

MANAGEMENT AND WORK STRUCTURE OF THE UNIVERSITY LIBRARY



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Abstract

In this paper, attention is paid to the management, organization, and structure of work in the university library as one of the functions of making business decisions at the University. The goal of this approach to business is to achieve above-average results with limited resources using new ideas that are important for a narrow but also a wider readership. For the purposes of the research, a questionnaire was created, the main goal of which was to collect data on the degree of use of the university library, both physical access to resources and electronic access to resources in the university library. The research was carried out in cooperation with the Pan-European University Apeiron Bosnia and Herzegovina, where 225 surveyed university students took part in the research. The aim of the research was to examine the level of use of the university library. Processing of the obtained results consisted of Yates correction Chi-squared and chi-squared test, with the use of the statistical program for social research SPSS 22. The results of the research showed that the use of the resources of the university library increases with the year of study, that is, the higher the year of study, the greater the level of use.

1. Introduction

The Pan-European University "APEIRON" in Banja Luka, Bosnia and Herzegovina, bases its vision of the future on the assumptions of society in the process of changes, reforms, and transition towards a civil democratic society. In addition to the basic activities of the Pan-European University in the field of higher education, the Pan-European University also carries out activities within the framework of other activities: Activities of libraries and archives. This includes documentation and information activities of the university library, reading room, auditorium, and viewing rooms and public archives, which provide services to special users such as students, scientists, university staff, and citizens as external users of the library. It also includes the lending and storage of books and other publications in written and electronic form. The Pan-European University can also perform other tasks that are in the function of performing the basic activity, such as printing professional literature and forms for its needs, issuing internal periodical publications of a professional character, duplicating materials by photocopying, reproducing sound, video recordings, and computer media related

to authorized lectures and exercises or other types of training. (Apeiron, 2011)

With the aim of carrying out work in the field of library activities at the University as efficiently as possible and meeting the needs of the users of the Library and making full use of the working and professional abilities of the employees, the library is organized as a polycentric library model, i.e., as a library system composed of dislocated organizational units - libraries of organizational units of the University (Univerzitet u Zenici, 2008).

The library of the Pan-European University "Apeiron" provides logistical, documentation, and legal support in the preparation for printing of all editions of the Pan-European University "Apeiron" within the framework of the University's registration licenses as a publishing house. This also includes the processing and obtaining of the ISBN - the international standard number for the book. It is unique and denotes a published book title, in whatever format, whatever language, wherever it appears. (Bilbija, 2015) It also includes ISSN codes, which enable the grouping or linking of the same periodical material published on different media

(Bilbija, 2015), and activities of printing and duplicating books and other publications in the University's digital printing press.

In the area of non-fiction publishing, the library cooperates with the National and University Library of the Republic of Srpska on ISBN and CIP cataloging and standardization of all university publications. In the area of newspaper publishing, it cooperates with the National and University Library of Bosnia and Herzegovina based in Sarajevo on ISSN cataloging and standardization of university journals and other serial editions (Vidović, Centar za bibliotečku i izdavačku djelatnost, 2019).

The library performs tasks of systematic collection of library material from the scientific fields for which the University is the parent and provides access to relevant electronic professional media and databases. Library workers provide efficient and transparent access to library materials to all students and University employees for the purposes of studies and scientific research. All students of the Pan-European University Apeiron are able to pick up any book from any study program and submit the index for inspection.

Apeiron University Library Services: Based on consulting the catalog (classical or electronic), the librarians will bring any requested book. Library users can borrow one book or scientific journal for 15 days or two for 30 days. In cooperation with other libraries and business units, such as e.g., The National and University Library of Bosnia and Herzegovina, the National and University Library of the RS, we can provide students with titles that are not in our library collection.

A reading room is available to all students and workers for the needs of scientific and research work. The reading room is also equipped with computers for working and researching sources with 24/7 access to the Internet. The reading room has built-in facilities for group learning and collaborative student work, as well as for digital presentations, teleconferencing, and distance learning. Method of access: access to library resources via the Apeiron University website, using data (username and password) obtained at the beginning of the school year.

