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## Information Users and Library Services

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### **Improving the quality of user relationship services within the Library of the “Simion Stoilow” Institute of Mathematics of the Romanian Academy**

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#### **Abstract**

User orientation, in order to properly meet their information needs and requirements, represents a guarantee for the success of any research library, as an important link in scientific and research & innovation activity.

Nowadays we are witnessing a paradigm shift regarding the role of librarians in academic research libraries, from a stable role to a more dynamic one, adapted to specific needs of each user, in order to better respond to increasingly numerous, exigent and sophisticated information requirements.

The article offers a brief presentation of the collections and information services offered to users by the Library of IMAR and, also, an analysis from the perspective of users' research interests, in order to find the most efficient ways to increase quality and, implicitly, to meet their information and documentation needs accordingly.

**Keywords:** *special research library, information user, research and documentation, quality management, quality of library services.*

## **Introduction**

Quality and quality control are success factors for any research organization.

The library of the "Simion Stoilow" Institute of Mathematics of the Romanian Academy (IMAR) is a special research library and represents one of the main pillars for the activity of researchers in the field of mathematics

Quality and quality control are very much used, but they have different meanings. While quality implies a state of being, quality control seems to increasingly relate to the process through which this quality can be achieved (1).

For many researchers, quality is excellence, value, compliance with specifications, and, more recently, quality represents meeting and even surpassing customer expectations. (2)

In the opinion of the American engineer of Romanian origin, considered the quality management parent, J. M. Juran, the quality must be planned. The process of quality improvement is presented in its "trilogy" in the form of an improvement cycle, including three management processes, namely *planning*, *control* and *improvement*.

As A. Flemming pointed out in its article on product-oriented management, libraries need to know very well their offers and types of services, in order to make them more effective, to manage them, and to direct them to the real needs of users (3).

The main purpose of any library is to facilitate access to publications, regardless of the publication form, i. e. regardless if the publication is available only in print, or electronic, or both online and in print, and to satisfy the information and documentation requirements of real and potential users.

Summarized, quality management means leadership, control and optimization, in order to achieve predetermined goals and user satisfaction.

It must be outlined that the quality of library services is multifaceted and, as also C. Becker observed, any library must focus on its active user groups as well as on its potential users. But quality of services in a research library also depends on its collections, available resources and professionalism of library staff. On the other hand, the interests within the active user groups may vary. For example, some library users prefer to inform from a different location or from home about the publications and services offered by libraries. They come to the library especially when they borrow. Other users come to the library with pleasure not only for publications but also for the ambiance of reading rooms. Librarians are also a group interested in the quality of the library services. For them, quality means flexible work schedules, appropriate compensation, optimal job, a good workplace climate, and also support for lifelong learning. For organizations that offer financial support to the library, a prolonged work schedule is only wanted if it is financially profitable. For this category of interested groups, quality means efficient use of resources, a positive image of the library and the fulfillment of the research, educational and cultural policy tasks. (4)

The objectives of quality management in research library of IMAR are as follows:

- to provide information to users in order to support their research activity;
- to provide services to users in order to meet their information needs;

In order to achieve these goals, the special research library of IMAR takes the following actions:

- acquires, organizes, processes, selects and provides access to scientific information through its collections of traditional and modern publications (books, printed and electronic/online journals, annual subscriptions to scientific databases, institutional archive of preprints, informational content on various media, e.g. DVD, etc.);
- maintains international journals exchange partnerships with similar specialized institutes around the world, and these exchanges take place within international agreements;
- provides electronic access to free worldwide publications;
- assists users in identifying information resources in library collections or in other libraries in country, through researches on Internet from the library;
- initiate, increase and permanently improve services for its real and potential users;
- librarians have specialized knowledge, are courteous, competent and oriented towards library's users;
- librarians keep track user research processes in order to identify their informational needs;
- IMAR library promotes communication and collaboration with all departments of the institution and with external partners.

In conclusion, quality management ensures consumer – in our case actual or potential users – orientation, an effective resources planning and efficient work processes.

### **Measures to ensure the quality of library services in the digital age**

In 1998, Cleveland considered that the definition of the digital library should start from the the definition of a traditional library and that a digital library must preserve valuable works by integrating new technologies, new processes and new storage environments. (5)

More recently, on the same idea, in 2013, O.-L. Madge says: "Libraries today offer a much wider range of services, both traditional and electronic, to their users. But now, in the digital era, these structures are just one of the many sources of information, and for this reason they need to find new ways to meet users' needs and information requests, to keep and attract them to the services they offer in their traditional physical and virtual space (6).

