



## *In service education for librarians in the new era*

**By:** Ali Mansouri

Mitra Pashootanizadeh

**Abstract:** societies have moved from traditional state to industrial, to post-industrial, and finally, to electronic and information states. Obviously, service provision in different areas have been affected by changes occurred due to these movements. To keep up with these changes, workers, to have higher productivity, need life-long education, in order to increase their knowledge, and their technical, professional and work skills. Life-long education aims at achieving conformity with environment, increase in production ability, increase in productivity in the present job, and gaining better qualifications for job promotions, and being able to provide users with quality services. Library profession is among those professions that faced extensive changes by introduction of modern information and communication technologies. This has forced library managers to move towards a new managerial philosophy that is based on participation, and negates centralization in libraries, and depends on individual skills of the library staff. In this article, above mentioned issues will be analyzed in terms of individual and professional needs of librarians, and the need to establish in-service courses, as well as proposing guidelines

for better establishment of such courses.

**Keywords:** in service education, library education, job motivation, professional skills

## ***Service quality in the Central Library of Management and Planning Organization***

**By:** Maryam Sadat Darakhshan

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**Abstract:** the present research was undertaken to evaluate the quality of services in the central library of the Management and Planning Organization from users' point of view. There were two phases in the study. First, by calling in the library and direct observation, a comparison was made between the specifications of this library against the available standards for special libraries. Then, using the *ServQual* questionnaire, quality of services of the library was investigated in two user groups of affiliated and non-affiliated personnel at two levels: the present state and ideal state. Results of the study revealed a significant difference between the two levels. The biggest difference relates to "having a suitable and relevant collection of information sources". Further studies also revealed similarity of views of the two groups of users regarding the existence of a gap between the present state and the ideal. However, the depth of gap is different in each group view. The above mentioned issues were also ranked according to importance in views of users. "information services" ranked highest. Moreover, using factor analysis method, six factors were identified as important and effective in service quality.

**Keywords:** the Central Library of the Management and Planning Organization, service quality, evaluation, measurement, Iranian Special Libraries Standards, ServQual

## *Evaluating Simorgh Web Opac on the basis of its display and user interface*

**By:** Rasool Zavarraqi

**Abstract:** The aim of the present research was to evaluate Simorgh web-based library system in terms of its “display format” and “user interface”. In this relation, web-based OPACs and their characteristics and features were described first. Two features of display format and user interface of Simorgh were then analyzed and scored according to a checklist that was devised for this purpose. As a result, display format scored 59.8 and user interface scored 59.5, which are not satisfactory and might reflect a level of negligence by the system programmers in considering universal standards and norms in these regards. However, the results of the study revealed that Simorgh OPAC is in a satisfactory condition in terms of its search engine and communication protocols it supports.

**Keywords:** Simorgh OPAC, user interface, display format, Web OPACs, library system, library catalog

## *The extent ISO 7144 observed in dissertations*

**By:** Maryam Khosravi

**Abstract:** The present study aimed at identification of the extent to which ISO standards were regarded and observed in preparing dissertations during the period 1376 – 1381(hijri) in different universities in Iran. ISO 7144 was considered for this purpose. Indicators such as physical appearance of the dissertation, numbering of different parts and so on, were considered in 1154 Masters’ dissertations that were selected by random from different libraries. Results of the study revealed that 52.37% of dissertations complied with ISO 7144. As was expected, compliance was mainly in physical appearance, and less in properties such as ISBN and copyright. Among the intended years, 1376 and 1380 were the years when the standards were observed least and

most, respectively. Among universities, The Bouali Sina University with 8 items (58.37%), and Iran University of Science and Technology with 90 items (57.74%) proved to be the highest in observing the standards.

**Keywords:** Standardization, ISO 7144, dissertations, Iranian Institute for Industrial Research, ISO, International Standards Organization, Iranian universities

### *Investigating the present status of the manpower in academic and research libraries in Iran*

**By:** Dr. Ali Radmehr

Dr. Zahir Hayati

**Abstract:** In this study, to investigate the present status of academic and research libraries in Iran in terms of their manpower, what was considered was the level of studies and subject field of library managers and library staff, the ratio of the number of experts to non-experts, and their level of familiarity, know-how and skill in using computerized and network equipments. Research population consisted of managers and staff at 75 Iranian academic and research libraries. The required data were collected by means of questionnaire. Results of the study revealed that with 42.9% holding PhD degrees, and 38.5% holding Masters degrees, library managers are in good conditions regarding degrees held. 47% of library managers hold a degree in library and information science, but 53% don't. 52.8 percent of library staff hold high school diplomas or post diploma degrees. Results of the study also revealed that library managers and staff appropriately use the computerized and network equipment.

