

# The Situation of Polish Academic Libraries in the Last Decade

## The Expectations of Future Users

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### INTRODUCTION

Based on survey data for period 2004-2012 authors presented some of the trends and phenomena occurring in the last decade in Polish academic libraries. Data illustrate that occur in academic libraries changes that have (should have) influence on increasing the attractiveness of the proposed offer. The statistics data were contrasted with opinions of future librarians and users, which show us whether efforts carried out by Polish academic libraries meet their expectations.

### METHODOLOGY

- Four different methods used in the survey:
1. Performance Analysis of Polish Research Libraries for period 2004-2010 (Polish state academic libraries)
  2. Websites content analysis. Situation on 25.05.2012 (Polish state academic libraries)
  3. Questionnaire for students of the last two years of information science and librarianship studies for period 02.04.-25.05.2012 (81 respondents)
  4. Electronic probe among users of the Library of CUT for period 09.05.-25.05.2012 (107 respondents)

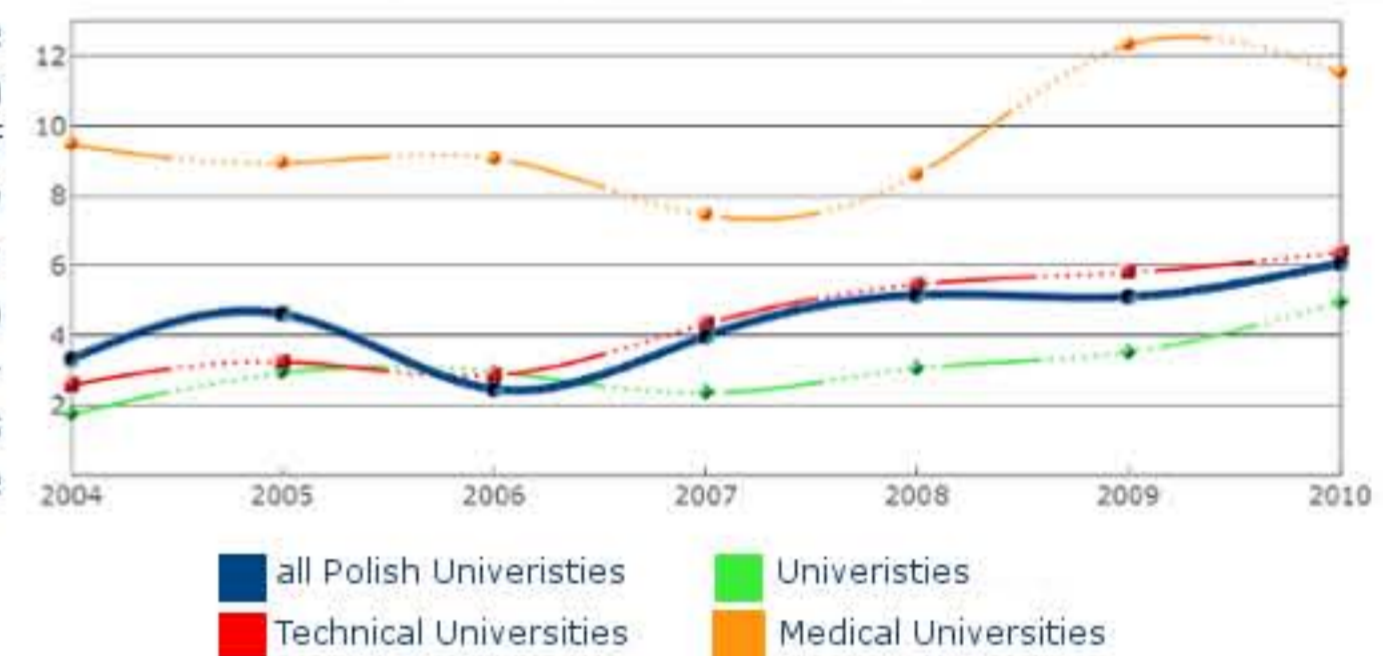
### RESULTS

Of the 70 indicators, available in the Performance Analysis of Polish Research Libraries (Polish abb. AFBN), illustrating trends and phenomena in Polish academic libraries authors chosen:  
- number of full-text documents downloaded per user

