although there can be no doubt that interlending is expensive there still is a deep-rooted attitude advocating that the free access to information is a basic and guaranteed right and "free" is often understood as "free of charge". But even strong advocates of such an attitude have their doubts as to whether the state will still be able to pay fully for the future forms of document delivery. And this doubt is not only due to the present economic recession.

There are not only the costs of hard- and software to be covered but more and more the costs of the provision of the information itself. It is in this field that legal and economic problems are still awaiting a solution.

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COLLECTION DEVELOPMENT AND ACQUISITION OF ART MATERIALS WITH SPECIAL REFERENCE TO SOUTH AND SOUTH-EAST ASIA: A CASE STUDY OF THE INDIRA GANDHI NATIONAL CENTRE FOR THE ARTS

By A. P. Gakhar

Abstract: The Collection Development plays a pivotal role in all libraries, and the other activities revolve around it. An attempt has been made to highlight the experience gained in this direction at the Reference Library of the Indira Gandhi National Centre for the Arts. It also emphasises the role played by the Scholars and the Librarian in 'Collection Development' using the tools and the technologies available at their disposal.

Introduction

In special libraries 'Collection development' (CD) is a powerful tool in achieving the objectives of the parent organisation. In this process due emphasis is laid on the present as well as future requirements of the scholars. The Multi-faceted libraries attached to Museums, Galleries, Cultural Heritage Centres, Performing Art Institutions and other related disciplines viz. Indology, Oriental Studies etc. can be categorised as 'Art Libraries'.

The Arts are here understood to comprise the fields of creative and critical literature, written and oral, the visual arts, ranging from the architecture, sculpture, painting & graphics to general material, cultural, photography, film, and all else in festivals, fairs and life-styles that has an artistic dimension.

The ways and means of Collection Development in Art Libraries are generally different than that of other Special Libraries. The experience gained at the Reference Library of the Indira Gandhi National Centre for the Arts, New Delhi is a clear illustration of the above statement, which is presented in the form of a case study.

Mr. Gakhar' paper was delivered at 58th IFLA General Conference, New Delhi, India, 30 August - 5 September 1992.

Role of Collection Developers

The Scholars and the Librarians play very important role in 'Collection Development' through their coordinated efforts. They have to keep in mind the resources the constraints and the present & future requirements. Also they need to be objective while planning, and designing the methodology, keeping abreast with the current trends and availability of the material.

In Scientific Libraries, the emphasis is on current information, whereas in case of Humanities Libraries in general and Art Libraries in particular, the retrospective information is as important as the current information. Usually the Art Libraries support research programmes on 'Cultural Heritage' (Retrospective Information) and present trends (Contemporary Information).

The strength of a library collection is not in its size. Rabindranath Tagore, the national poet of India said in 1929 that "Most Libraries are possessed with a passion for accumulation. Three quarter of their books do not come into use - their overgrown proportion even thrust into a corner the specially selected few that are meant for being actually used. In our popular parlance the man of large riches is called a great man. When a millionaire comes into gathering, all vie with one another to do him honour not dependent on what he has to give, but merely what he has. Much in the same way bigness of all libraries is estimated by the number of its volumes. The facilities offered for their use that should have been its glory, are not deemed necessary for its pride". In essence the great poet is emphasizing the use than collection in numbers. Therefore, the collection development is to be constantly guided by the relevant purpose of its use. Every acquisition of document should simultaneously be guided by what is to be needed otherwise we will be left with chaff.

The following parameters would facilitate a great deal in building up a healthy 'Collection Development':

1. Type of user to be served.
2. Type of activities of users such as research, publications, projects, professional consultancy etc.
3. Compatibility with the subject activities of parent organisation and library collection
4. Density and intensity of collection.
5. Forms of material to be collected.
6. Cooperation with other libraries.

The generally used tools to the 'Collection Development' in Multi-facted Art Libraries are:

1. Retrospective subject bibliographies.
2. Descriptive catalogues/handlist of manuscript of different libraries.
3. Catalogue of Museum Collections.
4. Catalogue of University Presses/Institutions.
5. Catalogues of Standard Commercial publishers.
6. Book Promotion literature like British Book News, Times Literary supplement etc.
7. Accession list of sister libraries.
8. Book reviews published in standard academic journals and newspapers.
9. Publishers announcements etc.
10. Requisition from users.
11. Subject Experts suggestions/views.

Collection Development at Indira Gandhi National Centre for the Arts, Reference Library

The Indira Gandhi National Centre for the Arts, established in the memory of Smt. Indira Gandhi, is visualised as a Centre encompassing the study and experience of all the arts - each form with its own integrity, yet: within a dimension of mutual interdependence, interrelated with nature, the social structure and cosmology.

Through diverse programmes of research, publication, training, creative activities and performance, the IGNCA seeks to place the arts within the context of the natural and human environment. The fundamental approach of the Centre in all its work will be both multidisciplinary and interdisciplinary. It has been conceived with several concrete aims:

1. To serve as a major resource centre for the arts, especially written, oral and visual source materials.
2. To undertake research and publication programmes of reference works, glossaries, dictionaries and encyclopaedias concerning the arts, the humanities and general cultural heritage.
3. To establish a tribal and folk arts division with a core collection for conducting systematic scientific studies and for live presentations.
4. To provide a forum for creative and critical dialogue between and among the diverse arts, traditional and contemporary, through performance, exhibitions, multi-media projections, conferences, seminars and workshops.

5. To foster dialogue between the arts and current ideas in philosophy, science and technology, with a view toward bridging the gap in intellectual understanding that too often occurs between the modern sciences on the one hand and the arts and culture, i.e. traditional skills and knowledge, on the other.
6. To evolve models of research programmes and arts administration more appropriate to the Indian ethos.
7. To elucidate the formative and dynamic factors in the complex web of interactions between diverse social strata, communities and regions.
8. To promote awareness of and sensitivity to historical and cultural linkages between India and other parts of the world.
9. To develop networks of communication with other national and international centres of arts and culture, and to affiliate with universities and other institutions of higher learning within India and abroad, toward the conduct and recognition of related research in the arts, the humanities and cultural heritage.

Through specific programmes and projects the interdependence amongst the arts and between the arts and other forms of cultural expression, the mutual influences between diverse regions and the inter-relationship of the tribal, rural and urban as well as the literate and oral traditions will be investigated, recorded and presented.

