

## **Raja Muhammad Ibrahim**

*Head/Senior Librarian, Library Information Services,  
COMSATS Institute of Information Technology (CIIT), Islamabad,  
Pakistan*



*Professional short internship visit to the Libraries of  
Technical University of Applied Sciences Wild au and Grimm Center  
Humboldt University, Berlin, Germany*

**From 13 Feb - 29 Feb 2012**

*Sponsored by  
**Bibliothek & Information International**  
(Library & Information International)  
At the Bibliothek und Information Deutschland (BID), Germany*



## Homage:

It gives me heartily pleasures to pay extreme honor/respect, from the core of my heart, to the *Bibliothek & Information International*, for their extended sponsorship for materializing this vision-exchanging professional visit. I am exceptionally thankful to **Mr. Benjamin Blinten** (*BI-International-Speaker*) for his speedy/timely correspondence and further his cooperation which paved the way for all allied arrangements of my visit resulting in the occurrence of this skillful visit which offered me an opportunity and shared my professional experience, knowledge and future vision to the persons/people of the library profession.

Furthermore, I am extremely thankful to the visionary leadership of COMSATS Institute of Information Technology, Islamabad, for extending their utmost support which caused in the happening of this professional and high-valued visit. I further highly appreciate the coordinated efforts/services of Rector's office, ILO, HR, and other connected offices which ultimately resulted in the accomplishment of my visit.

Once more I would like to mention that the entire officers/staff of the *Bibliothek & Information International* showed great support and offered full cooperation during all pre-scheduled activities. I would like to thank **Ms. Hella Klauser** (*International Cooperation Officer*) and **Ms Shirley Mc Leod** (*BI International Secretariat*) for their warm and enthusiastic welcome. I held very informative meeting with them and exchanged a lot of views and future vision regarding the current trends in the library profession.

## Purpose of the Visit:

As library is considered to be the core heart of each institute/university/organization and the high standard library defines and reflects the standard of the respective organizations. In the beginnings, the library used to be considered, as places to keep the business, legal, historical, and religious records of a civilization, but since the middle of the 20th century it has emerged as a far-reaching body of information resources and services that do not even require a building. Rapid developments in computers, telecommunications, and other technologies have made it possible to store and retrieve information in many different forms and from any place with a computer and a telephone connection. The terms digital library and virtual library have begun to use for the vast collections of information to which people gain access over the Internet, cable television, or some other type of remote electronic connections. As libraries have changed, so, too, has the role of the librarian. Increasingly librarians have assumed the role of educator to teach their users how to find information both in the library and over electronic networks.

The work of librarians has also moved outside the walls of the library. Librarians have begun to work in the information industry as salespeople, designers of new information systems, researchers, information analysts and much more.

How does the focus on learning outcomes affect the mission of the Library? Like other communities at the University, the library must move from a content view (books, subject knowledge) to a competency view (what students will be able to do). Within the new environment, we need to measure the ways in which the library is contributing to the learning that the University values. Like the general education program, the library has a direct and an indirect interest in the learning outcomes for all the students at the University .

The role of the librarian is also changing globally with the current international trends, norms and value for satisfying the user's academic/research needs. For running smoothly the day to day affairs/activities and to keep pace with the internationally accepted user's needs a university librarian must have the following competencies:

1. Capability to embrace all kinds of positive changes for the benefits of the library users
2. Ability to learn information and communication technologies
3. Talent to troubleshoot new technologies
4. Ability to easily learn new technologies
5. Enthusiasm/eagerness for learning
6. Project management skills
7. Capability to question and evaluate library services
8. Ability to appraise the needs of all stakeholders
9. Ability to convert traditional library services into the online standard
10. Critical of technologies and ability to compare them
11. Ability to advertise ideas/library services
12. Ability of having a far-sighted vision

The above-mentioned entire abilities/competences can be achieved with the help of dynamic and multi-pronged relations with the professionals of other organizations by exchanging ideas, views and visions for the benefits of their organizations. This can be materialized through continuous/unbreakable efforts, between organizations and ultimately between the respective professionals, for making and maintaining nonstop contacts.

