The relation between the user, the libraries and the bibliographic and information service in the electronic environment: Slovenian case

Tvrtko M. Sercar  
*Institute of Information Science*

Marta Seljak  
*Institute of Information Science*

Matjaz Zaucer  
*University of Ljubljana*

Sercar, Tvrtko M., Seljak, Marta
Institute of Information Science, Slovenia

Zaucer, Matjaz
University of Ljubljana, Slovenia

Introduction

Slovenia belongs to the more developed countries in the library and information area, so here too some phenomena and problems appear, which are otherwise characteristic of the similar parts of the world. The authors of this paper felt especially intrigued by the manifestations in connection with the relationship between libraries and online computer library centres, so they decided to display them especially in the Slovenian case. There are some trends noticeable in the world information scene and/or in the market of information products and services. First, information delivery increasingly employs, besides the post, facsimile and phone, the three electronic media directly through online vendors and Internet. Second, the online vendors in the first place tailor their technical support and/or help desk for the end-users, and not for library staff: thus, libraries are getting into the danger of being bypassed. Third, the producers or publishers of information products (online databases and electro-optical media) are entering the electronic environment which is spreading rapidly, and will, as a result, increasingly offer their products directly to the end-users via networks such as Internet. In this case also the traditional online vendors are getting into the danger of being bypassed. It is quite obvious that the area of information supply represents an arena of merciless competition in the battle fought for the end-user. If the producers and/or
information suppliers do not adequately react to these trends, they will get into the
danger of losing their present position in the information market. At the same time,
these challenges offer the opportunity to establish new forms of partnership between
them in favour of the end-users. Except within the context of the development of
information technology, the university library's future must be viewed within the
context in which it is situated - both the context of the university and that of the wider
society, particularly that part of society which is concerned with the pursuits of
research, teaching and learning. In Slovenia the Cooperative Online Bibliographic
System and Services (COBISS) functions and is continuously being developed towards
a Slovenian virtual electronic library (VEL). Slovenia is presently in the period of
transition to a democratic, market and information society, with a western orientation.
The present development of the market economy and the VEL requires radical change
in the relationship between the main elements of the library and the information
system, i.e. the national and university libraries and the bibliographic utility and
information retrieval services. These relationships are particularly affected by the new
role of the end-users in the mentioned triangle which is no longer the (old) "Ptolemaic"
but the (new) "Copernican" one, with the users at the centre of the system.

Slovenia

Slovenia lies in the centre between Italy, Austria, Hungary and Croatia. It has only
been independent since 1991, when the former Yugoslavia disintegrated. Internation-
ally, Slovenia was acknowledged as an independent country only at the beginning of
1992. Quite often, careless observers mistake it for Slovakia, which came into
existence after the division of Czechoslovakia, as well as for Slavonia, which is a
region in Croatia. Slovenia belongs to the countries of Central and Eastern Europe,
although its territory is even more on the western side than Vienna or Stockholm.
Slovenia has had quite a long tradition of co-operation with countries of former
Yugoslavia. Today, it is economically closely connected with the countries of the
European Union and EFTA. In 1993 the export share to these countries totalled 64%
compared with the whole Slovenian export, whereas the import share was 68%. According to the gross domestic product and some other parameters of development, Slovenia could only be compared with those European Union countries which are the least developed, such as for instance Portugal and Greece. In Slovenia a weak tendency towards the privatization of the information sector can be observed, and there is a similar situation as regards commercialization (external and internal charging of services), which also is a means of achieving better efficiency. Library and information sector staff are in the civil service, because the private sector firms for information services are still but a rare exception.

**Libraries and present problems of librarianship**

Slovenia has a National Library which is integrated with the University Library of the University in Ljubljana. The National and University Library (NUK) is the biggest Slovenian library with a stock of over two million library units and with about 120 employees. With two Slovenian universities, in Ljubljana and in Maribor respectively, there is also a University Library in Maribor (UKM); it has 670,000 library units, 1,460 current serials titles, and 60 employees. There is also the Central Technological Library at the University of Ljubljana (CTK) with a stock of 300,000 units, 1,280 current serials titles and 50 employees. Within the faculties there are some 65 academic libraries. Slovenia has 60 public libraries, proportionally distributed throughout Slovenia; together, they have some 780 lending places and about 6.8 million library units, or 2.9 unit/inhabitant (the IFLA norm is 3.0). The total number of employees in these libraries is 712 or 0.56 workers/2,000 inhabitants (the IFLA norm is 1.0). There are about 300 special libraries in Slovenia, at quite different stages of development. The best two special libraries are in the pharmaceutical industry. There are about 1000 school libraries in Slovenia.