Emerging logically from the above aims and objectives the IGNCAs function through five major divisions like, Kala Nidhi, Kala Kosha, Janpada Sampada, Kala Darshana and Sutradhara. The Kala Nidhi Division comprises a Cultural Reference Library of Multi-media, Multi-lingual, Multidisciplinary Collection to serve as a major resource centre for the Humanity and the Arts, supported by a Computerised National Information System and data bank. In addition Cultural Archives and an Area, Studies, Programmes are also integrated in this Division.

The Reference Library of IGNCAs is a major component of Kala Nidhi Division. The library is conceived as a major repository of reference material, primary and secondary relating to the humanities and the arts. It encompasses the disciplines of Archaeology, anthropology, ethnology, philosophy, literature, language, art and craft. It may be mentioned here that art here means both written (Printed word) spoken (oral) and visual. The library concentrates on encyclopaedia, dictionaries, bibliographies, atlas, catalogues of unpublished manuscripts of India and Asian Origin particularly Southeast Asian Origin. The acquisition programme of the library supports the research and publication programme of other academic divisions. From the programme chart of Kala Nidhi Division, it is very clear that Reference

Library has two components. The first is the acquisition and the second is projects, bibliography research and development.

The collection development policy of the Reference Library emphasises the development of collection in multi-media and multi-lingual form. The media have been identified as printed material, microforms, visual, audio and video.

This policy of 'Collection Development' has been laid down under the guidance of Dr. (Mrs.) Kapila Vatsyayan, a scholar of international repute in the field of Art & Culture.

Rare Books

Acquisition of rare publications is the speciality of Reference Library. Rare and antiquarian books are the store house of retrospective information about the cultural heritage. They connect our present to the past and keep a continuity of thought among generations. IGNC A has a policy to develop collection of rare and antiquarian publications in South and Southeast Asian Art. Some of the import acquisitions of the library under this category are:

1. Salts views of India Cape & Egypt (1809)
2. Picturesque Voyage to India/ by Thomas Daniell & William Daniell (1810)
3. Adventures of Qui Mi in Hindostan/Rowlandson (1816)
4. Hindoo and European manners in Bengal/A Colin
5. Views of Simla/G.P. Thomas (1846)
6. Rambles and recollections of an Indian official/W.H. Sleeman - 2 vols. (1893)

Personal Collections

Personal Collections of eminent scholars in the field of Arts & Humanities are very important from the 'Collection Development' point of view. The scholars collect material in their area of interest through out their life and the material thus collected by the scholars is complete in totality and becomes a very powerful tool of research in the libraries. The material collected by scholars is not available easily through commercial or other channels. Due to importance of Personal Collections of eminent scholars, the Reference Library of IGNC A has laid great emphasis on this in its Collection Development. Under this policy, Personal Collections of Prof. Suniti Kumar Chatterjee, a renowned linguistic of international repute has been acquired by the Reference Library. This Collection of 20,000 volumes in about 15 languages has been donated to this Centre by his son. Other important collections acquired in this category are of Thakur Jaideva Singh, strong collection in Music & Philosophy: Krishna Kriplani Collection which deals with the

disciplines of Indian Cultural Studies and Gandhian Studies. Important addition to the collection of Reference Library has been the personal library of Acharya Hazary Prasad Dwivedi in which there are more than 10,000 volumes and this literary collection is represented by many Indian languages.

On Asian Art, Heeramanek Collection donated by Mrs. Alice Heeramanek, w/o Late Shri Nasli Heeramanek from USA is of great research value. Recently another important collection of more than 12,000 volumes has been acquired from Chturvedi Shodh Mandir Pustakalya Samiti, Allahabad. Its importance lies in the publications of different aspects of Indian Society of 19th & 20th century in Hindhi language.

However, in supplementation to Acharya Hazari Prasad Dwivedi Collection of literature, it will be one of the best collection in Hindi language on different disciplines of IGNCA's thrust areas.

It may be seen from the above that Reference Library is constantly on alert developing its collections on the basis of personal collection of eminent scholars.

Series and Catalogues

As a policy, the library is concentrating on building a complete corpus of printed material on catalogues of manuscripts of India and Asian origins published in all parts of the world. Already more than 1000 catalogues have been collected and a data base of union catalogue of catalogues (CATCAT) has been created. This helps in another programme of collection development in microfilming of manuscripts. The Reference Library has acquired catalogues of major Sanskrit, Persian, Arabic manuscripts from libraries/research institutions of India, UK, USA, Germany, France, Italy and Japan etc.

There are series publications of research institutions. Also some of the standard publishers bring out series of publications on Indological subject as well on South-east Asia. The major acquisition in this category are L.D. Series, Ecole de France, Institute of India Studies, Pondichery Series, K.P. Jayaswal Research Institute, Patna Series, Satpitak Series of International Institute of Cultural Studies, New Delhi, Bibliotheca India, Rajasthan Purutan Granthmala, Sampurnanand Sanskrit Visvavidyalaya Granthmala, Woolner Indological Series, Sri Ananthacharya Indological Research Institute Series, Chowkhamba Series, Gaekwad Oriental Series, Pali Text Society Series, Bulingen Series, Sanskrit College, Calcutta Series. The Collection is being developed in the series to facilitate research on Indian Art & Culture and programmes of Kala Kosha Division.

Area Studies Programme

The Library has embarked upon developing area collection particularly on South-east Asia, Russian intellectuals & Orientalism, Central Asia and China. These areas have been selected as India has cultural interaction with these areas and geographical proximity also encourages us to develop collection in these areas. Cells on Russian Orientalism & Sino-Indian Studies are making concerted efforts to help building strong collection in these areas. Though a beginning has been made in Southeast Asia also, however, lot needs to be done in this area. Other areas seems to be on the right track. It is proposed to develop area study collection on West Asia, Africa & Latin America in near future.

Journals

To acquire current information for research in art and culture, the library subscribed to 370 periodicals which includes both Indian & foreign periodicals. Efforts are also on to develop collection in the back files of periodicals.

Microforms

Millions of Indic manuscripts are no longer accessible to research scholars in original. The Reference Library has started two programmes to develop microforms library on unpublished manuscripts in Indian & foreign Collections.

(i) Foreign Collection: A programme on bringing in Indic mss collection from Oriental & India Office Collection (Previously IOLR), British Library, London, Cambridge University Library, Cambridge, The Wellcome Institute for the Study of History of Medicin, London, Bibliotheque Nationale, Paris, SPBK, Berlin have been initiated and already 1000 rolls of microfilms having more than 88000 frames have been added to the collection. It is proposed to bring mss in microform from Darbar Library of Nepal and other European Collections in near future.