Good contacts/links among organizations, lead to hold meetings/seminars/workshop/short internship/exchange of expertise, offer a strong opportunities for sharing ideas, views and visions during which an opportunity can be seen in the perspective for bringing innovation to the system, analyzing the working methods, and evaluating each other work/performance.

Scheduled Activities from *Feb.13-17, 2012* @ Technical University of Applied Sciences  
Wildau, Berlin, Germany



With **Dr.Frank Selliger**



With **Prof.Dr.Laszlo Ungavari**

Visit to this university was very productive , I met **Dr.Frank Selliger** (*Director Library*), he gave me a very excited welcome, we held a long professional meeting and shared a lot of innovative ideas/creative thinking about the importance of the library collection, services and current dynamic role of the library. After the meeting he made me a very detailed visit of the entire library and gave me very informative briefing.

Further they gave me a presentation of the new project which is called the **iCampus**, *it is the modern educational technology tools that can make a significant & sustainable difference in how students learn, remember, and shift from absorbing facts and concepts to creating new ideas and solutions themselves*. They are working on this modern and revolutionary project which will be soon operational. This is a very innovative step and I highly appreciate it.

It also gives me an extreme pleasure to mention the wholehearted greetings from the president of the university **Prof.Dr.Laszlo Ungavari**. We held a very nice meeting and exchanged a lot of professional views. For this high-valued meeting with the president I am so much thankful to **Dr.Frank** (*Director Library*).

Meeting with **Mr.Hardy Zissel**, the quality control/standards of RFID equipments, was very much enlightening and various matters like frequency range of RFID gates, ISO standardization etc came under discussion.

Before my presentation on **Pakistan/CIIT/Library** at the university, I met **Mr.Martin** (*English Language Teacher*) we held very pleasant meeting and after that he introduced me properly for the participants of the presentation. I am so much thankful for his sincere and cooperative act.



*Giving Presentation*



*participants*

On the request of the university management, I gave a detailed interactive presentation on **Pakistan/CIIT/Library** the participants (Library professionals/Staff/Officers/Executives) highly appreciated the educational achievements of CIIT, and the number of facilities, collection and services available at CIIT modern Library.

After the presentation, I visited the new branch library in the University of Potsdam accompanied with **Dr.Frank**. The furniture arrangement, layout plan was very good and attractive. The use of easy sofas was seemed very much eye-catching in the library, apart from that the color combination presents a very good look and thus reflecting a very comfortable environment for the library users.

The presentation given by **Mr.Sebastain Krautz** regarding *Near Future Communication* (NFC) by the use of the **Smartphone** (*it is a mobile phone built on a mobile computing platform, with more advanced computing ability and connectivity than a feature phone*) was a revealing one, as it is a great threat to the library collection, so in this respect the RFID experts should work on it to avoid any unpleasant consequences cause by the use of Smartphone inside the library.

I would like to suggest that the RFID suppliers (manufacturers) and IT experts should work on it and make it more updated, up to the minute and inconvincible.

Meeting with **Mr.Christian Fochler** & **Mr.Dieter Skrobotz** was much interesting. I was thoroughly explained about the usage of the RFID-based **Smart Basket/Smart Cab** in the library which moves from one floor to another automatically through its specified path/tracks. I found it very attention-grabbing and very much supportive in the circulation system as well.

The Library of Technical University of Applied Sciences Waildu was very much attractive in all respects including its huge collection, international stand ar d services and usage of the innovative RFID technology. I have noted down a single point that the number of the library users is not up to the satisfactory level as compare to the size/collection/facilities of the library.

I would like **to suggest** that the library management should motivate the library users through various ways of awareness like arranging seminars, workshops, symposia, meetings, briefings, presentations etc for promoting reading habit among users for making them library habitual.



*Smart Basket*



*View of the library*



*Exchanging views with library professionals*

**Scheduled Activities from Feb. 20-24, 2012 @ Grimm Center Humboldt University Berlin, Germany**



First of all, I would like to mention that I met once again, after three years, with **Mr.Andrez** (*Director Library*) who received me in a very excited manner accompanied with his staff members. I highly appreciate their cooperative role and extended all possible assistance, during my visit, to me. In the beginning we held a very successful and informative meeting and exchanged a lot of views regarding the library profession almost touching all corners.

