

UNIVERSITETI I EVROPËS JUGLINDORE УНИВЕРЗИТЕТ НА ЈУГОИСТОЧНА ЕВРОПА SOUTH EAST EUROPEAN UNIVERSITY

Contemporary Sciences and Technologies

Master thesis:

LIBRARY AUTOMATED SYSTEMS – CASE STUDY: NATIONAL

LIBRARY OF KOSOVO

Candidate: Ardian Bunjaku Mentor: Prof. Dr. Zamir Dika

Tetovo, 2020

DECLARATION OF ORIGINALITY

I, Ardian Bunjaku, hereby declare with full responsibility that I have worked on this master thesis myself, without using any form of assistance that is not permitted. The content of my work is based on references, literature I have used and the knowledge I gained during my studies.

In cases where I have had to use quotes, I have tried to adhere strictly to the source, exactly, but there are times when I have formulated the information from a particular source in a few words, but always by footnote the name of the author and book I am relying on. All sentences and paragraphs that have no marked references are synthesized from my general knowledge of information technology. I have also paid attention to the substantive cohesion and the logical relevance of the arguments put forward in the master thesis.

I declare responsibly that I have not submitted this paper to any other institution for evaluation or other purposes.

"I certify that I am the original author of this work", "The copyright is transferred to the University for use for educational and research purposes".

ACKNOWLEDGMENT

After the difficulty comes relief. I am very happy that this level of studies came to an end and I managed to achieve my goal. In this journey and until the realization of this work, I thank my Mentor Prof. Dr. Zamir Dika, for the continuous cooperation and contribution given with advice and suggestions. It was a pleasure to be able to work with him on this level of study.

I particularly appreciate all of the advice and assistance given by the SEEU professors who gave me the strength and courage to continue my work. During the preparation of this thesis, I was greatly aided by the consideration of my friends and colleagues who offered suggestions commented on my approach.

I would also like to thank the students who are a member of the National Library of Kosovo, who made generous valuable contributions to my research. A special merit goes to all library staff who shared their time, opinions, and who were very sincere and dedicated to ensuring the success of this thesis.

I cordially thank my family for the moral support which offered during the topic.

RESUME

Introduction: When we talk about information systems, while society has changed at a dizzying pace, ushering in a new era - where developments in information systems, referrals, and libraries must fulfil their role and function of the 21st century, facing the challenges of this ever-moving and changing world.

Aim: The aim of this thesis is to explore and analyses the role of automated library systems in general, and to use this pool of knowledge to "scan" the National Library of Kosovo system with the focus on the best practices on how to use efficiently their ALEPH 500 automated library system.

Methods: The quantitative method was used through the survey process within a structured procedure. Thus, the questions were structured, where all the participants were asked the same questions in the same order and with the same words, and they had the same set of answers they could choose from. The qualitative method was used also, interviewing the system librarians as well.

Results: There are 25 library users (system librarians) in the information system in the National Library of Kosovo, and so far 87,000 library units (books and magazines) have been included in this information system. The system is maintained by the system librarian, while the system hierarchy is: librarian - cataloguer - editor. The challenges that system librarians face are that librarians are not well prepared in using this system. Therefore, they often encounter various obstacles.

Recommendation: The library should enrich its collection so that students can not only use it for reading with their own books, but also find the literature they need; the library should provide information sessions for students on how to use the automated library system.

Key words: library, automation system, ALEPH 500, librarian, collections.

REZYME

Hyrje: Kur flasim për sistemet e informacionit, derisa shoqëria ka ndryshuar me shpejtësi marramendëse duke hyrë në një epoke të re - ku spikatin zhvillimet në sistemet e informacionit, referimet, edhe bibliotekat duhet të përmbushin rolin dhe funksionin e tyre të shek. XXI duke u përballur me sfidat e kësaj bote që është gjithnjë në lëvizje e ndryshim.

Qëllimi: Qëllimi i kësaj teze është të hulumtojë dhe analizojë rolin e sistemeve të automatizuara bibliotekare në përgjithësi, dhe të përdorë këtë grup njohurish për të "skanuar" sistemin e Bibliotekës Kombëtare të Kosovës me fokus në praktikat më të mira se si të përdoret në mënyrë efektive sistemi i saj i automatizuar bibliotekar ALEPH 500.

Metodat: Metoda sasiore është përdorur përmes procesit të anketës brenda një procedure të strukturuar. Kështu, pyetjet u strukturuan, ku të gjithë pjesëmarrësve u bënë pyetje të njëjta me të njëjtin rend dhe me të njëjtat fjalë, dhe ata kishin të njëjtin grup përgjigjesh që mund të zgjidhnin. Gjithashtu, u përdor edhe metoda cilësore, nëpërmjet intervistimit të bibliotekarëve të sistemit.

Rezultatet: Ekzistojnë 25 përdorues të bibliotekave (bibliotekarë të sistemit) në sistemin e informacionit në Bibliotekën Kombëtare të Kosovës, dhe deri më tani 87,000 njësi bibliotekare (libra dhe revista) janë përfshirë në këtë sistem informacioni. Sistemi mirëmbahet nga bibliotekari i sistemit, ndërsa hierarkia e sistemit është: bibliotekar - katalogues - redaktor. Sfidat me të cilat përballen bibliotekarët e sistemit janë që bibliotekarët nuk janë të përgatitur mirë në përdorimin e këtij sistemi. Prandaj, ata shpesh hasin në pengesa të ndryshme.

Rekomandim: Biblioteka duhet të pasurojë koleksionin e saj në mënyrë që studentët jo vetëm që mund ta përdorin atë për lexim me librat e tyre, por edhe të gjejnë literaturën që u nevojitet; biblioteka duhet të sigurojë sesione informuese për studentët se si të përdorin sistemin e automatizuar të bibliotekës.

Fjalë kyç: bibliotekë, sistem i automatizuar, ALEPH 500, bibliotekar, koleksione.

5

РЕЗИМЕ

Вовед: Кога зборуваме за информациски системи, во времиња кога општеството се менува со брзо темпо, воведувајќи не во нова ера - каде развивањето на информациските системи, вклучувајќи ги и библиотеките, мора да ги исолнуваат условита за функциите од 21 век, соочувајќи се со предизвиците на ова постојано движење и менување.

Цел: Целта на оваа теза е да се испита и анализира улогата на автоматизираните библиотечни системи во целина, и да се искористи овој збир на знаења за да се "скенира" системот на Националната библиотека на Косово со фокус на најдобрите практики за тоа како да се користи ефикасно нивниот автоматски ALEPH 500 библиотечен систем.

Методи: Квантитативниот метод се користеше преку процесот на анкетирање, следејќи структурирана постапка. Затоа, прашалниците беа структурирани, и на сите учесници им беа поставени истите прашања во ист редослед и со исти зборови, а имаа и ист пакет на одговори од кои можеа да изберат. Исто така, се користеше и квалитативниот метод, преку интервјуирање на системските библиотекари.

Резултати: Постојат 25 корисници на библиотеки (системски библиотекари) во информацискиот систем во Националната библиотека на Косово, а досега 87000 библиотечни единици (книги и списанија) се вклучени во овој систем. Системот го одржува системсмиотот библиотекар, додека системската хиерархија е: библиотекар - каталогер - уредник. Предизвиците со кои се соочуваат библиотекарите на системот се дека библиотекарите не се добро подготвени за користење на овој систем. Затоа, тие честопати наидуваат на разни пречки.

Препораки: Библиотеката треба да ја збогати својата колекција така што студентите не само што можат да ја користат за читање со свои книги, туку и да ја пронајдат потребната литература; библиотеката треба да обезбеди информативни сесии за студентите за тоа како да го користат автоматскиот библиотечен систем.

Клучни зборови: библиотека, систем за автоматизација, ALEPH 500, библиотекар, збирки.

LIST OF CONTENT

DECLARATION OF ORIGINALITY	2
ACKNOWLEDGMENT	3
RESUME	4
REZYME	5
PRODOLZIEI	rror! Bookmark not defined.
LIST OF CONTENT	7
CHAPTER ONE	9
1.INTRODUCTION	9
1.1. Aim	9
1.2. Objectives	
1.3. Research questions	
1.4. Hypothesis	
1.5. Structure of the thesis	
1.6. Importance of the thesis	
CHAPTER TWO	
2.LITERATURE REVIEW	
2.1. The concept of library automation	
2.2. Library automated systems	
2.3. Library traditional systems and automated systems today	
2.4. Management and administration of automated services	
2.5. Research in automated catalogue	
2.6. Library collection loans	
2.7. Library Automated System in the National Library of Kosovo	
2.6.1. Acquisition module (ALEPH 500)	
2.6.2. Cataloguing module (ALEPH 500)	
2.6.3. Circulation module (ALEPH 500)	
2.6.4. Online Public Access Catalogue (OPAC) Module (ALEPH 50	0) 23
CHAPTER THREE	
3 RESEARCH METHODOLOGY	
3.1. Research design	

3.2. Methods
3.3. Nature of the study
3.4. Current interest in the topic
3.5. Research strategy
3.6. Research sample
3.7. Research instruments
3.8. Instrument validity
3.9. Data analysis
3.10.Ethical principles
3.11. Obstacles encountered
CHAPTER IV
4 EMPIRICAL FINDINGS AND ANALYSIS
4.1. Results of demographic data
4.2. Results related to automated library systems
CHAPTER V
5 DISCUSSION
5.1. Discussion on quantitative data analysis
5.2. Comparison of the automated library system of the National Library of Kosovo with other national libraries in the region
5.3. Testing hypotheses through correlation analysis and T- Test
5.4. Credibility and validity of the study
SUMMARY
RECOMMENDATION
BIBLIOGRAPHY
ANNEX 1
ANNEX 2
ANNEX 3: Permission to conduct surveys and interviews71
ANNEX 4: Declaration of proofreading

CHAPTER ONE

1. INTRODUCTION

Information systems enable the interconnection, communication and operation of management and technology.