(ii) Indian Collection: The IGNCA has embarked upon an ambitious programme of bringing in microfilms of mss from Libraries scattered all over the country. Under the programme, Microfilming Unit of the Reference library is playing a major role. They go to the different libraries and microfilm their collections and bring in the master negative to IGNCA. Further two copies of positive films are prepared. One is given to the Reference Library for use of scholars and second copy is given to the institution concerned. The work in the following nine centres has been started. Already above 180,00,00 frames have been produced:

1. Bhandarkar Oriental Research Institute, Pune;
2. Government Oriental Manuscripts Library, Madras;

3. Saraswati Bhawan Library, Varanasi;
4. Oriental Research Institute & Manuscripts Library, Trivandrum;
5. Vaidike Samsodhana Mandala, Pune;
6. Thanjavur Maharaja Serfoji's Saraswati Mahal Library Society, Thanjavur;
7. Sri Ramaverma Government Sanskrit College, Tripunithura;
8. Shree Jagad Guru Mooru Savira Math, Hubli;
9. Manipir State Kala Akademy, Imphal.

It is proposed to go on adding new libraries, such as Khudabaksh Oriental Library, Patna and Arabic & Persian Research Institute, Tonk. etc. in near future.

Visual and Slide Collections

A concerted effort is being made to establish a large photograph and slide library. The focus is on developing a resource centre where documentation on Indian and Asian Art is easily accessible. The library has acquired more than 34000 important slides from the Collection of the Oriental & India office, British Library, London (previously Oriental Collection & IOLR), Chester Beatty Library, Dublin, Ashmolean Museum, Oxford, Victoria & Albert Museum, London, Berlin Museum, American Committee for South Asian Art has also gifted complete set of slides.

Film, Sound & Video Collection

A beginning has also been made in the developing a library of documentary film in the IGNCAs thrust areas, Video documentation of "Somayagna" has been received. Similarly an audio library with recordings of Thakur Jaideva Sing on music has been started.

Due to Sound Collection Development Policy, the Reference Library of IGNCAs already has more than 80,000 volumes within the short span of 5 years of IGNCAs existence. 85,000 Microfiches, 1000 Microfilm Rolls, about 42,000 Colour Slides, 3,800 Photographs, 265 Gramophone Records, 208 Video Cassettes, 113 Audio Cassettes, 147 Spool Tapes and 4 Documentary Films are the non book materials added in these 5 years.

Problems

While developing collection in the above areas, some of the general problems encountered with special reference to Southeast Asia are enumerated as under:

- 1) Non-availability of sources from where selection for Collection Development in South & Southeast Asian Art can be made. The available sources are fragmented.
- 2) Problems in establishing institutional contacts with institution in Southeast Asia.
- 3) Difficulty in collecting catalogues of art institution on Southeast Asia.
- 4) Enlisting cooperation from standard publisher is not encouraging.

Proposals

Keeping in view of the above, perhaps the following proposals may help in overcoming the difficulties:

- 1) The person(s) connected with Collection Development should make frequent survey of those areas where material on South & Southeast Asian Art are available.
- 2) Design & Development of databank relating to information (in all forms) on South and Southeast Asian Arts through networks are need of the hour.
- 3) Establishment of institutional and personal contacts at more than one level.

Reference Library over the years looks forward for a commendable role for IGNC A in Collection Development on South & Southeast Asia through the efforts of learning and sharing among the art libraries in this part of the world.

Acknowledgement

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MUSEUM ART LIBRARIES AS A BRIDGE BETWEEN THE ARTISTS AND SOCIETY WITH SPECIFIC REFERENCE TO THE SOUTH AFRICAN NATIONAL GALLERY LIBRARY

By Josephine Andersen

Abstract:

This paper describes how the museum art library can act as a direct link between the artist and society. In Europe and North America, the primary function of museum libraries is to serve the parent organization thereby serving the community in an indirect capacity only. In South Africa where there are comparatively fewer museums, libraries and publications concerned with the visual arts and where there are so many disadvantaged people, it is vital that special collections such as the South African National Gallery Library collection are made accessible in the widest possible sense and that museum library information programmes should be directed externally as well as internally to the museum staff.

Introduction

This article examines firstly the reasons why there is a need for an intermediary between the artist and society, and secondly the ways and means by which a museum art library can act as a bridge between the artist and society. Special attention will be paid to the conditions in South Africa with particular reference to the South African National Gallery (SANG) Library in Cape Town.

Explaining the gap

The artist has been depicted through the nature of the artistic genius as being isolated in society. Like the albatross in the poem by Charles Baudelaire when bound to that which is ordinary in life, "comme il est gauche et veule!"

The artist feels that he does not exist as an artist if his work is not shown. It may also be said that if information does not appear in any published form the artist

Ms Andersen's paper was delivered at 60th IFLA General Conference, Havana, Cuba, 21-28 August 1994 and revised for this issue of INSPEL.

cannot be known. The sculptor Alain Silly feels he does not exist because his work is not in a gallery. He keeps the treasures (his artworks) of twenty-five years in a shed and when he visits galleries it is just as a visitor.¹

The relationship between artists and museums has been one of fretful symbiosis² because the purchasing of an artwork by a specific artist promotes the work of that artist, and artists whose works are not purchased do not receive the same recognition. The process of museum collecting is therefore sometimes accused of favouritism, conservatism or censorship³.

When a museum assumes ownership of an artwork there could still remain a tension between artist and museum because the artist may only have a limited power over the use of the work. To-day the exhibition itself is regarded as an artistic genre where the role of the artist is filled by the curator and when the show is a success the curator gets the credit⁴.

An interesting exhibit in 1992 at the Maryland Historical Society in Baltimore, called "Mining the Museum", revealed how the selection and displaying of objects in a museum can influence a community. Fred Wilson, an artist and an "outsider", curated the exhibition and demonstrated how objects in a museum collection could remain "long-hidden"⁵.