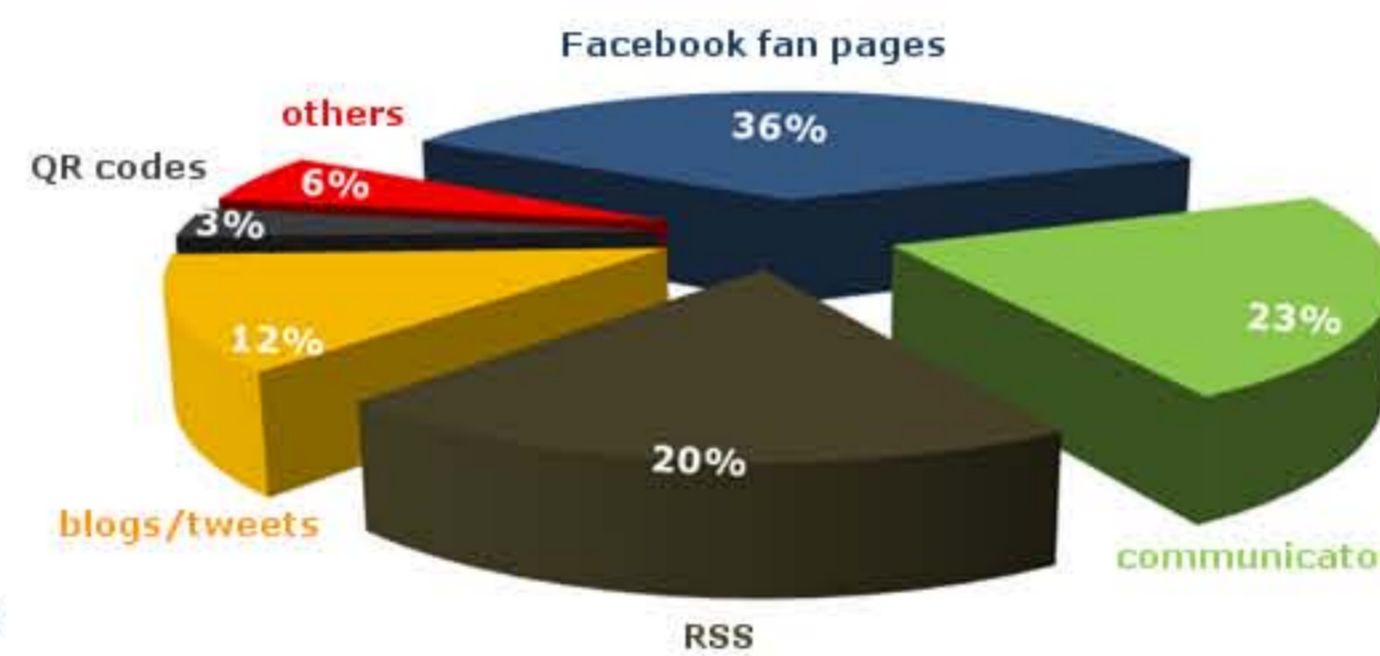
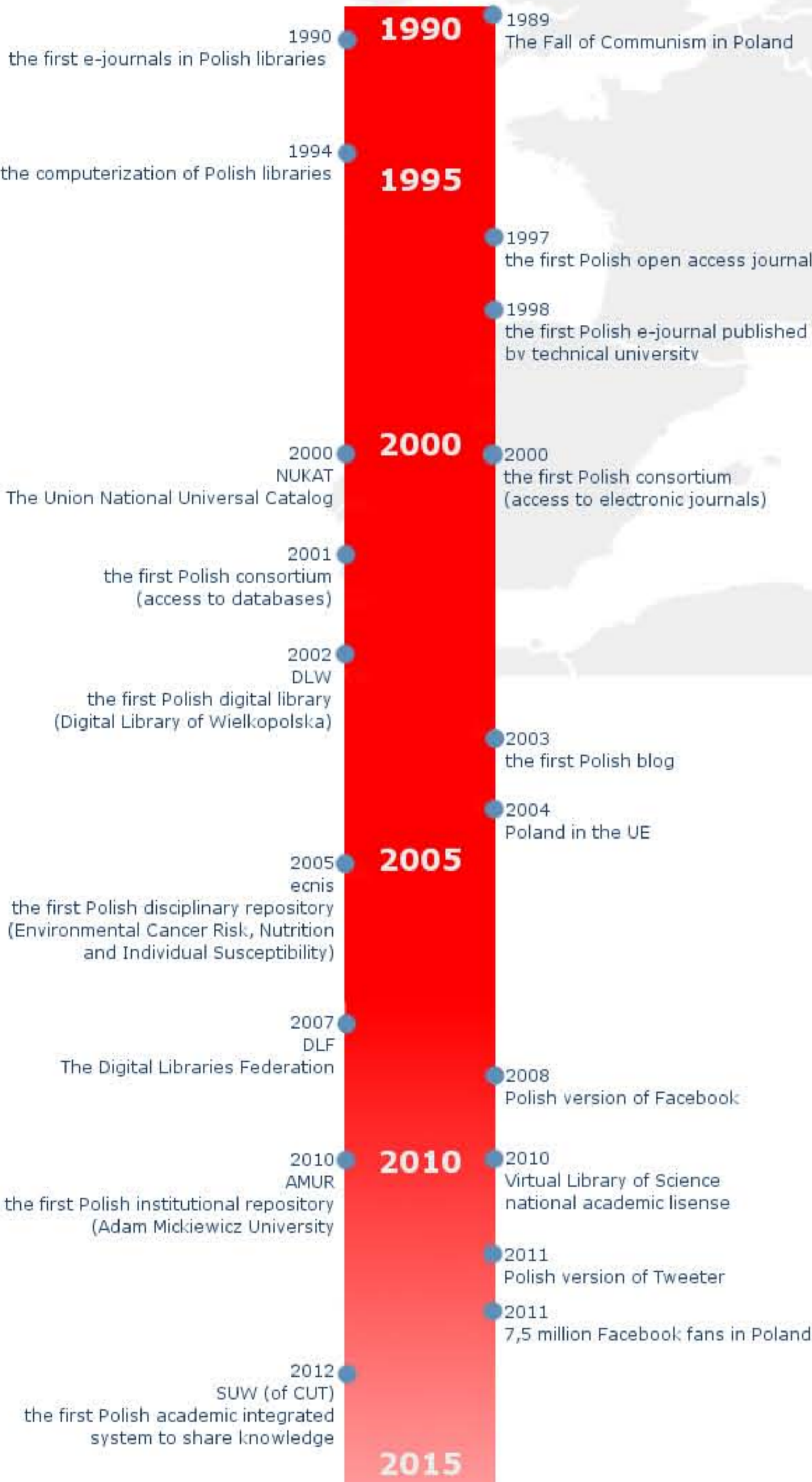
The other indicators in AFBN databases including: access to electronic resources, number of logins and downloads, costs of e-resources subscriptions, remote access to e-resources, only confirmed the activity of libraries in creating the modern forms of knowledge delivery and transmission services from the traditional to the virtual plane.