Students and academic staff can access the mentioned resources from any computer installed at the Pan-European University, which includes computers intended for study in the university library, but also through their user credentials from any computer with an Internet connection.

For the purposes of scientific and professional development of professors, workers, and students, the Library of the Pan-European University subscribes to scientific and professional

journals, and through inter-library cooperation, it has achieved cooperation with other journals.

The library of the Pan-European University Apeiron aims to complete the electronization and modernization of all processes, including the process of collecting library materials in electronic form. In accordance with this determination, cooperation was established with universities and public databases of electronic books, publications, scientific and professional articles, library materials, and magazines, and contracts were concluded on licensing access and use of these sources for commercial distributors of these electronic services.

The library fund at the beginning of 2024 consists of 42,938 titles. Of these, 27,599 are printed publications, including books, textbooks, and scientific publications from a broad range of scientific fields such as social sciences, technical sciences, medical and biotechnical sciences. These are directly located in the library. The remaining 16,709 are electronic editions.

The following picture illustrates the layout of the homepage of the website for accessing the University's electronic library.

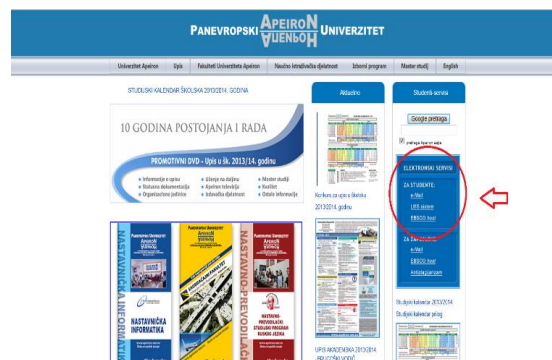


Figure 1. Initial layout for access to services

Source: <http://www.apeiron-uni.eu/>

The next picture displays the electronic library while selecting the desired edition. For instance, the selection was made by the author or title of the work, resulting in the following view:

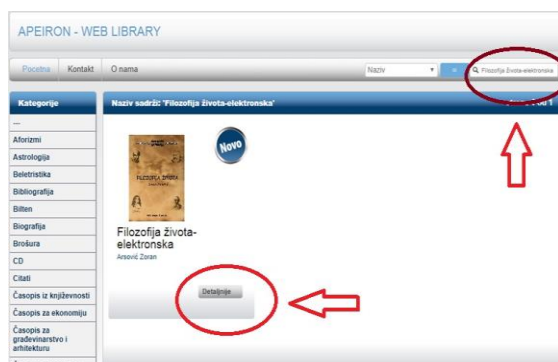


Figure 2. Selecting the desired edition

After selecting the work and obtaining the view, the next step is to select 'Details'. This action provides a view as shown in the following picture:

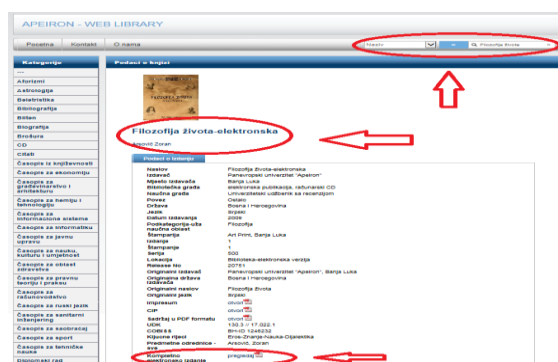


Figure 3. Data available on the entire issue

Access to the full electronic edition in PDF format requires the previously listed access data.

