

Summary



PDA as Customer Service / User-Initiated Acquisition at the University of Leipzig Library (Jens Lazarus)
(pp. 234 – 237)

Patron Driven Acquisition (PDA) has been practiced at the University of Leipzig Library for several years. But the initial goal of creating an operational acquisition model for licensing e-Books with the help of an efficient aggregating platform has been abandoned. Meanwhile, for print publications, the concept of PDA has received significant development and been implemented for the first time at Leipzig's university library.

PDAprint has become an integral part of the acquisition procedures for monographs and nearly doubled in volume, rising from 6% of the budget in 2013 to 12% in 2015, when 85,000 Euros were spent in this manner. PDAprint supplements the acquisitions initiated by subject specialists and aims, above all, at covering areas of literature stemming from interdisciplinary and specialized research. There were 2,200 requests for acquisitions fulfilled in 2015, or roughly 10 titles per working day, while the rate of mediated denials lay at 11%.

PDA has become an established practice for printed materials and is likely to increase as the library expands and diversifies this segment. There are discussions, for example, of including academic publications in the Romance languages.

In the case of e-books – as well as for journals – the user driven method is only available on a limited basis and has not yet been possible to implement with the larger academic publishing houses. A more precise evaluation will be needed in order to achieve, on the one hand, the range of materials desired by the users, and to guarantee, on the other hand, an efficient deployment of the acquisitions budget.

A Matter of Character (?) / The Central and Regional Library Berlin Transferred Part of Its Collection Development to an External Provider in January – Accompanied by Harsh Criticism (Carmen Molitor)
(pp. 242 – 245)

With the announcement that a large part of its collection management would be outsourced in 2016, the administration of the Central and Regional Library Berlin (ZLB) triggered a massive public debate. Opponents fear that the inimitable character of the ZLB is endangered by this re-structuring, while the proponents see it as a guarantee for the library's future. Volker Heller, a board member and managing director, stated his concerns about the viability of the ZLB upon taking office in 2012. Recognizing a snarl-up on the path of modernization, the director saw no clear concept for the continuing development of the library with such limited personnel resources.

»With a view toward customer orientation and efficiency,« two experts in library management, Konrad Umlauf and Cornelia Vonhof, made the explicit recommendation that the library hand-over »the procurement of ready-to-lend standing-orders to the library provider ekz«. Previously this was nearly exclusively in the hands of ZLB's subject specialist librarians. But by no means all staff members and library supporters found this a good solution. Public protest was loudly voiced in 2015, the year of its 20th anniversary. A petition was posted online with the title »Destroying Books in Berlin?« in reference to a (false) rumor about especially stringent new rules for discarding books. It was signed by 20,400 supporters.

Library manager Volker Heller affirmed the necessity to do justice to the special character and history of this library. Nonetheless, despite all protesting, the ZLB has put its new policy for collection development into action.

Attracting Adolescents, Families, and Entirely New User Groups / Five Theses on Sunday Opening Hours in Libraries (Simone Fühles-Ubach, Ragna Seidler-de Alwis)
(pp. 258 – 259)

Libraries need to keep evolving. Changes in media and habits of media usage, as well as changing reading and leisure-time patterns, require that libraries adapt themselves in order to remain attractive. This article by Prof. Simone Fühles-Ubach and Ragna Seidler-de Alwis shows the potential benefits of Sunday opening hours for certain libraries.

In a study of Sunday hours at the City Library of Mönchengladbach, a total of 34% of all library visitors were interviewed on five different Sundays over a three month period. The research question for this study was: who – i.e., which target group – visits the library for what purpose on a Sunday?

The question was of particular relevance because the library offers neither professional assistance nor Internet access on Sundays. In other words, the services provided were quite truncated. In face-to-face interviews, 547 library users gave responses to a survey whose questions were developed in seven languages (Arabic, German, English, French, Russian, Spanish, and Turkish) in order to account for the high proportion of visitors (34%) with a non-German background. The evaluation was based on 18 questions, which could be summarized in the following five theses:

1. On Sundays the proportion of adolescents is especially high.
2. Adolescents rate Sunday opening hours especially positively.
3. Sunday opening hours attract new users; nearly half of the respondents have time for a library visit especially on Sundays.
4. Visits to the library are a family event.
5. Sunday visitors can do without professional services, but they miss Internet access.

Translated by Martha Baker