After that, I met with **Mrs.Kathrina Tollkuhn** (*Public Relation Officer*), who made me a guided tour of the entire library from the 1<sup>st</sup> floor to the 7<sup>th</sup> floor, which has been divided into A, B, C....etc sections. I observed various facilities, collections, library services, usage of innovative RFID technology. I was, systematically, explained and shown physically the whole installation of the library.

*I noticed the following important points in the library:*

1. Most of the seating area was facilitated by the sun light
2. Availability of enough number of computers for the library users
3. Proper use of the Self-check in/Checkout by the users
4. Usage of the Book Drop Box
5. Proper system for book reservation through RFID management system
6. The library is run by about 200 staff members
7. The library has an approximately 36000 users
8. Use of specific library shopping bags for marketing purpose
9. *Internal* (university students), *external* (students of other universities) and *general public* are library users

Furthermore I would like to mention that meeting with **Dr.Andreas Degkwitz** (*Director*) remained very much successful in which various issues of mutual interest came under discussion.

Apart from that it was a very nice meeting with **Ms.Anke Berghaus-Sprengel** (*Head of Branch Libraries+ RFID Responsible*). During our meeting a lot of professional views were exchanged. I was given extensive information of the library in which some of them are following:

1. There are above 6 million books in the library
2. Good number of printed journals
3. Usage of *Smartcard* for all kinds of operation (for Library, university fee, and for such other operations)
4. Recycling of RFID tags (to remove from the old issue and to use it for the next/new issue)
5. A unique RFID-based reservation system

On the request of the university management, I gave a detailed interactive presentation on **Pakistan/CIIT/Library** the participants (Library professionals/Staff/Officers/Executives) highly appreciated the educational achievements of CIIT, and the number of facilities, collection and services available at CIIT modern Library.

Meeting with **Mr.Christian Winterhalter** (*Head of Branch Library*) was very much fruitful and we exchanged a variety of productive professional matters. After the meeting I had a guided tour of the library accompanied with him. The library is well-equipped in respect to its collection, services and usage of modern technology. I highly appreciate, especially, the usage of *Robotic System* for shelving.

Apart from that, it was a very pleasant meeting with **Ms.Frauke Engels** (*Head of Service Department*) in which we discussed various affairs of common interest.

Further I would like to mention the meeting with **Dr.Michael Voss** (*Head of IT Department*). It was a very much informative and creative meeting during which professional matters like; inventory system, unique reservation, usage of Smartphone which is a Near Future Communication (NFC) and such other subjects came under our conversation.

I met **Ms.Anna-Katharina Huth** (*Construction Responsible*) as well and had a very fine meeting with her during which different aspects related to the library buildings and such other allied matters of common concern were discussed.

I would like to talk about a very nice meeting with **Ms.Uta Freiburger** (*Head of Branch Library of Asian and African Studies*). She made me to have tour of the entire library. It is a well-equipped library which is basically library of rare collections. A lot of other professional matters were also discussed. Obviously it was very much profitable meeting.

Last but not the least; I have noted down a very much interesting quote which deeply impressed me which states as ***“Life is given to us, we earn it by giving it”***

*In the last I would like to offer some suggestions which are following:*

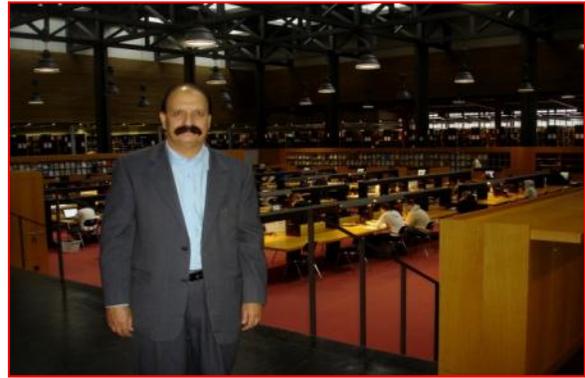
1. Cafeteria should be enlarged
2. Numbers of lockers should be increased
3. Seating area and number of computers should be increased

4. Proper measures should be taken to control dust
5. Library directory inside the library should be installed
6. Usage of mobile phones should be restricted
7. Proper solution should be looked for, to avoid walking noise because of the unavailability of the carpet in the library

I would like to mention the closing meeting with **Mrs.Kathrina Tollkuhn** (*Public Relation Officer*), she helped me a lot and intended for full cooperation in future. I am grateful to the entire executives/officers/staff of the library for their sincere and utmost support.