*The ILFA / UNESCO Digital Library Manifesto*, adopted in 2011, characterizes the digital library through the existence of an online collection of digitized objects, through the application of new technologies and creation of a digital information network, and through collaborative participation allowing interoperability, while digital libraries are complementary to digital archives initiatives (7).

Referring to the quality management of library services in the digital era, R. Ball proposed, in 2000, six interrelated criteria. These criteria are the following (8):

- a. topicality of information content;
- b. precision and relevance of the information offered;

c. reliability: e.g. the quality of library information service should not be hindered by missing URLs, falling servers and www addresses that are no longer;

d. completeness of information through complete, comprehensive treatment of users' requirements, searching for information content on all available media and from all accessible resources;

e. speed, since the information service in a modern scientific or industrial library should not only contain current results, but these informational contents should be passed on quickly and directly to users;

f. the flexibility of distribution, as the scientist, researcher and businessman of today expects to find at the library an information specialist, who is able to give users a customized answer, adapted to a question, to a specific need. This also implies flexibility in adapting to users' wishes. It is a quality feature of the library service if it is able to make information available to the user by post, courier, fax, email, ftp or www encoded addresses.

### **Library of the “Simion Stoilow” Institute of Mathematics of the Romanian Academy**

The IMAR Library is subordinated to the "Simion Stoilow" Institute of Mathematics of the Romanian Academy (IMAR) and is located within the premises of Institute, on Calea Griviței, nr. 21, sector 1, Bucharest, next to the Romanian Academy Library.

Its mission is to provide information and documentation services, to disseminate documents and information both in the country and abroad, as well as to support the research activity and permanent professional training.

Its users are mainly scientific researchers of IMAR, professors, doctoral students and students of the Faculty of Mathematics and Computer Science of the University of Bucharest, but the library also serves upon request other categories of users, e.g. professors and researchers from related fields, and also other people performing similar activities.

### ***Collections and services offered by IMAR Library***

Today, the Library offers about 720 periodical titles (of which 550 with international ISI and MathSciNeth classifications). Regarding the collection of books, the Library holds over 38,000 titles of books, very valuable as information, the main majority in foreign languages, especially English and French. In total, there are over 224,800 volumes in the library.

The website of the library is: <http://www.imar.ro/library.php>. This includes hyperlinks to the OPAC Catalog, databases purchased through the Anelis Consortium, Online Journals, IMAR Preprints, Zentrallblat MATH and Math SciNet.

In order to ensure an exceptional quality of electronic resource services, the IMAR Library acquires annually, as a member of the Anelis consortium, subscriptions to recognized scientific databases, such as: SpringerLink, Oxford Journals, Cambridge Journals, Sciencedirect (Elsevier), Wiley Journals, Mathscinet, Web of Science.

Also, from the grants of the researchers, the IMAR Library annually contracts, together with its classical subscriptions, the following periodical titles in online format: JSTOR, Algebraic & Geometric Topology, Annals of Mathematics, Annals of Probability, Bulletin de la SMF, Mémoires de la SMF, Geometry and Topology.

Another aspect of quality management for research libraries in the digital age is the preservation and reuse of scientific data. Along with technical equipment, the preservation and reuse of scientific data are becoming increasingly important for research and innovation processes.

Unlike the beginning of research data storage, when it was done by the central information systems departments, which were, also, responsible for access to these data within the organization, today there is an increasing tendency to decentralize access to these data. (9)

In order to face the international realities, IMAR researchers sometimes publish open access articles in the European Digital Mathematics Library, as well as on their personal pages, which can be accessed for free on the Research Staff (Personal Page) website. (10)

However, particular attention should be paid to the fact that "the large amount of available electronic information has required a reorientation of librarians and specialists in information to the use and exploitation of digital resources, but all the new skills required for this purpose are based on the vast amount of skills and experience built by libraries over time." (11)

### **The context of the study**

An important step of the quality management strategy process within the IMAR Library is also the analysis of users and their interests, as well as the analysis of environment in the library.

My approach to collecting survey data was based on the fact that the IMAR library is an academic research library in Romania - serving a targeted group of users and offering publications written at the highest scientific level in the field of mathematics – and on the context of existence of international open access questionnaires serving as libraries surveys framework, a good example in the case being the project of the Institut für Bibliotheks- und Informationswissenschaft, Humboldt-Universität zu Berlin in collaboration with the other libraries and information centers in German linguistic space, published in 2009 by A. Blasetti, which I have adopted in my questionnaire (12). The Linkert scale (from very satisfied/ very important to totally unsatisfied/unimportant) contains, generally, five or six options, being adapted to our smaller number of respondents.

