



PULMAN

PUBLIC LIBRARIES MOBILISING ADVANCED NETWORKS

# E-Content in Academic Libraries: Providing Information, Supporting Equal Access, Promoting Culture

Anna Fragkou, Filippos Kolovos

*University of Macedonia Library  
Thessaloniki, Greece*

# Providing Information

Anna Fragkou

*University of Macedonia Library*

*Thessaloniki, Greece*

*fragkou@uom.gr*

# Greek Academic Libraries (7 years ago)

- Under-funded
- Under-staffed
- Under-estimated / Under-used
- No organisation / No services
- No vision

# Hellenic Academic Libraries Link

- O.P.E.I.T. I, 1997-1999 (2<sup>nd</sup> Community Framework / Greek Ministry of Education and Religious Affairs)
  - Libraries
    - “Networking of the Greek Academic Libraries”

## Participants

- 18 Universities
- 14 Technological Education Institutes
- The National Library of Greece
- The Academy of Athens

## O.P.E.I.T. I Objectives

1. Create a Union Catalog for the Academic Libraries.
2. Study the possibility of centralized training for the Academic Librarians.
3. Encounter the problem of escalating budgets of journal subscriptions and suggest solutions.
4. Prepare a framework for the creation of an electronic database with dissertations and theses published in Greek Universities.

## Objective 3: Actions

- Pilot Conspectus project for the assessment of periodicals collections in the fields of Physics, Chemistry and Computer Science in 5 libraries.
- Collaboration in accessing electronic resources.
- Establishment of a consortium: Hellenic Academic Libraries Link (HEAL-Link) and a Total Quality Management Unit.
- Agreements with publishers and vendors - Access to more than 3.500 electronic journals.
- HEAL-Link's web site (<http://www.heal-link.gr>)

## Objective 3: Conspectus Project

- Assessment of existing collections (conspectus method).
- Detailed study of the syllabus, the research areas and the perceived needs of the departments involved (course analysis) depending on the level of study (undergraduate, graduate, research).
- Set of guidelines for the implementation of methods involved.
- Development of core lists of journals for the three subject areas selected.
- Comparison of the libraries' periodicals collections against core lists.



## Objective 3: Conspectus Project: Outcomes

- Two possible models of cooperation in print journals:
  - Centralized model (one library building a comprehensive collection).
  - Decentralized model (several libraries adopt certain titles and cancel others that are more pertinent to the syllabus and research needs of other institutions).
- No chance to collaborate on collections the level of which is below core.
- Marginal savings from canceling peripheral titles.

## Objective 3: Collaboration in Accessing Electronic Resources

- Focus on STM (science-technology-biomedicine) journals because of:

- High cost
- Availability
- High use

DISCIPLINE	AVERAGE COST
Science	\$ 1.291
Technology	\$ 423
Medicine	\$ 393
Social Sciences	\$ 277
Humanities	\$ 124

Source: SwetsBlackwell Serials Price Increases 1998

## Objective 3: Collaboration in Accessing Electronic Resources: Agreements

PUBLISHER	SERVICE
Elsevier	Science Direct
Springer	SpringerLink
Academic Press	IDEAL
Kluwer	Kluwer Online
MCB	Emerald
OCLC	FirstSearch
Wilson	Omni Mega File

## Objective 3: Collaboration in Accessing Electronic Resources: Usage

OHIOLINK April '98 – March '99	HEAL-Link April '99 – March '00
280.000 articles from Science Direct and IDEAL	295.589 articles from Science Direct

Usage increase form Jan. to June for the years 2000-2001.  
 Downloaded full text articles

OCLC Firstsearch (basic package –12 databases)	+ 232%
Wilson OMNI Megafire (six full text multi-disciplinary databases)	+ 420%

## Objective 3: Collaboration in Accessing Electronic Resources: Usage

Usage increase from Jan. to June for the years 2000 – 2001.  
 Downloaded full-text articles

Elsevier	+ 91.46%
Academic press	+ 259.29%
Springer	+ 229.35%
Kluwer	+ 103.04%

## Objective 3: Collaboration in Accessing Electronic Resources: Usage

Percentage of non subscribed titles used

✓ MCB	75 %
✓ Kluwer	57 %
✓ Springer	61 %
✓ Elsevier	47 %
✓ Academic Press	58 %

## Objective 3: HEAL-Link's Web Site

<http://www.heal-link.gr>

Services offered:

- Alphabetical list of e-journals.
- Simultaneous keyword search in all e-journals.
- Subjects Headings search for all e-journals based on LC classification.