When we talk about information systems, while society has changed at a dizzying pace, ushering in a new era - where developments in information systems, referrals, and libraries must fulfil their role and function of the 21st century, facing the challenges of this evermoving and changing world.

The development of information systems necessarily requires the computerization of libraries, which enables the collection, preservation and dissemination of library materials with modern information methods, and this is best achieved through the provision of library software.

Automating a library is about applying computing to library processes and services. Today there are many library programs in the world, which are selected and determined by the libraries themselves, especially by their requirements. Regardless of the name or type of programs, it is important that those programs are built on information exchange standards. In some libraries, computerization starts with the fundraising service, and in others, with electronic cataloguing - to the reader service.

Online computerized cataloguing is increasingly becoming the preferred form. Bibliographic records stored on a computer memory are displayed on the screen depending on the user's request.

Nowadays, empowering users with information remains an indispensable condition for a library to survive. Change is not simple, but careful planning, acceptance of new concepts and good communication within staff greatly improves the process of change.

1.1. Aim

The use of the Internet for education has also been manifested in automated library services, and its use is expanding even though all public libraries need to be embedded into

an integrated library system to connect students and academic staff to global resources for improved learning and research.

Easy access to the library through the automated library system provides students with a great research opportunity to refine their academic research.

The purpose of this thesis is to critically "scan" the National Library of Kosovo system with the focus on finding the best practices on how to use efficiently their ALEPH 500 automated library system as an output.

1.2. Objectives

- To understand student's awareness about library automation;
- Identify, describe and explain impact that library automated systems have on students' performance in National Library of Kosovo;
- Explore librarians and students' beliefs about library automated systems;
- Investigate the advantages of library automated systems on students' performance in National Library of Kosovo.

1.3. Research questions

- 1. What is the impact of library automated systems on students' performance in National Library of Kosovo?
- 2. What are the librarians and students' beliefs about library automated systems?
- 3. What are the advantages of library automated systems?

1.4. Hypothesis

H1: There is a significant relationship between the academic performance of students with access to automated library and those who do not have access to automated library. Thus, it is hypothesized that students who have access to an automated library perform better than students who do not have access to an automated library.

H2: There is no significant relationship between students with pre-university computer skills and those with no pre-university computer skills using the services of an automated library. Therefore, it is hypothesized that pre-university computer literacy is not a factor that influences the best use of the automated library.

H3: There is no significant relationship between academic performance of male students and female students using automated library services. Thus, it is hypothesized that gender does not affect academic performance among students using automated library service.

1.5. Structure of the thesis

This master thesis contains five chapters:

In chapter one - **Introduction**, beside the already discussed topics of the aim of the master thesis, the thesis objectives, the research questions, the hypotheses; the structure of the thesis and the importance of the thesis are included as well.

In chapter two - **Literature review**, various theories regarding automated library systems have been presented, which include: the concept of library automation, library traditional systems and automated systems today, management and administration of automated services, research in automated catalogue, library collection loans, Library Automated System in the National Library of Kosovo, acquisition module (ALEPH 500), cataloguing module (ALEPH 500), circulation module (ALEPH 500) and Online Public Access Catalogue (OPAC) Module (ALEPH 500).

In chapter three - **Research methodology**, is presented in detail the methodology of the work, and it includes: research design, methods, nature of the study, current interest in the topic, research strategy, research sample, research instruments, instrument validity, data analysis, ethical principles and obstacles encountered.

Chapter four - **Results:** contains the results of the empirical research, which are given in tables and graphs.

Chapter five: **Discussion** – contains discussion on quantitative data analysis, comparison of the automated library system of the National Library of Kosovo with other national libraries in the region, testing hypotheses through correlation analysis as well as credibility and validity of the study.

Mater thesis concludes with conclusion and recommendation, where are also attached Bibliography of thesis and Survey questionnaire.

1.6. Importance of the thesis

This master thesis is important for several reasons:

a) *Personal importance* - From this realized thesis I will gain additional knowledge about the researched topic especially with automated library systems;

b) *Social importance* - The various data and recommendations of this thesis can serve as a guide for library institutions and universities - colleges, where they own libraries and provide library services to students and academic staff;

c) *Academic importance* - This thesis has academic relevance as it can be listed as a serious research work among other scholarly contributions and serve as a reference point for younger generations dealing with this topic.

CHAPTER TWO

2. LITERATURE REVIEW

2.1. The concept of library automation

An Automation Library System, also known as a Library Management System (LMS), is an enterprise resource planning system for a library, used to track items owned, orders made, bills paid, and patrons who have borrowed¹.

The concept 'library automation' is being used in literature for the last four decades. Some authors use the term 'Library automation' to mean the use of computers as an aid for library activities. Markers, on 1967, says "Library automation in the broadest sense can be taken to mean the employment of machines for library processes. In general, however, library automation has come to mean the application of computers and related data processing equipment to libraries"².

According to Salmon (1975), "Library automation is the use of automatic and semiautomatic library activities as acquisition, cataloguing, and circulation. "³ By the author, although in the analysis of ninety (90) traditional libraries - these activities are not performed in this structured way; the library automation can be distinguished from similar fields such as information retrieval, automatic indexing and abstracting, and automatic textual analysis.

The development of information systems necessarily requires the computerization of libraries, which enables the collection, preservation and dissemination of library materials with modern information methods, and this is best achieved through the provision of library software.

Automating a library is about applying computing to library processes and services. There are many libraries in the world today that are selected and defined by libraries, especially its requirements. Regardless of the name or type of programs, it is important that those programs are built on information exchange standards. In some libraries, computerization

¹ Adamson, Veronica, et al. (2008). "JISC & SCONUL Library Management Systems Study". Sheffield, UK:SeroConsulting. p. 51.

² Sharma, Narendra Kumar. (2013). Automation in university libraries of Gujarat state An empirical study Available on: http://hdl.handle.net/10603/69885 (Accessed: March 21st, 2020).

³ Ibid (Accessed: March 21st, 2020).

starts with the fundraising service, and in others, with electronic cataloguing - to the reader service.

Online computerized cataloguing is increasingly becoming the preferred form. Bibliographic records stored on a computer memory or compact disc (CD-ROM) are displayed on the screen depending on the user's request.

2.2. Library automated systems

Automated library systems are created to facilitate the work of the librarian as well as the readers. Therefore, there are different types of automated library systems in the world, some of which we will present below.

PALLAS Library System is a product of TT Regional Government Service, a profit centre of the Tieto Group. The Tieto Group is a Scandinavian IT company which operates globally. Tieto offers its customers processing, networking and software services independent of the customer sector. PALLAS Library System is used by 130 libraries in Finland, mainly in public libraries, but also in special libraries and libraries of vocational high schools use PALLAS⁴. This system covers all the main library functions (acquisition, cataloguing, circulation, interlibrary loan). A transition process to a new generation of the library system, called PallasPro, is underway. The basics of PallasPro philosophy are: graphical user interfaces; three level client- server (client workstation, application server, data servers); basic services tied on the functional chains; all new functions and workstations software can be used with the present Pallas system and its databases without data conversions.

GEGNIR – is British integrated library system. GEGNIR is composed of three databases. The main database is for the Automated Library System, the second one is for the Index of Icelandic Periodical Articles and the third database is for manuscripts. The manuscript database is the newest one and was established in the autumn 1997. The holdings are as follows: 400,000 bibliographic records; 54,000 indexed Icelandic articles; 300 manuscripts⁵.

⁴ Soini, Antti. Pallas Library System. The National Library of Finland. 2002, p.32.

⁵ Johannsdottir, Andrea. GEGNIR integrated library system. European Library Automation Group, 2000, p.34.

COBBIS SYSTEM - was designed by the Maribor Institute of Information Sciences (IZUM) in 1987, which undertook the development of library information systems in the former Yugoslavia, and in the 1990s, after social change, a large number of states Southeast Europe accepted IZUM with such a role. In 2003, the Agreement on the Establishment of the COBISS.net Network and the free circulation of bibliographic records, which are created in the autonomous library information systems of the participating countries, was signed⁶. So far, over 500,000 bibliographic records have been exchanged between these systems.

BIBSYS – is a Norwegian shared library system used by all Norwegian universities, the National Library and a number of Norwegian college and research libraries. There are 60 participating libraries in this system. BIBSYS started as a project in 1972. From 1996, BIBSYS library system only uses the UNIX platform and both server and client computer are RS6000 from IBM⁷. BIBSYS is complete, integrated library system with modules for acquisition, cataloguing, circulation control including interlibrary loan, serial control, subject control, legal deposit and searching.

2.3. Library traditional systems and automated systems today

While in the traditional catalogue the information for a given unit is shown on a file (paper), in the computerized catalogue this information is presented in a standard format known as MARC (Machine Readable Cataloguing - Machine Readable), developed in various forms by country (UKMARC-England, USMARC-United States, CATMARC-Catalonia-Spain) to UNIMARC Authorities of unified terms)⁸.

The electronic catalogue has the approximate form of a questionnaire, which is organized in blocks, fields and subfields. The purpose of the MARC format is to split the cataloguing elements into electronic components and organize them so that they are understood and manipulated by the computer. This requires registrations to be standardized. The MARC format uses numeric and alphabetical codes to identify cataloguing elements, which are divided into fields and subfields, which are also placed in functional blocks.

⁶ COBBIS.net. Support to knowledge and intercultural dialogue. Available at: <u>https://www.cobiss.net/cobiss-net-network.htm</u>. (Date of accessed; May 13th, 2020).

⁷ Brandshaug, Rune. Norway Libraries. ELAG. The Hague, 2000, p.47.

