

TRENDS IN USERS AND SERVICES AT A FISHERIES LIBRARY IN SOUTH AMERICA

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ABSTRACT: This poster is a five-year report showing evolution in types of users and their information requirements, as well as the products and services offered by the INIDEP Library (National Institute of Fisheries Research and Development, Mar del Plata, Argentina). Economic, geographical, educational and technological factors, have affected the supply and demand of marine fisheries information in Argentina. New strategies such as topical research guides for remote users and e-awareness services for specific groups have been developed to manage this challenge. The benefits obtained via IAMSILIC cooperation for the INIDEP researchers, are also considered.

KEYWORDS: libraries – information services - users

The Library of the National Institute for Fisheries Research and Development (INIDEP) is a government research library, the only one in Argentina specialized in marine science and fisheries. It has existed since 1960 and was formerly known as Marine Biology Institute. It answers the needs of INIDEP scientific community as well as the requests coming from assorted external users: local, national and international. This report is a five-year (1998-2002) showing evolution in types of users, their information requirements and services offered to them.

LIBRARY FEATURES:

- Staff: 3 librarians
- Collection: around 800 Serials titles, 4000 monographs (books, theses, congresses, etc.) charts, cruises. (Almost the total collection is obtained through exchange and donation)
- Databases: Own MicroIsis/WinIsis databases, the main ones containing :
 - *INIDEP Contribution references since 1960- up-to-date;
 - *all papers produced on Argentine Sea and the Argentine Marine Science Bibliography;
 - *the Serials Catalogue.They are accessed through Intranet, and available as OPAC through the SIDALC Server (Costa Rica).
- Technology: 4 PCs not very well updated, slow 24 hours Internet access, photocopier, no scanner
- Cooperation networks and systems: Since 1997, it is the National ASFA Database Input Center . It distributes REDIPES (National Information Network

for Fisheries Bibliographic Information), among 30 Information Units (IU) along the country, including university libraries, publishers, research Institutes, etc. Regional and global: SIDALC, CENSUS, REDCAPA, Grupo Pesquero Latinoamericano, ODINCARSA. IAMSLIC member since the early 90's, but re-associated in 2001.

USERS:

INIDEP USERS (IU) : scientists, technicians and students (from National University of Mar del Plata whom are working in INIDEP research projects).

1998	1999	2000	2001	2002
122	167	170	175	184

Table 1: INIDEP Scientific staff 1998-2002

EXTERNAL USERS (EU):

RES: researchers and professors from academic and scientific institutes

STU: students (undergraduate and postgraduate) mainly from Biology Schools, in less percentage from Economic, Historical, Law studies

FIS: businessmen, industrials, corporations from the fishery sector

OBS: observers, skippers, fishermen, inspectors

GOV: officers from local, national government offices

SCH: scholars/pupils from primary and secondary school

OTHERS: all kind of people that occasionally make a request

SERVICES:

IU:

- Circulation, loan of documents
- Reference
- Searching or helping with Library Databases and ASFA (CD Rom/ On line)
- Primary document supply
- Electronic reference information daily updated in the Intranet
- SDI (Selective Dissemination of Information)
- Training and advise in library and other sources and resources usage
- Helping in organizing their own bibliographic Databases

EU:

- Reference
- Consulting "in situ" primary documents and periodicals
- Searching in Library Databases and ASFA
- Special loans (library has not lending system for EU)
- Document delivery (photocopies)
- Topic Guides / Reference Documents (paper and electronic format)
- Distribution of INIDEP publications through sales, exchange or donation
- Training and advise in library usage

E- Awareness :

- Since 2000 we are regularly sending Alert Services to IU and to the local and national remote EU.
- 5 Alert Groups to assorted users. Today: 275 e-mail addresses.
- Advice on new acquisitions, INIDEP publications, interesting events and Web Sites, Fisheries statistics, ASFA, tips, and any other selected information

STATISTICS:

Figure 1 shows evolution in total number of consultations and requests , an average of 3200 per year. The distribution between IU and EU is almost the same (Figure 2), the daily average is 13 users. Regarding IU we keep statistics of “in situ” library usage though we do not keep track of the Intranet access (own Databases and other digital resources).