In this context, the survey was carried out over a three months period (15 February-15 May 2017) and focused on observing the degree of satisfaction of users' real needs.

### **Objectives and Methodes**

The main objective was the user satisfaction analysis, the analysis of the technical endowment of the library and the analysis of the internal organization and human resources.

Data collection for this analysis was done through a questionnaire, and some of the issues addressed were the following:

1. stocks of collections, for any type of publications : books, paper and electronic journals, preprints, scientific data bases,
2. the actuality of the publications offered,
3. services offers of the IMAR library,
4. the possibility for connecting to the Internet from the library's lecture rooms,
5. the availability of the required publication for loan (more copies of a title),
6. response time to users' requests (the time required for librarians to respond to requests),
7. the importance of stocks of publications and library services offers, from the users' perspective,
8. an eventual cancelation of a subscription to a printed journal, but in the presence of an electronic subscription.

A number of 81 of the total of 102 active users accepted to respond the questionnaire. The size of the sample is therefore 81 completed questionnaires, that is 80% of the active users.

The trust level expresses the likelihood that the actual value of an indicator is within the confidence interval. In my case the confidence level is 95%.

## Results and discussions

The first question was to find the degree of satisfaction with the volume of publications, by category offered by the IMAR Library. The answers were synthesized in the following table:

*Table 1: The satisfaction level regarding the volume of collections*

	1 (very satisfied)	2 (satisfied)	3 (acceptable)	4 (slightly satisfied)	5 (totally unsatisfied)	6 (I do not use)
1. The Book Fund	24 answers = 30%	56 answers = 69%	1 answer = 1%	0	0	0
2. Printed journals (subscriptions)	46 answers = 57%	21 answers = 26%	10 answers = 12%	0	0	4 answers = 5%
3. Printed journals (obtained as a result of the international exchange activity)	14 answers = 17%	59 answers = 73%	4 answers = 5%	0	0	4 answers = 5%
4. Journals in electronic format	29 answers = 37%	46 answers = 57%	1 answers = 1%	2 answers = 2%	0	3 answers = 3%
5. Data bases	42 answers = 52%	25 answers = 31%	2 answers = 2%	1 answers = 1%	0	11 answers = 14%
6. Preprints	9 answers = 11%	50 answers = 62%	5 answers = 6%	2 answers = 2%	0	15 answers = 19%

For the first question, the results of the survey reveal that users are generally satisfied or very satisfied with the volume of publications. Highest level of satisfaction (very satisfied) with volume is recorded by printed journals – through subscriptions – and electronic journals, followed by printed books. However, 19% of respondents said they do not use preprints, 14% do not use databases and between 3 and 5% do not use electronic or printed journals from the Library.

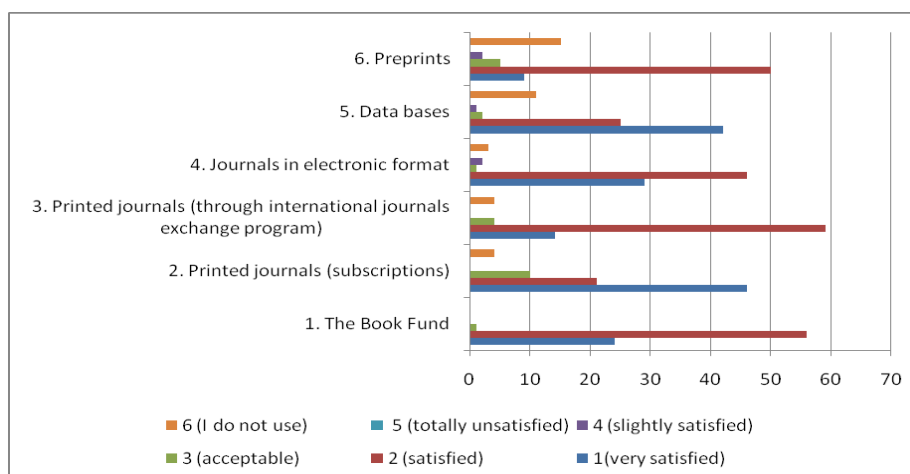


Chart 1 shows the level of satisfaction with volume of publications

The second question referred to the actuality of the content for printed publications and also for preprints, with the mention that, since 2010, the latter have arrived in the Library mainly in electronic form and in printed form. The distribution of the answers is included in the following table:

Table 2: The satisfaction level regarding the actuality of the printed publications