In an interview, Fred Wilson described how he was aware of art from an early age but it was only as a teenager that he became aware that there were African American artists, when he saw the work of Romare Beardon and Richard Hunt. It was much later that he discovered there were "hundreds of African American artists" because there were none in the art history books and his professor did not know them. This is relevant to the situation in South Africa where many South African artists have not been written about and their works have not been shown

In African society the identity of the artists is often secondary to the work produced⁶ and in the recent exhibition at the SANG, "Ezакwantu: beadwork from the Eastern Cape", it was not possible to attribute specific pieces to individual artists⁷. This phenomenon highlights the distinction between "fine art" and "craft" which has been in question since the 1960s⁸ and is in the process of change. In this context it is not possible to link the artist as an individual to society, this can only be achieved through the artwork itself and is therefore perhaps outside the parameters of the present discussion.

The museum is like the artist in some ways, isolated by devotion to high standards, under threat from different sources such as Theme Parks and Heritage Experiences yet hindered by lack of funds⁹. The museum is expected to be all

things to all people but in defence of the museum "showing everything can be a public service but buying everything cannot"¹⁰.

In South Africa, museums were guided for many years by Western art traditions and many, like other African archives and museums were designed in the image of European institutions. Collection policies by individuals and museums adhered to the criteria relating to a Western orientated art market.

The Museum Library

Where does the museum library fit into the museum world? Like the museum educator¹¹ the museum librarian has a very low status in the museum hierarchy yet plays an important role in bringing the artist and society together.

Similarly to the majority of museum libraries the SANG library was undoubtedly funded in line with museum libraries in Europe and in North America, primarily as a service department for museum curators¹². There are very few museum libraries that either serve the public directly or that direct their information programmes externally as well as internally to the museum staff¹³. In Denmark with the remodelling and refurbishing of the Danish National Museum, the Danish National Museum Library was restructured. The new structure provides 14 department libraries which serve the department researchers, staff and other specialist users and there is a new Visitor's library and Reading Room which mainly serve the public. Because there are virtually no museum libraries designed for the public in the field of cultural history, the National Museum Library did not have a model on which to base the new structure and had to rely, when defining user groups on a number of surveys made in the 1980s¹⁴.

In North America there are two museums that serve the public directly: The Cleveland Museum of History¹⁵ and the Children's Museum of Indianapolis¹⁶ which has had a "roaring" success. The "roaring success" at the Children's Museum of Indianapolis is the result of collaborations between museum and libraries where one million dollars was spent on linking the children's museum to the state library. This programme allowed museum visitors to select books, videos, and other materials to take home for further study¹⁷.

In the United States museums are seen to have the potential, along with other institutions and organizations of building stronger ties and bringing together different communities in a country which has disparate interests and culture. The museum is seen as being capable of reaching out to the community in which it is situated¹⁸. The South African National Gallery has endeavoured to do this in recent years and there is no reason why the museum library should not be part of

this synergy. Any barriers which prevent the art museum library from serving the widest possible public should be removed¹⁹.

Bridging the gap

With regard to the museum library there are two components necessary in establishing connections between the artist and society: library users and library resources.

Users of the museum art library

Pacey lists visitors to art libraries as being university and art college teachers, students, art historians, dealers, and members of the public²⁰. Pacey omits to mention the artist in the community but Jane Wright wrote as an art librarian, as early as 1908, that her public included the artist "upon whom the deepest and most fundamental things of life depend"²¹.

The SANG library caters for all of these visitors listed by Pacey as well as the artist mentioned by Jane Wright.

Visitors to the SANG library

The SANG library has direct contact with the artist in the community and collects information on art and artists. Through the preservation and documentation of information the resources are made accessible to the community.

A survey of visitors to the SANG library conducted in 1993 over three months showed that the majority of users from outside the organization belonged to the 20-30 year old age group and were engaged in university studies. The next largest group were school pupils, being in the 14-19 age group. In the survey the occupation of the user was not requested.

Artists as visitors to the SANG library

Why do artists visit the art museum library in general?

The art museum library provides a physical space which is psychologically free of the tension that may exist between the museum and the artist, yet it is still part of the main organization. The art museum library does not have the same selection principles as the museum and this is particularly the case at SANG where the library is in fact grateful for the scantiest pieces of information relating to artists. This is very important in South Africa where there is a dearth of publications on South African art²².

Artists visit the library because they need information. They need information on objects displayed in the museum or they might be occupied in research for their own programme of continuing education or for the education of others. They might visit the library to find inspiration from the perusal of illustrations in books and journals. Bannard writes that to the evolving artist "half of making art, is seeing art, of judging, appraising, evaluating, ingesting, using" and when he was learning he looked at each picture with the "anxious hunger of an ambitious young painter" and that he often wished for more, turning to galleries and art magazines for a more varied selection²³.

Text as well as illustrations can prove to be inspirational. Rabb points out that there is the powerful appeal of the written word. Studying a non-verbal object through words might seem paradoxical but it is often a simple phrase or statement made by an artist that receives serious scrutiny and the scholar and art historian try to comprehend meanings and purposes through written messages as well as through the study of an object²⁴.

Just as the museum is the "highest agency for the artist's work and the artist is the museum's basic resource"²⁵ so too is the artist the art library's basic resource and the museum art library is a powerful agent for the artist.

Museum staff as visitors in the SANG library

The art museum library has a difficult role to fill because unlike the majority of special libraries it generally has two functions, the traditional primary function of providing a reference service to museum specialists and secondly answering queries of a more popular nature from the public. According to McCann, this supplying of information to the public is of indirect service to museum staff²⁶ and although this was written in 1993 it can still applied to the museum library of today. The direct answering of questions from the public by the library relieves other museum staff from this time consuming exercise and at the same time enhances the image of the museums as well as increasing the understanding of exhibits and the knowledge of the artists concerned. The dual role of the museum library is reflected in the new structuring of the Danish National Museum Library already mentioned, where the Visitor's Library stock is of a more popular nature.²⁷

The service provided directly to museum staff is a highly specialized service which is not always understood or appreciated. Specialized subject knowledge is a pre-requisite for this kind of reference work if the service is to have a quality of excellence.

The art museum library has frequently to undertake in-depth searches for specific information and when information is not available in the library, curators need to rely on the librarian's knowledge of sources outside the organization.

The SANG library has different categories of collections which contain information that is not available anywhere else and for this reason is invaluable as a service department to the curators and education staff.

Curators as users of the SANG library

Curators use the library prior to acquisition meetings in order to gather information on artists whose works are being considered for purchase. They use the library for research purposes on a diverse number of subjects which, as well as the visual arts, includes environmental control, preservation, conservation, documentation principles, lighting methods and pest control.