⁸ Berisha, Gjon, Library computerization. Biblioletra, Prishtina: NLK, 2004, p.1.

Once the cataloguing is done, all data is transferred and downloaded by the program maintainer to the Internet, namely the Library Web site, which is then available to the user. The speed and convenience of making catalogue data users available also depends on the validity of the entire library information system⁹.

2.4. Management and administration of automated services

The introduction of any automated system is a challenge to the basic administrative skills of the librarians who must take the decisions and ensure clear communication that facilitate smooth implementation. The challenge exist not only for a "new" system but also for enhancements or replacements for existing systems, and much thoughtful effort is needed to achieve maximum benefits from the capabilities of any type of computer support¹⁰.

When a system is in operation, careful attention is necessary to ensure that procedures are fully adjusted for efficient use of available features. Enlisting the assistance of staff who use the system to suggest alternations in processing methods is one useful way of improving both operations and morale. Attitudes will also change. Because the changes brought about by the initial implementation of an automated system are of such significant dimensions, they tend to alter the perceptions of staff about further changes in their own procedures: what is changed once is easier to change again. Unless a system is allowed to become stagnant and entrenched, staff will be prepared to be active contributors to potential changes¹¹.

The administrative skills and specialized expertise which have long characterized professional work in technical services remain essential in coping with new automation-related possibilities. New organizational patterns and shifts in the physical location of staff performing various assignments related to online systems have become common. In some libraries this has meant the shifting of circulation, often including reserve functions, into that was traditionally the library's technical service division.

⁹ Xhaja, Fafuri, Bibliographic description of library materials. Tirana, 2001, p. 15.

¹⁰ Corbin, B. (2008). Managing the library automated projects. Phoenix, AZ. Oryx Press, p.74.

¹¹ Markuson, B. (2011). Networks for networkers: Critical issues in cooperative library development. New York: Neal Schuman, p.131.

Access to the online system from remote locations has made it possible to perform tasks such as serials check-in and cataloguing in a more consistent manner in branches as well as in centralised locations. With an effective quality control system, including methods of resolving conflicts in headings for the same author, and with communication of changes in standards and appropriate personnel training, locally dispersed processing can be far more effective than was previously possible¹².

No matter where processing activities take place, an integrated system requires consistency in entry of data. Increased recognition of the importance of maintaining the integrity of the database, with consistent forms of headings for provisional as well as full cataloguing records, has led to the creation of authority control units, where they may not have existed during manual processing.

2.5. Research in automated catalogue

Unlike traditional files, when searching on paper files, placed in wooden or metal boxes, the electronic catalogue searches with a computer. Usually computers are placed in the library lobby, and their number depends on the number of users. However, searching the online catalogue can also be done from a home computer or an Internet cafe knowing the library's Web site address. So from home or from all over the world, you can find out where your favourite book is.

Once the user opens the search page, the screen will show them various information about the library's activity, including the library's catalogue. The possibility of searching the electronic catalogue is varied and quite easy to serve. It provides the user with the opportunity to search for their favourite material by author, title, subject, magazine, ISBN, ISSN, etc. So it is enough to know only the title of the book and not the author, or to know the author but not the title, and so can easily find it.

¹² Salton, G. (2015). Dynamic information and library processing. Englewood Cliffs, NJ: Prentice –Hall, p. 85.

2.6. Library collection loans

After finding the material in the catalogue, the user only goes in and searches for the material in funds (if the library is open-ended) and completes the reverse (if the library is closed-end). To perform this type of lending, the library must have a library material security system. Securing the materials is usually done by placing an alarm tape inside the material or an alarm stamp. At each exit of the object, magnetic alarms are placed which alert the user if the user is attempting to expel the material illegally.

To facilitate the borrowing procedure, material is placed on the cover with a barcode label, which will play the identifier role of that material. Before giving the material to the user, it is first irradiated with a laser glove (gloves are similar to those used in markets) on the barcode label where the computer automatically indicates that the book is on loan¹³.

Likewise, when the material is returned on loan, it is again irradiated with a laser glove on the barcode, and if any other researcher requests it, that material appears to be in the library's funds. So this barcode ticket will play a key role in borrowing library materials. To successfully complete this borrowing procedure, you also need to have a user membership card with a barcode.

2.7. Library Automated System in the National Library of Kosovo

The National Library of Kosovo was founded officially in the city of Prizren in 1944, while from 1982 the library was moved - located in Prishtina, as the largest library institution in Kosovo. The mission of the library is to collect, preserve, promote and make accessible the documentary and intellectual heritage of Kosovo. It maintains an archive of national newspapers.

Since 2003, this library has implemented the ALEPH 500 program as a product of Ex Libris. The Ex Libris Group is a worldwide leader in the field of software design for libraries and information centres. With over three decades of being a leader in the field of libraries and

¹³ IFLA. Library Development. (Bulletin with translations from IFLA materials) Tirana, 1999, p. 132

information systems, Ex Libris continues to set contemporary product standards, combining the benefits of providing library-experienced software with the sole purpose of finding real solutions that meet the growing needs of libraries and information centres.

The product of the Ex-Libris ALEPH 500 system, which is an integrated library system, has been installed in over 800 centres and consortia in more than 50 countries, including the British Library (UK) and Harvard University (United States of America)¹⁴.

2.6.1. Acquisition module (ALEPH 500)

Acquiring library materials is normally done by a unit known as "Acquisitions", which is located in the technical processing area of a library (presented in the Figure 1). It is in this unit that orders are placed and materials are received ¹⁵. The other duties and responsibilities of acquisitions units vary widely from library to library, the number of staff available, and type of accounting controls mandated by the library's parent organization.

With ALEPH 500, the acquisition staff enjoys great flexibility in managing all aspects of the ordering and receiving process of materials, including pre-order materials research, the possibility of ordering all kinds of materials, receiving invoices for purchased materials, and other activities related to making requests for materials acquisition, with the library budget and with communication with sales companies¹⁶.

¹⁴ Oliver, Alain. Ex Libris. Biblioletra. Prishtinë:BKUK, 2004, f.12

¹⁵ Magrill, R. (2018). Acquisitions management and collection development in libraries. Chicago: American Library Association, p. 57.

¹⁶ Mekolli, B. Personal Interview. National Library of Kosovo. (Date of interviewing: April 15th 2020)



Figure 1. Acquisition module template

The standard features of this module, BISAC, SISAC and EDI X12, make it easy for library staff to communicate with sales companies. As with all ALEPH modules, the acquisition module allows many functions within a single page. To move from one function to another, librarians simply click on the page or icon they need, or they can use short keyboard shortcuts. The dynamic design of ALEPH's acquisition module helps librarians manage complex forms of funds, communications with sales companies, orders, billing and requirements very easily - all through a simple link to their external financial library system¹⁷.

2.6.2. Cataloguing module (ALEPH 500)

The traditional function of a library's catalogue is to provide access to the collection of materials housed in that library. The objectives of the catalogues are: to allow a user to find a book when its author, title, or subject is known; to show a library's holdings by an author, on subject, or in a kind of literature; and to assist in the choice of a book bibliography or by its character (literary or topical)¹⁸. Modification, both system-wide and for special needs, of templates, forms, routine constraints, and the form of display information that are under

¹⁷ Ibid.

¹⁸ American Library Association. (2008). Catalogue rules: Author and title entries. Compiled by Committees of the ALA and the British Library Association, Chicago: American Library Association, p. 243.

the full control of authorized supervisors, are key elements of the cataloguing module of ALEPH. Although it supports both MARC and non-MARC data at the same time, ALEPH only creates a database for searching, cataloguing and processing materials. ALEPH is compatible with many MARC file formats including USMARC, UNIMARC, UKMARC, MARC21 and DANMARC, as well as the German MAB cataloguing format. If the library wants to create data outside the MARC format, then it can design and organize it to suit its different needs and collections¹⁹.

Cataloguing can be done in an organized or free form and its design enables error minimization, significantly improves workflow and facilitates the entire cataloguing process. This module allows staff to consult standard cataloguing files, browse catalogues, easily switch from one module to another, import or export data from other databases, modify data different at the same time, make use of standard copies, functions as well as index for each element of the fields in the bibliographic data.

Immediately after completing a bibliographic record of a material, the system automatically selects the field elements in the manner the library has previously modified to store them on the server. Internet help for any event related to the catalogue is also available to the user, and the library itself has control of the content of this entire useful element (Figure 2).

