

# Report on a study tour to Academic Libraries in and around Berlin 14<sup>th</sup> – 17<sup>th</sup> April 2013

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Five colleagues from the Technology Library at the Norwegian University of Science and Technology (NTNU) in Trondheim (Norway) went on this study tour to Berlin and Cottbus in April 2013.

When we started the discussion about a possible study tour the first question was where to go. Since one of our colleagues is German we agreed about sending a request to the German listserv INETBIB and asking for recommendations for libraries with new buildings. We got many replies and most of them suggested to visit libraries in and around Berlin. Therefore we decided to visit the following five libraries:

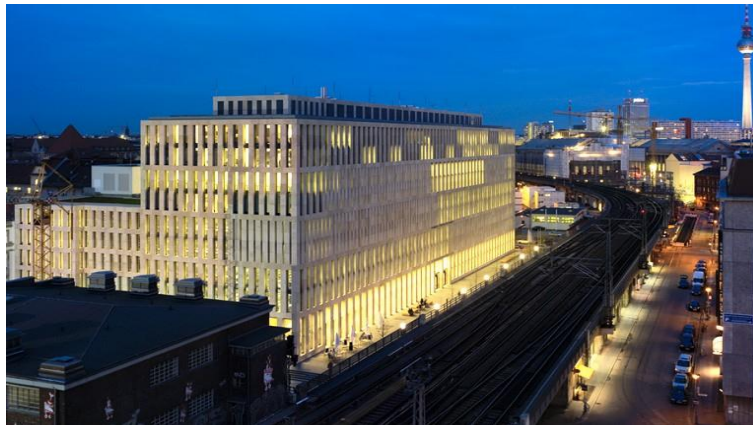
Jacob-und-Wilhelm-Grimm-Zentrum der Humboldt Universität zu Berlin, Philologische Bibliothek der Freien Universität Berlin, Universitätsbibliothek der Freien Universität Berlin, IKMZ Cottbus and Universitätsbibliothek der Technischen Universität Berlin und der Universität der Künste (Volkswagen-Haus).

We wanted in particular to get answers to the following questions (we sent them in German before visiting the libraries):

Wie sind die Publikumsareale gestaltet (Gruppenarbeitsplätze, „study cells“ usw.)? Wie wurde der Anforderung an Universelles Design (universal design) gerecht? Zu welchen Änderungen bei der Gestaltung der Bibliothekslokale hat der Übergang zu mehr und mehr elektronischer Literatur geführt? Wie ist die Ausleihe gestaltet? Welches Verhältnis hat die Bibliothek zum Begriff „learning centre“? Eventuell: wie wird das in der Praxis gehandhabt und wie haben die Nutzer dieses Angebot angenommen? Gibt es offen zugängliche Magazine und wo werden Papierzeitschriften bzw. ältere Literatur aufbewahrt? Wie werden elektronische Informationsressourcen behandelt (Anteil am Budget, Lizenzen, Klassifikation/ Verschlagwortung, Katalogisierung, Nutzungsstatistik)? Wie erfolgt das Marketing der Bibliothek? Welche Schulungen bietet die Bibliothek an und wie wird die Durchführung organisiert? Welche Rolle spielen die Fachreferenten und welche Aufgaben haben sie? An welchen interessanten Projekten arbeitet die Bibliothek momentan?

In the following we will give a brief summary of the libraries we visited.

## **Jacob-und-Wilhelm-Grimm-Zentrum der Humboldt Universität zu Berlin**



Our first library visit on Monday morning was at the Jacob-und-Wilhelm-Grimm- Zentrum. This is the central library at Humboldt University, located on the famous old boulevard Unter den Linden in Berlin. It's the biggest freehand library in Germany and contains 2 million books freely accessible and 1 million books in closed stacks. It is named after the two famous fairy tale collectors Jacob and Wilhelm Grimm.