	1 (very satisfied)	2 (satisfied)	3 (acceptable)	4 (slightly satisfied)	5 (totally unsatisfied)	6 (I do not use)
1. The Book Fund	24 answers = 30%	55 answers = 68%	2 answers = 2%	0	0	0
2. Printed journals (subscriptions)	46 answers = 57%	29 answers = 36%	2 answers = 2%	0	0	4 answers = 5%
3. Printed journals (obtained as a result of the international exchange activity)	55 answers = 67%	16 answers = 21%	6 answers = 7%	0	0	4 answers = 5%
4. Preprints	9 answers = 11%	50 answers = 62%	5 answers = 6%	2 answers = 2%	0	15 answers = 19%

From the above table it can be noted that the situation is similar to the degree of satisfaction with the volume of publications, with very few exceptions.

The answers to this question show that 68% of respondents are satisfied with the actuality of the informational content of the printed books, while 30% of respondents are very satisfied. It is also noted that 19% of interviewees do not use the preprints either in print or electronically.

To the question concerning which database should be purchased annually, the 89% of the respondents using these databases responded as follows:

*The same databases, acquired through the ANELIS consortium, as until now.*

The other answers were: „I do not use” or „I do not have any preference/opinion/recommendation”.

The next question referred to the degree of satisfaction with the services offered.

The responses have shown that, in general, library users are very pleased with services offered by IMAR library, particularly in terms of staff courtesy, working climate, lending opportunities and references services.

We then looked at the degree of satisfaction with the possibility to connect through Internet (web) to the Library. Interviewees were asked to score a single answer.

The distribution of responses received is shown as percentage in the following table:

*Table 3.* The satisfaction level regarding the possibility to connect to the Library via Internet

	Number of answers	Procent%
I didn't know that it existed	4	5%
I do not use	12	15%
I am satisfied	63	78%
It could be more visible	2	2%

IMAR has a well-organized website, where there is also a hyperlink with the title *Library*.

Thus, 78% of respondents said they were satisfied, 5% did not know that it existed, 15% did not use the Internet to connect to the Library at all, and 2% said that this issue should be better communicated. The people who did not know that there was a possibility to access the online catalog did not try to access the Institute's website because they were not members of the Institute and preferred to go to the library to receive bibliographic information.

Further, the study tracked the availability of the requested publication.

The following table includes the answers to the question: *How often does it happen that your desired publication is already borrowed?*

*Table 4:* The level of satisfaction with the availability of the publication required for loan

	1 (very rare)	2 (sometimes)	3 (very often)	4 (never)	5 (I do not use)
1. Books, in general	51 answers = 63%	10 answers = 12%	1 answers = 1%	19 answers = 24%	0
2. Journals	51 answers = 63%	7 answers = 9%	0	19 answers = 24%	4 answers = 4%
3. Publications absolutely necessary for organizing courses, seminars, presentations at conferences, etc.	37 answers = 46%	2 answers = 2%	2 answers = 2%	12 answers = 15%	28 answers = 35%

Generally, users find the necessary information material, inclusive publications absolutely necessary for courses, seminars, conferences in a timely manner. It is very rare that the desired publication is already borrowed. Also, for courses, seminars, conferences, researchers from IMAR usually make timely the needed copies at the photocopier.

The answers to the question *How do you assess the length of time needed for librarians to respond to your requests?* are presented in the table below :



**Table 5:** The level of satisfaction regarding the time needed for libraries to respond to requests

	1 (very short)	2 (short)	3 (satisfactory)	4 (long)	5 (very long)
1. Books, in general	70 answers = 87%	7 answers = 9%	2 answers = 2%	1 answer = 1%	1 answer = 1%
2. Journals	68 answers = 85%	9 answers = 11%	2 answers = 2%	1 answer = 1%	1 answer = 1%
3. Publications absolutely necessary for organizing courses, seminars, presentations at conferences, etc.	65 answers = 81%	12 answers = 15%	2 answers = 2%	1 answer = 1%	1 answer = 1%

Generally, librarians respond to various and multiple requests in a timely manner, therefore the most part of users consider that the length of time needed for librarians to respond to requests is very short. Responses that value this quality are as follows: 87% for books, 85% for journals, and 81% for publications absolutely necessary for organizing courses, seminars, presentations at conferences, etc. The latter may sometimes be requested only shortly before the start of the conference or seminar, so satisfaction is lower than in the case of materials that are borrowed in time and for a longer period of time.

Further, I looked at a very important aspect, which I will use for some correlations regarding the collections, namely the degree of importance that users give to each type of publication and to each type of library service. It will help to observe if the user is really very satisfied or satisfied with a real offer, that is, if he/she is very satisfied and the offer is very important for him/her or he/she is satisfied because the offer is not so important for him/her, and he/she could have no reason to be unsatisfied.