	(注)	1111				DIE	作用	() () ()
] (center	2	4.1						197.7
B O A	Landia 124	Same (Same and Same)						
B (1) Functional (C (2) On	- I 1	Wadturn Network					•	
	Durber by hear 1	Admitting) their Author (Insending	1					
5 Septemb	Dec M.	Call No	Author	7.84	Tear	the last	1	
181 Browner	128/301	50	Blok, Abreactor	E due autors coveridaments /	1995			54
D-G Show	126/251	D-257634	Corn, Alabandar	Me Loope .	2957		100	and the second
	11002351	0/258726	Forato, Abdramber,	Hyrpe tot appatientations /	2991			100 A 20
	131/351	D-5059 dormali	Zamicove: Aleksander	Mitaliaala Incretit /	2998		12 -	Sectors .
	1100003	D-J79636	Basha, Egrant	Las onteres de la nuit et autres vicit du maner."	2299		1	By Annual
	133/351	D 258779	Whetenetri Allekanendalar	Shophan ali ingoi mbretanne Ropatiane	1000			Centra 1
	1234/353	D-256822	Autore	Phan 14 pperform /	2968		-	
	125/351	10-3675A/6	Aatreni	LuMARurge 1	2390.			
	136/353	D 267933/13-00	Dretter,Theoderw	Tringes a Sectorave /	2000		÷.	
	11/233. D-5099 dorsalia Zamorove, Ablandole Milolani Incrni / Della 11/233. D-259756 Kalaka, Epren Guarathere, de la suit et aurec neir du lasses: Della 11/233. D-259756 Milolani Aktivendir Diogenera, et lega ethoriente/ 2 Della 11/233. D-259726 Malarie Diogenera, et lega ethoriente/ 2 Della 11/233. D-259726 Andrein Diogenera, et lega ethoriente/ 2 Della 11/233. D-2597264 Andrein Latituge Della 11/233. D-2597264 Andrein Latituge Della 11/233. D-2597264 Andrein Latituge Della 11/233. D-259726411-Di Della Della Della 11/233. D-259726411-Di Della Della Della Norgetin Tata Della Della Della							
	Septer.	1						
	Ambies [1-	MARC Tage [L. HARD Public View]	A. Colory Carl [E. Chatter]					000.0
	Tool Rowshee		w1711					
	Main Entry		idnete (Aleksender Brenovit)					Lorde
	Tala	5	vitra e lote : voersitue / Andreni					
	Deprint.		Aureste : [n.n.], 1912				1.11	-
	Deter.	2	4 f. : Rett. : 21 cm.				1.1	
	Gen. State	19	ne falle perperin 11 (7)-11				1.1.1.	
	Subpect	14	tersia shope					5.
	Subject	71	and shighte				11	- Jane W.
	himsen							Canada
	Poorge		and the second se				100	
	1 Dame.		therease somewhere - Provery					

Figure 2. Cataloguing module template

¹⁹ Reka, T. Personal Interview. National Library of Kosovo. (Date of interviewing: April 15th, 2020).

2.6.3. Circulation module (ALEPH 500)

The ALEPH circulation module is equipped with a flexible lending system, which can be modified according to local circulation parameters and can be applied throughout the system as well. ALEPH enables librarians to determine the delay date of a material based on the status of the user, the material, and the location in which the material is located. The librarians can periodically check users who are not allowed to borrow materials from the library as well as reserved materials in order to ensure successful collection management²⁰.

The fast conduct of the circulation activity is also enabled by ALEPH's integrated cash collection system, which enables staff to be informed about fines without delay and to collect revenue from them and other services provided by the ALEPH fees, which are set by the library. It also allows authorized personnel to accept or even cancel such payments.

In addition, the system automatically generates detailed statistics and reports, including detailed audits, which enable accurate tracking and checking of all payment transactions. Users will greatly appreciate the sophisticated interlibrary loan and document delivery service, which offers a great deal of bilateral information exchange between the library and document suppliers around the world. At the same time, the ALEPH circulation module automatically does both the circulation of a large number of materials and the reorganization of those data that must be displayed on the Internet (Figure 3).



Figure 3. Circulation module template

²⁰ Spahiu, M. Personal Interview. National Library of Kosovo. Date of interviewing: April 15th , 2020)

2.6.4. Online Public Access Catalogue (OPAC) Module (ALEPH 500)

Users of all categories - students, faculty members and various researchers - can access ALEPH's Public Internet Catalog (OPAC) through standard Internet browsers and enjoy all the benefits that the Internet offers. Libraries, part of the Ex Libris system, enjoy all the benefits of an open design offered by this system, which enables them to have complete control over their customized display design, search menus, and other elements²¹.

It also enables them access to other resources, provides assistance as needed to the user through the Internet, which the library has complete control over, as well as many other things (Figure 4).

WebOpac Worldcat Discovery SEARCH LIBRARY CATALOG Search LESTARI Verything Verything Adden Adden	BASIC SEARCH (1) Searching with limits - limit your search to a specific location or collection (files the UTM Theses & Project Papers, for example), or search "Everything". (2) Searching by field - search within a specific field (for example, Title, Author, Subject, Call Number), or search from "All Fields".				
 ADVANCED SEARCH This exact phrase - search exact phrases These unwanted items - exclude terms from search keyword Additional limits - apply any combination of limits on your search with, including format type, language, location, fields, availability, and targets. Advanced Search - click for search results. 	Fird demix foot house All Row works All Row works All Row works All Row works All Row works This work for foot 2 All Row Row Row Row All Row Row Row Row Row Row All Row Row Row Row Row All Row				
Note: While there are many options to limit your rearch, there is the likelihood that selecting too many limits will not return any search results.	Nave: Forgen: LPA: Sec: Forgen: And Forgen: There: Forgen: And Forgen: Sec:				

Figure 4. OPAC module template

²¹ Zogaj, A. Personal Interview. National Library of Kosovo. Date of interviewing: April 15th, 2020)

CHAPTER THREE

3 RESEARCH METHODOLOGY

This chapter explains and justifies the formulation of the research design where the selection and justification of data collection methods and data analysis methods will be elaborated. Also, in this chapter will be presented the empirical research procedure.

3.1. Research design

Three research questions have been set based on the aim of the study. To get the data, interview questions have been set up for four senior librarians who currently work in National Library of Kosovo. A questionnaire has been set up for 100 students who are members of abovementioned library.

3.2. Methods

The selection of methods for carrying out this study was based on and adapted to the nature of the research. Thus, quantitative methodology is used to explain social phenomena and helps to understand how people give meaning to their issues and experiences. This method was used through the online survey process within a structured procedure. Thus, the questions were structured, where all the participants were asked the same questions in the same order and with the same words, and they had the same set of answers they could choose from.

In addition to the quantitative method, desk research is also used, which is another name for secondary research, and is not about collecting data. Rather, the researcher's role in this method is to conduct desk research and review previous research findings to gain a broad understanding of the field. Therefore, the existing literature on the topic dealt with was reviewed. We mainly focused on foreign literature, where we tried to make the sources as up-to-date as possible, mainly publications after 2000, with the exception of two or three cases, where earlier theories of the problem we were dealing with were needed, which helped us to use the descriptive method. Also qualitative method was used where I conducted online interviews with four librarians who currently work in National Library of Kosovo.

3.3. Nature of the study

This study has a research nature along several lines:

First, the nature of the study is analytical, so various library automates systems are being explored which are nowadays widely used in libraries in order to facilitate student literature research.

Second, the study has an exploratory nature, drawing on secondary sources such as: previous literature on automated library systems, addressing their relevance, their complexity, and the requirements required for an appropriate system, and more.

Third, the study has an empirical research nature, relying on quantitative methods such as surveying, and qualitative such as interviewing. The particular of this study is that the survey will be conducted by interviewing (online) 100 students, members of the National Library of Kosovo, as well as interviews with librarians of the National Library of Kosovo (online).

3.4. Current interest in the topic

After the war, in 1999, major changes occurred in all pores of life in Kosovo. The library system was also rapidly developing, with library infrastructures upgrading, new information access reforms, and many other changes. A major change also occurred in the area of the automated library system.

Despite the fact that the automated system is developing rapidly in the National Library of Kosovo, the application of the automated library system in public, university and school libraries is inadequate for various reasons. So I set myself the goal of doing an extensive study of this issue, in order to highlight the opportunities libraries have to significantly simplify their work, especially in managing library collections that in many cases are manually worked, or in rare cases with the Excel program.

Identifying the opportunities libraries have to apply the automated library system in managing library collections will significantly impact on taking steps to move forward in this direction.

3.5. Research strategy

For the realization of this study we have followed a meticulous research strategy, so that its planning and execution would be as professional as possible.

The first step of this study was to investigate secondary data and to create a clear idea about the study problem. The issue of the impact of library automated systems on students' performance is an area that is still not properly explored, so special attention should be paid to research at a scientific level.

The second step - after defining the topic for the master thesis, I designed aims / objectives, research questions, and hypotheses that helped me to carry out the study.

The third step involved a deeper study of international literature and other secondary resources, such as similar studies related to the impact of library automated systems on students' performance.

The fourth step was to build concrete study instruments. A structured questionnaire was first created for the students, as well as a questionnaire for the librarians.

The fifth step was to carry out the empirical study. Due to Pandemic COVID 19, surveys and interviews were conducted online through social platforms.

The sixth step involved data processing. The quantitative data collected through the survey process were processed through the SPSS – Version 25, where we also generated the diagrams.

The seventh step consisted in the final writing of the master thesis, which carefully reflected all the work accomplished along the 6 steps above, and summarized the relevant suggestions.

The eighth step consisted in the proofreading of the master thesis.

3.6. Research sample

According to Saunders, a research conducted as a case study requires a small sample, so for the purpose of collecting data and explaining the key points that have been observed, a heterogeneous sample is taken. Classification of sampling techniques can be presented with probability and non-probability²².

The data has been collected from students and librarians of the National Library in Kosovo. The total number of students was 100. The total number of the librarians was four. The sample of the study is presented in Table 1.

Table 1. The sample of the study



²² Saunders, M., Lewis, P., & Thornhill, A. Research Methods in Business (4 ed.). London: Pearson Education Limited. 2006, p. 189.

3.7. Research instruments

Instrument is the general term that researchers use for a measurement (survey, test, questionnaire, etc.). Instruments fall into two broad categories, researcher-completed and subject-completed, distinguished by those instruments that researchers administer versus those that are completed by participants. Researchers chose which type of instrument, or instruments, to use based on the research question²³.

For the construction of the instruments, I mainly relied on the title of the master thesis, the purpose and the hypotheses of this thesis, so every question was related to the topic that I explored.

To carry out the research, I initially designed two instruments. The first instrument was the questionnaire for the students which consisted of two parts. Part one contained 5 questions with demographic data, while questions part two contained 20 questions for library automation (See Annex 1).

The second instrument was designed for librarians, and the questions relate to the automated program modules that the library uses today (See Annex 2).

Since the study was on the impact of library automated systems in the students' performance, I had to consider collecting data from the students in the national library and students who use another library. The instruments have been created in English language meanwhile for students I used the questionnaire in Albanian Language as most of the students who have been surveyed did not know the English language at sufficient level.