Curators use the library for simple reference queries about previous exhibitions or the correct spelling of a name. Coolidge suggests that it may be more economical to close the library and to let the curators hire a taxi and go to the nearest public library²⁸ but at least in the South African situation the convenience of having material available for immediate reference is most essential and it is doubtful whether another library in Cape Town would necessarily have the required information.

Education staff as users

Education staff use the library for developing their own programmes which include assisting art teachers, arranging workshops for adults and children, organizing tours and training docents. At SANG there has been a close collaboration between the educators and library staff where student teachers have assisted in library programmes such as the compiling of worksheets and the collating of other art materials which are being sent out to the community. This programme is described later under Art Boxes.

Other visitors to the museum art library and SANG

Although space and staff numbers are hardly conducive to supplying extra services to people outside the parent organization the SANG library has always been open to accredited researchers. In spite of the fact there was no written policy decision to open its doors to the nation at large as did the National Art Library at the Victoria and Albert Museum London in the 1880s²⁹ all categories of users have been encouraged to use the facilities at SANG. Since 1987 the visitor

numbers have increased from 110 per annum in 1984 to approximately 100 per month in 1993.

Permitting members of the public to the library is possibly contrary to normal practice in museum libraries and in no way should this be allowed to diminish the importance of maintaining the highest standards of cataloguing and indexing practices.

Having investigated several museum libraries in Europe the author has noted that it is not uncommon to find that many extensive collections of literature are mainly used by museum staff only. In one case a collection of 80,000 books and approximately 400 journal titles were looked after by a curator, the material was not classified but was recorded in an accession register and much of the material was kept in various curators' offices. This could be described as a curator's paradise and a librarian's nightmare. The author would like to reiterate that barriers which prevent the museum art library from serving a wide public should be removed and although 80,000 books may not appear, in the European context, to be a substantial collection and warrant the care of a qualified person, in South Africa it would be seen as a considerable number of books for a museum library, the average number being in the region of 6,000³⁰. After deducting museum libraries with less than 1,000 books, the survey by Pitman: *Book collections in Southern African museums*, indicates that there are 44 South African museum libraries holding a total of 281450 books giving an average of 6,400 per museum. For these museums there was an average staff of one qualified librarian and one assistant.

Students as visitors in the SANG library

Many university students use the library because being a reference library, the information is almost always readily available. The in-house journal index is extremely useful to students providing a single place of access to the contents of the journals in the library. There are as yet no facilities at SANG for CD ROM. Since April 1990 the journal index has been entered onto a computer database and is available on a manual card index which is still continued.

School pupils at SANG

Eight years ago school pupils were not permitted to use the SANG library as the literature was thought to be too technical to be of service to school-going children, and there was limited space for visitors.

Shortage of space and staff are a severe problem with this category of visitor because school children tend to arrive at the library usually unannounced and in

groups of a dozen or more, all with the same essay topic. The previous policy of excluding this group can be well understood. There is a new emphasis on contemporary South African Art in the national school syllabus and because of the wealth of information at SANG relating to this subject, the library now caters for school children and has done this increasingly since 1987.

The problems of dealing with a large group of pupils at the same time has been alleviated to a certain extent with the compilation and provision in the library of Art Boxes, Art Kits and Art Files on specific themes, about which some details will be given later.

The selection process involved in the compiling of these materials does suggest a degree of censorship which Pacey calls "library power"³¹ where the librarian has the possibility of actively promoting information on certain artists. In the SANG library the selection of information for these kits and art boxes is guided by the number of requests received and by the guidelines set down by the governmental Education Department in "Suggestions to teachers"³².

Art historians at the SANG library

Art historians may come from any part of the country and often spend a week or more working in the library. The main collections used by this group are the newscutting and pamphlet collections.

Art dealers

The SANG library subscribes to the *Art Sales Index*, *Kunstpreis Jahrbuch* and the *World Collector's Annuary*. These indexes, particularly the *Art Sales Index* often fill a gap. Where there is no information on an artist, a sale of a work listed in these publications gives details on the artist's name, dates of birth and death and nationality. The Art Institute of South Africa published the *South African Art Sales Index* between 1972 and 1976. The information in this publication was drawn from major auction sales of South African art which were conducted in established sales rooms³³. Since 1976 there has been no similar publication. Information on art sales in South African sales rooms can be gathered however, from the collection of sales catalogues kept, and from the auction sales category in the newscutting collection. Staff numbers permitting, cumulative sales indexes could be compiled using these resources, at yearly or two yearly intervals which would no doubt be welcomed by art dealers.

Members of the public

Many members of the public seek information in the SANG library on artworks which they have inherited or discovered and which they hope to be of great value. Another benefit for the public would be to use the library for leisure activities.

Museum libraries are in a key position for using leisure time constructively. Cowles stated in 1933 that museum fatigue was becoming a thing of the past and was giving way to aesthetic pleasure as well as skilful instruction³⁴. Unfortunately there is not sufficient reading area for large scale activities at SANG.

According to Coolidge in 1959, there was an approach for museums to deepen the experience of the museum visitor and to establish more varied relationships with the work of art³⁵. Reading can be indispensable to any deeper understanding of the art object it would benefit the visitor to go from the museum galleries to the museum library and back again to the objects.

Museum art library resources at SANG

The SANG library resources consist of the usual kinds of collections which include reference materials, books, journals, pamphlets and slides.

As well as the usual materials there are special collections such as photographs, videos, manuscripts and newspaper clippings. In the context of this article it is more expedient to concentrate on the collections which might have a unique quality and which could be considered as being implemental in bringing the artist and the community together. Some of the programmes which promote the artist and artwork and which have been developed in the past few years will be discussed in order to emphasize the way in which the library acts as an intermediary or catalyst.

The reference section at SANG

The reference section is discussed here to indicate the wealth of resources in this small library which might be regarded as giving the library an international status or standing.