The following table summarizes the answers to the question: *How important is the next offer for you?*

**Table 6:** Level of importance given by the users to each offer

	1 (very important)	2 (important)	3 (acceptable)	4 (less important)	5 (totally unimportant)	6 (I do not use)
1. The Book Fund	72 answers = 89%	9 answers = 11%	0	0	0	0
2. Printed journals (subscriptions)	37 answers = 46%	36 answers = 46%	4 answers = 5%	0	0	4 answers = 5%
3. Printed journals (through international journals exchange program)	21 answers = 25%	48 answers = 60%	7 answers = 9%	1 answer = 1%	0	4 answers = 5%
4. Journals in electronic format	45 answers = 56%	33 answers = 41%	0	0	0	3 answers = 3%
5. Data bases	48 answers = 59%	20 answers = 25%	2 answers = 2%	0	0	11 answers = 14%
6. Preprints	22 answers = 27%	37 answers = 46%	5 answers = 6%	2 answers = 2%	0	15 answers = 19%
7. Searches in databases performed for you by the librarian	36 answers = 44%	15 answers = 19%	7 answers = 9%	5 answers = 6%	4 answers = 5%	14 answers = 17%
8. Information sent by libraries by email, telephone, etc., on free online access to databases over a period of time, publishers' offers, etc.	49 answers = 61%	27 answers = 34%	1 answer = 1%	1 answer = 1%	1 answer = 1%	2 answers = 2%
9. Immediate notification of the registration of new publications purchased for the Library	51 answers = 63%	30 answers = 37%	0	0	0	0

10. OPAC Catalogue	53 answers= 65%	22 answers= 27%	6 answers = 8%	0	0	0
11. Library's webpage	38 answers= 47%	22 answers= 27%	1 answer = 1%	1 answer = 1%	1 answer = 1%	18 answers= 23%
12. Number of seats in the rooms	43 answers= 53%	28 answers= 35%	3 answers= 3%	0	0	7 answers= 9%
13. Number of PCs and workstations	19 answers= 24%	29 answers= 36%	10 answers= 12%	3 answers= 3%	0	20 answers= 25%
14. The working climate	70 answers= 86%	11 answers= 14%	0	0	0	0
15. Possibilities of photocopying documents	39 answers= 48%	24 answers= 30%	5 answers= 6%	1 answer = 1%	0	12 answers= 15%
16. The courtesy of library staff	78 answers= 97%	3 answers= 3%	0	0	0	0

It can be observed that 72 of the 81 users surveyed, i.e. 89% of them, consider that the book fund is very important, and 9 users, i.e. 11% consider it important. Hence, the most important offer for users is represented by the printed books. The situation is similar for journals, but journals are preferred in electronic form (56%) and, then, in printed form and acquired through subscription (46%).

Also, for users it is very important to benefit from a good working climate, to receive information in a timely manner and the possibility of feed-back. Regarding these issues, they are very satisfied with the working climate, as well as very satisfied or satisfied with receiving the information in a timely manner and the possibility feed-back.

We used the following grouped column chart to compare the values obtained:

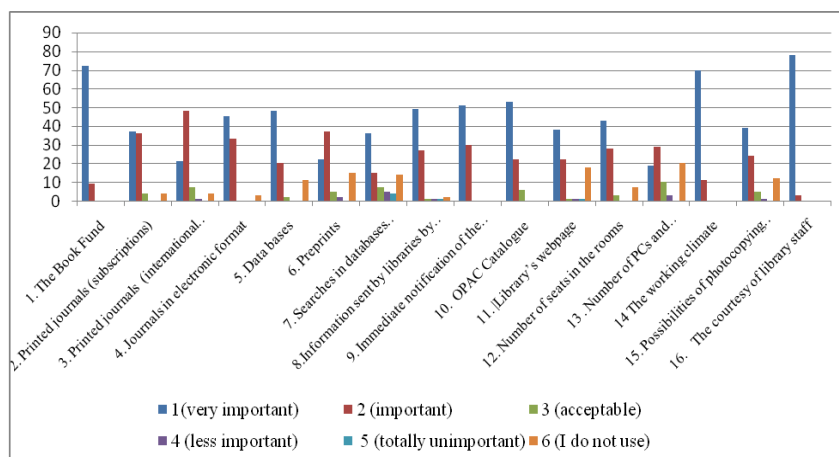


Chart 2 shows how important it is each offer for IMAR Library's users

## Correlations

From the correlations analysis, it can be noticed that, in general, users who are satisfied are of the opinion that the volume and actuality of publications are very important. Hence, it can be observed that, first of all, it is desired that book collections to be upgraded, followed by the acquisition of new journals in electronic form and the acquisition of new printed journals and, respectively, journals obtained as a result of the international journal exchange agreements.