3.8. Instrument validity

Validity is the extent to which an instrument measures what it is supposed to measure and performs as it is designed to perform. It is rare, if nearly impossible, that an instrument be 100% valid, so validity is generally measured in degrees. As a process, validation involves

²³ Research Roundowns. Instrument, Validity, Reliability. Available at: <u>https://researchrundowns.com/</u> <u>quantitative-methods/instrument-validity-reliability/</u> (Last accessed: April, 1st, 2020).

collecting and analyzing data to assess the accuracy of an instrument. There are numerous statistical tests and measures to assess the validity of quantitative instruments, which generally involves pilot testing. The remainder of this discussion focuses on external validity and content validity²⁴.

I consider that the instruments designed for this research are valid because they respond to research questions and research hypotheses. So, interview questions for librarians and student surveys have been developed based on the title of the thesis, the purpose of the paper, the objectives of the paper, the research questions and the submitted hypotheses.

3.9. Data analysis

When it comes to data analysis, it should be noted that the data I collected from the surveys were processed and analyzed in the SPSS Version 25, where I then generated the graphs by extracting the results with percentages. We also analyzed the interview data without using any application or package, as they are answers to open-ended questions where the interviewees expressed their opinion on the questions posed in the interview guide.

3.10. Ethical principles

During the preparation of this thesis, I have tried to incorporate ethical principles. Initially, every source I used, I have put the reference of where it was taken. So I have respected the ethics code of the faculty, where no plagiarism is allowed in any way. I was also careful about conducting surveys and interviews. I did not try to put pressure on any respondent or interviewee. They have responded with self-desire where I have also received the deserved consent of them.

3.11. Obstacles encountered

As for the obstacles in the realization of the master thesis, the main obstacle has been the spread of the COVID-19 epidemic in the world. As far as the literature review is concerned, I have done so in isolation, while surveys and interviews were conducted online.

²⁴ Ibid.

CHAPTER IV

4 EMPIRICAL FINDINGS AND ANALYSIS

4.1. Results of demographic data

During the study period, 100 students were surveyed studying in public or private institutions. Regarding the gender of the respondents, 51% of the respondents belong to the male gender; while 49% of the respondents are female. It is worth noting that we, as researchers, had no influence on gender selection, since the questionnaire was distributed in public spaces. The largest number of respondents in this research is random and not intentional. Demographic data are presented in Table 2 and Figure 5 consequently.

Table 2. Structure of respondents by gender

	Gender							
		Frequency	Percent	Valid Percent	Cumulative			
					Percent			
Valid	Male	51	51.0	51.0	51.0			
	Female	49	49.0	49.0	100.0			
	Total	100	100.0	100.0				

Figure 4. Structure of respondents by gender



Regarding the age of the respondents, the survey shows that: 31% of the respondents are 18 - 20 years old; 37% of respondents are 21-23 years old; 28% of respondents are aged 24 - 27 years; while 4% of respondents are over 28 years of age (Table 3, Figure 5). The results show that the majority of respondents are aged 21-23 years.

Age								
		Frequency	Percent	Valid Percent	Cumulative			
					Percent			
Valid	18 – 20 years old	31	31.0	31.0	31.0			
	21–23 years old	37	37.0	37.0	68.0			
	24 – 27 years old	28	28.0	28.0	96.0			
	28+	4	4.0	4.0	100.0			
	Total	100	100.0	100.0				

Table 3. Structure of respondents by age





Regarding the level of education, 51% of respondents pursue a bachelor's degree; 45% of respondents pursue master studies; while 4% of respondents pursue doctoral studies (Table 4, Figure 7). Although the questionnaire was prepared for all library users, we did not find any independent researchers or teachers during the survey process.

	Education level								
Frequency Percent Valid Percent Cumulativ									
					Percent				
Valid	Bachelor	51	51.0	51.0	51.0				
	Master	45	45.0	45.0	96.0				
	PhD	4	4.0	4.0	100.0				
	Total	100	100.0	100.0					

Table 4. Structure of respondents by education level





Regarding the university / college where respondents attend studies, research shows that 67% of respondents attend higher education institutions (which means universities); while 33% of respondents pursue studies in private higher education institutions (which means colleges) – Table 5, Figure 8.

University / College							
		Frequency	Percent	Valid Percent	Cumulative		
					Percent		
Valid	Public	67	67.0	67.0	67.0		
	Private	33	33.0	33.0	100.0		
	Total	100	100.0	100.0			

Table 5. Structure of respondents by type of higher education institution





University / College

Concerning the average grade of respondents, we have the following result: 23% of respondents have average grade 10 (excellent); 12% of respondents have an average grade of 9 (very good); 32% of respondents have an average grade of 8 (good); 20% of respondents have an average grade of 7 (fair); and 12% of respondents have an average grade of 6 (adequate) – Table 6, Figure 9.

Grading scale								
		Frequency	Percent	Valid Percent	Cumulative			
					Percent			
Valid	Excellent (10)	23	23.0	23.0	23.0			
	Very good (9)	13	13.0	13.0	36.0			
	Good (8)	32	32.0	32.0	68.0			
	Fair (7)	20	20.0	20.0	88.0			
	Adequate (6)	12	12.0	12.0	100.0			
	Total	100	100.0	100.0				

Table 6. Structure of respondents by average grade

Figure 9. Structure of respondents by average grade



4.2. Results related to automated library systems

Respondents were initially asked if they are members of the National Library of Kosovo. According to the survey, 80% of the respondents are members of the National Library of Kosovo; 11% of respondents are not members; while 9% of the respondents were formerly members of this library, presented in the Table 7, Figure 10.

Are you a member of the National Library of Kosovo?							
		Frequency	Percent	Valid Percent	Cumulative		
					Percent		
Valid	Yes	80	80.0	80.0	80.0		
	No	11	11.0	11.0	91.0		
	I used to be a member	9	9.0	9.0	100.0		
	Total	100	100.0	100.0			

Table 7. Membership in the National Library of Kosovo





Are you a member of the National Library of Kosovo?

In the next question: What do you do in the library? - Respondents responded as follows: 74% of respondents go to the library to read (with personal books); 6% of respondents go to the library to do research; 3% of respondents go to the library to visit friends; 7% of respondents go to the library to use the Internet; while 10% of respondents go to the library to find assignment and exam material (Table 8, Figure 11).

What do you do at the library?								
		Frequency	Percent	Valid Percent	Cumulative			
					Percent			
Valid	Read	74	74.0	74.0	74.0			
	Do research	6	6.0	6.0	80.0			
	Meet friends	3	3.0	3.0	83.0			
	Use the internet	7	7.0	7.0	90.0			
	Find material for	10	10.0	10.0	100.0			
	assignments and exams							
	Total	100	100.0	100.0				

Table 8. Activities in the library

Figure 11. Activities in the library



What do you do at the library?
Further, respondents were asked if they had found the materials they had requested in the library collection. Regarding this question, 29% of respondents state that they have found the required materials in the library collection, while 71% of the respondents state that they have not found the required materials in the library collection (Table 9, Figure 12).

Are there materials you have looked for, in the library's collection?								
		Frequency	Percent	Valid Percent	Cumulative			
					Percent			
Valid	Yes	29	29.0	29.0	29.0			
	No	71	71.0	71.0	100.0			
	Total	100	100.0	100.0				

Table 9. Library collections





Are there materials you have looked for, in the library's collection?

Regarding the computer skills of the students, before the studies, 46% of the respondents stated that they had previous skills of computer use; 37% of the respondents stated that they had no previous skills of computer use; while 17% of respondents stated that they had little computer skills before attending university / college (Table 10, Figure 13).

Did you have pre-university computer skills?									
		Frequency	Percent	Valid Percent	Cumulative				
					Percent				
Valid	Yes	46	46.0	46.0	46.0				
	No	37	37.0	37.0	83.0				
	Little	17	17.0	17.0	100.0				
	Total	100	100.0	100.0					

Table 10. Pre-university skills





Did you have pre-university computer skills?

Respondents were asked if there are computers in the library. According to the research, 94% of respondents state that there are computers in the library, while 6% of respondents state that there are no computers in the library (Table 11, Figure 14).

Are there computers in library?									
		Frequency	Percent	Valid Percent	Cumulative				
					Percent				
Valid	Yes	94	94.0	94.0	94.0				
	No	6	6.0	6.0	100.0				
	Total	100	100.0	100.0					

Table 11. Available computers in library





Are there computers in library?

A similar question to the previous one was the question about the number of computers in the library. According to the survey: 38% of respondents state that the library has less than five computers for students; 49% of respondents state that the library has 6 - 9 computers available for students; while 13% of respondents state that the library has more than ten computers available for students (Table 12, Figure 15).

Please mention the number of computers available for library users									
		Frequency	Percent	Valid Percent	Cumulative				
					Percent				
Valid	<5	38	38.0	38.0	38.0				
	6 – 9	49	49.0	49.0	87.0				
	>10	13	13.0	13.0	100.0				
	Total	100	100.0	100.0					

Table 12. Number of computers in library





Please mention the number of computers available for library users

To the question: Does the library system work under the network environment? - 13% of respondents state that library work under the network environment, 12% of respondents say that library work under the network environment, while 75% of respondents do not know if library system works under the network environment (Table 13, Figure 16).

Does the library system work under the network environment?								
		Frequency	Percent	Valid Percent	Cumulative			
					Percent			
Valid	Yes	13	13.0	13.0	13.0			
	No	12	12.0	12.0	25.0			
	I don't know	75	75.0	75.0	100.0			
	Total	100	100.0	100.0				

Table 13. Library network environment





Does the library system work under the network environment?

In the question: is internet facility provided for students ?, we have the following results: 10% of respondents state that in library there is internet facility provided for students; 13% of respondents state that there is no internet facility provided for students; while 77% of respondents state that there is an internet facility available for students, but limited (Table 14, Figure 17).

