

SUMMARY

UNIVERSITY OF TARTU LIBRARY IN 2004–2005

The Budget

	2004	2005
Total income (thousands of EEK)	31881,8	40028,9
from the university budget	23146,9	25853,1
from the state budget	6443,1	10643,2
income from the services for a fee	882,1	1624,4
other income (projects, agreements, sponsoring by institutions and private persons)	10409,2	1908,2
Total costs (thousands of EEK)	32477,5	38886,4
a) current costs	32477,5	38886,4
labour costs	14995,4	14821,1
acquisition costs, incl.		22520,1
main library	10881,8	16601,2
faculty branch libraries		5918,9*
information technology costs	500,9	882,1
ILL		178,6
maintenance costs	3558,4	3529,9
other costs (training, travel, transport, office and other costs)	2541,0	2873,5
b) investments	0	0
building and major repairs	0	0
IT investments	0	0

* From faculty budgets

The Library and Its User

Striving to be a needed and valuable cooperation partner to its users, the University of Tartu Library aimed at making its collections and services

user-friendly and easy-to-use and at making its services as accessible as possible.

By the end of the year 2005, the library had 40178 registered users (in 2003 — 33 783, 2004 — 33783 registered users), 56 % of them were University members. The numbers of library loans increased as well: in 2005 — 1 034 232 (498 733 — home lending; reading room lending — 259 158; renewals — 535 499), in 2004 — 337 016 (reading-room lending — 81 627) loans. The number of registered visits: in 2005 — 406 104, in 2004 — 410 170.

Since October 2004, new users, visits and loans of books from the stacks were also registered with the ID-cards. Among the new services established were the loan of laptop computers for in-house use, electronic registration of new users via the library homepage and individual informing of the users about the due dates of their borrowed materials.

A web page was created to introduce the ILL services offered by Estonian libraries: <http://www.utlib.ee/en/ill/index.php>

More attention than in the earlier years was paid also to the training of students of the Open University. A virtual training course, targeting the Open University students and library users from outside the university, was prepared at the beginning of the autumn semester. Reference librarians teach courses in professional information search in several subject areas in the Faculties of Law, Education and Social Sciences.

Development of the E-Library

The UT Library makes more than 70 scientific databases, containing full texts or abstracts of 17000 scientific journal titles (in 2003 — 11594 titles), and 1300 e-books accessible to the university members on the Internet.

Cooperation with the international consortium eIFL (Electronic Information for Libraries) was continued in making electronic scientific information accessible for library users. Within the frames of Open Society Institute information programme, UT became a member of the publisher BioMed-Central, enabling the professors and researchers of the university publish their materials in the e-journals of the publisher free of charge.

An important progress in developing the e-library was made in 2004 by starting the electronic publication of dissertations defended at UT in electronic format.

A subject areas information portal was opened in October 2004, giving an integrated overview of both electronic and printed journals in specific fields of science accessible with the help of the library and about their physical location in the reading-rooms or in the stacks, informing about the content of different databases and offering links to more important Internet sources of information. In addition to that, the system/portal EBSCO A-Z was purchased to facilitate the use and management of electronic journals. The MultiSearch search tool, applied in 2005, makes it easier to search several databases simultaneously.

New additions to the databases compiled at the library were. "Bibliography of the University of Tartu [19]92" (3374 entries), "Biography and Bibliography of Professor Paul Ariste", "Jaan Eilart's Bibliography", Art and Artists in Tartu in the 19th Century", ALDI (ALte DISSERTationen der Universität Dorpat (Jurjew, Tartu): 19. Jahrhundert), EEVA (digital text corpus of older Estonian printed books). The electronic library catalogue ESTER includes 32% of the actively used library collections.

The collection of digital materials, created at the library, contained 5691 items.

Collections

16.6 million EEK (€) was used to purchase new library materials and user licences for electronic databases and journals (in 2004 — 10.881 million EEK, 2003 — 10.228 million EEK).

As of 31.12.2005, the library collections contained 3758664 physical units.

Cooperation

Cooperation with Estonian libraries was furthered at the Council of the Directors of Research Libraries at the Ministry of Education and Research, and at the committees and working groups of the Estonian Librarians' Association and the Estonian Music Library Association. The goals of the cooperation were the specification of the acquisition plan and the problems of financing of research libraries, application of the information system INNOPAC, development of common databases (e-catalogue ESTER, the database of current analytical bibliography ARTIKKEL), collections deve-

lopment and purchases of common licences necessary for acquiring access to electronic scientific journals.