20% increase of the number of downloads of full text from subscribed e-journal services and databases in the past six years, confirms the need maintaining and further expanding the offer of electronic resources in academic libraries.

In 2010, in response to the needs of users, the Polish Ministry of Science and Higher Education established a national license for the purchase of selected electronic resources, which using in a few years was the largest, such as e-journal services: ScienceDirect (Elsevier), Springer and databases: Web of Science and Ebsco, and from 2012 Scopus and Wiley-Blackwell database. Thanks to that license libraries was able to increase the pool of expenses incurred for the purchase of e-resources by nearly 50%.



Graph 1. Number of full-text documents downloaded per user



Graph 2. Interactive services offered by libraries

Increasingly used by the Polish society services such as interactive communication in real time, fan pages in social networks and RSS alerts also appeared in academic libraries. Initially, they were used to presented library general information (opening hours, new services), now more often used to communicate with the user, change the image of the library or interactive relation librarian-user for example: contests in celebration of Library Week.



Graph 3. Usefulness of currently and future services offered in academic libraries

### CONCLUSION

More diversified and modern offers of libraries raises expectations among their users and their increased activity in the use of our resources and services.

The graph illustrates the opinions of students of information science and librarianship about the usefulness of currently technology and services offered by academic libraries. The forecast is presented on the usefulness of these services in the coming years.

Access to traditional/electronic resources at present and into the future is the most important element of the activity of academic libraries (over 80% of responses - the traditional collections, about 70% - e-resources). Increasingly important for future users will be remote access to e-resources (21% growth) and access to full text in the digital library or repository of parent university (20% growth).

Innovative proposals (modern) services (via social networks, as well as via mobile devices) are not accepted among the study group (89%) and lose with more traditional services. Perhaps this attitude is affected by the fact that respondents are a large part of future librarians, so they are tainted with "library" point of view.

However users of the Library of CUT, see a need for existing a library fan page on Facebook. Nearly 70% of respondents granted their support to the Library of the intention to implement new services on the portal. As examples services authors chosen: ordering books and a reminder of their return (50%), receiving lists of literature on the specified topic (13%) and the on-line register to the library (5%).