The most used dictionaries are the following:

Thieme-Becker's *Allgemeines Lexikon der Bildenden Künstler von der Antike bis zur Gegenwart*; E. Benezit *Dictionnaire critique et documentaire des peintres, sculpteurs dessinateurs et graveurs*; Algernon Graves' *The Royal Academy of Arts - A Complete dictionary of contributors and their work from its foundation in 1769 to 1904 updated by the Royal Academy*; Bryan's *dictionary of painters and*

engravers; Hans Vollmer's *Allgemeines Lexikon der Bildenden Künstler des xx Jahrhunderts*; Hans Wolfgang Singer *Allgemeines Künstler-Lexikon*; Pieter A. Scheen *Lexikon Nederlandse Beeldende Kunstenaars 1750-1950*; Colin Naylor *Contemporary artists*; Grant M. Waters' *Dictionary of British artists 1900-1950*. Some dictionaries in the reference section are devoted entirely to artists' signatures such as Nagler *Die Monogrammisten 1858-79* and Goldstein *Monogrammlexikon*. Then there is H.H. Caplan *The classified directory of artists' signatures symbols and monograms* and Francois Brulliot *Dictionnaire des monogrammes, marques figures, lettres, initiales, noms abreges etc.*

No dictionary of South African artists' signatures has yet been published and there are only two main publications which are available for ready reference on South African artists viz.:

Esme Berman's *Art and artists* of South Africa and

Grania Ogilvie's *The dictionary of South African painters and sculptors including Namibia*.

International Art indexes form part of the reference section and include *BHA*, *Art Bibliographies modern*, *Art Index*, and *Repertoire d'Art et d'Archaeologie*.

Books

There are approximately 12,000 books in the SANG library which fall into three main categories.

General

The first category is that which contains information pertinent to the holdings of the gallery and part of the collecting policy for this category is to acquire all publications on the subject of South African art. Any other publication that either enhances or heightens the knowledge of a work of art in the gallery collection is given due consideration in the acquisition process. Publications related to forthcoming exhibitions would also be considered.

New monographs should therefore support the existing holdings of the gallery and should also anticipate the future activities and intended buying policies of the gallery.

Books on museology

The second category of monography pertain to information on display techniques, lighting environmental control, and conservation.

Exhibition catalogues

A third category of publications acquired by the SANG library is that which does not always have a significance to all the main interests of the museum but will receive special attention in this paper.

These are exhibition catalogues which at SANG are interfiled with other books and which make up two thirds of the book collection.

Exhibition catalogues are difficult to obtain and are called "fugitive" or "grey literature" because they are not subjected to the usual methods of publishing and supply and bibliographic control³⁶.

The blockbuster catalogues which need muscles as well as brains to handle have been called "catalogues of abuse" being too big and too expensive and too heavy for the exhibition visitor³⁷. They are said to have a limited value. In contradiction to this the large scholarly exhibition catalogue is sometimes compared to the catalogue raisonne because they have a similar type of entry which is very detailed. They are permanent records that an exhibition took place, they collect in one place illustrations and information on works of art that may be scattered in different parts of the world and they supply those people not fortunate enough to travel, the opportunity to study the next best thing to the artwork itself. Exhibition catalogues are often the main outlet for the writing of art historians and this is particularly the case in South Africa where there is such a paucity of writing on art both in the daily press and in published works³⁸.

Exhibition catalogues are of great importance in South Africa and in the past few years have accompanied what have been considered as "watershed" exhibitions. At the end of 1988 an exhibition called: "The Neglected Tradition: toward a new history of South African Art" took place in the Johannesburg Art Gallery. The exhibition was curated by Steven Sack and the accompanying catalogue brings together data from scattered sources³⁹. The specific aim of the exhibition and the catalogue was to begin an operation to rescue the art and artist who have sunk into oblivion through neglect and to initiate research. It is interesting to note here that the extensive bibliography in this catalogue has several references to newspaper articles.

Other exhibitions of note have been "Images of Wood: aspects of the history of sculpture in 20th century South Africa" at the Johannesburg Art Gallery, curated by Elizabeth Rankin and "Ten Years of Collecting" at the Gertrude Posel Gallery, University of the Witwatersrand in Johannesburg.

In the South African National Gallery three exhibitions "Made in Wood: work from the Western Cape", 1992, "Picturing Our World: contemporary images of the Western Cape", 1993 and "Ezakwantu: beadwork from the Eastern Cape", 1993/94 were all accompanied by catalogues. In "Images of Wood" the works of unknown artists such as Hezekiel Ntuli, Thomas Makenna, Eric Chimwaza and Dick Makambula were discussed critically for the first time⁴⁰.

Some catalogues are at the opposite extreme to the large scholarly catalogue and may consist of a single sheet or an unpaginated brochure. Although these catalogues are very slight they provide information which is potentially useful to the researcher. The catalogues which do not qualify due to weight or size as a monograph are kept in the SANG library in the pamphlet section.

Acquisition of exhibition catalogues

The museum libraries in general have a position of advantage in acquiring exhibition catalogues. They are on the mailing lists of many other similar institutions, art galleries or art dealers and this ensures that they are supplied with information on exhibitions through the receipt of invitations, calendars of events and other information leaflets. With the regular indexing of journals the library staff keep informed of exhibitions which are taking place in other countries and for which the accompanying catalogues may subsequently be acquired.

Exchange programme

Through the SANG library Exchange Programme the SANG library acquires exhibition catalogues from 90 other museums in different parts of the world and these keep artists and researchers in touch with world trends. Without this programme the library would be much the poorer. The collection of these publications gives the museum library a remarkable quality which sets it apart from the university or public library.

Exhibition catalogues published in South Africa

Because it is not legal deposit library the SANG library has some difficulties in collecting locally published catalogues. Also there is only a tenuous co-operation between museum art libraries and there is no Art Libraries Society in South Africa such as ARLIS/UK and ARLIS/NA. A recently compiled list from all available sources used in a survey in 1991 of automation in South African museums" lists only twenty-two art museums and some of these art museums are attached to universities and other foundations. The SANG library in fact only sends a regular list of accessions and other publications to 12 art institutions in South Africa and of

these 12 only 8 are museums not all of which have a library. The acquiring of locally published exhibition catalogues relies mainly on the library staff being constantly aware of activities in the art scene.

The newscutting collection

There are an estimated 500,000 news articles in the library and 200 to 300 are added every month. The collection is one of the most used collections and dates from 1904. The importance of the collection is that there are very few publications to date, on South African artists. Explanations for this could be various. Two reasons given by Basson⁴² are the smallness of the buying public and the high cost of printing. Denmark however has a similar size of buying public and yet for years has produced numerous publications about art. Sack suggests that the South African buying public have been more interested in African art in the form of curious or in stereotyped images of tribal life for sale to tourists⁴³ than in supporting the genuine art of the country.

The number of artists listed in the SANG newscutting index spanning a period from 1983 to 1992 is in the region to 3250 artists who have exhibited in solo exhibitions. This covers only a nine year period of the entire collection and many more artists are included in other categories such as group exhibitions, auctions, murals, applied art and others.