In 2004, the library participated in the following projects:

- mediating information concerning the European Union to the Estonian public by the European Union Documentation Centre at the UT Library (the project of Estonian State Chancellery)
- Electronic Information for Libraries (eIFL) – for making electronic information accessible for the libraries of Central and East Europe and developing countries
- DIEPER (Digitised PERiodicals; an EU project under the supervision of Niedersächsische Staats- und Universitätsbibliothek in Göttingen)
- Handbuch des personalen Gelegenheitsschrifttums in europäischen Bibliotheken und Archiven
- Baltische biographische Lexika (Baltic Lexicons of Biography and genealogy) — a cooperation project with Bayerische Staatsbibliothek).

The Restoration Centre continued its cooperation agreement with the Library of the Finnish Literature Society, restoring the publications held at the library.

The University of Tartu Library is a member of the following international organisations:

- Consortium of Legal Resource Centres and Legal Information Specialists of Central and Eastern Europe and Asia (CLCLIS CEEA)
- European Association of Health Information and Libraries (EAHIL)
- European Information Association (EIA) and its branch for Baltic and Nordic Countries
- International Association of Law Libraries (IALL),
- International Association of Music Libraries, Archives and Documentation Centres (IAML)
- League of European Research Libraries (LIBER)
- Working Group of Libraries of the Baltic Area *Bibliotheca Baltica*.

In 2005, acting director Mare-Nelli Ilus was elected a member of the IFLA University Libraries and Other General Research Libraries Section Committee; Collections Director Kristina Pai was a member of the LIBER Collection Management Section.

Research

Traditional research directions were as follows:

- problems of modern librarianship;
- history of the library, the contents and development history of its collections, history of the book;
- the University of Tartu history, its scholarly contacts with European universities and research institutions.

In 2005, staff members of the library published 59 scientific and popular articles, two monographs and one bibliography (in 2004 — 77 scientific and popular articles and one monograph) and gave 48 presentations at different events (in 2004 — 40 presentations).

Staff Members

The five-year work period library director Toomas Liivamägi came to an end on 30 June 2004. No suitable new candidates for the position were found in a public competition, and of 1 July, director of services Mare-Nelli Ilus was appointed the acting director of the library. On 27 May 2005, PhD Martin Hallik was elected the new library director among several candidates by the University Learned Council. Hallik started his work on 1 July 2005.

As of 31.12.2005, the library had 177 staff members (154.5 FTE; 31.12.2004 — 219 (196 FTE)).

Among them (as of 31.12.2005):

- 146 professional staff members (131 FTE);
 - 106 professional staff members had university degrees, (including 9 university degrees in librarianship);
 - five professional staff members had been graduated from a librarianship college; 35 had finished secondary schools;
- 31 other staff members (32.5 FTE).

Related with the affiliation of branch libraries with university faculties, the legal independence of the Conservation Centre of the library, the reducing of staff numbers and other reasons, the number of FTE positions was reduced by 41.5 in 2005.

THE CONCEPT OF TOLERANCE ZONE IN THE SERVICE QUALITY ASSESSMENT AND SERVICES DEVELOPMENT AT THE UNIVERSITY OF TARTU LIBRARY

Olga Einasto

The traditional approach to the measurement of academic library quality, based solely on quantitative indicators, such as the size of collections, has become obsolete when meeting the demands of modern societies and academic communities. There is a need to determine and measure academic library value and performance in a new way that would enhance the understanding of the library as a necessary service organisation for the financiers. It is not possible to develop a strategy for service development or share the resources optimally without contemporary service quality assessment. A clear point of departure for making strategic decisions is needed.

The aim of this article is to demonstrate how to develop the University of Tartu Library services so that the service quality would remain in the Tolerance Zone of the user. The Tolerance Zone is the zone between the two degrees of customer expectation - adequate service (the minimum level of service customers are willing to accept) and desired service (expectations, associated with high, perfect quality service). The Tolerance Zone represents the range of service performances a customer would consider satisfactory. The practical value of the Tolerance Zone is demonstrated through the fact that if quality stays within the Tolerance Zone, the general satisfaction of the customer with the service organisation will be guaranteed.