## Hellenic Academic Libraries Link

- O.P.E.I.T. II, 2000-2006 (3<sup>rd</sup> Community Framework / Greek Ministry of Education and Religious Affairs)
  - Improving the Quality of Education
    - “Strengthening Collaboration among Digital Academic Libraries”



## New Participants (since 2000)

- 2 New Universities (The Open University and the University of Pelopennese)
- 1 New Technological Education Institution
- 18 Research Institutes
- The University of Cyprus
- The Pedagogical Institute
- The Institute of Computer Technology
- The National Agricultural Research Foundation
- *The Veria Public Library (for the MCB Emerald database)*

## O.P.E.I.T. II Objectives

1. Full operation of the Union Catalogue
2. Development of an ILL system (mainly for books)
3. Continuation and increase of the agreements for electronic access / upgrading of the HEAL-Link's web site
4. Improvement of the operations of the Total Quality Management Unit
5. Full operation of the gray literature archiving system.
6. Personnel training
7. Establishment of a Copyright Clearance Unit

## Objective 3: Actions

- More agreements.
- For all participating institutions.
- E-only.
- Coverage from institutional funding (allocation formula) / central financial management.
- National Archive of Print Journals.
- Upgrading of the HEAL-Link's web site.

## Objective 3: New Agreements

PUBLISHER	SERVICE
Blackwell	Blackwell Synergy
Lippincott Williams & Wilkins	LWW Online
Oxford University Press	Oxford Online Journals
Taylor & Francis	Taylor & Francis Online Journals
Wiley	InterScience
Institute of Physics	IoP Electronic Journals
American Institute of Physics	OJPS (Online Journal Publishing Service)
American Chemical Society	ACS Journals & Magazines
Association for Computing Machinery	ACS Digital Library

## Objective 3: Special Agreements

Agreements based on special interests.

SERVICE	NUMBER OF INSTITUTIONS
Web of Sciences	35
MATHSCINET	14
Oxford Reference Online	7
Cambridge Scientific Abstracts	11
Ulrich's	7
EI CMPEDEX	3
Dissertation Abstracts	5
Source OECD	3

# Objective 3: Institutional Funding

## Allocation Formula

FACTOR	WEIGHT
Number of Students	0.4
Number of Teaching and Research Personnel	0.3
Number of Departments	0.1
Average Cost of Subscriptions	0.2

## Objective 3: Web Site Upgrading

- Control of journal subscription information through authorized access
- Trouble ticket for access problems
- Authorized usage statistics provision
- “myheal-link”

## Objective 3: Outcomes & Initiatives

- First European Library Consortium to adopt e-only.
- Creation of SELL (Southern European Libraries Link) Consortium
  - Statement on different conditions existing in educational systems in Southern European countries that affect agreements with publishers
  - VAT statement



# Supporting Equal Access

**Anna Fragkou**

*University of Macedonia Library*

*Thessaloniki, Greece*

*fragkou@uom.gr*

*Contribution:*

**Yota Patrakou,**

*University of Macedonia Library (patragku@uom.gr)*

# Libraries and their Role

- Access to the information in different formats:
  - Print
  - Audiovisual
  - Digital
- Equal access without any discrimination for all the members of their community

# Libraries:

do they completely fulfill their role?

**No**, if they don't provide access to information to:

- Visually impaired users
- Physically impaired users
- Users with learning disabilities

# Libraries:

## Why don't they adapt their services?

They are not aware of :

- Potential users with visual disabilities
- Modern adaptive technologies and alternative reading methods and formats to provide access to information

# Thessaloniki, 1998

(results of TESTLAB/WP7 project)

- 1.030 blind and partially sighted persons were living in the Thessaloniki Prefecture
- 4 blind students were enrolled in different Departments of the University of Macedonia.
- Library services provided to the visual impaired people in Thessaloniki were disappointing.
- There were opportunities for a library with sufficient computer and network infrastructure to provide quality services to visual impaired people.