One thousand six hundred and seventy artists are listed in Berman's book with only 400 having biographical details⁴⁴. Ogilvie's book includes data on 1800 artists⁴⁵.

With the emphasis on the art of South Africa in the new national school syllabus the newscuttings are being used extensively and are the main reference source used in a programme that takes information out to the community. Since 1992 the library has been compiling Art Boxes or Art Kits and Flip Files to either go out on loan to schools or to be purchased at a nominal sum.

Use of the newscuttings

Art Boxes

The Art Boxes contain material on a specific theme, a single artist or a group of artists. The contents of the boxes include flip files of newscuttings, slides, a miniature slide viewer, exhibition catalogues when available, journal articles and taped interviews with some of the artists. The boxes go out on loan to schools for a period of two or four weeks. Each art box with the contents is duplicated, the second one remaining in the library at all times.

Art Kits and flip files

For school pupils visiting the library either singly or in groups, flip files of newscuttings have been compiled. These files save the library staff from conducting lengthy searches for each request made.

The pamphlet collection

The pamphlet collection is a rich source of information for the researchers. Many of the pamphlets are actually exhibition catalogues varying in size from a single sheet to small bound brochures. These rather insubstantial items nevertheless are a permanent record that an exhibition took place and are interesting for the art dealer as well as the researcher, containing information on artworks, artists and provenance as well as prices. For example the painter Albert Adams is only referred to in a list of names in Berman's book as a participant in an exhibition of South African artists in Yugoslavia in 1960, the catalogue is preserved in the SANG library and is a concrete record of the exhibition, "Savremena Grafika Umetnika Izjuzne Afrike"⁴⁶.

Different trends and visions of South African culture that existed simultaneously during the past forty years are reflected in the catalogues. For instance, an exhibition organized by the South African Institute of Race Relations in 1963 was called by the chairman of the organizing committee an exhibition of the "Art of the nation"⁴⁷. The object of the exhibition was to collect art from all the different peoples of the country in order to develop a typically South African culture. Eighty-nine per cent of the work exhibited in this exhibition was by white artists, only eleven per cent representing other racial groups in South Africa. In 1971 an exhibition at the Ann Bryant Art Gallery in East London, Cape Province, South Africa⁴⁸ where the exhibits were said to represent a survey of the "art of our country" over a hundred years or more would be considered in terms of the 1990s by Ivor Powell as being "colonial illusions"⁴⁹. Out of a total of 87 exhibits only four were not by white artists.

Journals

The SANG library has approximately 120 current journal titles. All the nationally published periodicals on the visual arts are acquired which number approximately 40 out of the total figure. The internationally published journals provide the latest news on exhibitions in other parts of the world and supply students with excellent illustrations as well as information that generally precedes information published in monographs.

Many of the same problems of social, economic, political and cultural issues which South Africa is facing in society are discussed in journal articles for instance, "Dealing with the past, and looking to the future"⁵⁰ from *Museum News* published by the American Association of Museums and "Alien species"⁵¹ from *Museums Journal* published by the Museums Association. In "Dealing with the past and looking to the future" the key issues are the fiduciary responsibilities of museums and the control of the American Indians' heritage where little of the culture remains to be preserved. In "Alien species" the debate is centred upon the nature and portrayal of heritage in a multicultural society.

In spite of financial limitations, journal subscriptions have not been cancelled and the SANG library together with the University of South Africa Library in Pretoria are the only two libraries in the country which have subscribed to the journal *Third Text* from its inception and which deals with many of the issues mentioned. International journals, enable the artists to keep in touch with the international society as well as their own community.

Conclusion

The special collections in the SANG library help the artist to be known in society, they act as a bridge through the library programmes whereby the information is made accessible to as many students of art possible. With the preservation of newspaper articles and pamphlets so often regarded as ephemera, the library has helped to rescue many artists from oblivion and neglect. The work, especially maintaining the newspaper cuttings file is extremely labour intensive and there is a heavy responsibility for the two permanent members of staff in the library to ensure the continued maintenance of the collections. Because there are so few museums, art libraries and museum art libraries in South Africa, each library collection which contains unique information is of great importance.

In South Africa which is a developing country and where there are so many socially, educationally and financially disadvantaged people who might, like Bannard, also have the anxious hunger and ambitious young artists, collections of unpublished material, books and journals should be nourished and made accessible to all.

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EVALUATING THE USER EDUCATION

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Abstract: This Paper discusses the user education programme of the Helsinki University of Technology Library in the light of an internordic monitoring project. In the project the use of the online catalogues was evaluated by analyzing the transaction logfiles and it was evident that the end users do not exploit the various possibilities of an OPAC. A large part of the material found in the collections of the library is not retrieved: misspellings, lack of truncation inadequate use of the Boolean operators and wrong database choices all lead to ineffective retrieval. The emphasis in the online catalogue instruction has been on the "hands on" exercises and it seems that the instruction programme is not very effective in the area of subject searching. The paper presents reasons for this and discusses plans for the future development of the library user training programme.

The Helsinki University of Technology Library has been organizing user education since the early 1970's as a part of the university's curricula. The majority of the participants on these courses are students pursuing a master's degree in engineering. The user education programme of today has two main goals: firstly, to introduce the students to the modern library services and information sources so that they can use this knowledge during their studies and secondly to ensure that they, during their professional career are aware of the information services available through libraries. Today it is more than ever the task of the library to promote the awareness of the availability and accessibility of new information.

To make the students aware of how to access information the library has set up different courses presenting relevant information sources and systems. It is clear that the information needs vary according to the student's level of studies, and the instruction, on order to be effective, must follow these levels. The user education of the library aims to teach the use of the tools for information seekers.

All freshmen participate in the orientation course during their first fall semester at

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the Helsinki University of Technology. An introduction to the library is a part of this course and the aim is to acquaint the students with the library with a view to the fact that during their first two years the students mainly need specific course literature. Thus the emphasis in the introductory course is put on explaining the library system and the collections. Furthermore, a student is taught how to locate and borrow a specific publication with the help of the online catalogs and self service loan system. Besides a lecture the course includes hands-on training with the appropriate information retrieval system.

When a student reaches the level in his/her studies where literature concerning a subject rather than a specific publication is needed a course on information sources and systems is offered. By and large these courses are aimed to students who are either juniors or seniors preparing a seminar paper or a thesis. The purpose of these courses, which are tailored to the needs of each academic department, is to acquaint the students with different library and information services available in Finland and round the world. Techniques for information retrieval from different sources of information are presented and the exercises promote the independent use of various computer-based information sources, such as CD-ROM discs and online databases. However, the mere technique is not sufficient at this point. It is vital that the student also understands the flow of information through the different channels and can distinguish the different types of information sources. At the age of electronic information dissemination through networks, such as Internet, the issue of critical evaluation of sources will be more important than ever.