Besides the libraries, there are also some small specialized information centres active. The national library is funded mainly by the Ministry of Culture; the university and the academic libraries are funded by the Ministry of Education, public libraries are
funded by local communities and by the Ministry of Culture. The acquisition of strategically important foreign literature which is considered to be an infrastructural pre-requisite for carrying out the National Research Programme, is financed by the Ministry for Science and Technology. In 1994, the Slovenian Parliament passed the Law for setting up a new building for NUK and CTK. This will be funded by the state budget. The Law defines the necessary funds, as well as the dynamics of building. At present, the building-sites are being prepared. The university library building is expected to be completed by 1999. Social changes in Slovenia in the last few years have affected librarianship as well. All of the libraries register an increased rate of visitors as a consequence of the growing interest for self-education, above all in regard to younger visitors. In CTK the visiting rate of students has increased by about one-quarter. On the other hand, the number of users from the economic sector has declined. This phenomenon is based on many factors. First, the number of users from the republics of former Yugoslavia declined. The Slovenian economy, which lost the market in other parts of former Yugoslavia, has in these critical years devoted more attention to marketing than to development. Many of the Slovenian firms, taken over by foreign capital, dissolved their own development departments. However, the interest of small and medium-sized enterprises increased, not least because of the closing of some special libraries, although this interest hasn’t compensated for the decreased demand of larger enterprises. One of the sources of problems is also the fact that the development of the technology, along with the progress towards the direction of virtual electronic library in the real environment, as well as the market orientation, are overtaking the invention of adequate organizational solutions and demand a new strategy, which ensures co-ordination, optimizing and funding of these processes.

For now, there are no objective norms of how to carry out separate operations in production and in using the services. There have also not been any objective and prescribed average common costs for a certain operation (performance costs) calculated yet, so it will at least be necessary to provide basic performance measures. It is of essential economic importance to reach a national agreement on which services are free, and which should be charged to the users at equally valid prices for all the participants within the system. Along with the reorganization of the universities,
especially the University of Ljubljana, and together with the planned setting up of the new building for the two libraries in Ljubljana, and the preparation of the new Library Law, some divergent standpoints of librarians have shown quite distinctly. The University of Ljubljana is not satisfied with the present organization of its libraries. A particular feature of the University of Ljubljana is that it (the faculties and departments) is spread over many locations across the town, and just because the two biggest libraries grew next to the university and not within the university boundaries, the organization of all of its some 60 libraries is weak. An additional problem is the many years’ in the dual role of the National and University Library (NUK), and it doesn’t want to separate the two functions: the national one and the university one. It would be a purposeful solution for the now autonomous CTK to become integrated with some academic libraries into a new university library.

The cooperative online bibliographic system and services (COBISS)