435 library users participated in the quality analysis *Utlib Qual-2004*. The respondents evaluated the quality of services in four areas: the environment, information, service management and personnel. Each area was evaluated based on different criteria or quality indicators. The respondents had to assess the services provided by the University of Tartu Library on an evaluation scale with encoded margins of the Tolerance Zone. The results of the empirical study corroborated hypothesis that if quality remains within the Tolerance Zone, the general user satisfaction will be guaranteed. This proves that the concept of the Tolerance Zone has a practical value for quality assessment in the context of an academic library.

THE HARD ROAD OF PUBLISHING THE MONTHLY *OMA MAA*

Ingrid Loosme

A unique monthly titled “Oma Maa. Teaduste ja juttude ajakiri” (Our Own Land. A Magazine of Information and Stories) started to appear in Tartu on 2 April 1884. The initiator of the magazine was the Lecturer of the Estonian language at the University of Tartu at that time, Mihkel Veske (1843–1890). Veske edited and published “Oma Maa” only for one year, up to April 1885, when he went abroad and the publication of the magazine ceased. In April 1886, Hugo Treffner (1845–1912) became the publisher and editor-in-charge and at least legally, fulfilled the position until the last issue of the magazine came out in April 1891. The actual editing was, however, done by the teacher of Russian of the Hugo Treffner Gymnasium, Jaan Jõgever (1860–1924), who became the publisher of the magazine a year later. From the end of 1889 to the end of 1890, the magazine was edited mainly by the teacher of Latin and Greek of the Gymnasium, Tõnis Grünberg (1864–?). The much-disrupted magazine was printed at Carl Emil Mattiesen’s printing house in Vallikraavi Street up to the May of 1887. Later, after a break of two months, the job was taken over by Karl August Hermann’s printing house.

KARL MORGENSTERN AND THE TARTU *KANTIANA*

Mare Rand

A written note – a so far unpublished Latin draft of a letter written by Immanuel Kant (1729–1804) — was found in the archive collection of the first Director of Tartu University Library, Johann Karl Simon Morgenstern’s (1770–1852) materials. The letter was intended as an answer to a letter of 10 March 1771 from Kant’s old friend from their school days, Professor of Leiden University David Ruhnken (1723–1798). This very important find inspired a research to clarify possible relations of Morgenstern with Kant’s manuscripts held at the University of Tartu Library, which arrived here with Gottlob Benjamin Jäsche (1762–1842), who became the Professor of Philosophy

at Tartu University in 1802. Jäsche was one of Kant's students and the already elderly Kant had trusted him with the task of publishing his manuscripts. The date of the arrival of Kant's correspondence in Tartu is not exactly known, but Jäsche had it from at least 1805, and the next spring it was handed over for safekeeping to Morgenstern. Jäsche finally did not edit Kant's manuscripts and donated two manuscripts of Kant's lectures that had been in his possession to Tartu University Library in 1822. Over many years, Morgenstern published about twenty letters from Kant's correspondence and even during the last decade of his life he still hoped to carry out an extensive publication of Kant's materials. Unfortunately, it was not done. Volumes with Kant's letters and two books, which had belonged to Kant and had remained with Jäsche, came to Tartu University Library together with the materials and books that Morgenstern bequeathed to the library.

The addressee of this newly found letter, one of the greatest philologists of the 18th century, Neolatinist David Ruhnken, was an important authority for Morgenstern. In 1823, Morgenstern published two letters written by Ruhnken, which originated from another collection of letters, and many years later, still another letter by Ruhnken, the copy of which had been sent to him. Morgenstern had also intended to republish the above-mentioned letter (it had first been published in 1801), and had prepared an annotated copy of the letter, which has been preserved. During this task, Morgenstern probably worked with Kant's answer as well, but left it aside because of difficulties in deciphering his handwriting.

Kant had attempted to write his answer in as good Latin and style as Ruhnken's letter had been. He had crossed out words and phrases, corrected and replaced them with better versions. He wrote a draft of 30 lines and it is possible that Ruhnke never received an answer.

The newly rediscovered draft is a valuable addition to Kant's texts in the Latin language.