The courses described above are of a great influence in forming the basis of knowledge of a graduate engineer about the various information sources and the accessibility of information. However, after entering the professional life an engineer faces new challenges where the basis founded during the studies may not be sufficient. For those who pursue their career towards a doctoral degree the library offers a course on sources for research as part of an all year orientation course for doctoral students. The emphasis is then put on scientific information and its accessibility. On the other hand engineers working within the industry have different information needs than those in the academic environment. For this group of engineers the library arranges seminars on request and according to the wishes of the client. Then the approach may be more practical and the course concentrates more on a specific area or subject.

Running the user education programme requires both manpower and technical facilities and must therefore be included in the general evaluation of library performance. However, the basic facts concerning the quantity of students participat-

ing, the hours of given lectures etc. are not sufficient in this respect. How well do we actually teach, what is the quality of our effort in education?

Information sources and search techniques, as tools, are not a subject of an examination. To answer these questions we then used both course evaluation questionnaires and assessed the actual search technique via monitoring the interaction between the student and the OPAC.

The questionnaires had a very low response rate, less than 10% of the participants replied. The answers gave us, however a general view of the programme as seen by the students. There was no feedback about how much the students had actually learned during the course.

The user education programme for students at their 3rd or 4th year of study consists of four hours of lectures, eight hours of guided exercises and six hours of independent exercises. A three hour exercise is devoted to the TENTTU-online database system, with a brief introduction to both the databases and the search techniques within these databases. A "hands on" training follows the introduction. To evaluate the user training programme the participating students were monitored while doing their "hands on" training at the terminals connected to the library's TENTTU information retrieval system. For this study some 20 sample sessions were visually analyzed. The users at the library terminals were mainly the students of the University, and it can be assumed that the majority of them had participated in the library's course on information sources and systems. The transaction log data from the Internordic monitoring project can thus be applied here as additional information in evaluating the effectiveness of end-user instruction. During the winter 1991-1992 the Helsinki University of Technology Library participated in an Internordic study "Monitoring the Online Catalogues of the Nordic Technical University Libraries" which was supported by NORDINFO¹. The aim of the project was the promotion of end-user accessibility to information in OPACs by gathering valid information about the user interaction with these systems. The transaction log files of the monitored end-users at the library terminals during the Internordic study revealed that the different search possibilities available in an OPAC are exploited to a minimal extent.

Free text searching dominated all the 12800 search queries at the library terminals during the four week monitoring period. Queries in the author and title fields, typical "specific item searches" were apparent in close to 1/4 of the searches. Classification was used in 259 queries only. The words appearing in searches were mainly in English or in Finnish. Assumptions were that if classification is not used in subject searching the language barrier is overstepped with synonyms in different languages. When this was not the case, the limited use of classifica-

tion in searching has more serious consequences. In a database that consists of 65% of the materials in English and in Finnish this means, in fact, that more than one third of the collection turns into grey literature in an OPAC.

The Boolean operators were used approximately in every fifth search statement and the most frequently applied combining operator was AND: Truncation was used in 60% of the search elements. This is a far greater proportion than found in other studies.^{2,3} This stems from the fact that the structure of the Finnish language, where no prepositions exist but some 15 cases can be applied to the stem of a word. This has resulted in the wide application of the truncation at the end of a term. Curiously enough the amount of searches resulting in no records retrieved, i.e. empty sets (no hits!) seems to be a similar figure of the user group or retrieval system. Some 30-50% of all search queries seem to result in an empty set^{1,2,3}. These empty sets, however, do not mean necessarily that the search is failed as in a question of a specific item search it merely informs the user that the item is not in the collections of the library. On the other hand the transaction log file analysis revealed that at the library terminals of the Helsinki University of Technology there were also a great number of misspellings and wrong field code definitions given, all leading to unsuccessful searches. Especially the author names were often misspelled. Browsing the author index would naturally eliminate this problem.

Our main concern with the user instruction programme was therefore the education in the technique of conducting a subject search in a multilingual database. Also, the use of the index browsing, the scan command, was to be examined. From the findings at the library terminal we could assume that the students knew how to truncate and to combine, at least to some extent.

The two exercises at the "hands on" practice are of different structure. The first exercise aims to teach the student to choose the right database and apply the appropriate field codes. It can well be characterized as a typical specific item search. The other exercise, however, lets the student choose a topic of his own interest and a search in the online catalogue (TENTTU Books database) must then be conducted using both terms and the appropriate classification. The sample searches monitored revealed that the first exercise was usually conducted with care and the required answer was found, whereas the second exercise was more carelessly conducted. For example, some students did not view their records in this exercise, to check whether the references actually were about their subject of interest. On the other hand, besides being evident that they indeed used the classification, it was also evident that the terms they used in this exercise were Finnish and in English only. The browsing of indexes was not included in the

exercises and therefore the promotion of the facility was made only orally by the instructor.

The majority of the students at the library terminals could be assumed to have participated in the library's course on information sources and systems. The inevitable conclusion is that the instruction programme is not very effective in the area of subject searching. There are several reasons for this, such as the complex way of conducting a subject search, the ill-formed exercise related to subject searching and the fact that the exercise is conducted by a person who actually classifies the material in the library. Indeed, all these issues relate to the eternal dilemma of all education: how to determine the essential that is worth learning. The needs of an end-user are still quite often determined by the librarians.

The conclusions of the evaluation together with the rapid pace of development in information dissemination have lead us to reorganize the user training programme. It was previously reorganized in 1987, when Internet was still unknown and inaccessible to most of us. All new technologies require new skills before they can be used efficiently and therefore the revised user education programme will include the use of electronic mail as a standard was of communication as well as exercises concerning the use of Internet.

On the whole all the exercises will be more precise allowing no shortcuts, such as those experienced with the monitored exercises. There will be more attention paid to the search on the OPAC and scan functions. Furthermore, the use of electronic mail in returning the exercises requires more unambiguous answers. The revised user education programme gives the students more freedom in choosing the time and place of doing the exercises. However, for those who do not want to or cannot use the remote online access while doing the exercises there will be a person dedicated to help them at the library.

References

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