QUALITY ASSESSMENT OF ACADEMIC LIBRARIES
Example of University of Maribor

Sandra Kurnik Zupanič and Dunja Legat, University of Maribor, University of Maribor Library
University of Maribor

- 1859 beginnings of HE in Maribor
- 1959 - 1961 Association of Higher Education Institutions in Maribor
- 1975 University of Maribor established
University of Maribor - Facts

- 17 faculties, 2 members (Student dormitories and University library)
- 16,680 students
- 1,861 staff (1,068 teaching, 757 administration and technical support)
The library system of the University of Maribor

Library of Economics and Business Faculty
Library of Faculty of Energy Technology
Library of Faculty of Logistics
Library of Faculty of Medicine
Library of Faculty of Health Sciences
Library of Faculty of Criminal Justice and Security

Library of Faculty of Agriculture and Life Sciences
Library of Technical Faculties
Miklošič library
Library of Faculty of Law
Library of Faculty of Organizational Sciences

University of Maribor Library
University of Maribor Library

1903 – Library of the Historical Society for Slovenian Styria

1925 – Study library in Maribor

1975 – University of Maribor Library

Collection: 1,018,693 units
Quality Evaluation at the University of Maribor

- 1997 – The University Quality Assessment Committee
- 2006 – Office for the quality assessment
- 2011 – vice rector for the quality development
- 2011 – The Quality Developopement Centre
- 2012 – Rule Book on Quality of the University of Maribor
- 2012 – Resolution on the commitment of the Slovenian universities to develop a culture of quality
Self-evaluation

- 2000 - internal quality assessment process
- national rules (2011)
- fields of assessment: integration into the local environment, organization and operation of the higher education institution, human resources, students, material condition and quality assessment

self-evaluation report
Quality of the Academic Librarianship at the University of Maribor

»The advanced library information system composed of the central university library and specialized libraries located at faculties provides efficient support for scientific research as well as the teaching and learning process. The University of Maribor Library has an important university-oriented, national and regional role and a rich historical and modern collection. Therefore, the Library represents an excellent basis for the functioning of the University.«

The development strategy of the University of Maribor, 2013
Quality of the Academic Librarianship at the University of Maribor

- Faculty libraries included into the process of quality assessments only in the chapter „material conditions“
- 2002 – self-evaluation at University of Maribor Library
- 2007 – common self-evaluation rules for library activities
### Statistical data of University of Maribor Library System

<table>
<thead>
<tr>
<th>University of Maribor libraries</th>
<th>2007</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of libraries</td>
<td>11</td>
<td>12</td>
</tr>
<tr>
<td>Active members</td>
<td>37.435</td>
<td>31.756</td>
</tr>
<tr>
<td>Borrowed units of library materials</td>
<td>788.321</td>
<td>711.136</td>
</tr>
<tr>
<td>Library collection (units)</td>
<td>1.273.177</td>
<td>1.499.784</td>
</tr>
<tr>
<td>Yearly growth of library materials (units)</td>
<td>38.238</td>
<td>44.076</td>
</tr>
<tr>
<td>Yearly openness of the libraries (no. hours)</td>
<td>21.090</td>
<td>25.439</td>
</tr>
<tr>
<td>Netto area for the users (m²)</td>
<td>12.986</td>
<td>14.296</td>
</tr>
<tr>
<td>Reading places</td>
<td>747</td>
<td>1.099</td>
</tr>
<tr>
<td>Budget</td>
<td>3.999.047</td>
<td>3.945.677</td>
</tr>
<tr>
<td>Work costs</td>
<td>2.493.537</td>
<td>2.432.600</td>
</tr>
<tr>
<td>Costs for purchased library material</td>
<td>1.099.877</td>
<td>735.451</td>
</tr>
<tr>
<td>Cost for purchased e-resources</td>
<td>160.893</td>
<td>174.495</td>
</tr>
<tr>
<td>Costs for library staff education</td>
<td>39.174</td>
<td>16.483</td>
</tr>
<tr>
<td>Number of employees</td>
<td>127</td>
<td>111</td>
</tr>
</tbody>
</table>
Shares of active users - students from academic institutions according to the total number of students enrolled at University of Maribor 2007/2008