**Programme:**

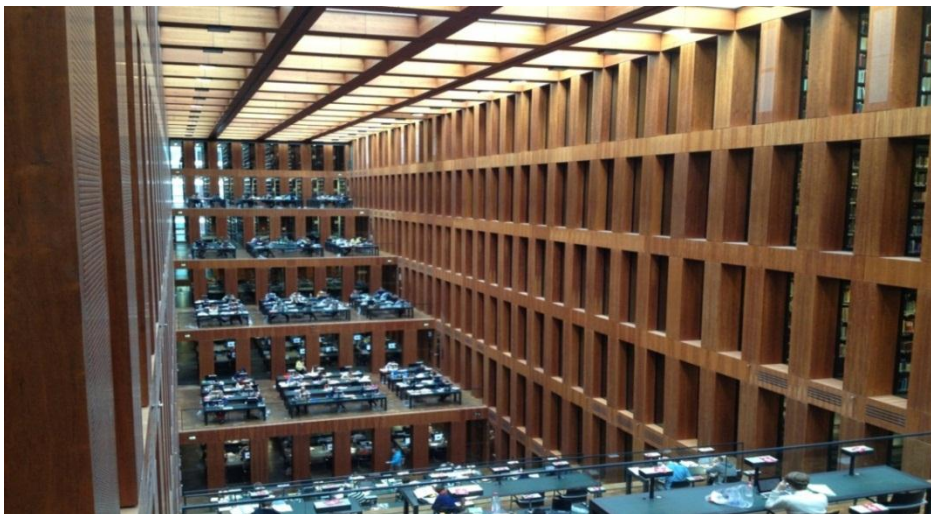
- Welcome and information about the library by Andreas Degkwitz
- Guided tour through the library with Birgit Stumm

Andreas Degkwitz, the director of the University Library, gave us a warm welcome and talked to us about the library building and other important facts. He also tried to answer all questions.

The fantastic building, designed by the Swiss architect Max Dudler, opened in 2009 and has around 5000 visitors every day; it is one of the most visited libraries in Germany. 30 % of all users come from other libraries. Because of the heavy use of the reading places the library had to allocate special areas for its own users, but there are still not enough places. Many students occupy a reading place and then leave the place for a longer time. Therefore all users get a parking disc and have to show when they leave the place. If a user doesn't return after a certain time, the reading place will be given to another user. So some librarians have started working as "parking inspectors".

Birgit Stumm guided us around, so we could take a closer look at all the different workplaces. The heart of the library is the impressive terrace area of reading room. On four levels there are over 300 of the total 1,250 workplaces. From each of the long, black wooden tables the user has an open view at the sky through the glass roof. Those who prefer working in smaller rooms can also feel at home in the Grimm Centre: in addition to the huge reading room, there is a modern PC pool, decentralised computer workstations, training, conference and group work rooms, and individual work cubicles (carrels). In almost the entire building the user has access to the Internet via a wireless network.

The library has 200 employees (160 full time positions). Between 50 and 60 students work there too, and among others they put books back on the shelves. During the week opening hours are from 08.00 in the morning to 24.00 in the evening. On Saturdays and Sundays the library is open from 10.00 to 18.00. Besides the many print books the library offers about 30,000 electronic journals, 2,400 print journals and 200,000 e-books. The acquisition budget is about 4,5 million Euro and 50% of it is used for purchasing electronic material. A little survey among students revealed that they still want print books. Looking at how the Grimm-centre is used it was shown that most users are using it for working on their theses or home works and not that much for searching or lending literature.



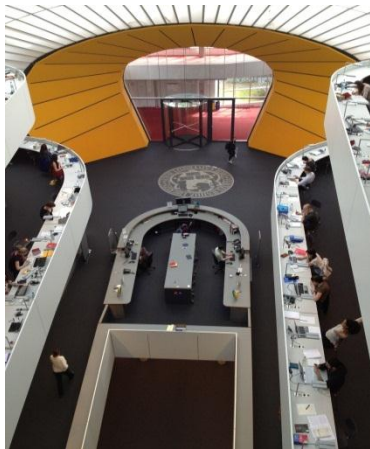
The library uses self-service machines to borrow and return books. There is an information desk on each floor. The students are not allowed to bring their bags into the reading area. The library is also highly secured. Among treasures held by the library, visitors can find the private library of the Grimm Brothers.

The library offers several courses, in particular an introduction to the library and its systems/catalogues and a course about how to use reference management systems. This is done by librarians while courses on a higher level (how to search in databases) is done by subject librarians.

The university library uses Primo as its Discovery system and there has been a higher usage of electronic resources since the launch of Primo. But there are still many problems, so they are still working on it. Another project is the implementation of a “next generation library system”. Now the library is using ALEPH 500.

Thank you to the colleagues from Jacob-und-Wilhelm-Grimm-Zentrum for welcoming us and providing us with all the useful and interesting information.