It is obvious that the most users prefer printed books, from all types of publications offered on both traditional and electronic version. This draws attention to the fact that "it would be a mistake for information professionals to see the digital library as a panacea for all the problems that arise." (13)

The correlations are presented as follows:

Table 7: The correlation between importance and level of satisfaction regarding the volume of printed books

	LEVEL OF SATISFACTION						
	Σ	24	56	1	0	0	0
I	72	21	50	1	0	0	0
M	9	3	6	0	0	0	0
P	0	0	0	0	0	0	0
O	0	0	0	0	0	0	0
R	0	0	0	0	0	0	0
T	0	0	0	0	0	0	0
A	0	0	0	0	0	0	0
N	0	0	0	0	0	0	0
C	0	0	0	0	0	0	0
E	0	0	0	0	0	0	0

The chart of this correlation is the following:

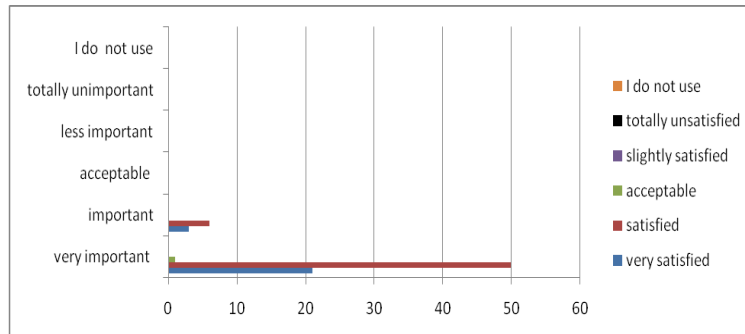


Chart 3 shows the correlation between importance and the level of satisfaction regarding the volume of printed books

The second correlation referred to the degree of satisfaction compared to the importance regarding periodicals purchased as traditional subscriptions. The comparison is presented in the following table:

Table 8: Correlation between importance and level of satisfaction regarding the volum of printed journals (subscription)

	LEVEL OF SATISFACTION						
	Σ	46	21	10	0	0	4
I	37	29	8	0	0	0	0
M	36	17	13	6	0	0	0
P	4	0	0	4	0	0	0
O	0	0	0	0	0	0	0
R	0	0	0	0	0	0	0
T	0	0	0	0	0	0	0
A	0	0	0	0	0	0	0
N	0	0	0	0	0	0	0
C	0	0	0	0	0	0	0
E	4	0	0	0	0	0	4

One should observe well that among the 46 users (57% of the total respondents) who consider the printed journals purchased as subscriptions to be very important, only 29 (72% of those who accord great importance to subscriptions to paper journals) are very satisfied over time, and, respectively, 17 of the respondents (28% of those who accord great importance) are only satisfied with the offer.

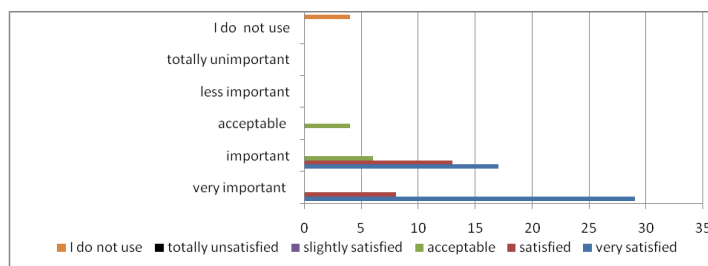


Chart 4 shows the correlation between importance and level of satisfaction regarding the volum of printed journals

The third correlation aimed to find the degree of satisfaction compared to the importance accorded by users to periodicals purchased as subscriptions in electronic form.

