The extent of Academic Library Services support to E-Learning

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**Introduction**
Teaching at the academic level is rapidly changing because of the strong influence of the ICT on all aspects of life, especially in the way in which we communicate and learn. E-learning is one of the most promising and rapidly growing aspects of the information society nowadays. Education at all levels, but particularly at the academic level, is considered incomplete without e-learning and e-learning is unthinkable without information literacy.

In this new environment the role of academic libraries is to redesign library services and introduce several innovative services to promote information literacy and e-learning. Academic libraries today have multiple roles and over the years have implemented numerous related operations and services. This has inevitably led to the expansion of support to e-learning. However, their fundamental purpose, i.e. provision of access to trustworthy and authoritative knowledge, has remained the same.

All the resources in the digital library should be browsed and searched as a large repository of multimedia contents which uses structured metadata for the syntactic and semantic description of all the resources.

**Sample:**
The sample for this analysis includes library web sites of the Constituent Units at the University of Zagreb.

University of Zagreb comprises 29 Faculties and 3 Academies of Art. Some faculties have mutual libraries. Therefore Zagreb University has 29 independent libraries.

**Objectives and methods**
The objectives of this study are to identify:

- which digital content and e-services exists on the web pages of academic libraries at the faculties of the University of Zagreb,
- which social media tools are integrated into web pages as part of modern library services,
- according to the content on the web pages determine the extent to which the library supports access to library e-services.

**Methodology**
The research was conducted between 5-10 May. The purpose of this research was to evaluate if the libraries follow modern trends in developing e-services and which e-services are applied on web pages for the dissemination of the content appropriate for studying and teaching.

The content of each of the academic libraries web sites at the University of Zagreb was browsed to check the content and availability of the following 10 categories: OPACs (Online Public Access Catalogues), Facebook/Twitter, interface for mobile devices (access to online catalogue or access to the whole website), access to academic and professional databases that the library subscribes to (access to digital journals and/or digital books), free and carefully selected resources which are of particular interest to the students and researchers at the faculty, encyclopedias and dictionaries, institutional digital repository, Frequently asked questions (FAQ), blogs, tags. Data were taken from each library web site, which is an integral part of the institution web site to which the library belongs.

The starting point for browsing the library web sites was the web site of the University of Zagreb where all institutions of the University are presented. From this place it is possible to link directly to web pages of each faculty, which also contain web pages of the libraries. Every library web page was browsed in detail to check the availability of the ten categories mentioned above. First, initial browsing of the library web page was conducted, and then the web page of the institution was browsed to retrieve information about some Web 2.0 tools not found on the library web pages. When the selected category was found, it was marked with “YES“ in the table, but if the selected category was not found on the web site, it was marked with “NO“.
The following should be taken into account when considering the data:

- "Ask Librarian Service", which is more common in Croatian libraries, was used instead of the e-service Frequently asked questions (FAQ).
- some library web sites have been constructed under the project System of Scientific Information,
- free resources were considered (e.g. data-bases, company web pages, e-journals…).

The criteria for evaluation:

- easy/difficult access to the e-content at the library web page,
- diversity of the content for study and research,
- accepted tools for promoting library e-services and for e-communication with users.

Findings
Access to the library page from the institutional web page interface was more or less easy. Some faculty web pages provide direct link from the home web page to the library web page.

This research is expected to show which services are preferred at the academic libraries' web sites of the University of Zagreb according to new trends in developing library services. This research will also assess if library staff know the value of e-learning and their approach in creating digital library content.

This poster presentation will offer an overview of the content which could be considered a part of digital libraries at the academic level.

Keywords: e-learning, Web 2.0, academic libraries, digital libraries, library e-services

REFERENCES


Curriculum Vitae
Andrea Tominac was born in 1973 in Sisak, Croatia. She finished elementary and high school in her home town. In 1991 she started studying Russian language and literature and Information science at the Faculty of Humanities and Social Sciences, University of Zagreb. Since 1997 she has been employed at the Faculty of Teacher Education, University of Zagreb, Department in Petrinja. She obtained her diploma in 1999. In 2008 she enrolled in postgraduate studies at the Faculty of Humanities and Social Sciences, University of Zagreb. During her professional work she has participated at several conferences, mostly held in Croatia. She is author or co-author of professional and scientific papers published in conference proceedings and professional and scientific journals. She is the head librarian at the Faculty of Teacher Education, University of Zagreb, which comprises three faculty libraries, i.e. the central library in Zagreb and two dislocated departmental libraries at the Faculty of Teacher Education, Department in Petrinja and Faculty of Teacher Education, Department in Čakovec. She is the president of the Professional Board of the Croatian Library Association, and a member of the Commission for academic libraries founded by the Croatian Library Association. Her professional interests are information literacy, user education, library services, etc.

Tamara Krajna was born in 1961 in Vinkovci, Croatia. She finished elementary and high school in her home town. She began studying geology at the Faculty of Science in Zagreb in 1980 and earned her Diploma in 1986. In 1996 she enrolled in postgraduate studies of Information science, the field of library science earning her Master's degree in September 2003 and her PhD degree in October 2012. She has participated in a number of conferences, both in Croatia and abroad. Also, she is author or co-author of a number of papers. She is a member of the standing committee of IFLA's Science and Technology Libraries Section. She is the head librarian at the Faculty of Mechanical Engineering and Naval Architecture, University of Zagreb. Her professional interests are scientific communication, scientific publishing, bibliometrics, etc.