## Philologische Bibliothek der Freien Universität Berlin



Before visiting the Central or Main Library of FU Berlin on Monday afternoon, we had a short guided tour through the Philologische Bibliothek that is not belonging to the main library.



This library was built by the famous architect Sir Norman Foster and opened in April 2005. The building is shaped like a brain and therefore it is called “The Berlin Brain”. It is unusual because of the oval ground plan and spectacular design. The floors are the reverse of mezzanines, connected by a central staircase. Continuous desks are placed round the curving edges, so that readers look down into a void. The books are compactly arranged towards the back of each floor in simple rows. The architect had to accommodate 800,000 volumes on open shelves and 650 study places in an area of about 6,000 square metres, and it's impressive how he succeeded. There are no offices, carrels or group rooms inside the library, and the librarians have their offices outside the library. However because of the special design the library is quite noisy, even if there are carpets to reduce the noise. In the basement they have a print shop, scanners and equipment for disabled users.

So even if we didn't have much time seeing this library we were really impressed.

## Universitätsbibliothek der Freien Universität Berlin



At the Main Library of Freie Universität we were well received by Mario Kowalak. He took us to a meeting room where we were met by the acting library director Jiri Kende.

### **Programme:**

- Information meeting. We got information about the buildings, economy, holdings and surrounding areas.
- Guided tour through the library - all from the archives to the information desk.

Freie Universität (FU) is situated in a posh area of Berlin. The main library building is from 1954 and it is a listed building. It is much like our library building, that means the Technology Library in Trondheim is also located in a listed building.

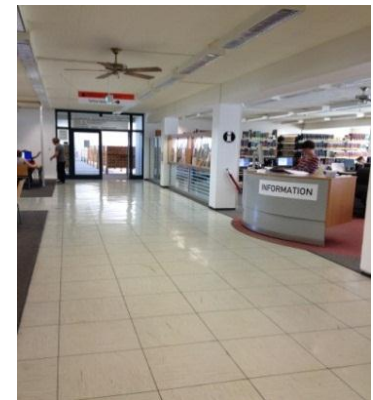
The University Library forms a cooperative library system together with 40 branch libraries of the FU.

Together they offer access to about 8 million print items, 38,000 electronic journals, 1,500 databases and more than 500,000 e-books. The Main Library itself has a collection of about 2,1 million items.

In the past many library books were stored in living rooms, garages, and in the staff offices of the professors because most institutes were located in small villas. That means there were also used different classification systems. So when these books were transferred to the main library, one suddenly had to deal with these different systems, and there are still problems finding the books. The library aims to have the same classification system on all books but they also said it will take many years to get to that point. The UB is a lending library; users can take most of the borrowed books and journals home. There are 32,000 students at the FU and the main library has 40 employees.

### **Inside the building**

- The stacks are located in the basement.
- The information desk is built and works in a traditional way, much like ours in Trondheim.
- The reading room is fully air conditioned.
- A specially equipped working space is available for blind or sight-impaired users.
- Both working spaces/study places and computer workstations are available, and there is WLAN in the entire building.
- Photocopying services, including printouts and scans, are available from all computers.



The Information Centre is the central desk for enquiries regarding the FU's library system.

### **Opening hours**

The Information Centre, the Circulation Department, the open shelves for books and the text book collection is open Monday to Friday from 9.00 to 19.00. The reading room and the open shelves for journals/periodicals are open Monday to Friday from 9.00 to 20.00. The same applies for the Documentation Centre for UN and EU documents.

### **Budgets, acquisition of and access to electronic resources**

The library purchases more and more electronic resources as the numbers mentioned above show. The FU has been using Primo as its discovery system since 2010. In 2013 the 4<sup>th</sup> generation of Primo will be implemented.

The library is using Patron Driven Acquisition (PDA) models more and more as a collection development method. As we do in our library the FU library buys much less printed books now and tries to force students to use electronic resources more often.

The acquisition budget is still decentralised, that means the faculties decide how much money they spend on the library. As for books the library spends about 50% of its book budget on print books and the rest on e-books. Regarding journals the library spends about 40% on print journals and 60% on electronic ones. In our library we use 90% of the budget on electronic resources. The library is in a way old fashioned but aspires to offer modern services and more and more e-resources.



### **24 in 1 - New library building at FU Berlin**

The project is about bringing together 24 branch libraries with altogether 1,1 million volumes.

It's planned to have a new building for the so-called "fringe subjects" in the centre of the Dahlem campus, including a library.

