

The National Documentation Centre (EKT) of Greece: responding to changing user needs and patterns of library usage

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Introduction to EKT's Scientific and Technological information services

- The National Documentation Centre (EKT) of Greece, is a **service unit** of the National Hellenic Research Foundation (NHRF)
- Since 1980, EKT's S&T Library services, aim at the country's entire scientific and business community either public or private sector by :
 - providing Intermediated Scientific & Technological (S&T) information services,
 - operating both traditional and digital library,
 - developing and maintaining Greek digital content, such as the “National Archive of PhD Theses”,
 - Supporting the automation and networking of libraries
 - developing the “Union Catalogue of Serials in S & T Greek libraries”.

Introduction to EKT's Scientific and Technological information services

- Organization and structure of EKT are based on its 2 principal activities:
Collection & Organization and
Dissemination of information

Introduction to EKT's Scientific and Technological information services

□ Collection and organization of S&T information

- National Archive of PhD Theses (more than 16,000 records / 13,500 out of them, with full text digitised)
- the Union Catalogue of Journals of the Hellenic S&T libraries (27,000 records/journal titles from the collections of 233 libraries)
- NHRF's Institutional Repository "HELIOS" based on Open Access technologies, aiming to collect, preserve, and disseminate online, the intellectual output of the different Research Institutes comprising NHRF.

Introduction to EKT's Scientific and Technological information services

□ Dissemination of S&T Information

- Databases, freely available online, enhancing the processes of scholarly and library communication and also of national-wide value

- Intermediated library information services
 - Bibliographic Reference Services
 - Document Delivery & Interlibrary Loan Services

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□ Dissemination of S&T Information

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- **Intermediated library information services**
 - Bibliographic Reference Services
 - Document Delivery & Interlibrary Loan Services