The comparison is presented in the following table:

Table 9: Correlation between importance and level of satisfaction regarding the volum of electronic journals (subscriptions)

	LEVEL OF SATISFACTION						
	Σ	29	46	1	2	0	3
I	45	22	20	1	2	0	0
M	33	7	26	0	0	0	0
P	0	0	0	0	0	0	0
O	0	0	0	0	0	0	0
R	0	0	0	0	0	0	0
T	0	0	0	0	0	0	0
A	0	0	0	0	0	0	0
N	0	0	0	0	0	0	0
C	0	0	0	0	0	0	0
E	3	0	0	0	0	0	3

The graphical representation of these data is as follows:

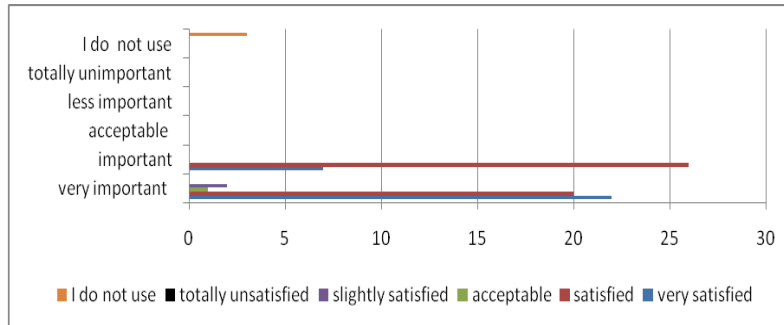


Chart 5 shows the correlation between importance and level of satisfaction regarding the volume of electronic journals (subscriptions)

It is worth mentioning that of the 29 users (36% of the respondents) who consider the electronic journals purchased as subscriptions to be very important, only 22 (72% of those who accorded great importance) are very satisfied and 7 (28% of those who accorded great importance) are only satisfied with the offer.

The fourth correlation aimed to find the satisfaction of purchased databases related to the importance given by users to these types of informational resources.

The distribution of the results is included in the following table:

Table 10: Correlation between importance and level of satisfaction regarding the volume of database (electronic resource subscriptions through ANELIS Consortium)

	LEVEL OF SATISFACTION						
	Σ	totally unsatisfied	slightly satisfied	acceptable	satisfied	very satisfied	total
<b>I</b>							
<b>M</b>	48	32	15	0	1	0	0
<b>P</b>	20	7	26	0	0	0	0
<b>O</b>	2	0	0	2	0	0	0
<b>R</b>	0	0	0	0	0	0	0
<b>T</b>	0	0	0	0	0	0	0
<b>A</b>	0	0	0	0	0	0	0
<b>N</b>	0	0	0	0	0	0	0
<b>C</b>	0	0	0	0	0	0	0
<b>E</b>	11	0	0	0	0	0	11

We can observe the similarity with the case of electronic journals (subscriptions), as 76% of the 48 users for whom the databases are very important (that is a number of 32 users, as shown in the table above), declared to be very satisfied, 23% (15 users, as shown in the table above) are only satisfied, 1% (one user) is slightly satisfied.

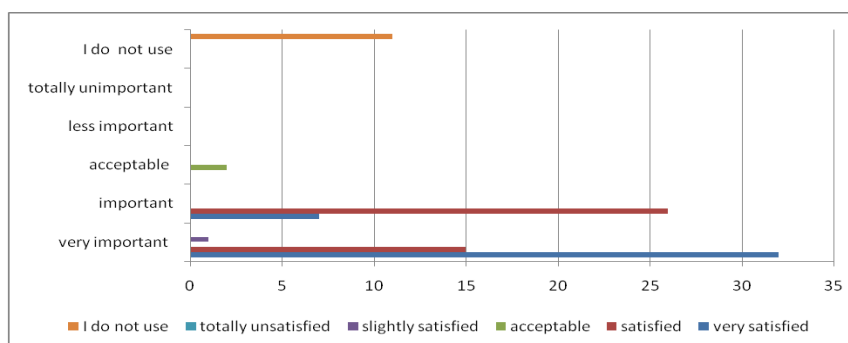


Chart 6 shows the correlation between importance and level of satisfaction regarding the volum of database (resource subscriptions through ANELIS Consortium)

Next, users were asked to answer the question: *How important are the following offers to you? (Please be sure to tick as very important just the offer you absolutely want!)*

Table 11: The most important service offer from the users' perspective

	1 (very important)	2 (important)	3 (acceptable)	4 (less important)	5 (totally unimportant)	6 (I do not use)
1. Newsletter (new purchase alerts by email)	43 answers= 53%	35 answers= 44%	2 answers= 2%	1 answers= 1%	0	0
2. E-learning offers	4 answers= 5%	5 answers= 6%	4 answers= 5%	7 answers= 9%	11 answers= 14%	50 answers= 62%
3 Standard Workstations with software	15 answers= 19%	9 answers= 11%	3 answers= 3%	19 answers=23%	20 answers= 25%	15 answers= 19%
4. Possibility to personally reserve books	45 answers= 55%	27 answers= 33%	6 answers= 7%	1 answer = 1%	1 answer = 1%	1 answer = 1%
5. Color copier	13 answers= 16%	23 answers= 28%	28 answers= 35%	9 answers=11%	3 answers= 3%	5 answers= 6%
6. Multimedia workstations	15 answers= 19%	9 answers= 11%	3 answers= 3%	19 answers=23%	20 answers= 25%	15 answers=19%