### **Teaching and marketing**

The teaching of information literacy courses and reference management courses is mainly done by librarians. Subject librarians usually do not teach because there have too many other tasks (i.e. managing tasks). That is not the case in our library, where mostly subject librarians are teaching. Courses are primarily offered to bachelor students. Students at higher levels often get instructions when a teacher is asking for a library course.

Courses are announced on the library's homepage and on posters. The library does not use Facebook as a channel for presenting courses but it has its own blog "biblioblog".

I would like to send a huge thank you to the staff for giving us the possibility to see the library and to learn a lot about their systems and services. It gives us an opportunity to compare our library and our services with other libraries and thus ideas how to develop our library in the future.

### **IKMZ (ICMC – Information, Communication and Media Centre) at Brandenburgische Technische Universität in Cottbus**

On the second day of our study tour we went to the Brandenburgische Technische Universität (BTU) in Cottbus, about 120 km south-east of Berlin.



The university library is situated in a building that was designed by the Swiss architects Herzog & de Meuron and opened in 2005. The library has been awarded with several prizes, like "Deutscher Architektur Preis 2007" and "Library of the year 2006".

From the outside the building looks like an amoeba. The ground plan has a curved outline resembling a clover leaf which does not explicitly have front and back sides. The building is a 32 meter high reinforced concrete construction covered by a double-shell, glass facade embossed with stylized graffiti, which is printed letters of various languages. At night the building is illuminated and shows the transparent areas.

Since the opening in 2005 the building has been visited by over 20,000 people. That makes it also a tourist attraction. We were very much impressed too and were glad to be able to visit this amazing library.

**Programme for the library visit:**

- Welcome and information about the library - Frau Frewer-Sauvigny (library director)
- Presentation and guided tour of the library - Frau Kirsten
- Lunch break at the cafeteria with Frau Frewer-Sauvigny
- Electronic information resources, social media, marketing - Frau Haensch
- Work as a subject librarian - Frau Kossack and Frau Kortnitschuk.
- Multimedia Centre - a guided tour

BTU is a young university and was established in 1991. The university has more than 6,900 students, including about 1,200 international students from 93 countries: the largest contingents are from China, Cameroon, Poland, Bulgaria, India, Ukraine, and Ghana. There are 119 professors and 592 scientific staff employed at the university. The BTU faculties are:

Faculty 1 - Natural Sciences, Mathematics and Computer Science

Faculty 2 - Architecture, Civil Engineering and Urban Planning

Faculty 3 - Mechanical, Electrical and Industrial Engineering

Faculty 4 - Environmental Sciences and Process Engineering

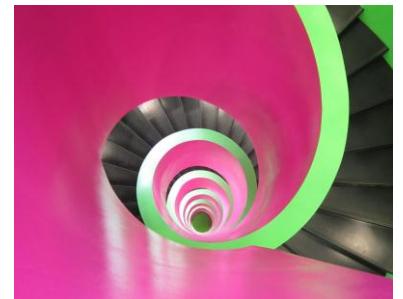
**Organisation:**

With the founding of the ICMC (Information, Communication and Media Centre) in 2004 the library, the multimedia centre, the computing centre and the data processing centre were brought together, under the same management, including budget and staff responsibilities. The library and the multimedia centre are housed in the ICMC building while the computing centre and the data processing centre are located in other buildings on the university campus. This is a concept we don't have at our university, and we think a cooperation of the library, multimedia centre and IT staff has a lot of advantages.

**Guided tour through the library:**

The amazing external architecture continues with the special interior design. It was great to see the spiral staircase extending from the 1st to the 6th floor, and striking colours in vibrant yellow, green, magenta, red, and blue for parts of the floor covering and walls.

The building has an open space which extends from the 1st floor to the 6th floor and is not subdivided by any partition walls. Structure and layout of the library are flexible, and even in the many reading rooms on the different floors users have the possibility to work individually or in groups. There are 598 workplaces and 141 study places with computers.



The working and reading areas are in coves related to each of the floors. The shelves are arranged according to subject areas, and are located in the core of the building. Reading areas don't have the same colours as the rest of the library. They have white chairs and lamps and grey desks and carpets. Quiet reading rooms also exist, and it is not allowed to use computers in these rooms.

On the 6th floor there are 15 cabins (carrels) for graduate students. There are also workstations for visually impaired persons and publishing workstations.