Intermediated library information services through the years 1998-2008

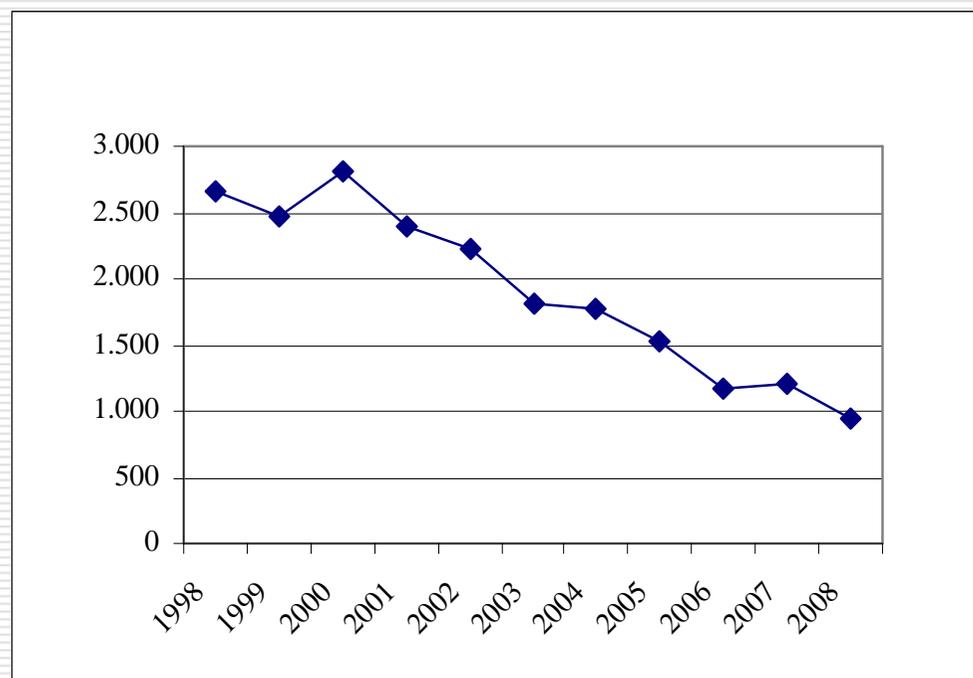


Fig.1 Bibliographic reference services- No of requests through the years

Intermediated library information services through the years 1998-2008

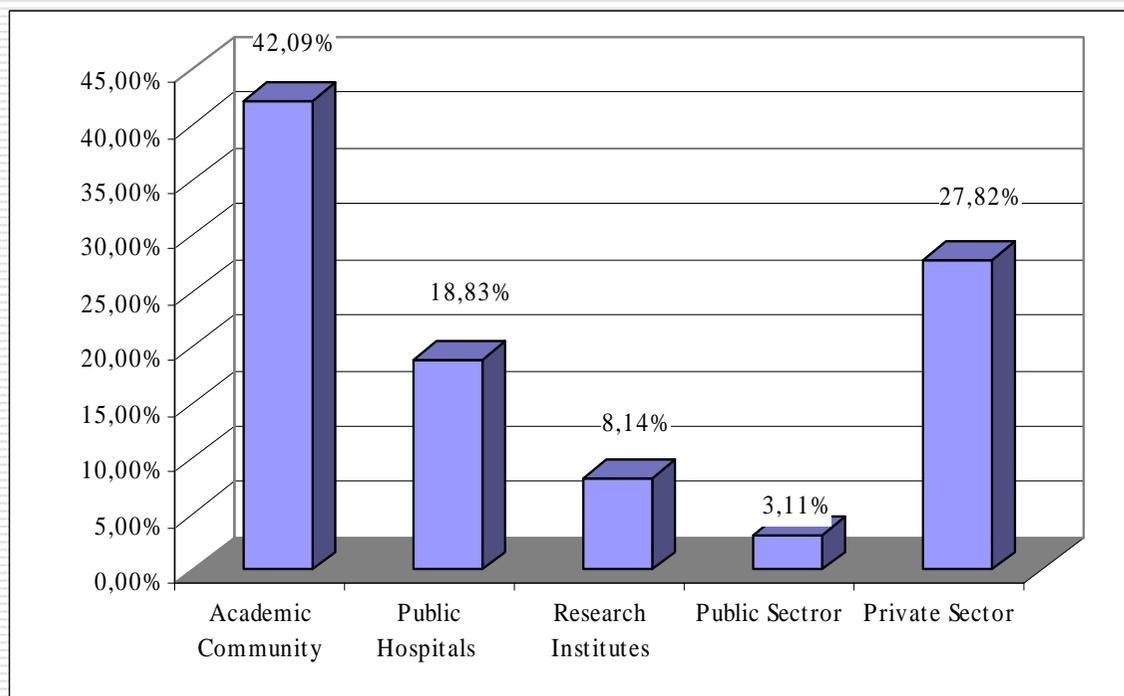


Fig.2 Bibliographic reference services- requests per user type

Intermediated library information services through the years 1998-2008

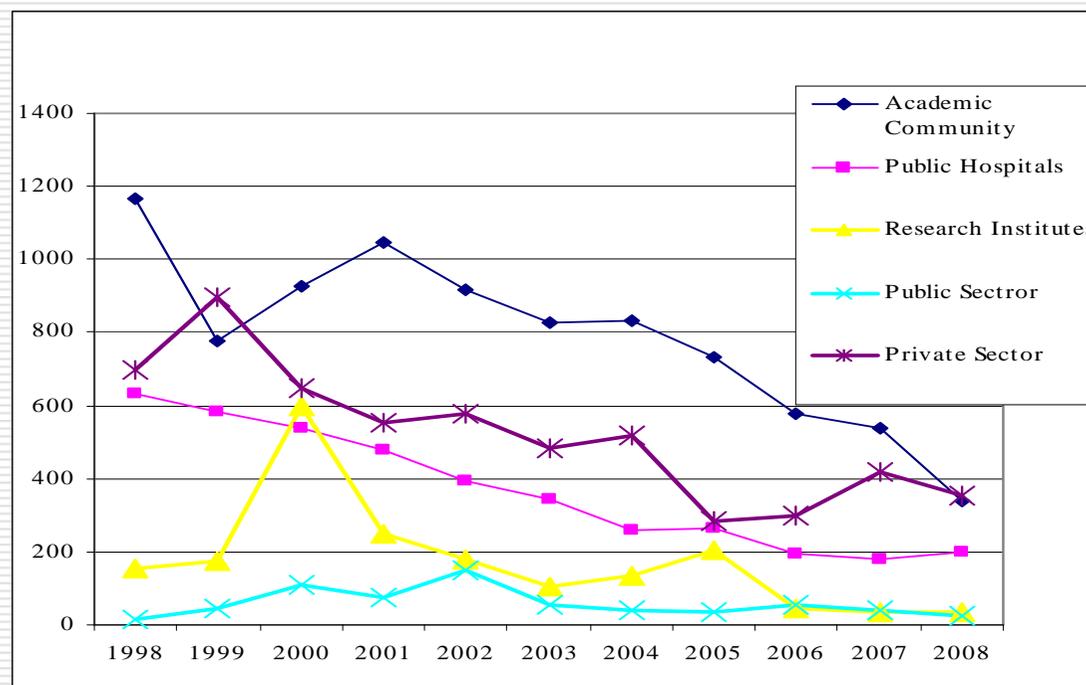


Fig.3 *Bibliographic reference services- evolution of requests per user type*

Intermediated library information services through the years 1998-2008

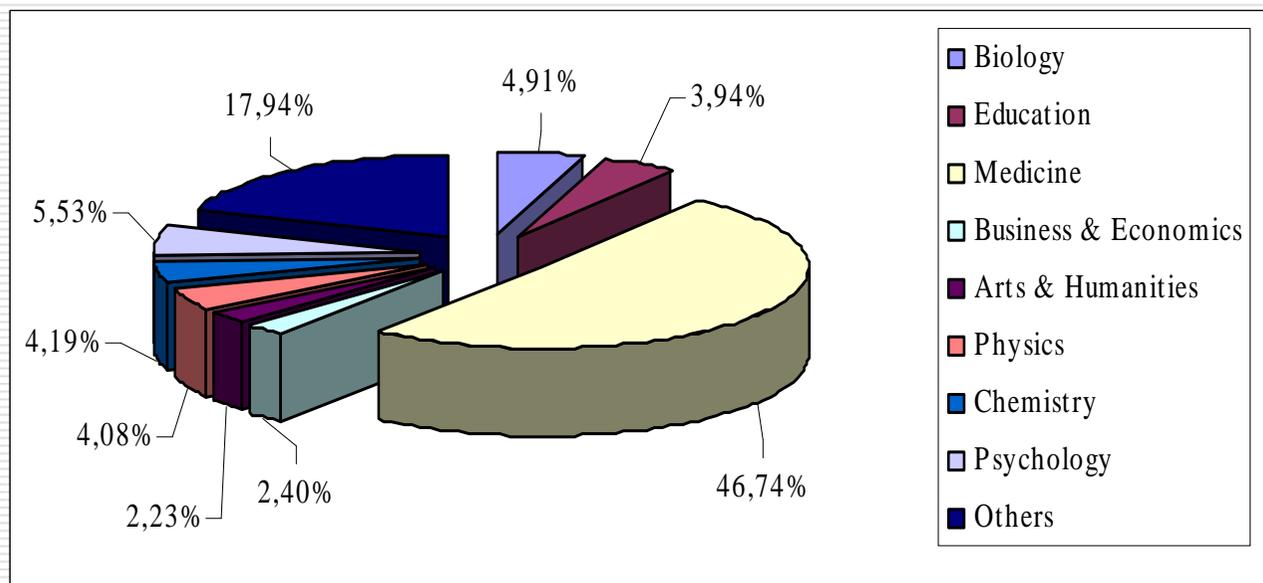


Fig.4. *Bibliographic reference services- requests by broad subject field*

Intermediated library information services through the years 1998-2008

OUTCOMES: Trends in Bibliographic reference services: accelerated decline in requests (7%) - “Disintermediation”

- ❑ users from the medical sector (EKT’s major users) access free medical resources on the Internet (eg. Medline is free since the mid-1990s)
- ❑ the proliferation of digital information retrieval resources and the explosive growth in access afforded by the Internet
- ❑ end-user-centric interfaces, offering the ease of point-and-click - no need for expertise in command languages
- ❑ users can obtain, at least the bibliographic data and abstracts of scientific articles via most publishers’ websites or Google Scholar
- ❑ user-groups from pharmaceutical sector (e.g. pharmaceutical corporate users) have obtained access to online full text resources in order to ensure high-speed and copyright-compliant electronic delivery to serve their needs
- ❑ R&D activities are declining in Greece