It is characteristic of the Slovenian information scene that the majority of larger libraries are connected to the COBISS system. There are now 108 full members and 75 associated members co-operating in the system. The percentage share in the membership structure is as follows: the national library, both university libraries and academic libraries, represent a percentage share of 39%, special libraries 37%, public libraries 18%, and school libraries 6%. There are still seven academic libraries outside the COBISS system; some of them use the TRIP system, the smaller public, school and special libraries mainly use software packages for PCs, produced by private Slovenian producers, and have access to the COBISS/OPAC system. The associated membership in the COBISS Association enables them to download the records from the union COBIB database into their local applications. The COBISS system is based on online shared cataloguing as the joint basis of the library information system and the scientific information system. The connection of libraries and information centres to the COBISS system is enabled by the communications and computer infrastructure: VAX/VMS and OpenVMS AXP computer systems, connected to the DECNET.
network via the ARNES academic and research network, via the SIPAX.25 public network for data transfer, or via leased lines. The communications and computer infrastructure, together with the COBISS software, support the online shared cataloguing which runs over the local databases (on 40 computer systems) of the participating libraries; the connecting segment is the COBIB union database, located on the computer system of the Institute of Information Science (IZUM). COBIB contains bibliographic and summary holdings data of all the participating libraries; for each individual bibliographic unit there is only one bibliographic record. The local databases of libraries, which are totally equal in their structure, include beside the bibliographic data and summary holdings data also uniformly structured copy specific holdings data for supporting automation of local library functions. The updating of databases is carried out online and simultaneously for the COBIB database and local databases; equally, the indexing for over 80 elements from the bibliographic data, summary and copy specific holdings data is carried out. COBIB comprises over 900,000 bibliographic records with 1.3 million summary holdings; the latter are also contained in the local databases, with an additional 2.5 million copy specific data. The relationship between newly created bibliographic records and copied records is increasing in favour of the copied records (47 : 53 in the year 1994). As well as the online shared cataloguing, also the automation on the level of local functions (inventory and the shelving of the materials, acquisitions, serial checking, loan activities, statistics, etc) is uniform in the COBISS system. The format for bibliographic data (COMARC/B), developed by IZUM, is based on the UNIMARC format but it also includes all the specific features of the COBISS system. The format for summary and copy specific holdings data (COMARC/H) is developed by IZUM. Both formats are harmonized with each other, which enables a universality of search procedures in bibliographic and summary and copy specific holdings data. The uniformity of both the entry and presentation of copy specific holdings data is achieved (besides using the COMARC/H format), by IZUM defining in a most detailed way for each individual library before its connection into the real online environment of the shared cataloguing system - dependent on each particular organization of work and the shelving of materials - the data entry mode, and printout record forms for inventory, cards,
novelties, bibliographies, etc. Next, a special document is compiled, which is mutually updated upon each organizational change in the library. The COBIB database represents a source of information for various needs. Among other things, it includes data for co-ordination of the acquisition of foreign serials at levels of separate scientific areas, as well as at the level of the whole of Slovenia. It also supports the possibility of preparing author, institutional and university bibliographies, and the national bibliography. To access COBIB and all of the 108 library catalogues, the end-users have the COBISS/OPAC client-server network software system at their disposal. As well as the advantage that the end-user finds the data in all the catalogues presented in a uniform way and that they are accessible from their home PCs, the uniformity of the data structure results in a basis which enables the further development of online reservations, ordering and interlending.

COBISS/OPAC enables online:
- displays in different formats - information on availability or unavailability (momentarily on loan) of materials - the download of records for personal use and the use in local applications for library automation
- a survey of materials on-loan to individual persons
- viewing the information, submitted by separate libraries, and the possibility of sending comments and suggestions
- viewing the reference databases (COLIB, SwetScan, UDC)
- viewing databases, built according to the ANSI Z39.50 standard and accessible via Internet.

There are three different user interfaces of COBISS/OPAC available: (advanced, beginners and for Windows). The search procedures are adapted for different knowledge levels of search techniques: beginners, intermediate and advanced. COBISS/OPAC is accessible without limitations through the X.25 public network, through Internet, and dial-up lines. Further development of the COBISS/OPAC software system will, above all, go in the direction of including new functions: reservation and ordering of documents, interlibrary loan and access to other public
information sources. Library and information systems such as COBISS, which gradually develop into the direction of virtual electronic library and information system, confront us worldwide with numerous problems, brought about by the development of the electronic environment. Speaking about the COBISS system, there are also some open questions (for instance copyright problems in connection with data and documents in electronic form) which require immediate solutions. Within the frames of the COBISS system and services, there are 17 specialized databases available, accessible through the COBISS/ATLASS user interface for online searching. For the organization and operation of the COBISS system, for the development and maintenance of the standards and the software, as well as for the development and maintenance of the computer and communications infrastructure, IZUM is responsible. The online conception of the system results in an intensive communication between libraries and IZUM, mostly by using E-mail, or else by phone, dialing the COBISS Help desk. In the management of the development of COBISS, libraries co-operate through the following managing bodies: Board of Directors, Professional Council, working groups and Users Conference. The establishment and the development of COBISS is the result of the co-operation of IZUM with numerous libraries and information centres. The conception of the online shared cataloguing system was designed and developed by IZUM (at that time Computer Centre of the University of Maribor) which, in 1987, offered the system to the Association of Yugoslav National Libraries. Until 1992 there were six national and all the larger university libraries of the former Yugoslavia co-operating in the system (the majority of these libraries still use locally the COBISS software version of that time). After 1992, the Ministry for Science and Technology of the Republic of Slovenia took over the funding of the development and operation of the COBISS system, whereas the Government of the Republic of Slovenia appointed IZUM to perform the functions of the bibliographic utility and information retrieval service as a public institution. The relationship between the members and IZUM is regulated on a contractual basis. In this the terms and conditions of cooperation are defined (products and services, provided by IZUM, users’ rights and obligations...) with each.
member individually, according to the membership status (full member, full member with restrictions, associated, registered user of COBISS/OPAC...).