Shares of active users - students from academic institutions according to the total number of students enrolled at University of Maribor 2013/2014

1 – University of Maribor Library, 2 – Faculty of Economics and Business Library, 3 – Faculty of Energy technology Library, 4 – Library of technical faculties (Faculty of Civil Engineering, Faculty of Mechanical Engineering, Faculty of Chemistry and Chemical Engineering, Faculty of Electrical Engineering and Computer Science, 5 – Faculty of Logistics Library, 6 – Faculty of Organizational Sciences Library, 7 – Faculty of Criminal Justice and Security Library, 8 – Faculty of Health Sciences Library, 9 – Faculty of Agriculture and Life Sciences Library, 10 – Faculty of Medicine Library, 11 – Miklošič Library (Faculty of Education, Faculty of Arts, Faculty of Natural Sciences and Mathematics), 12 – Faculty of Law Library
Shares of active users form university/faculty according to the total number of active users 2007/2008

1 – University of Maribor Library, 2 – Faculty of Economics and Business Library, 3 – Faculty of Energy technology Library, 4 – Library of technical faculties (Faculty of Civil Engineering, Faculty of Mechanical Engineering, Faculty of Chemistry and Chemical Engineering, Faculty of Electrical Engineering and Computer Science, 5 – Faculty of Logistics Library, 6 – Faculty of Organizational Sciences Library, 7 – Faculty of Criminal Justice and Security Library, 8 – Faculty of Health Sciences Library, 9 – Faculty of Agriculture and Life Sciences Library, 10 – Faculty of Medicine Library, 11 – Miklošič Library (Faculty of Education, Faculty of Arts, Faculty of Natural Sciences and Mathematics), 12 – Faculty of Law Library.
Share (percentage) of library budget regarding the total university/faculty income 2007/2008

Share (percentage) of library budget regarding the total university/faculty income 2013/2014

1 – University of Maribor Library, 2 – Faculty of Economics and Business Library, 3 – Faculty of Energy technology Library, 4 – Library of technical faculties (Faculty of Civil Engineering, Faculty of Mechanical Engineering, Faculty of Chemistry and Chemical Engineering, Faculty of Electrical Engineering and Computer Science), 5 – Faculty of Logistics Library, 6 – Faculty of Organizational Sciences Library, 7 – Faculty of Criminal Justice and Security Library, 8 – Faculty of Health Sciences Library, 9 – Faculty of Agriculture and Life Sciences Library, 10 – Faculty of Medicine Library, 11 – Miklošič Library (Faculty of Education, Faculty of Arts, Faculty of Natural Sciences and Mathematics), 12 – Faculty of Law Library
Share (percentage) of library expenses for acquisition of library materials regarding the total income:

- **2007/2008**
- **2013/2014**

1. University of Maribor Library
2. Faculty of Economics and Business Library
3. Faculty of Energy technology Library
4. Library of technical faculties (Faculty of Civil Engineering, Faculty of Mechanical Engineering, Faculty of Chemistry and Chemical Engineering, Faculty of Electrical Engineering and Computer Science)
5. Faculty of Logistics Library
6. Faculty of Organizational Sciences Library
7. Faculty of Criminal Justice and Security Library
8. Faculty of Health Sciences Library
9. Faculty of Agriculture and Life Sciences Library
10. Faculty of Medicine Library
11. Miklošič Library (Faculty of Education, Faculty of Arts, Faculty of Natural Sciences and Mathematics)
12. Faculty of Law Library
Conclusion

The higher education libraries = capital for the achievement of the university goals

The quality of the libraries = indicator of the university quality

UML preformed evaluation of the library system

UML presented the results and trends

action plans
QUALITY IS NOT AN ACT, IT IS A HABIT.

Aristotle

Thank you for your attention.

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