*Giving Presentation & Exchanging views*



*Glimpse of the Library*



*With Mr.Christian Winterhalter*



*with Dr.Michael Voss (Head of IT Department)*

## Learning Points:

In the results of the above-mentioned visits of different libraries, I have noticed down the following important points. In connection to that I would like to launch immediate efforts for the implementation of certain points which can be made practicable in our library and the remaining points to be kept for our future planning.

1. **iCampus**; it is the modern educational technology tools that can make a significant & sustainable difference in how students learn, remember, and shift from absorbing facts and concepts to creating new ideas and solutions themselves.
2. **Smartphone is a threat to libraries**; it is a mobile phone built on a mobile computing platform, with more advanced computing ability and connectivity than a feature phone
3. **Smart basket**; it is a RFID-based basket/cab used for taking books automatically to its pre-specified locations on various floors
4. **Library shopping bags**; it has printed promotional messages which are used for marketing the library for public awareness
5. **Unique reservation**; it is an exclusive RFID-based reservation system where entire reserved books are kept in a box. The book can only be retrieved by that person who has already reserved it.
6. **Tracing of books**: it a distinctive system which identify the physical location of the book
7. **Yellow Line near the circulation counter**: to avoid rush in front of the main circulation counter a yellow line is stretched on the ground covering the entire front of the circulation counter which restricts the next user to stay behind it while the earlier one is returning the book. It provides a congenial atmosphere to the library staff to have a successful transaction of books.

## Future planning/Vision:

I would like to have and maintain permanent links with the libraries of other universities abroad for building a strong relationship for the common interest through mutual cooperation and understanding which, I am sure, could bring positive impacts directly on the libraries and indirectly on the organization.

*Following are the main area of interest:*

1. **Resource sharing**; especially digital/electronic resources
2. **Visit of experts**; visit of library experts could exchange better vision in respect to the environment of the country
3. **Visit of library professionals**; professional's visit could broaden their mental horizon which can further provide an opportunity for creative thinking

4. **Work on a project jointly;** to work cooperatively on certain projects, as the more the professionals the more will be solutions of a certain problem
5. **Hold workshops/seminars;** through such forums exchange views of bilateral issues would take place

In this concluding part of my report, I would like to express gratitude once again to the *Bibliothek & Information International*, for extending their utmost and rewarding support which resulted in the appearance of this entire fruitful visit.

I, once more, thankful to the executives, officers and staff of both, **Technical University of Applied Sciences Wildau** and **Grimm Center Humboldt University, Berlin, Germany**, for their pro-active support and cooperation due to which the subject visit accurately materialized.

I am sure that mutual cooperation and understanding can lead to the broad-based relationship among organizations which further pave the way for the achievement of prosperous and flourishing goals. Library which is considered as a center of intense intellectual inquiry, it contributes to the university the objective to offer the most self-motivated learning environment.

Library always ensures that its collections remain forward-looking, diverse in extent and form, open to browsing for all, and of world-renowned quality. With the help of promotional, the library makes people aware of the available resources, and through modernization, it makes access to these resources easier. The library preserves information across all formats and ensures effective storage and delivery systems for the purpose of serving users in future. The Library's physical and virtual spaces respond to the changing habits of its users in order to enrich the university experience and to increase the customs in which people can pursue inquiry properly.

The Library continues to embrace changes to revolutionize and align itself to flourish on multiplicity, to maintain professional growth and opportunity, and to reward flexibility and innovation.

**Contacts:**

*Raja Muhammad Ibrahim, Head/Senior Librarian, Library Information Services,*

*COMSATS Institute of Information Technology, Islamabad, Pakistan*

**Office Ph:** +92-51-9247000-2, + 92-51-8318471, + 92-51-9049802 &

**UAN:** +92-51-111-001-007, **Ext:** 5070, **Mobile:** + 92 300 856 4735

*Email:* [rajaibrahim@comsats.edu.pk](mailto:rajaibrahim@comsats.edu.pk), *Library web-portal:* <http://ww3.comsats.edu.pk/library/>

\*\*\*\*\*