2. Literature Review

Library science is essentially the study of how to manage a library. The field consists of several branches, including public services, technical services, and administration. In many colleges and universities, it is referred to as "library and information science" because librarians work with both physical books and virtual information. This includes collecting, organizing, preserving, and disseminating information sources, as well as the political economy of information. (Gaur, 2013)

A university library, i.e., higher education library, is designed to meet the needs of teaching and research work in a higher education institution or university. (Službeni list BiH, 1995)

The university can organize the university library as a central higher education library. In addition to the tasks referred to in paragraph 1 of this article, the university library performs the following tasks:

- Coordinate's library activities at the university;
- Coordinates the acquisition of library materials at the university;
- Organizes and coordinates interlibrary loan within the university;
- Organizes the exchange of publications with libraries in the country and abroad;
- Lists, writes off, and deposits library materials at the university;
- Coordinates the preparation of the bibliography of teachers, researchers, and associates of the university;
- Saves and processes the works of teachers and researchers at the university;
- Coordinates the preparation and execution of user education programs at the university;
- Performs other tasks in accordance with the law. (Službeni glasnik RS, 2016)

According to Vraneš A., mutual and constant cooperation between teachers and librarians are prerequisites for the existence of a useful library collection. (Bilbija, 2015)

Library activity, also known today as library and information activity, is a term narrower than librarianship. It encompasses all activities related to the business, organization, and management of the library. This includes the acquisition, processing, storage, and provision for use of library material, along with preventive and restoration-conservation protection of that material. (Dunović, 2019)

According to theory, library services refer to designing libraries, planning services, organizing information, and making materials available. All of these have a single goal, which is to meet the needs of users. A satisfied user is the best indicator of the quality of a library's collection and services. (Bilbija, Osnovi bibliotekarstva, 2004)

In librarianship and informatics, many theories and methodologies have been developed over the years that relate to the quantitative aspects of organizing, disseminating, and using information by different users in different contexts. (Vidović, Citatne baze podataka, 2018)

Librarians and information specialists should be individuals worthy of public trust, experts who mediate between readers and users of information, and written and informational resources that users need to perform various tasks and achieve their goals. (Cisek, Gębołyś, Hollender, Jazdon & Sosińska-Kalata, 2005; 2017)

When discussing the first duty of a new librarian, the librarian is likely to be very concerned with the details of shelving. The library exists for the benefit of its users, and during each working day, many items are borrowed, and many others returned. Those to be borrowed must first be found, and therein lies the need for accurate shelving and archiving of publications. The resources that have been returned must be replaced on their shelf and recorded in the library as having been returned. (Gray, 1949; 2021)

3. Research Method

The work is characterized by non-experimental research, where the obtained data were collected from the target group of respondents based on closed questions. For the purposes of this research, an anonymous questionnaire was created. Along with the survey research, the method of interviewing students using a Likert scale was also used. In addition to the basic social data on the respondents, data on the year of study was also requested.

The research was carried out in cooperation with the Pan-European University Apeiron, which consists of seven faculties. The research was conducted in the period from July 1, 2023, to October 1, 2023. The research itself included 250 respondents from BiH, chronological age from 18 to 30 years, both male and female, as well as the year of study the students are attending. After the examination was completed, it was confirmed that 25 questionnaires were not filled in correctly and were discarded, and the final survey was conducted on a sample of 225 respondents. The research participants were divided into two groups, one group consists of students who used the physical resources of the library, while the other group consists of students who used the library's electronic resources.

Before the research, the following hypothesis was put forward:

H0: The use of university library resources increases along with the year of study of students.

The main research questions that I dealt with in my work refer to the following:

Do I use and think that the library has enough physical resources for the needs of studying?

Do I use and think that the electronic library has enough electronic resources for study purposes?

4. Research Results and Discussion

After the research was completed, the empirical data were processed with the statistical program SPSS 22, where statistical procedures such as Yates correction Chi squared, and Chi square were used. For the purposes of the research, comparative statistics were used, which means that there were at least two groups of samples. The first group consists of students/users of the "electronic library", and the second group consists of students/users who prefer "physical library resources".