Is Internet facility provided for students?									
		Frequency	Percent	Valid Percent	Cumulative				
					Percent				
Valid	Yes	10	10.0	10.0	10.0				
	No	13	13.0	13.0	23.0				
	Yes, but limited	77	77.0	77.0	100.0				
	Total	100	100.0	100.0					

Table 14. Internet facility for students





Is Internet facility provided for students?

A very important question for this thesis was whether the respondents were informed that the National Library of Kosovo has an Automated Library System. According to respondents, 69% of respondents are aware that the library has an automated system, while 31% of the respondents are not informed that the library has an automated system (Table 15, Figure 18).

Do you know that National Library of Kosovo has its Library								
		aut	tomated sys	stem?				
		Frequency	Percent	Valid Percent	Cumulative			
					Percent			
Valid	Yes	69	69.0	69.0	69.0			
	No	31	31.0	31.0	100.0			
	Total	100	100.0	100.0				

Table 15. Student's awareness for Library Automated System in library





Do you know that National Library of Kosovo has its Library automated system?

In addition, respondents were asked if they had information about how to use the library when they became a member of the library. In this question we have the following answers: 1% of respondents stated this; 84% of respondents denied that when they became a member of the library, the library offered them information on how to use the library; while 15% of respondents stated that they asked the librarian for help at their insistence (Table 16, Figure 19).

When you became a member of the library, did the library offer you information sessions on how to use the library?									
Frequency Percent Valid Percent Cu									
Valid	Yes	1 84	1.0 84.0	1.0	1.0				
	I asked the librarians at my insistence	15	15.0	15.0	100.0				
	Total	100	100.0	100.0					

Table 16. Information sessions for new library users

Figure 19. Information sessions for new library users



When you became a member of the library, did the library offer you information sessions on how to use the library?

Respondents were asked if they use the Online Public Access Catalogue (OPAC) at the library. This question provides us with undesirable results, as only 3% of respondents claim to use OPAC; 77% of respondents stated that they do not use OPAC; while 20% of respondents stated that they sometimes use OPAC in the library (Table 17, Figure 20).

Do you use OPAC (Online Public Access Catalogue) in Library?									
		Frequency	Percent	Valid Percent	Cumulative				
					Percent				
Valid	Yes	3	3.0	3.0	3.0				
	No	77	77.0	77.0	80.0				
	Sometimes	20	20.0	20.0	100.0				
	Total	100	100.0	100.0					

Table 17. Online Public Access Catalogue usage by students





Do you use OPAC (Online Public Access Catalog) in Library?

Further, respondents were asked what benefits they would use in the automated library system. According to respondents, 2% of them use the automated library system for quick services for book loans, while 98% of the respondents use the automated library system to search what they need (Table 18, Figure 21).

What benefits do you use in the automated library system?									
		Frequency	Percent	Valid Percent	Cumulative				
					Percent				
Valid	Quick services for book	2	2.0	2.0	2.0				
	loans								
	I can search what I need	98	98.0	98.0	100.0				
	Total	100	100.0	100.0					

Table 18. Benefits of Library Automated System for students





What benefits do you use in the automated library system?

Are you allowed to print or photocopy library materials? - was the following question, with 84% of respondents claiming to be allowed to print or copy library materials but at their own expense, only 1% of respondents stated that they print and copy for free, while 15% of respondents declare that they are not allowed to print or photocopy library materials (Table 19, Figure 22).

Are you allowed to print or photocopy library materials?									
		Frequency	Percent	Valid Percent	Cumulative				
					Percent				
Valid	Yes, in my own expenses	84	84.0	84.0	84.0				
	Yes, for free	1	1.0	1.0	85.0				
	No	15	15.0	15.0	100.0				
	Total	100	100.0	100.0					

Table 19. Print / photocopy services for students





Are you allowed to print or photocopy library materials?

As to the online services provided by the library, from the respondents' point of view we have the following results: 52% of the respondents state that the library provides circulation service; 41% of respondents state that the library provides reference services; only 1% of respondents state that the library offers inter-library loan; 1% also state that the library offers translation services; 3% of respondents claim that the library offers chatting services; while 2% of respondents state that the library provides inquiry services (Table 20, Figure 23).

Which Online services are provided by library in your point of view?									
		Frequency	Percent	Valid Percent	Cumulative				
					Percent				
Valid	Circulation	52	52.0	52.0	52.0				
	Reference services	41	41.0	41.0	93.0				
	Inter-library loan	1	1.0	1.0	94.0				
	Translation	1	1.0	1.0	95.0				
	Chatting services	3	3.0	3.0	98.0				
	Inquiry services	2	2.0	2.0	100.0				
	Total	100	100.0	100.0					

Table 20. Online services by library for students

Graph 23. Online services by library for students



Which Online services are provided by library in your point of view?

How do you evaluate librarians in terms of library automation services? It was the next where the respondents stated the following: 45% of respondents consider that librarians lack knowledge about automated library systems; 30% of respondents estimate that librarians lack expertise in automated library systems; 12% of respondents consider that librarians lack time, while 13% of respondents think that librarians are negligent in their work with an automated library system (Table 21, Figure 24).

How do you evaluate the librarians in terms of library automation services?							
		Frequency	Percent	Valid Percent	Cumulative		
					Percent		
Valid	Lack of knowledge	45	45.0	45.0	45.0		
	No expertise	30	30.0	30.0	75.0		
	Lack of time	12	12.0	12.0	87.0		
	Neglectful	13	13.0	13.0	100.0		
	Total	100	100.0	100.0			

Table 21. Librarians evaluation by students

Figure 24. Librarians evaluation by students



How do you evaluate the librarians in terms of library automation services?

How respondents rate digitalization in the library, has the following results: 35% of respondents state lack of knowledge of standards of digitization; 60% of respondents report lack of software, hardware and other equipments with library; while 5% of respondents state other reasons (Table 22, Figure 25).

How do you evaluate the digitization in the library?							
		Frequency	Percent	Valid Percent	Cumulative		
					Percent		
Valid	Lack of knowledge of	35	35.0	35.0	35.0		
	standards of digitization						
	Lack of software, hardware	60	60.0	60.0	95.0		
	and other equipment's with						
	library						
	Other	5	5.0	5.0	100.0		
	Total	100	100.0	100.0			

Table 22. Digitization in the library

Figure 25. Digitization in the library



How do you evaluate the digitization in the library?

The most important question for this master thesis was whether the automated library system has an impact on the performance of the respondents. The results show that: 75% of respondents state that automation has become an effective library tool that has helped them a lot in my academic performance; 20% of respondents state that automation didn't have any effect on their academic performance; while 5% of respondents stated that they do not know (Table 23, Figure 26).

	How the Automation has impacted on your performance?						
		Frequency	Percent	Valid Percent	Cumulative		
					Percent		
Valid	Automation become an	75	75.0	75.0	75.0		
	effective Library tool that						
	helped me a lot in my						
	academic performance						
	Automation didn't have any	20	20.0	20.0	95.0		
	effect in my academic						
	performance						
	I don't know	5	5.0	5.0	100.0		
	Total	100	100.0	100.0			

Table 23. Impact of automation system on student's performance



Figure 26. Impact of automation system on student's performance

How the Automation has impacted on your performance?

When respondents visit the library, we have the following results: 5% of respondents stated that they visit the library before lectures; 11% of respondents stated that they visit the library during lunch time; 77% of respondents stated that they visit the library after the lectures; while 7% of respondents stated that they visit the library on weekends (Table 24, Figure 27).

When do you visit the library?							
		Frequency	Percent	Valid Percent	Cumulative		
					Percent		
Valid	Pre lectures	5	5.0	5.0	5.0		
	During the lunch	11	11.0	11.0	16.0		
	After lectures	77	77.0	77.0	93.0		
	In weekends	7	7.0	7.0	100.0		
	Total	100	100.0	100.0			

Table 24. Students visits to the library

Figure 27. Students visits to the library





In addition, respondents were also asked how often they visit the library per month. Results show that 80% of respondents visit the library daily; 9% of respondents stated that they visit the library twice a week; 7% of respondents stated that they visit the library once a week; while 4% of respondents stated that they visit the library twice a month (Table 25, Figure 28).

How many times do you visit the library each month?						
		Frequency	Percent	Valid Percent	Cumulative	
					Percent	
Valid	Everyday	80	80.0	80.0	80.0	
	Twice a week	9	9.0	9.0	89.0	
	One a week	7	7.0	7.0	96.0	
	Twice a month	4	4.0	4.0	100.0	
	Total	100	100.0	100.0		

Table 25. Students visits to the library per month





How many times do you visit the library each month?

The last question concerned whether respondents were generally satisfied with library services. In this regard, we have the following results: 35% of respondents state that they are satisfied with library services; 30% of respondents stated that they are not satisfied with library services; while 35% of respondents state that somehow they are satisfied with library services (Table 26, Figure 29).

Overall, are you satisfied with library services?							
		Frequency	Percent	Valid Percent	Cumulative		
					Percent		
Valid	Yes	35	35.0	35.0	35.0		
	No	30	30.0	30.0	65.0		
	Somehow	35	35.0	35.0	100.0		
	Total	100	100.0	100.0			

Table 26. Students satisfaction with library services





Overall, are you satisfied with library services?

CHAPTER V

5 DISCUSSION

5.1. Discussion on quantitative data analysis

In this section we present the discussion of the results given in the previous chapter. Based on the gender, 51% men and 49 women were surveyed. Regarding the age, 31% of the respondents were 18 - 20 years old; 37% of respondents were 21-23 years old; 28% of respondents were aged 24 - 27 years; while 4% of respondents were over 28 years of age.