**Keywords:** academic libraries, research libraries, library managers, library staff, network equipments

## *Electronic Theses and Dissertations: the new generation of scientific documents*

**By:** Dr.Syrus Alidoosti

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**Abstract:** Electronic Theses and Dissertations (ETDs) are a new generation of scientific documents which are digital-born, and all of their provision process is carried out digitally from conceptualization and writing to archiving, collection building, and organizing. With no printing stage involved, these documents are the result of wide-spread application of information and communication technologies (ICT) to information science and services as well as scientific communication. Therefore, intellectual and academic institutions including universities worldwide, increasingly are moving towards utilization of these documents. The digital nature of ETDs make them different from their printed counterparts in terms of production, preservation, maintaining, access, and copyright. In this paper, a definition of ETDs and their lifecycle as well their benefits are presented. Also, some other ETDs' issues including multimedia application, copyright, access, preservation, formatting, user training, and their effects on libraries are discussed in detail.

**Keywords:** electronic thesis, electronic dissertation, graduate studies, digital library, information technology, higher education

## *Citation analysis of articles published in the Iranian library and information journals during 1375-1382*

**By:** Ehteram Kianmehr

**Abstract:** This article, by means of citation analysis of the articles published in the Iranian library and information journals within the years 1375 and 1382, is trying to identify the mean number of citations, the format, language and half-life of the cited sources. Also, Bradford's Law was applied to identify the core journals. Highly cited authors, sources and their subjects were also

identified. Results of the study revealed that there were 7073 citations to 659 articles, making the mean number of citations to each article 10.73. The highest percentage of citations (48.43%) belongs to books. 54.75% of citations were in Farsi, and books with 7 years and 8 months, and electronic sources with 1 year and 3 months had the longest and the shortest half-life, respectively. Results of the study also revealed that core journals and their citations were: *Faslname-ye Ketab* (142 times cited), *Payam-e Ketabkhane* (131), *Journal of the American Society for Information Science* (97), *Etela' Resani* (79), *College and Research Libraries* (54), and *Daftar-e Ketabdari* (35). Subject analysis of the citations revealed that "Materials and Sources" was the most highly cited subject (17.74%). Also, among Iranian authors, Abbas Horri with 70 citations, and among non-Iranian authors, Lancaster with 32 citations, were the most highly cited authors. *Encyclopedia of Library of Information Science*, with 14 citations, was the most highly cited non-Farsi source, and Farsi translation of *IFLA Proceedings*, with 42 citations, was the most highly cited Farsi source.

**Keywords:** citation analysis, articles, library and information journals

### ***Identification of the highly linked free electronic journals in Humanities in Shahid Chamran University of Ahvaz***

**By:** Dr. Abdolhossein Farajpahlou

Amir Reza Asnafi

**Abstract:** To identify highly linked free electronic journals in humanities in Shahid Chamran University of Ahvaz (SCU), using webometric techniques, in-links, total links, and self-links of free e-journals in 10 branches of Humanities with postgraduate programs in SCU were calculated and analyzed. These 10 branches are: Library and Information Science, Psychology, Education, Physical Education, History, English Language, French Language, Economics, Sociology and Management. To assess the highly linked journals, first of all, the mean number of in-links was calculated. For this purpose, the total in-

links to free e-journals in a field was divided by the number of available free e-journals in that field. If the number of in-links to a journal was greater than the Mean number thus calculated, it was considered a highly linked journal. As a result, Education with 5 free e-journals had the maximum, and French, History, Management and Physical Education each with 1 free e-journal, had the minimum number of highly linked free e-journals. *First Monday* in Library and Information Science, with 43800 in-links, ranked first, and the journal of *Public Administration and Management* with 74 in-links ranked last in highly linked free e-journals.

**Keywords:** Webometrics, free access, free e-journals, Shahid Chamran University of Ahvaz, highly linked free e-journals

### *Copyright in digital environment*

**By:** Darioush Matlabi

**Abstract:** Copyright is defined as: legal support of author or publisher by preventing illegal copies of the work. Copyright encompasses a large number of innovative human activities. Increasing growth in publications and information transmission via the mass media in different environments requires updating of copyright laws. In the new era, copyright laws are facing difficulties in digital environments. This article, while trying to present a definition of copyright and a short history of its development, tap on the problems existing in regard with copyright in Iran, as well as problems in digital environments. It also discusses the extent to which internet users are eligible to copy e-sources, and how to monitor their performance in this regard, and other issues related to copyright. Other issues discussed are: the latest copyright laws, copyrighted materials in the Internet, relevant vocabulary, and information immunity in digital environments.

**Keywords:** copyright, copyright in the Internet, copyright in Iran, fair use

## *An introduction to the philosophy of librarianship with an emphasis on cognitive and metaphysical metatheoretical guidelines*

**By:** Dr. Abdulrasool Jowkar

Fatemeh Motamedi

**Abstract:** The necessity of having a philosophy of librarianship that can be helpful in the growth and flourishing of the discipline while representing identity and formulating goals, has been represented in different guidelines. Among different approaches, the two cognitive and metaphysical approaches are currently valid as main questions of the philosophy of librarianship. They are the most important meta-theoretical approaches known so far in librarianship. These approaches are probably taken from the idea that, since librarianship is dealing with science and culture as a whole, and emphasizes on the form, structure, order and inter-relation of science, it deserves having a philosophy that, like any other comprehensive philosophy, can be transformed into a meta-science. Therefore, following this philosophical viewpoint, a theory of “meta-librarianship” is suggested and discussed in detail.