Libraries and other library and information organizations which are full members are obliged to pay an annual fee to IZUM for its services; the price is calculated on the basis of the number of employed professional staff in the libraries and on the basis of an agreed scope of services, rendered by IZUM and evaluated by points. The value of a point is a variable that can stay constant for a long period of time. For many libraries these fees are funded by responsible ministries. It can be stated that the co-operation between IZUM and the libraries in the COBISS system mainly shows positive experiences, and a common interest for a universal development of the system predominates. Unfortunately, this is not the case with the National and University Library (NUK), as the relationship between NUK and IZUM have been accompanied by numerous problems, especially during the last two years. According to the Library Law of 1982, NUK is supposed to perform all the more important functions in the library and information system of Slovenia, though the reality presents another question here. Along with the development of the distributed and co-operative COBISS system, whose role increases continuously, the situation of NUK changes, as it on one hand is taking over some new tasks, whereas on the other hand IZUM and some other libraries also have taken over some new tasks. The establishment of a new division of work between NUK and IZUM causes continuous conflicts and controversies in solving the key questions, above all in regard to:

- the role of IZUM in the new library law - professional competence of IZUM in the area of librarianship
- the inclusion of libraries in the system
- the downloading of data to legal entities outside the system
- the dynamics of the adaptation of the cataloguing rules to new technologies
- training programmes, etc.

NUK is trying to formally obtain the leading role within the frames of the COBISS system, thus retaining an unchanged position in the LIS, whereas IZUM seeks equality and independence, to which it has a right according to the tasks it actually carries out.
in the frames of the Slovenian LIS and which, on the basis of its specialization and the natural division of work of both institutions, it is entitled to perform.

Legislation, concerning libraries

The most relevant regulations for the library and information sphere are the laws and other legal regulations acts which deal with the organization of universities, higher education, copyright and related rights, legal deposit, libraries and other library and information organizations (the draft of the new Law is in preparation).

The Reorganization of Universities and the Position of University and Academic Libraries

In Slovenia there are two universities: in Ljubljana and in Maribor. Each of them has several faculties: the University of Ljubljana has 3 academies, 18 faculties and 4 professional higher education schools. The University of Maribor is younger and smaller. It has 8 faculties and 2 professional higher education schools. Although Slovenia is a small country, the universities are relatively large. There are over 30,000 students enrolled at the University of Ljubljana, whereas at the University of Maribor there are some 12,000 students. The borderline between small and large universities is 10,000 students. The new legislation will change the situation of universities and their faculties and/or professional schools quite fundamentally. The central question in the reorganization the universities was the autonomy of universities. Now we can estimate that both the universities gained a much stronger autonomy than they used to have, on the other hand it is still weaker than the universities expected it to be. The Constitution of the Republic of Slovenia defines the state universities to be autonomous; their funding is regulated by law. The State of Slovenia has not conceded the autonomy of will (managerial abilities) to the universities as regards the internal organization; moreover, it issued a decree on the transformation of the universities in December 1994, by which it also established the internal organizational units and determined the relationships between the university and its internal organizational units.
Thus, it limited the autonomy and the scope of the rights of the university\textsuperscript{17}. It is to be expected that the universities will try, by means of their respective statutes, to widen the scope of university autonomy, although this will only be possible within the limits, given by the Law of Higher Education and the decree on the formation of universities.

