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Networking and Microcomputer Application with Document Deliveries

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NETWORK OF LIBRARIES

In April this year an officially appointed committee gave a report called
"Libraries in Norway, for knowledge, culture and information." This report
concerns all sorts of libraries in Norway, both public libraries, scientific
and special libraries and university libraries. It suggests, that in order to
fulfil the needs of information and cultural needs, all these libraries should
be part of a network. By network they mean that wherever you live in Norway
you should have the same possibility to borrow books or get copies of articles
from a library, and the information should mainly be free of charge. Further,
they purpose that all official libraries should be a part of the network.

This is a nice idea, especially if you see it from the side of the public
libraries. However, I see problems because of the economy, and because the
user needs and services are so varied. You all know that within technical
information the users usually put the quality and "speed" of services before
consideration of the price. In Norway there are defined seven national
resource libraries within different subjects, among them the Technical
University Libray of Norway, which is responsible for technology and
architecture. All the university libraries and the resource libraries as well
are open to the public, but only 8% of the requests to the resource libraries
come from the public libraries. Some of the services are not free of charge,
as photocopies and use of international databases.

NETWORK OF LIBRARY CATALOGUES

What is important is that the network of library catalogues is available to
all libraries and to personal users as well.

The most important library network in Norway is the network of the BIBSYS
system. All the university libraries and several of the national resource
libraries and scientific libraries participates in the BIBSYS system. Beside
this the National Library use BIBSYS for cataloguing all the Norwegian
documents.

THE BIBSYS NETWORK

The University Library of Oslo (UBO)
The University Library of Trondheim (UBT)
The University Library of Bergen (UBB)
The University Library of Tromsø (UBT)
The Norwegian Technical University Library (NTUB)
Norwegian School of Economics and Business Administration (NHHB)
Norwegian School of Management (BI)
Norwegian College of Veterinary Medicine (NVH)
Trondheim College of Economics and Business Administration (TØH)
The National Library of Norway, Mo i Rana branch (NBR)

BIBSYS is an integrated library system with a central database for all the
cooperating libraries. In the BIBSYS database you will also find the
LC-catalog for the later years, (1986-91, 798,231 records) and the Norwegian
National Bibliography (1979-91, 103,624 records). Total number of documents in
the database are 1,163,333.

Besides BIBSYS there are the following national databases:

SAMPER   Periodicals in Norwegian science and research Libraries
BOK   The National Bibliography
NOTA   References to articles in 400 Norwegian periodicals
NOSP   Periodicals in Nordic libraries

Included in the report I mentioned in the beginning of my speech, there is a proposal about amalgamating some of these databases together with BIBSYS.

PHYSICAL NETWORK

UNINETT is a network established between the Norwegian universities. Through NORDUnet it is linked to similar nets in the other Nordic countries. NORDUnet is again linked to international nets. UNINETT and NORDUnet is free of charge for the users. BIBSYS is based upon use of UNINETT which handles all the traffic between the database and the different libraries and most of the users as well. You may also use BIBSYS via DATAPAK which is not free of charge. The campus networks in Norway are not standardized and at most campuses there are more networks which all are connected to a computer center.

MICROCOMPUTERS

Together with the use of the automated library systems, microcomputers or terminals are available to all staff in the libraries. Terminals for online searching are available in the public areas. All scientific staff and post graduate students – and some of the undergraduate students as well – are connected to the campus network through their PC's.

This may be more usual at the Technical University than at the other university campuses. Our users in industry, research, the education system and consultants all have their microcomputers. Most of the PCs are purchased for other purposes than information research, but they are usable for that. It has become a very important task for the library to educate their users to do online searches in library catalogues from their own PC.

They execute online searches in the BIBSYS system. When they have found the document, they may do online ordering within the BIBSYS libraries.

BIBSYS is free of charge for the users, except for a small fee for manuals when they order their passwords. The other national Norwegian library systems are also available from the UNINET, and one of then, SAMPER, also has the possibility of online ordering. The orders go through datafax to the owner library's telefax.

My library doesn't produce many telefax orders. Through programming we have the possibility to get the orders on printers connected to electronic mail. Fax takes too much time for the library staff, both in using the received fax for the internal routines and in the delivery of the document copies.

We are waiting for a copy machine or scanner connected to a fax, so that we can do both the copying and the faxing in the same operation. The operation must also be connected to a computer for making statistics, accounting, etc. To my knowledge, this kind of equipment is not yet available.

There are also possibilities for online ordering through electronic mail to the library.

To make the users like the library systems, the search language must be good and easy to use, with many search possibilities. We have not had the online

ordering possibilities for more than several months, but we feel the users
will love that way of ordering.

USER EDUCATION

User education has for many years been an important theme within technical
university libraries, and within IATUL. In our library the user education has
been changed and increased during the last two years. The main courses in
literature search for the students are mainly as before, except that all the
new methods in searching is included. We don't lecture much about UDK, but
more about subject-searching, communication networks and library databases.

There are special courses in various international databases. But what is new
and of increasing interest are all the BIBSYS courses for online searching and
ordering and courses in communication programs. We conduct courses for the
university staff every month. Besides there are courses for special groups of
users within industry, research and business. We use the newsletters of the
university to announce new possibilities and services within the library.

This autumn NTUB introduce a course within information retrieval for our Ph.d.
students as a part of their research education. This course will give academic
credit in the doctorate program.

USER STATISTICS

It seems to me that the new forms of communication with the library and
library catalogues means a lot to our users and thereby they also use our
other services more heavily. I think it is important that they also visit the
library for inspiration and creativity in their scientific work and study.

Within my library we had an increase in our circulation of 11% in 1990. There
are 175.000 requests a year (1990).The increase within the university was 20%.
Within one of our branch libraries, where the user education had been very
intensive, we had an increase of 42%. This was before the online ordering
service started. All the BIBSYS libraries are excited to see whether there
will be an increase in the requests for document delivery of books as an
impact from the new online ordering services. Because our library is the one
where the collection is not so much overlapped from the other BIBSYS
libraries, I am afraid there will be a heavy use of our books in the future.

The very sympathetic philosophy to share the collections of the university and
national resource libraries with the rest of the country will not be so easy
to follow up if there will be increasing requests for the books from our
users. Very often we only have one copy of the books, which are bought for the
needs of the university staff. It will not be accepted if the volume is away
for interlibrary loan most of the time.

Unfortunately, I do not expect the government funding will allow buying more
copies of the books. This leads to the necessity of thinking of other ways to
fund the Norwegian Network of Library Collection included the Norwegian
Resource Libraries.

I cannot see how we can avoid ending up charging our external users.