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# Industrial use of services from BIBSYS and the Technical University Library of Norway

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## 1. University libraries and national resource libraries in Norway

Norway with her population of 4.2 million has 4 universities and 5 university libraries/(Fig. 1). Seven national resource libraries have been designated for: agriculture, medicine, natural science, business/economics, veterinary medicine, athletics, and technology/architecture. These national resource libraries are university libraries or libraries at other institutions teaching these subjects at the level of further education.

## 2. Background

The national resource library in technology and architecture is called The Technical University Library of Norway (NTUB for short). This library celebrates its 75th anniversary this year, 1987.

Though it is not a very old library compared with some of the classic university libraries, as most of modern Norwegian industry has developed during these 75 years, so the library has provided industry, the students of technology, their teachers, as well as researchers with literature.

The Norwegian Institute of Technology, founded in 1910, is still the only institution in Norway teaching technology at the highest university level, although other institutions teach specialities in technology. For 75 years the library at the Norwegian Institute of Technology, NTUB, has been responsible for extending library service to everybody needing it, without restrictions. Already by the 1920s, 50–100 documents a year were lent to users outside NTH, and in 1986 there were 41 652 orders.

## 3. BIBSYS

Before describing the services from NTUB, I should like to outline the BIBSYS system and network. BIBSYS is an integrated online library system, serving the university libraries in Bergen, Trondheim, and Tromsø as well as the Norwegian School of Economics and Business Administration in Bergen. In 1988, the university library in Oslo will join the system. From this date, BIBSYS will be an integrated system serving all the university libraries in Norway.

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UNIVERSITIES OF NORWAY

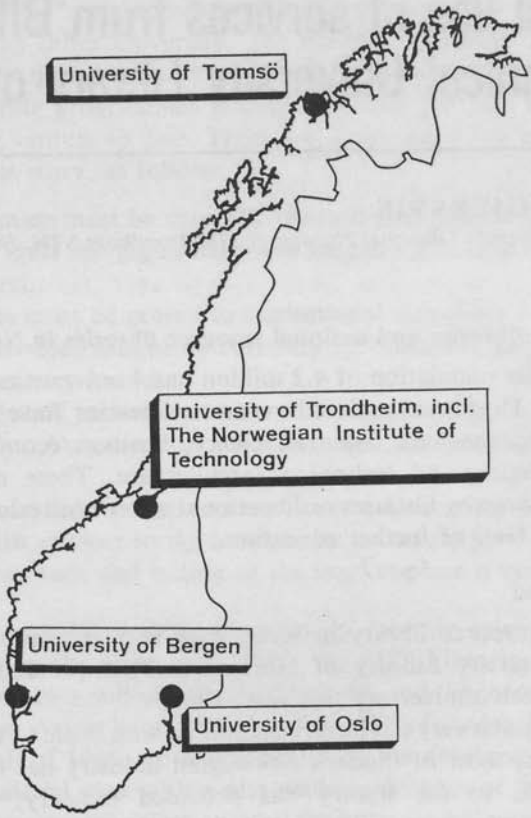


**Fig. 1**

BIBSYS is integrated both vertically and horizontally, with the sub-systems for different functions in the library serving several libraries. The four major sub-systems are acquisition, cataloguing, circulation, and searching (bibliographic searching and OPAC).

There is one common bibliographic file which is shared by all participating libraries and sub-systems. The main principles of BIBSYS can be summarized as follows.

There is a shared data base among libraries and a shared database among sub-systems. There is a set of common cataloguing rules (MARC format AACR2 level 2) and provision for online updating. There is no duplication of bibliographic records, indexing is not co-ordinated since there are different classification systems and subject terms, but the terminal equipment is standardized.

Today the database consists of 350 000 different bibliographic records representing 460 000 documents, 34% of which belong to NTUB. These have mainly been received after 1979. In addition to these records, the database contains about 600 000 MARC records from the Library of Congress and from the Norwegian national bibliography. Both these records and the BIBSYS records can be searched, and they can be transmitted by a command to the BIBSYS file.

System development started in 1972. Acquisition and bibliographic searching were developed in 1977, cataloguing from 1 January 1980, and in 1982 the first pilot project for the circulation system was implemented. In 1983 the online public access catalogue (OPAC) was ready for use.

The BIBSYS group is located in Trondheim and is responsible for the management, development, and day-to-day operations and the maintenance of the system.

BIBSYS II is the next version of the system, which will be implemented in 1988 on IBM machinery. This system will contain the main characteristics of the present system, but the program structures will be updated and the screen layouts will be more user-friendly. There will be two levels of OPAC. Documents can be ordered online by the system, and messages can be sent in a similar way to that using electronic mail. There will be programs for interlibrary loans, etc.

The specification of BIBSYS II is written by the users of the system, the librarians, and we all look forward to implementation in 1988.