At the moment, processes dealing with the thorough reorganization of the universities are running. The changed situation isn’t reflecting just the relationship with the state as the establisher, but above all internal relationships between the university and its member institutions. All these relationships, the organization of higher education work and management, as well as other questions related to higher education activities, will be regulated by university statutes, which are now being actively prepared. By the decrees about the transformation of the universities, derived from the Law of Higher Education, the libraries haven’t been mentioned at all, so it is expected that by the new university statutes the situation of university libraries will be distinctly defined as unique library organizations within universities\textsuperscript{18}. At the universities in Ljubljana and Maribor the draft statutes have been prepared by now. According to the stipulations contained in the Law of Higher Education and in the decrees on the formation of universities, the universities have limited room for manoeuvre for arranging the situation of university and other academic libraries according to the importance of their work for the educational and research process at the universities and beyond. The future of the university and academic libraries in Slovenia is now, when the reorganization of the universities is in process, rather undefined, uncertain, and their position has become quite marginal. At the Universities in Ljubljana and in Maribor the draft statutes have been prepared, in which the position of the university and academic libraries in Slovenia is still quite undefined, their importance quite marginal, and it seems to be quite unrewarding to make any predictions as to the possible future solutions of this problem. In the professional public the problem was addressed as to how the inclusion of libraries into national and international online co-operative library and information systems affects the autonomy of universities and their library information systems\textsuperscript{19}. The autonomy, as it doesn’t mean isolation (but acknowledged freedom and ability to freely take one’s own business decisions and organizational
self-structuring), does not prevent or diminish the freedom and possibility of cooperation and exchange of information, according to the actual needs, as broadly as possible.

Copyright Law and Libraries, and COBISS
The new Slovenian Copyright Law and related rights came into effect in 1995. For the libraries and the COBISS system more stipulations are relevant, especially those referring to databases, public transmission, reproduction (photocopying), licence, and computer programmes. In this contribution the legal solutions on databases and photocopying are presented in a more detailed way. The Law defines the copyright as a unique right on an authorial piece of work, which results in exclusive personal rights (moral authorial rights), exclusive property rights (material authorial rights) and other rights of the author. The stipulation, which regulates the copyright on the union COBIB database reads as follows: "Databases which, by virtue of selection, coordination or arrangement of their content are, individual intellectual creations, are independent works. By the inclusion of pre-existing works into the database, the rights of the authors of these works shall not be violated. By the inclusion in the database, this pre-existing material does not become a protected work". IZUM which initiated, conceptionally designed and organized the COBISS system and now develops and maintains it, years ago already felt the need to set in order the relationships regarding the copyright and the protection of intellectual property (for trade marks). Because, at that moment, there didn’t exist any national law on this problem, IZUM had to rely on an expertise, used especially for this purpose, and which comprised international conventions, the European Union directives, professional literature and practice in this field in the developed countries in the world. The goals were to create relationships in the new conditions of Slovenia as a constitutional state, to protect the legal integrity of the COBISS system, above all the union COBIB database, beside protecting it from physical destruction, to increase the competitiveness of the COBISS system and separate members, and to protect the system against third parties as well. So, two years ago the problem of the copyright on the COBIB database was solved: "IZUM has the copyright on the union COBIB database as a whole as a compilation of data,
whereas at the same time it (i.e. IZUM) does not claim the copyright on any individual record in this database added by contributing libraries. OCLC decided in 1992 to register its claims of copyright in the Online Union Catalog (OLUC); three years later a violent discussion in the American library world started. This conflict contributed considerably to later development and understanding of the copyright on databases. In this connection, two years ago the following approach was recommended for solving similar problems: studying models of governance to anticipate conflict and exploring shared governance between network levels; reducing destructive levels of competition and controlling conflict; fostering mutual communication; policy formulation that involves "continuous evaluation, feedback, and review"; and clear definition of roles and relationships among parties in the network. The relationships between libraries and bibliographic utilities can result in serious problems, however, if a library wishes to change utilities or the utility wishes to limit libraries' access to records in the files. For libraries it is especially relevant how the Law regulates the right of reproducing or photocopying (by photocopying all the other similar reproduction techniques are equalized, including data transfer), that is, copying with the purpose of protecting library materials, as the protection of data for future use is one of the main functions of the libraries; photocopying for the needs of the users and interlibrary loan. The reproduction right is an exclusive right to fix the work on a material carrier or on some other carrier, regardless of the way of procedure and the copy or the number of copies. The storage in electronic form is the kind of reproducing and authorial work. The right of public lending does not include the use of originals or copies of written works in public libraries. Public lending of originals or copies of software and databases is subject to the exclusive right of the author. The author has the right to an adequate refunding for photocopying his work, carried out under the conditions of private or some other personal use. The reproduction of a work already published is free, provided that it is done in three copies only and provided that it is for private use of a natural person and not available for the public, or, if it is for internal use within public libraries, under the condition that the reproductions were made from their own copy. The Copyright Law appeared in the era of printed publications, so further technological development
inevitably demanded an expansion of this Law to cover new publishing techniques. The appearance of the virtual electronic library in real environment requires the adaptation of the copyright for these libraries as well. The flexibility of the Copyright Law has been proven by the comprehensive development of industries, dependent on this Law, such as film, publishing, sound recording, electronic databases and computer software. There are battles fought on copyright all over the world. There is a very informative case that recently happened in the USA. A researcher at Texaco photocopied eight articles from serials, to which Texaco subscribed; one photocopy per article. He held these copies in his own files and used them exclusively for his personal work for the company. However, the Court found him guilty of breaking the copyright law of publishers of serials in which these articles were published. Texaco, supported by others, including library associations, appealed and explained itself against the decision of the Court, but the Court of Appeals agreed with the decision of the District Court in that it found the photocopying a violation of the Copyright Law.