As regard education level, 51% of respondents pursue a bachelor's degree; 45% of respondents pursue master studies; while 4% of respondents pursue doctoral studies. It is worth mentioning that 67% of respondents attend higher education institutions (which means universities); while 33% of respondents pursue studies in private higher education institutions (which means colleges).

From the total number of respondents 80% of them are currently members of the National Library of Kosovo; 11% of respondents are not members; while 9% of the respondents were formerly members of this library.

In the research it was found that 74% of respondents go to the library to read (with personal books); 6% of respondents go to the library to do research; 3% of respondents go to the library to visit friends; 7% of respondents go to the library to use the Internet; while 10% of respondents go to the library to find assignment and exam material.

The other finding is that only 29% of respondents state that they have found the required materials in the library collection, while 71% of the respondents state that they have not found the required materials in the library collection. Also, regarding the computer skills of the students, before the studies, it was found that 46% of the respondents had previous skills of computer use; 37% of the respondents had no previous skills of computer use; while 17% of respondents had little computer skills before attending university / college.

In the research it was found that there are computers in the library, while 6% of respondents state that there are no computers in the library where the library has 6 - 9 computers available for students. It also found that students are not aware if the library

system work under the network environment. Students also point out that there is an internet facility available for students, in library but limited.

Another found in the research is that 69% of respondents are aware that the library has an automated system, but when they were asked if they had information about how to use the library when they became a member of the library, 84% of respondents denied that when they became a member of the library offered them information on how to use the library.

Another undesirable finding is that 77% of respondents stated that they do not use Online Public Access Catalogue (OPAC), and the only benefit they use in the automated library system is to search what they need. It is important to mention that 84% of respondents claim to be allowed to print or copy library materials but at their own expense.

During our research we found that students use these library services: circulation service; reference services; inter-library loan; translation services; 3% chatting services and inquiry services. But, based in the responder's response, there can be conclude that librarians lack knowledge about automated library systems; lack expertise in automated library systems; lack time, and they negligent in their work with an automated library system.

Another finding is that another finding is that as regard the digitalization in the library, respondent's state lack of knowledge of standards of digitization; lack of software and hardware and other equipments with library.

The most important finding in this master thesis is that we found that the automated library system has an impact on the performance of the respondents.

Most of the students go to library after the lectures and they visit library every day. Finally we can conclude that respondents are generally satisfied with library services.

5.2. Comparison of the automated library system of the National Library of Kosovo with other national libraries in the region

During the research on this master thesis we found that the National Library of Kosovo has implemented ALEPH 500 system (product of Ex Libris), while other libraries in the region have implemented COBISS system (Co-operative Online Bibliographic System and Services).

"In 1987, a shared cataloguing system was adopted by the then Association of the Yugoslav National Libraries as a common ground for the library information system and the system of scientific and technological information of Yugoslavia. The role of the organisational solutions and software developer was taken over by *Institut informacijskih znanosti* (Institute of Information Science, IZUM) from Maribor"²⁵.

During our research, we found that this system had been implemented before the war (1999) in the National Library of Kosovo, but during the war, this system was destroyed by Serbian library staff in order to prevent Kosovo from accessing the shared catalogue.

The National Library of Kosovo implemented the ALEPH 500 system, and now uses four modules of this system: acquisition module, cataloguing module, circulation module and OPAC module, while other libraries in the region that use the COBBIS platform use the same modules, but also have a shared catalogue.



Figure 30. Shared cataloguing in the COBISS. Net Network (Source: IZUM)

²⁵ COBISS Platform – Co-operative Online Bibliographic System and Services. Available at: <u>https://www.cobiss.net/cobiss-platform.htm#c2</u> (Date of accessed: March 25th, 2020).

It is worth noting that the automated library system is used in the following countries of the region: Slovenia, Bosnia and Herzegovina, North Macedonia, Serbia, Montenegro, Bulgaria, and Albania. The scheme that we present above (Figure 30) includes the state of Kosovo, as there is still a tendency for this system to become operational in the National Library of Kosovo.

5.3. Testing hypotheses through correlation analysis and T- Test

H1: There is a significant relationship between the academic performance of students with access to automated library and those who do not have access to automated library. Thus, it is hypothesized that students who have access to an automated library perform better than students who do not have access to an automated library.

Through T-test, students' attitudes regarding the impact of the automated library system on their performance were compared. The result shows that there is a statistically significant difference (p <.0.002) between students having access to an automated library and those not having access to an automated library since the p value is less than 0.05 at the confidence level of 95%. This result speaks in favour of approving the first hypothesis of the paper which states that students who have access to an automated library perform better than students who do not have access to an automated library (see Table 27).

Table 27	. T-test analysis	for testing first	st hypothesis
----------	-------------------	-------------------	---------------

One-Sample Test							
			-	Test Value = 0			
	Т	Df	Sig. (2-	Mean	95% Cor	fidence	
			tailed)	Difference	Interval of the		
			Difference				
					Lower	Upper	
Grading scale	21.7	99	.000	2.850	2.59	3.11	
	01						
How the Automation	23.2	99	.000	1.300	1.19	1.41	
has impacted on your	32						
performance?							

H2: There is no significant relationship between students with pre-university computer skills and those with no pre-university computer skills using the services of an automated library. Therefore, it is hypothesized that pre-university computer skills is not a factor that influences the best use of the automated library.

Also, through correlation analysis, students' attitudes towards the impact of their computer skills before starting studies and using the automated library system were compared. The result shows that there is no statistically significant difference (p <.0.374) between students without pre-university computer skills and those with pre-university computer skills since the p value is greater than 0.05 which is not at the 95% confidence level. This result speaks in favour of the approval of the second hypothesis of the thesis which states that pre-university computer skills are not a factor influencing the best use of the automated library (see Table 28).

Correlations					
		Did you	How the		
		have pre-	Automatio		
		university	n has		
		computer	impacted		
		skills?	on your		
			performan		
			ce?		
Did you have pre-	Pearson	1	.090		
university computer	Correlation				
skills?	Sig. (2-tailed)		.374		
	Ν	100	100		
How the Automation	Pearson	.090	1		
has impacted on your	Correlation				
performance?	Sig. (2-tailed)	.374			
	N	100	100		

Table 28.	Correlation	analysis fo	r testing	second	hypothesis
-----------	-------------	-------------	-----------	--------	------------

H3: There is no significant relationship between academic performance of male students and female students using automated library services. Thus, it is hypothesized that gender does not affect academic performance among students using automated library service.

The third hypothesis was also tested through correlation analysis. In this test, gender and the impact of automation on student performance were compared. The result shows that these two variables do not have a statistically significant result (p < .0.546) since the p value is greater than 0.05 which is not at the 95% confidence level. This result speaks in favour of the approval of the third thesis hypothesis which states that gender does not affect academic performance among students using automated library service (see Table 29).

	Correlations					
		Gende	How the			
		r	Automatio			
			n has			
			impacted			
			on your			
			performan			
			ce?			
Gender	Pearson	1	061			
	Correlation					
	Sig. (2-tailed)		.546			
	N	100	100			
How the Automation	Pearson	061	1			
has impacted on your	Correlation					
performance?	Sig. (2-tailed)	.546				
	Ν	100	100			

Table 29. Correlation analysis for testing third hypothesis

5.4. Credibility and validity of the study

We consider the reliability of this study to be high and this is demonstrated by the voluntary participation of participants and data collection and analysis. Respondents as a specific

target group were interested in participating in this study and this is evidenced by the completion of the questionnaires and voluntary participation in the study.

The target group in this study was 100 students from public universities and private colleges. 100 questionnaires were completed which were physically distributed and 100% completed. Study participants were experienced and provided valuable information about automated library systems and this further enhanced the reliability of the study.

SUMMARY

From this master thesis we came to the conclusion that there are 25 library users in the information system in the National Library of Kosovo, and so far 87,000 library units (books and magazines) have been included in this information system. The system is maintained by the system librarian, while the system hierarchy is: librarian - cataloguer - editor. The challenges that system librarians face are that librarians are not well prepared in using this system. Therefore, they often encounter various obstacles.

Today, the library is an open system with subsystems. Today, the science of libraries and information systems is one, so libraries are adapting to the latest technologies to manage different forms of information and to increase the use of information to the user.

Information is a source that provides innumerable data, sources of various formats, with several modes of transmission and sending - a key factor in the quality of a higher education institution is innovation, creativity.

If the library decides to be successful, it depends on the ability of external information to produce a suitable product. The use of information systems, as well as the increased availability of information through the internet, compels the library to refine its services to make the user more capable.

Information literacy is about how librarians teach users to adopt the information system, oversee how they find information, and, once familiar with their behaviour, design information systems in such a way as to meet their needs. The training also has to do with the fact that different users require different information systems. Libraries usually have a homogeneous group, but students and academics. Scholars seek information for assignments, and academics for research or teaching. Therefore separate rules are built for each group.

RECOMMENDATION

In this section we provide a series of recommendations addressed to librarians and students:

- The library should enrich its collection so that students can not only use it for reading with their own books, but also find the literature they need;
- The library should provide a larger number of computers for students to use for research;
- The library should not restrict the internet to students;
- The library should provide information sessions for students on how to use the automated library system;
- Through various brochures, the library should inform users about OPAC (Online Public Access Catalogue) in the Library;
- The library should provide free photocopying and printing services to students;
- The library should provide additional training for its staff to be better equipped to work with an automated library system;
- The library should initiate the process of digitizing materials, a process that is being or is being done in many libraries around the world.