On the different floors there are individual helpdesks where the staff is specialised in the subject areas available on the particular floor. There are also printing, copying and scanning stations. Students use their student identity card to pay for prints and copies.



The lending desk, a service counter for all services of the ICMC, and an exhibition area are located on the ground floor. The library has stacks in the basement which are not open for the public.

The library is opened every day and the opening hours are as follows:

Monday - Friday: 9 a.m. - 10 p.m.

Saturday: 9 a.m. - 1 p.m.

Sunday: 5 p.m. - 10 p.m.

Some library staff works together with student assistants until 10 p.m.

Having the library opened on Sundays is something we are trying out in Trondheim at the moment, but only for one branch library.

### **Library courses:**

The library offers courses at different levels: A, B and C.

A-courses are recommended at the beginning of the studies (introduction to library services). B-courses focus on library services (access to electronic documents, inter-library loan, technical standards, patent databases). C-courses are recommended for scientific working (subject related research and databases, reference management programmes, electronic publishing).

Both subject librarians and librarians are teaching, depending on levels and knowledge. The courses are offered on fixed dates and there are up to 25 persons in one course. Students and scientific staff can register for the courses at the service point on the ground floor, or by phone, mail or online on the library's webpage. Information about the courses is on the library's webpage and on Facebook. Most of the courses are offered at the beginning of the semester.

### **Subject librarians:**

Frau Kossack and Frau Kortnitschuk who work as subject librarians told us about their work. They have good communication with the faculties at the university. The faculties make suggestions on which information resources the library should have (books and electronic resources).

There are more subjects than subject librarians at the university, so all subject librarians have to take responsibility for more than one subject. Most subject librarians have a master degree in a subject but here are also some librarians who work as subject librarians. Other tasks are classification of both printed and electronic resources and teaching library courses.

### **Universal design:**

The library has equipment for universal design, but it is seldom used.

The library shelves are distributed over 6 floors but have easy access through the elevator in the building.

### **Electronic and printed resources:**

From the library webpage you can access to about 25,000 licenced and 33,000 freely available electronic journals in the Electronic Journals Library (EZB) by title, keywords or subject category. You can also find 200 databases of various subjects in the Database Information System. The library doesn't use a discovery tool (it's too expensive) but a similar tool from Regensburg, called DBIS (Database Information System). ICMC has some of the same databases as the NTNU University Library, like Compendex, Inspec, SciFinder, Scopus and Web of Science.

The library catalogue gives access to printed material (books, journals) and approximately 10,000 e-books. The library has purchased e-book packages like Springer e-books (SpringerLink) and Wiley online library.

The institutional repository is based on a system called OPUS (online publication server) and the library is administrating the repository. Most of the published documents on the server are PhD theses.

**Social media:**

The library is on Facebook and has more than 600 followers. Information about opening hours, courses etc. is published there.

**Multimedia centre:**

The Multimedia Centre aims to intensify the application of new media and multimedia communication in all work areas of the university, especially in teaching (eLearning) and research (eScience), as well as in university marketing.

Thanks to the staff of the University Library at BTU for welcoming us, telling us about the library services and showing us around.

## **Universitätsbibliothek der Technischen Universität Berlin und der Universität der Künste (Volkswagen-Haus)**



On the last day of our trip we visited the Volkswagen-Haus. The Volkswagen building houses two independent libraries: Berlin University of the Arts Library (Universitätsbibliothek der Universität der Künste) and the Central Library at Technical University of Berlin (Universitätsbibliothek der Technischen Universität Berlin). They have one common library catalogue and the libraries are cooperating.

**Programme for the visit at the Library:**

- Welcome
- Guided tour: presentation of the library and its services
- Discussion and answering questions

Wolfgang Zick (acting Library Director) gave us a very warm welcome and took us to a meeting room with a set table (water, coffee, tea, biscuits etc.). We appreciated this very much. Together with Frauke Bahlburg (Head of the Department of User Services) and Bettina Golz (Head of the Cataloguing and Acquisition Department) he informed us about the libraries in this building.

The new building was opened in 2004, and the total investment was 55 million Euro. The reason why the building is called the Volkswagen building is because of the financial support from Volkswagen (they gave 5 million Euro). The building has five floors and is a very functional one. The large entrance hall on the ground floor has a security desk and an area with many lockers. Bags are not allowed in the library and have to be placed in the lockers before library visitors can access the library area. There are a lot of shopping baskets at the library entrance and visitors are expected to use those during their stay in the library.