According to the structure of the sample, it is evident that in the sample of 225 respondents, there were more female respondents, 118 of them, which is 52.444%, compared to male respondents, 107 of them, which is 47.556% of the respondents. According to the age structure, it was about the age between 18-30 years, of which 139 (61,778%) respondents were up to 25 years old and 86 (38,222%) respondents were over 25 years of age. According to the year of study: 25 respondents made up the first year, the second year consists of 38 examinees, the third year consists of 95 examinees, and the fourth year consists of 67. This is shown in the following table:

Table 1. The structure of sample

Variable	Category	Number	%
Gender	Male	107	47,556
	Female	118	52,444
Age structure	18-25	139	61,778
	25-30	86	38,222
Year of study	1. year	25	11,111
	2. year	38	16,889
	3. year	95	42,222
	4. year	67	29,777

The first question was for the students to state whether they use and think that the library has enough resources for their study needs. The respondents were classified according to the year of study to which they belong.

The following table no. 2 shows the students' use of the physical resources of the library. The students expressed themselves according to the Likert scale. It is evident from the table that the use of physical resources increases along with the year of study, that is, the higher the year of study, the more library resources are used.

Table 2. Author's Calculation about physical resources

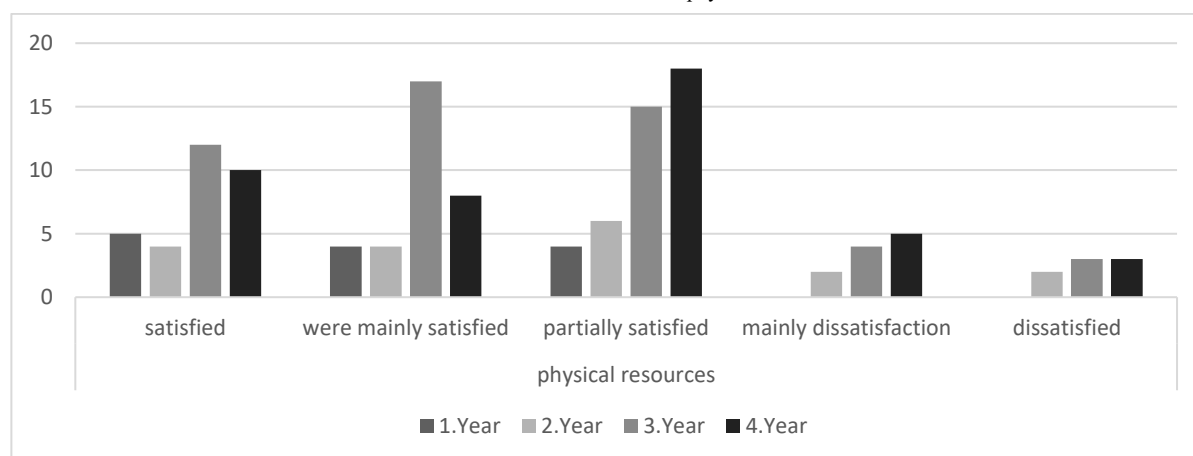
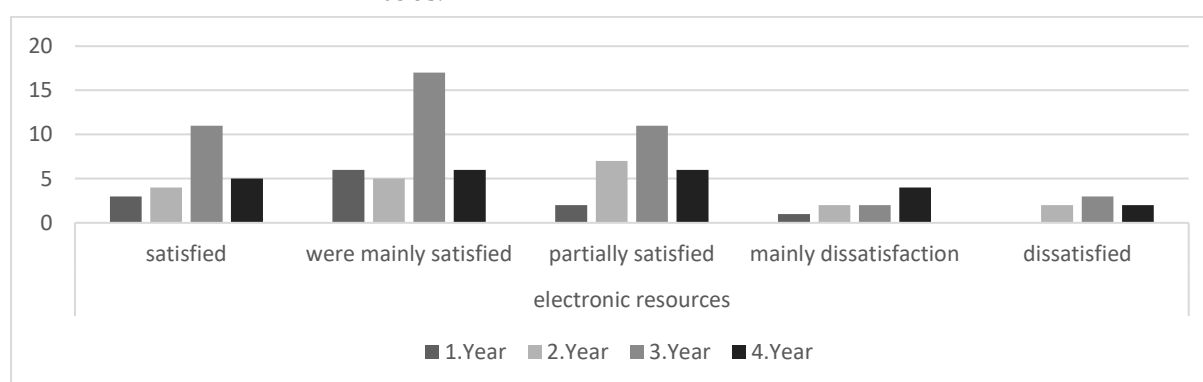