Intermediated library information services through the years 1998-2008

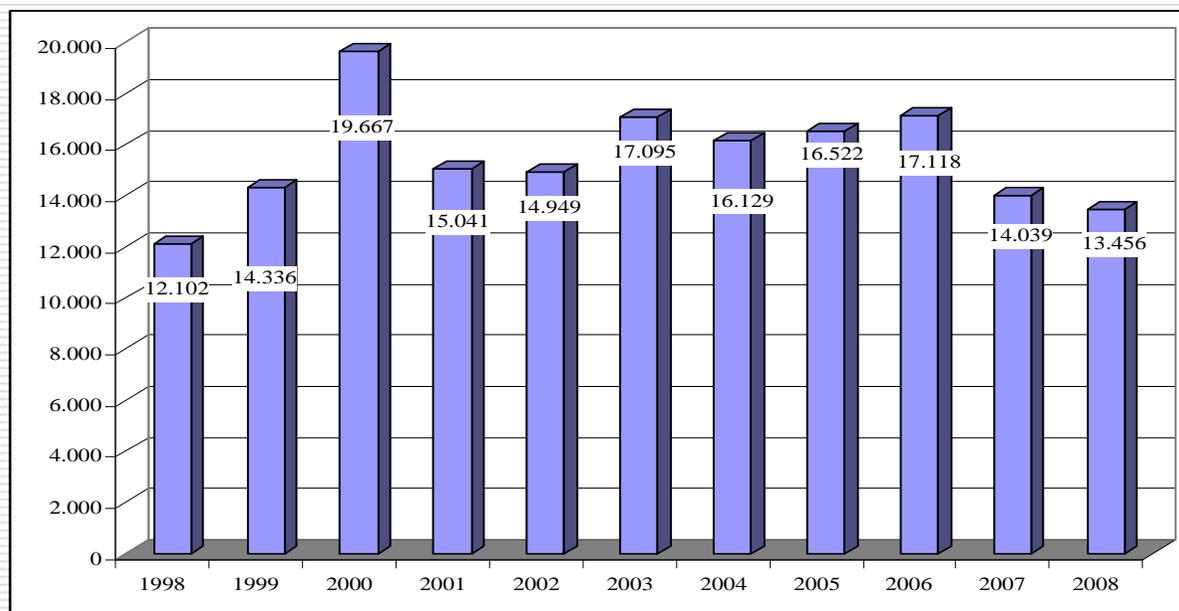


Fig.5 DDS & ILL services - No of requests through the years

Intermediated library information services through the years 1998-2008

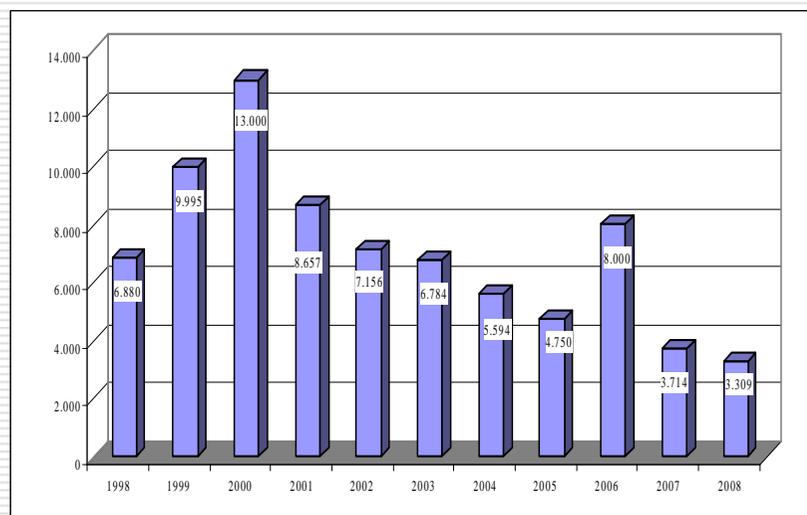


Fig.6 *DDS & ILL requests satisfied from resources from abroad*

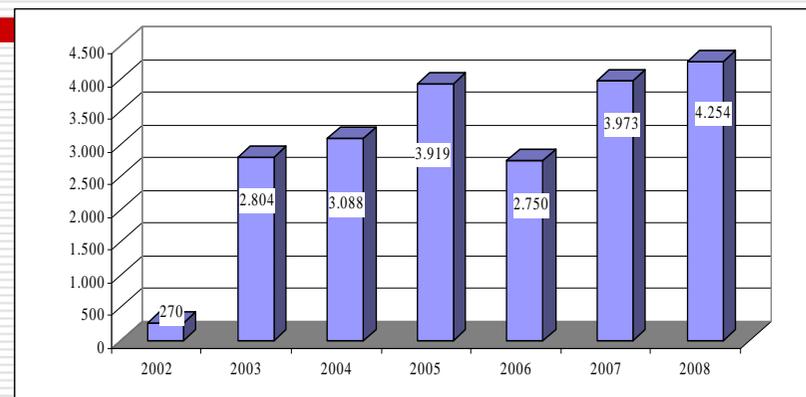


Fig.7 *DDS & ILL requests satisfied from EKT's print & digital resources*

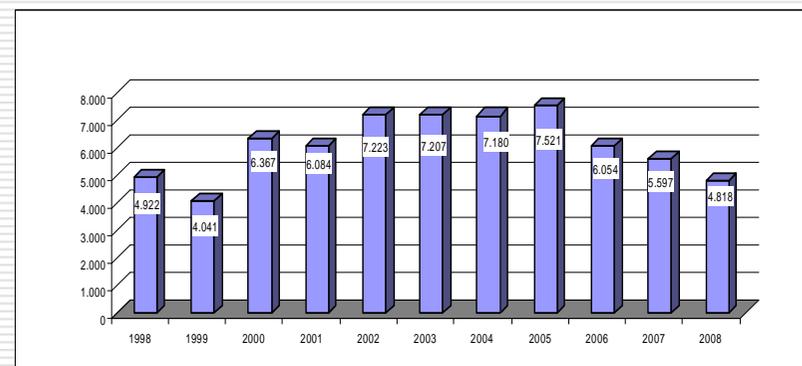


Fig.8 *DDS & ILL requests satisfied from Greek Library Network resources*

Intermediated library information services through the years 1998-2008

OUTCOMES: Trends in DDS & ILL services: no substantial variations in from-year-to-year, noticeable change in breakdown of the resources exploited

- ❑ full-text is not freely available to internet users
- ❑ the impact of Open Access Journals (OAJ) on traditional subscription-based journals of high quality is not, yet, visible
- ❑ the majority of users are from the private sector- need for high-speed “just-in-time” document delivery services
- ❑ decline in orders that are addressed to libraries from abroad (e.g. BLDSC, Subito, etc) in favor of the EKT’s library resources and other Greek library collections, due to
 - the widening of EKT’s electronic collection through new subscriptions and collaborative schemas, and
 - the enhancement of the functionality of the Greek Network of S&T Libraries through the years.

Responding to changing user-needs and patterns of library services usage at EKT

- **Facilitation of disintermediated access to information by:**
 - increase of the available workstations, in the Library Electronic Reading Room, from 8 to 20
 - offering WiFi services, with free access to internet for all library visitors
 - better organizing the available electronic information resources of the EKT's Digital Library
 - Training and seminars addressed to users on how to better exploit the offered information resources

Responding to changing user-needs and patterns of library services usage at EKT

- **Improve the quality of services offered – design of customized services to the scientific community**