The Art Library is situated on the top floor of the building. It is decorated with many sculptures. Berlin University of Arts offers collections in fine arts, architecture, design, music, theatre and communication. They have about 575,000 items and an acquisition budget of 120,000 Euro. 33 employees serve about 4,000 students.

The other floors belong to the TU Berlin University Library. TU University Library (Central Library) has 2.4 mill items and 2.5 mill Euro acquisition budget. The number of staff is 139 employees. There are 30,000 students at the TU Berlin. The Central Library offers collections in engineering, natural sciences, mathematics, computer science, architecture, a collection of architectural drawings, and it has a special collection of horticultural literature. It gives access to about 2,200 print journals, 48,000 electronic journals, more than 300 databases and lots of industrial standards.

The library is open Monday-Friday from 9am to 10pm and on Saturdays from 10am to 6pm. It will soon be open on Sundays too.

The library staff is organised in different teams, one team on each floor. There are teams for User services and for Acquisitions and Cataloguing. But the same people work in different teams, and they also have duty at the desk. Students help to keep the library open in the evenings. The library has its own IT-department.

The building of the library appears with a lot of space, natural light and air. The five floors are visible round the atrium. The open access areas are also spacious. The building is mostly in grey. In Germany they often spend a certain percentage of the building budget for design elements and it easily shows.

Each floor has a large service desk. It is not easy to make changes in these areas, for ex. remove some service desks, because there are working stations for library employees in the areas as well, and these cannot be unattended.



The library offers silent study areas, group study rooms and study carrels, and also a meeting room. One study room is allocated for students with children. Altogether there are 1,200 reading/working places and 300 computer workstations (thin clients). There are comfortable reclining chairs available for visitors on each floor.

The library has recently got some study places with shields. These are popular among the students.

The library has 800,000 volumes in open shelves, and there are also closed stacks in the basement with 1.2 million volumes. The large open access area makes it possible to remove shelves if necessary and thus make changes in the public area.



#### Copying and Printing.

A private firm called Alpha Service Point provides copy machines, scanners and printers on the ground floor. Students need the Alpha Copy Card to use this service. There are several scanners and printers available for visitors almost on all floors in the library. Students can use a pay machine to fill up the money on their copy cards. This service (provided by a private company) is one we would like to have at our library in Trondheim.

### Self-check.

A new self-service system has been tested out for one month. People pick up books by themselves from open shelves and check the books out at self-service machines. It has been working well so far.

There are also self-service machines to return books.

This is also interesting for us because we tried such a system in our library but it didn't work well and therefore we stopped to offer users picking up their books themselves.



### Lockers for books:

Students who want to store their borrowed books at the library can use lockers which are available for that purpose on every floor in the library.

### Open Access.

There is only a small number of open access documents available at the university because there is no support or priority from the university management for open access archiving. They do not think that this is a way to go. The library management disagrees about this.

### Universal design:

There is one desk (study place) for students who use wheelchairs. The library does not offer software specially designed for blind students or students with other disabilities.

### Projects:

1. Project on research data: The purpose of this project is to make research data accessible. This is cooperation between the university, the IT-department and the library.
2. Digitisation Projects: Digitisation on demand and digitisation for catalogue enrichment.
3. QR-codes: A project for journals and text book collections. The library uses these codes on print books to show that there is an electronic version available. The code leads to Primo, their discovery system (knowledge portal). These codes are difficult to keep updated.

### Marketing:

The Library is convinced that marketing is necessary. Users do not know about all facilities, resources and services the library can offer them. They have made a survey among students to get to know how the students prefer to be informed. The results showed that several different information channels must be used to reach the students.

### Teaching:

The Library offers courses for students. The best marketing is that professors suggest the course to the students and then the students will participate.

Acquisition trends move from "just in case" to "just in time".

The Discovery System is Primo.

Thanks so much to the library staff for welcoming us, showing us around and answering our many questions.

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We would like to thank both BII (Bibliothek Information International) and NTNU University Library for funding our four days study tour to Berlin and Cottbus. Many of our German colleagues – most of them mentioned in the report – gave up their time to show us around and tell us about their work, library systems and services. We are very grateful for that and want to thank them again for their kind hospitality. We will give a presentation to our colleagues in Trondheim in June, and we will publish an article about the tour in the Norwegian library journal "Bok og Bibliotek".