# ACCELERATE Project

## Access to the Modern Library Services for the Blind and Partially Sighted People

- Programme: Leonardo da Vinci
- Contractor: University of Macedonia Library
- Starting Date: December 1999
- Duration: 18 months (October 2001)
- Web site: <http://www.lib.uom.gr/accelerate/>

## ACCELERATE Partners

- Karl-Franzens University of Graz. Central Library (Austria).
- University of Linz. Institute i3s3 (Austria).
- National Federation of Dutch Libraries for the Blind (The Netherlands).
- University of Cyprus Library.
- Cyprus Library.
- Pan Hellenic Association of the Blind. Local Union of Central Macedonia (Greece).
- Union of the Blind of Northern Greece “Luis Braille”.
- Voluntary Work of Thessaloniki (Greece).
- Polyplano Euroconsultants (Greece) [*Project Coordinator*]

# ACCELERATE Objectives

- Equal access to the library services for the visually impaired users of the University of Macedonia and the University of Cyprus Libraries.
- Improvement of the competitiveness of the visually impaired people in the labor market by upgrading their abilities to use ICT tools.



## ACCELERATE Objectives (*...continued*)

- Production of two handbooks:
  - Train the trainers.
  - Train the users.
- Dissemination of the project's outcomes and results to other Public, Academic Libraries and Organisations for the Blind.

# Alternative Formats of Print Material

- Braille.
- Sound tapes or cassettes (“talking” books).
- Large print.

# Do Libraries have to convert their material into one of the above alternative formats?

**No!**

Microcomputer technology has combined the adaptive technologies giving options for the visually-impaired readers to access information, at the same time, by:

- Touching: using the Braille display device
- Hearing: using speech synthesis software
- Vision: using enlargement software

# Description of the Workstation for VI Users at University of Macedonia Library

- A modern PC with CD-ROM drive and Internet connection.
- Screen reader software (Jaws for Windows and Hal for Windows).
- Voice synthesizer for acoustic reproduction of multilingual texts (Apollo II).
- Braille display with 40 refreshable cells.

# Description of the Workstation for V.I. Users at the University of Macedonia Library *(...continued)*

- Adjustable character magnification software (Supernova) for people with low vision.
- Book scanner.
- Optical character recognition (OCR) software (able to recognize Greek characters also).
- Braille Printer (within an acoustic hood to reduce the noise produced when printing).