 - high-speed, high-quality services, for lesser popular, and hard to find material and information.
 - Facilitation of users via web-form, electronically follow-up of the request, electronic delivery of the results
 - Broadening of collaborations and content, in order to be able to provide a full “package”, covering all kinds of information carriers.
 - Specific current-awareness information retrieval and document delivery services, to specific groups of users

Responding to changing user-needs and patterns of library services usage at EKT

□ Beyond “commercial” information resources.

- Open Access Institutional Repository HELIOS, is a digital collection of research articles preprints (journal articles before publication), postprints (journal articles after publication), theses, monographs, technical reports, working papers, etc. that constitute the NHRF’s scientific output
- with the collaboration of the NHRF and other research institutes, development of open access scientific journals in the disciplines of Humanities, Biology-Biotechnology, Chemistry and Medical Studies.

Responding to changing user-needs and patterns of library services usage at EKT

□ Library staff re-deployment

- merge of existing help desks into one
- staff is encouraged to maintain “contact” with the changing library landscape (meetings, discussions, attend conferences etc.)
- Staff rotating, for familiarity with all library services

Responding to changing user-needs and patterns of library services usage at EKT

Promotional approaches

Objectives

- to raise awareness
- to remind users what we do
- to maintain a brand image
- to encourage users back into the library
- increase the usage of information resources

Responding to changing user-needs and patterns of library services usage at EKT

Promotional approaches

- Methods of communicating
 - Press releases ref to activities and events
 - Release of an Annual Report (both print and electronic)
 - newsletter
 - Youtube.com video
 - Presentation in a TV broadcast
 - Focus on the welcoming, appealing and utilitarian library environment
 - Leaflets
 - Schedule group visits