**Keywords:** philosophy, librarianship, cognitive approach, metaphysical approach

## *Factors affecting library users' satisfaction especially in special libraries*

**By:** Ameneh Taherian

**Abstract:** User satisfaction can be considered as the main basis for the vitality of any organization. This is more important in special libraries as organizations that are responsible for providing information and accelerating knowledge of the staff members of it's parent organization. “service quality” is an objective and quantifiable concept that is used to evaluate library performance. Whereas, satisfaction is a subjective factor that is based on human feelings and is related

to organization's output. Therefore, service quality does not necessarily mean user satisfaction. Approaches to gaining satisfaction are different in different organizations, depending on the users' requirements. In a special library, provision of timely services, up-to-date products and services, providing a variety of services, and most of all, accounting for users and their feedback in effective evaluation of library services and products are essential in maintaining user-orientation, and vitality of the library. Any guideline should be directed round these factors. In this article, factors affecting user satisfaction are analyzed in detail, in terms of four aspects of time, keeping pace with new developments, service variation, and evaluating services on the basis of users' views. The degree of significance of these factors and their relationships are considered as well.

**Keywords:** special libraries, satisfaction, service quality, user-orientation, technological developments, user studies

### *LibQual and its Application in Academic Libraries*

**By:** Hassan Ashrafi Rizi

Zahra Kazempour

**Abstract:** There is no doubt that identification of users and their needs and expectations is very important for any library. Hence, evaluating libraries on the basis of their collection is not acceptable anymore. Rather, new approaches by which users evaluate the quality of services have gained importance in this respect. This has caused user-oriented models to be adopted and developed in libraries. This article will introduce LibQual as a user-oriented model for evaluating quality of services, while considering the concept of service quality and the necessity of evaluating quality of library services, especially in academic libraries. Further, the aim and advantages of this model and its foundations will be discussed. In the end, the article will close with explanations about development phases of LibQual model.

**Keywords:** evaluation, quality of services, LibQual Model, users, academic libraries, ServQual Model

## ***Investigating the scientific information production by academic staff at Zabol University, and the factors affecting their increase or decrease***

**By:** Zahra Asadzadeh

**Abstract:** The present study investigates production of the scientific information by academic staff of Zabol University, and the factors affecting its increase or decrease from academic year 1378 to the end of 1384. Survey method was used in this study and data were collected by means of a questionnaire. Research population consisted of 98 academic members of the Zabol University. Results of the study revealed that research incentive, familiarity with foreign languages, connection with internal and external academic and research centers, budget allocation, and familiarity with computers and internet and information networks are effective in production of scientific information. Also, length of time that takes to review research proposals and reports, involvement in office work, and living problems are considered as barriers to the production of scientific information.

**Keywords:** scientific information, academic staff, Zabol University, production of information

## ***A brief history of library instruction in the United States of America***

**By:** Michael Lorenzen

**Translated by:** Shahnaz Khadivi

**Abstract:** library instruction is an old issue which could be traced back into 17<sup>th</sup> century Germany. The American academic librarians started instructions in classrooms and writing in this area from the 19<sup>th</sup> century. Library instruction continued in the early 20<sup>th</sup> century in universities, however, was not accepted formally, and lost its significance more in the 1940s academic society. In 1960s library instruction revived in universities again, and educational role

of librarians was recognised formally. Nowadays, academic librarians have to adapt to application of the new information technologies in teaching library skills. Electronic catalog, electronic reference sources, world wide network, and electronic courses have changed teaching methods in libraries. Accepting academic librarians as instructors has often been a matter of disagreement. Disputes started in early twenties century and repeated in the last few decades several times, for several reasons.

**Keywords:** library instruction, library skill, library research

### *Information Criticism: where is it?*

**By:** Jack Anderson

**Translated by:** Hojjat Shoja'ee

**Abstract:** Library and Information Science (LIS) is the field of educating librarians. LIS is concerned with the production, distribution and use of recorded knowledge. The knowledge organization systems are one of the main parts of LIS which use technical and managerial language to a large extent. These organizations play a significant role in late- modern society, since librarians should analytically criticize them in order to reveal their social, political and cultural consequences; but librarians often lack such a critical attitude. In this study, the librarian concept is discussed from the viewpoint of an information critic. It starts with criticizing of “lack of information critics” and then matters such as, “why an information critic is needed”, “how he ought to look like” and “in what ways, librarians can fulfill this important task” are discussed.

**Keywords:** library and information science, knowledge organization systems, information critic