Noteworthy is the fact that for 67% of users, the multimedia workstations in the library are not as important as email notifications about new purchases or the possibility to personally reserve books via the integrated library system. E-learning offers are also not required by 62% of respondents. IMAR Library's users prefer to read online publications from their own office (IMAR building). They can also consult the Koha-OPAC Online Library Catalog from their own offices. More important for these users are bibliographic alerts and lists of new purchased items, sent via email by the librarians.

Invited to specify other types of offers, which were not mentioned before but which users would like to have, the results were as follows:

- A greater connection to the realities in mathematics – i. e. new and important publications.
- Collaboration with similar institutions abroad or, if these exist, development of these partnerships.
- More collaboration with similar institutions in the country.

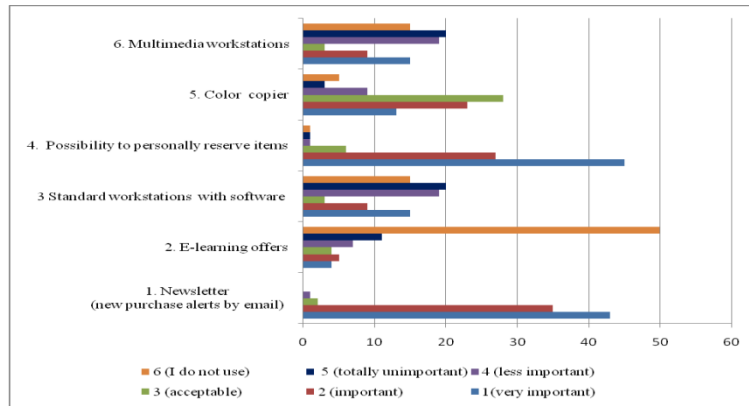


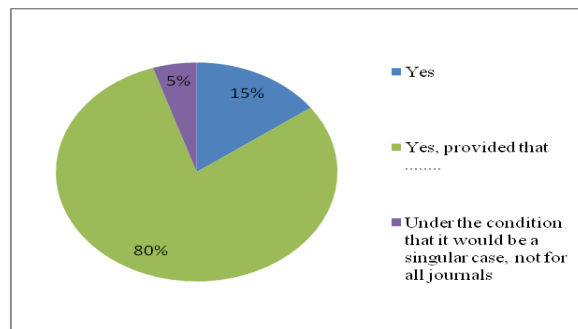
Chart 7 shows the most important desired service offer from the users’ perspective

Asked if, in principle, they would agree that our library will give up, for reasons of financial limitations, the printed copy of a journal, if the library still holds the online copy for that journal and asked to tick only one answer, we have registered the following proposals:

Table 12: The acceptance that the library might renounce – for financial reasons – to the printed version of the journal

Yes	15%
Yes, provided that .....	80%
Under condition that it would be a singular case, not for all journals	5%
No	No

Regarding this issue, 80% of respondents agree that the library will give up the subscription for the printed copy of a journal if it is available online, provided that there are not many cases of this kind.



Graph 8 shows the acceptance of users that the library has to renounce – for financial reasons – to the printed version of a journal

## Conclusions

The IMAR Library is an integral part of the research, study, higher education and innovation process in the field of mathematics and related sciences in our country, providing access to high quality scientific information resources for Romanian and foreign researchers, teachers, PhD students and students.

In order to increase the quality of the scientific research, innovation and teaching process, the library must continuously pursue the analysis of its users' requests, update and enrich its collections, diversify its documentary typology by acquiring electronic books and assimilate new information and communication technologies, to promote open science policy, to provide on-demand support to researchers in scientific data management.

Very important for IMAR's research library are, also, work organization, simplifying the information circuit, and use of modern leadership methods, tailored to total quality management.

Librarians must continuously develop their skills needed for archiving, presenting, disseminating, manage and promoting information resources on various media.

As regards higher financial investments, these should be further allocated to specialized print book purchases, subscriptions to scientific databases and electronic journals, and also to specialized books in electronic format and to improving the aesthetic function of the library.

Attention must be focused on users' perception and adaptation of library services to their specific and highly diversified needs, as well as on the improvement of librarians' knowledge regarding the management of electronic scientific resources.

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