Having considered the BIBSYS system, let us have a look at the service this system gives to the external users today, particularly the industrial users. The users can search the whole database or parts of it (a search can be restricted to NTUB's database only). For bibliographic searching, users can supply:

- personal and corporate name;
- title, including conference title, serial title, and the specific volumes;
- control numbers such as ISBN, ISSN, LC, and Nb (Norwegian).

For subject searching, users give:

- personal name;
- freetext searching in title and corporation;
- NTUB subject terms;
- MeSH (medical terms);
- classification codes, UDK and Dewey;
- printing year.

There is full Boolean logic and right hand truncation. It is possible to download into one's own file and to determine the location of the documents within the BIBSYS system.

Today, about 200 external users have their own password to BIBSYS, among them are many industrial companies in Norway. 15 of the users are Finnish, Swedish, or Danish. I believe that the verification, location,

and downloading they do from BIBSYS has proved to be important for them. BIBSYS II will be even more useful when online ordering becomes available.

Many industrial companies subscribe to the BIBSYS-NTUB catalogue on microfiche. This is updated three times a year and consits of an alphabetic catalogue (dictionary catalogue) and a systematic catalogue (UDC). The prices are:

- NTUB alphabetic catalogue, three times a year, NOK 1600;
- NTUB systematic catalogue, three times a year, NOK 700;
- BIBSYS common alphab. catalogue, once a year, NOK 1100.

## 4. Industrial use of NTUB

NTUB's total stock is 910 000 volumes, including 8250 current serial titles. In 1986, NTUB handled 41 652 inquiries from institutions outside the university, mainly from industrial companies. 92% of these inquiries were fulfilled; only 68% were fulfilled from our own collection of documents, the other 24% being provided from other libraries and institutions all over the world. The most used libraries are the British Library and Scandinavian libraries like our own. About 90% of the requests were for copies of articles, etc. Only 10% were met by lending.

Our library has a documentation department for online and manual literature searches. In 1986 this department carried out 3359 literature searches. 1875 of these were online searches in about 300 different databases. About 50% of these searches were done for users outside the university. NTUB's documentation department is connected to about 1000 different databases through about 40 different hosts.

NTUB is a supply centre in online document delivery, DIALOG DIALORDER, for which we get some requests from abroad every week. Most inquiries are about Norwegian or Scandinavian documents.

Norsk DIANE Senter was established in 1986 at NTUB's documentation department. It is a national service centre, and the National Office for Research and Special Libraries is responsible for one staff position at the centre. The main purpose at the DIANE centre is to promote and support the use of national and international online information services as well as other computerized information services, through advising, teaching and referrals, etc.

The Norsk DIANE Senter provides advice on: searching databases; databases available on specific topics, and their contents; how to get access to databases and hosts; how to search and how to start online searching. It also provides advice about technical equipment (terminals, modems, software etc.); what different users need; evaluation of equipment; document delivery and online ordering; referral services; where to obtain help with searching and which libraries and information centres offer information retrieval services.

The centre also supplies information about its services through training courses and seminars for new and experienced users and by hosting courses for database producers etc.

To my knowledge there are DIANE centres in all the countries in the EEC. They mainly give information about European databases, but in Norway the centre provides information about all databases available.

The Norwegian DIANE centre is located at NTUB's documentation department. The manager of the centre carries out literature searches just like the other staff in the documentation department, and the department staff give advice and information concerning DIANE centre problems. Thus we enhance the competence of our personnel in both areas, and we think this is a useful solution.

Many industrial firms and their libraries want to learn how to carry out online searches themselves. They may take training courses at the DIANE centres, or they may subscribe to *DIANE-nytt*, a newsletter. Industrial users very often ask the NTUB documentation department to do the more specialized literature searches, and then the documents are ordered from our library.

## 5. Prices

Our industrial customers pay NOK 1.50 per page for copies. It is a bit more expensive for occasional customers. If we obtain the copies from another library, they have to pay the bill from the delivery library plus tax and distribution costs.

Charging more for library services is under discussion these days, especially when the budgets are so low; and I think in the future we will charge more for library services to industry.

The industrial use of the services from BIBSYS and NTUB is a good way of utilizing the national library resources within technology and architecture, which has proved to be both useful and economical to the companies concerned.

## The Author

Randi Gjersvik is Director of the Technical University Library of Norway. She was educated as a chemical engineer (M.Sc.) at the Norwegian Institute of Technology. After a few years in scientific work at the Institute of Technology she started her career in librarianship at the Technical University Library of Norway, where she was deputy librarian for several years before she was appointed Director in 1986. She has had special interests in library automation and has studied automated libraries both in USA and Europe during several study tours. User education has also been one of her favourite subjects. Randi Gjersvik is a member of several national and international library and information associations.