**The Legal Deposit Act**

The Legal Deposit Act is nowadays in effect in practically all developed countries. Exceptions in Europe are only the Netherlands, Switzerland, Malta, the Vatican and Greece. In Slovenia there is still the old Act from the time of the former Yugoslavia in effect; it is difficult to obey it now under the present circumstances, but the new act is waiting to be passed. The presses are obliged to send the materials to NUK, which then distributes them to some other libraries. It covers the whole scope of publications, except for those in electronic form. The flow-in of the legal deposit copies (without small print) in NUK has increased during the past 5 years by 18%: from 28,448 copies in 1989 to 32,512 copies in 1993. It is estimated, that about 10-20% avoid the legal deposit obligation; leading here are the audio-visual materials and the "grey" literature. Because of the violation of the copyright, the audio-visual material is subject to the legal deposit act, even under the new Law on audio-visual reproduction from 1994. It regards videograms and phonograms and the producer is obliged to submit one copy of each to NUK in Ljubljana.
The Europe-oriented Slovenia

Slovenia, which is a European country, not only according to its geographical, historical and cultural background, but it also seeks to get included in the European integration processes in many respects: politically, economically, as regards traffic and transport, technology and otherwise. In the European Union there are presently 75,000 libraries of all types and sizes, run mainly by public authorities. They carry a stock of about 1.2 billion books and other types of library materials. Current public sector expenditure on libraries is of the order of ECU 5 to 10 billion per annum. The library sector employs over 250,000 people (FTEs). The response of libraries in Europe to the challenge of the information and electronic revolution in the last 20 years has clearly not been on the same scale as in other sectors - or on the same level as in North America27. Let us draw your attention to the following statement in the famous Report by Bangemann: "Because competitive suppliers of networks and services from outside Europe are increasingly active in our markets (also bibliographic utilities from North America), the European libraries must improve their own European policy and strategy".28 In the above Report, the authors speak about "Europe's brain power" having a very important place: this is the universities and research centres and their networks. The third of the total of ten most important applications refers to universities, research centres and their libraries. The development of a trans-European advanced network and linking universities and research centres across Europe, with open access to their libraries, should be done. (28, p. 26) Thirty percent of European universities and research centres linked through advanced communications networks by 1997, is the target. (28, p. 26) One of the elements in thinking of how to realize the strategy of European competitiveness in the development of the library and information sector in Europe is, that attention should be paid to the fact, that beside PICA, the only other professional bibliographic utility in Europe is IZUM in Slovenia.
Conclusion

It is characteristic of the Slovenian library system, that, besides the national, university and other types of libraries, it also consists of the IZUM information service and bibliographic utility, which developed in 1987 within the framework of the University of Maribor and was later transformed into an autonomous public institution, funded by the state. Together with libraries and information centres it develops the COBISS system which already interconnects the majority of the larger Slovenian libraries and is heading towards the direction of a virtual electronic library of Slovenia. By developing and supporting COBISS (COMARC format, software and computer and communication infrastructure), IZUM considerably contributes to the resource library management in Slovenia. In regard to this, the authors are convinced that IZUM will be given an adequate place in the new law, concerning libraries as well as other library and information organizations and the library and information system. The opinions expressed herein are the authors’ and do not necessarily reflect those of the Institute of Information Science in Maribor or the Central Technological Library at the University of Ljubljana.

References