**Braille  
Printer**

**Screen**

**Central  
Processing  
Unit**

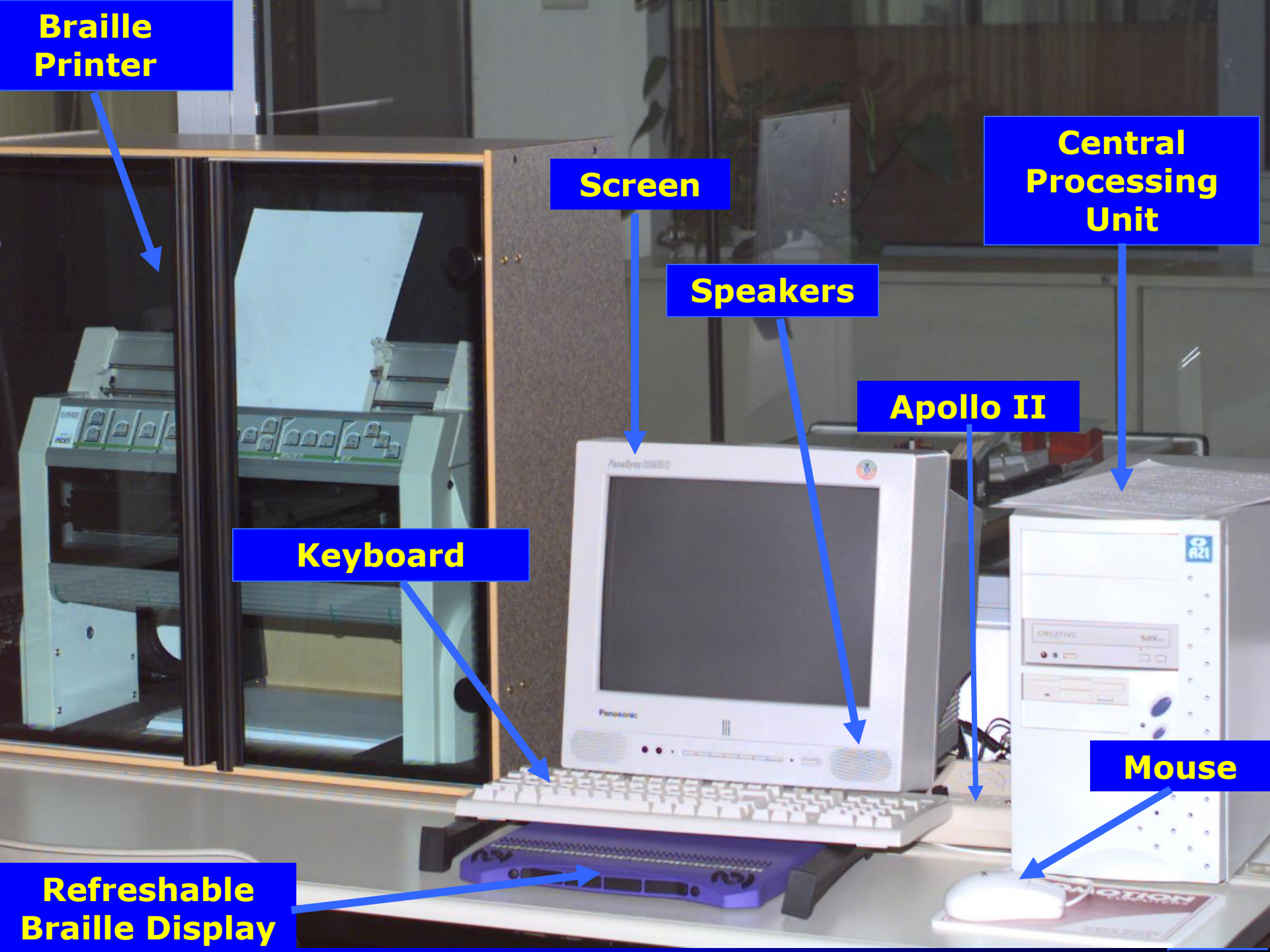
**Speakers**

**Apollo II**

**Keyboard**

**Mouse**

**Refreshable  
Braille Display**



Does the workstation itself insure equal access to the library services?

No!

Libraries need to plan for and implement accessibility measures

# Effective Implementation Plan

- Awareness of needs and demographics of people with disabilities.
- Awareness of types of adaptive computing equipment.
- Awareness of the existing library computing environment.
- Awareness of related issues (e.g. funding).



# 1<sup>st</sup> Measure: Develop a Team of Experts

Team members should ideally be drawn from the following groups of people:

- Library staff (librarians, computing staff, administrative staff).
- Potential users.
- Outside consultants (professionals with clinical experience, rehabilitation technologists).
- Representatives of library's parent organization.

# Team's Role

- Determine existing accessibility accommodations, applications or problems.
- Gathering data on accessibility problems of information resources.
- Survey patrons to determine existing problems.
- Publicity of the intention to implement computer accessibility.
- Identification of the right people to implement accessibility measures.

## 2<sup>nd</sup> Measure: Determine Potential Access Problems

- Input (issues affecting people who have difficulties in using the keyboard or the mouse).
- Output (issues affecting people who have difficulties in reading the screen or handling a standard computer printout due to visual impairment).
- Environment (physical accessibility).
- Documentation / Support / Training (issues concerning the user's ability to get help in using equipment).

# 3<sup>rd</sup> Measure: Solving Access Problems

- Input (e.g.)
  - Software allowing control of keyboard delay and repeat rate.
  - Software allowing cursor control from keyboard instead of mouse.
  - An illuminated magnifying lamp that can be swung over the keyboard.

# 3<sup>rd</sup> Measure:

## Solving Access Problems (*...continued*)

- Output (e.g.)
  - Speech synthesis software and hardware.
  - Braille display.
  - Head/earphones for speech synthesizer users.

# 3<sup>rd</sup> Measure:

## Solving Access Problems (*...continued*)

- Environment (e.g.)
  - Selection of the workstation location (lighting, physical accessibility, communication with the library personnel).
  - Removing existing architectural barriers.
  - Signage (indicating location of computer area and route from the entrance, vocal floor announcement at the elevators).

## 3<sup>rd</sup> Measure:

# Solving Access Problems (*...continued*)

- Documentation / Support / Training (e.g.)
  - Library information and reference guides available in accessible electronic format.
  - Ensuring Library's OPAC and electronic information resources web accessibility (Web Accessibility Initiative-WAI).
  - Train staff on sensitivity to people with disabilities.
  - Train library users and staff on adaptive equipment use.
  - Additional assistance on the use of adaptive equipment and information retrieval by the library's trained staff .