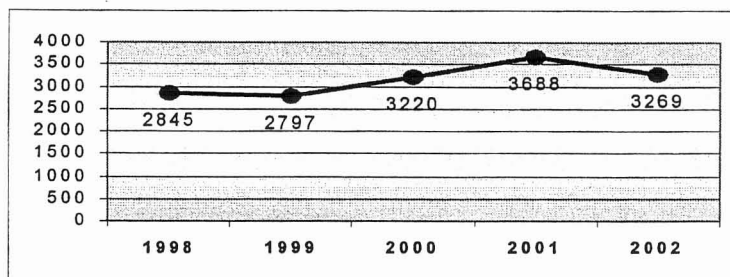


Figure 1: Total number of consultations 1998-2002

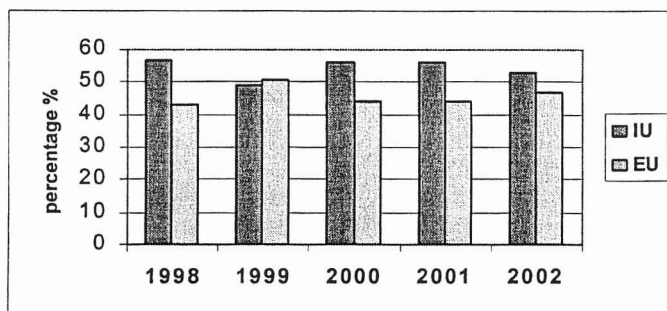
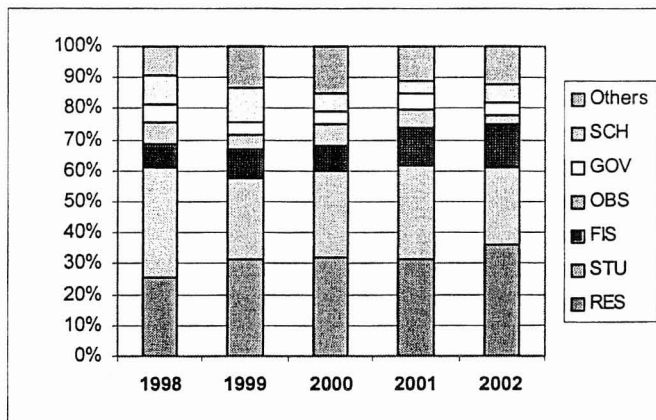


Figure 2: Distribution of consultations in IU and EU

EU requests were mainly coming from academic and research sector (RES/STU), in second place from the fishing sector (FIS/OBS/GOV) almost the same percentage as the rest (SCH/Others) as shown Figure 3. The way of the demand – “in situ” or remote – is considered in Table 1. The trend is an increase in remote requests, for RES is almost the same percentage.

Figure 3: EU requests distributed by Types of Users



Type of Users	1998		1999		2000		2001		2002	
	remote	in situ	remote	in situ	remote	in situ	remote	in situ	remote	in situ
RES	30	70	45	55	30	70	54	46	53	47
STU	12	88	7	92	11	88	23	73	15	83
FIS	28	72	26	74	18	82	29	71	40	60
OBS	6	94	14	86	6	94	10	90	0	100
GOV	27	73	58	42	25	75	25	75	40	60
SCH	15	85	15	85	13	88	10	90	14	86
Others	22	78	20	80	24	76	24	76	35	65
TOTAL	20	80	28	72	20	80	32	68	36	64

Table 2: EU way of the demand in %

NEW STRATEGIES:

Topic Guides and Reference documents:

A great amount of requests on Argentine fishery –economic, social, legal and historical aspects – and the lack of non scientific information in these fields, induced us to prepare Topic Guides to help EU. Directories of Corporations, Government Offices, Foundations; Official and Commercial Web Sites; Fishing Magazines; Fishery Statistics; Bibliographies are included.

Also we try to get full text electronic documents, such as documents produced by our EU once they have finished their research, meetings and corporations reports as well. Both are an important reference tools to give a fast and helping standardized answers, mostly by e-mail.

IAMSLIC Benefits:

It helps us to give a better service to our patrons (IU). It is really a powerful resource, especially for libraries like these which are far away from similar libraries.

From Duplicates Lists we can update the Serials collection and get interesting monographs. Requesting articles through Z39.50 is the fastest and cheapest document delivery service we found. We join Murari Tapaswi in thanking lending libraries and software that have made our life easy.

TRENDS:

Regarding the librarian assistance, work is less time consuming to IU than EU. We make the keys -catalogue, indexes, etc. – to find information, the IU usually use these keys themselves to access the library's source and resources. To answer EU requests the librarians use these keys, since most of them are not specialized users, since the e-mail demand has increased, and information is scarce at the INIDEP site. In this period the IU requests are moving from helping in database searching to supplying documents (since 2001 neither journals nor books have been bought). Alert Services became an important communication channel providing an interactive relation with our users – external and internal – and helping us to obtain new information and documents. We realize there is much to improve, especially in digital and virtual resources. Nevertheless with few economic, technological and human resources we believe the library is giving a good service to users: "We can feel that through their feedback."

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