BIBLIOGRAPHY

- 1. Adamson, Veronica, et al. (2008). "JISC & SCONUL Library Management Systems Study". Sheffield, UK: Sero Consulting. p. 51.
- American Library Association. (2008). Catalogue rules: Author and title entries. Compiled by Committees of the ALA and the British Library Association, Chicago: American Library Association, p. 243.
- 3. Berisha, Gjon, Library computerization. Biblioletra, Prishtina: NLK, 2004, p.1.
- 4. Brandshaug, Rune. Norway Libraries. ELAG. The Hague, 2000, p. 47.
- COBBIS.net. Support to knowledge and intercultural dialogue. Available at: <u>https://www.cobiss.net/cobiss-net-network.htm</u>. (Date of accessed: May 13th, 2020).
- COBISS Platform Co-operative Online Bibliographic System and Services. Available at: <u>https://www.cobiss.net/cobiss-platform.htm#c2</u> (Date of accessed: March 25th , 2020).
- Corbin, B. (2008). Managing the library automated projects. Phoenix, AZ. Oryx Press, p.74.
- ELAG. (2000). Object Oriented Aproach. Proceedings of the 22nd Library Systems Seminar. The Hague.
- Ellsworth, R. (2009). The economies of book storage in college and university libraries. Metuchen, NJ: Scarecrow Press.
- Godden, I. (2011). Operations and Management. Library Technical Services. London: Academic Press .
- 11. Goosens, P. (2000). Managing multimedia collections. Bled: ELAG.
- 12. Gwinn, N. (2007). A guide for librarians and archivists. Chicago: American Library Association.
- 13. IFLA. Library Development. (Bulletin with translations from IFLA materials) Tirana, 1999, p. 132.
- 14. Johannsdottir, A. GEGNIR integrated library system. European Library Automation Group, 2000, p.34.
- Knight, N. (2002). Theft detection systems for libraries revisited. An updated survey. Library Technology Reports. 15, 221- 410.

- Magrill, R. (2018). Acquisitions management and collection development in libraries. Chicago: American Library Association, p. 57.
- 17. Markuson, B. (2011). Networks for networkers: Critical issues in cooperative library development. New York: Neal Schuman, p.131.
- Mekolli, Bedrije. Interview. National Library of Kosovo. (Date of interviewing: April 15th, 2020).
- 19. Oliver, Alain. Ex Libris. Biblioletra. Prishtinë:BKUK, 2004, f.12.
- Reka, Teuta. Interview. National Library of Kosovo. (Date of interviewing: April, 15th, 2020).
- 21. Research Roundowns. Instrument, Validity, Reliability. Available at: <u>https://researchrundowns.com/ quantitative-methods/instrument-validity-reliability/</u> (Last accessed: April, 1st, 2020).
- 22. Salton, G. (2015). Dynamic information and library processing. Englewood Cliffs, NJ: Prentice – Hall, p. 85.
- 23. Saunders, M., Lewis, P., & Thornhill, A. Research Methods in Business (4 ed.). London: Pearson Education Limited. 2006, p. 189.
- Sharma, Narendra Kumar. (2013)Automation in university libraries of Gujarat state An empirical study Available on: http://hdl.handle.net/10603/69885 (Accessed: March 21st, 2020).
- 25. Soini, Antti. Pallas Library System. The National Library of Finland. 2002, p. 32.
- 26. Spahiu, Merita. Interview. National Library of Kosovo. Date of interviewing: April 15th, 2020).
- 27. Trelles, O. (2013). Protection of libraries. Law Library Journal. 66, 241 258.
- 28. Xhaja, Fafuri, Bibliographic description of library materials. Tirana, 2001, p. 15.
- 29. Zogaj, Ajete. Interview. National Library of Kosovo. Date of interviewing: April 15th, 2020).
- 30. Wessel, C. (2005). Environmental factors affecting the permanence of library material. Library Quarterly. 40, 39 84.

ANNEX 1: Questionnaire for students

Questionnaire for students

Dear Students,

I am Ardian Bunjaku. I am Master student at the Southeast European University in Tetovo – North Macedonia. My Master Thesis covers the Library Automated Systems – Case study: National Library of Kosovo. Therefore, it is necessary to conduct surveys and to have YOUR opinions on many issues on National Library of Kosovo. I appreciate very much if You take into considerable this Questionnaire and give some of your appreciated time to fulfil it. The questionnaire should be completed in the most honest way.

However, I thank you for taking the time to complete this questionnaire, which will contribute to my Master work.

If you have any queries about the questionnaire please do not hesitate to contact Mr. Ardian Bunjaku, +383 (0) 44 995 599 ab17933@seeu.edu.mk

Note: I confirm that I will process this data only for the Master thesis purposes and NOT for any other issues.

PART A: DEMOGRAPHIC DATA

1. Gender

- a) Male
- b) Female

2. Age

- a) 18 20 years old
- b) 21–23 years old
- c) 24 27 years old
- d) 28+

3. Education level

- a) Bachelor
- b) Master
- c) PhD

4. University / College

a) Public

b) Private

5 Average grade

- a) Excellent (10)
- b) Very good (9)
- c) Good (8)
- d) Fair (7)
- e) Adequate (6)

PART B: DATA ON THE LIBRARY AUTOMATION

1. Are you a member of the National Library of Kosovo?

- a) Yes
- b) No
- c) I was in the past

2. What do you do at the library?

- a) Read
- b) Do research
- c) Meet friends
- d) Use the internet
- e) Find material for assignments and exams

3. Are there materials you have looked for, those are not in the library's collection?

- a) Yes
- b) No

4. Did you have pre-university computer skills?

- a) Yes
- b) No
- c) Little

5. Do you have computers in the Library?

- a) Yes
- b) No

6. Please mention the number of computers available for library users

- a) < 5
- b) 6-9
- c) >10

7. Does your library system work under the network environment?

- a) Yes
- b) No
- 8. Is Internet facility provided for students?

- a) Yes
- b) No
- 9. Do you know that National Library of Kosovo has its Library automated system?
 - a) Yes
 - b) No
- **10.** When you became a member of the library, did the library offer you information sessions on how to use the library?
 - a) Yes
 - b) No
 - c) I asked the librarians at my insistence

11. Do you use OPAC (Online Public Access Catalog) in Library?

- a) Yes
- b) No
- c) Sometimes

12. What benefits do you use in the automated library system?

- a) Quick services for book loans
- b) I can search what I need?

13. Are you allowed to print or photocopy library materials?

- a) Yes, in my own expenses
- b) Yes, for free
- c) No

14. Which Online services are provided by your library in users' point of view?

- a) Circulation
- b) Reference services
- c) Inter-library loan
- d) Translation
- e) Chatting services
- f) Inquiry services

15. How do you evaluate the librarians in terms of library automation services

- a) Lack of knowledge
- b) No expertise
- c) Lack of time
- d) Neglectful

16. How do you evaluate the digitization in the library?

- a) Lack of knowledge of standards of digitization
- b) Lack of software, hardware and other equipment's with library
- c) Other

17. How the Automation has impacted on your performance?

- a) Automation become an effective Library tool that helped me a lot in my academic performance
- b) Automation didn't have any effect in my academic performance
- c) I don't know

18. When do you visit the library?

- a) Pre lectures
- b) During lunch
- c) After lectures
- d) In weekends

19. How many times do you visit the library each month?

- a) Every day
- b) Twice a week
- c) One a week
- d) Twice a month

20. Overall, are you satisfied with library services?

- a) Yes
- b) No
- c) Somehow

ANNEX 2: Questionnaire for librarians

- 1. Does the library have the Library Automation System?
- 2. Are you involved in the system?
- 3. How many modules are in your system and which one?

- 4. What is acquisition module?
- 5. What is cataloguing module?
- 6. _____

- 7. What is circulation module?
- 8. What is Online Public Access Catalogue?

ANNEX 3: Permission to conduct surveys and interviews

14 prill, 2020 Prishting

Përt Fasli GAJRAKU – Drejtor, Bibliateka Kombëtare e Koaovës "Pjetër Bogdani" Nga: Ardian BUNJAKU – vijues i studimeve master – Universiteti i Evropës Juglindore - Tetovë

KËRKESË

I odervar Drejtor i Bibliotekia Kombétare të Kusovës "Pjetër Bogdani", Z. Fazli GAJRAKU;

Unë jam Ardian Bunjuku, vijues në studimat manter në Universitetin e Evropës Juglindore në Tetovë, Republika e Maqedonisë Veriore. Jam në përfundim së studimeve master dhe tash jam së përgatitje të tomës së masterit, e cila titullohet "Sistemet e automatizuare bibliotekare – Rast studimor: Biblioteka Kombëtare e Konovës". Për të qenë tema me vlerë shkencore, më duhet së kryej sondazhe me studensë dhe intervista me bibliotekarë në bibliotekën të cilën e drejtoni ju.

Për të realizuar këtë, kërkoj tejen Tuaj, për të pasur kompetencë t'i realizoj këto anketa me njëqind (100) studeme dhe katër (4) hibilotekarë. Ju garantoj se do t'u përmbahem parimeve etike dhe çdo gjë do të jetë konfidenciale dhe do të përdoret vetëm për qëllime të Indumtimit.

Shënim: Për shkak të pandemisë COVID-19, anketat dhe intervistat do të realizohen online, përmes platformave sociale.

Ju falënderoj paraprakisht!

Parashtruesi i Kerkeses

Ardian BUNJAKU, student

Aprovuesi i Kerkests Furll GAJRAKU, dlejtor

ANNEX 4: Declaration of Proofreading

Prishtina, May 15th, 2020

DECLARATION OF PROOFREADING

This certificate confirms that the master thesis listed below was submitted to our office. It has been proficiently proofread and edited by our experienced qualified staff member who has endeavored to correct all English language errors and to improve the style, clarity and sentence structure.

The spelling, grammatical and structural elements of the original document have been corrected so that it now in a more readable polished English style.

Master Thesis Title:

"LIBRARY AUTOMATED SYSTEMS - CASE STUDY: NATIONAL LIBRARY OF KOSOVO"

Author:

Ardian Bunjaku

Driton Halili