Table 3. Author's Calculation about electronic resources



Observing the results from Table No. 2, the results showed that 24.603% of students believe that the library has a sufficient amount of physical library resources, that is, they are satisfied with the range of textbooks and books. 26.19% of students are mostly satisfied, 34.127% are partially satisfied, and 8.73% are mostly dissatisfied. That is, 6.349% of students are dissatisfied. Looking at the results according to the year of study, it is noticeable that the higher the year of study, the more students use these resources. It is evident that the third and fourth-year students use the library's physical resources the most, 42.222% of them.

Observing the results from Table No. 3, the results showed that 23.232% of students believe that the library has a sufficient amount of electronic library resources, that is, they are satisfied with the range of textbooks and books. 34.343% of students are mostly satisfied, 26.263% are partially satisfied, and 9.091% are mostly dissatisfied. That is, 7.071% of students are dissatisfied. If we consider the results according to the year of study, it is noticeable that the higher the year of study, the more students use these resources. It is evident that the students of the third and fourth year use the electronic resources of the library the most, as much as 77.778% of respondents.

According to the results obtained based on the answers, it is visible from figure 2 and figure 3 that students of all years are generally satisfied with the resources available to the library, 47.664%. While on the graph, it can also be concluded that as students of higher years of the faculty, the use of such a system is greater. The graph shows that among the final year respondents (third and fourth year), 162 of them use both types of library resources, which is 72% of the respondents. On the basis of which the X2 test, was performed, the tabular value for the risk of error = 5% (because the probability is 95%) and the number of degrees of freedom:

$$r = (m-1)*(k-1) = (4-1)*(5-1) = 3*4 = 12, X^2_{(a, r)} = X^2_{(0.05, 12)} = 21, 026$$

As the calculated value of $X^2=12.241 < X^2_{(0.05, 12)} = 21, 026$ is less than X^2 it means that the null hypothesis is accepted, i.e., the use of university library resources increases along with the year of study of students.

After the research was completed, it can be concluded that there is no statistically significant difference in attitudes between the two groups of respondents where chi-square is 12.241 and

Yates's correction and chi square is 7.616, which is less than 21.026 with 12 degrees of freedom. The two-sided p-value is 0.81437307. The ratio of rows (groups) and columns (outcomes) is considered to have no statistically significant difference in the views of respondents, and that respondents are satisfied with the state of library resources.

5. Conclusion

After the research has been completed, it can be concluded that the hypothesis H0 - has been established - The use of university library resources increases with the higher year of study of students. This type of learning allows working people to read in the afternoon or evening hours after work. On the other hand, the library's electronic resources also suit the younger population because the online system is available 24 hours a day. The use of this system was especially prominent during the period of the Covid-19 pandemic.

Recommendations for the future work of the university library can refer to the fact that regarding the structure and organization of the work of each business entity, including the University library, it is always possible to discuss and work on improving business.

In the coming period, the library of Apeiron University plans to provide audio textbooks for the needs of the visually impaired and other users. A large number of these textbooks have been prepared but have not yet seen the light of day. Also, within the social network Facebook, Apeiron University has its own account where all new events and information related to the University and the Library are published. Through this, our users/students, professors, other staff, and the general public are informed about new editions/resources available at the Apeiron University Library.

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