Information Services Provided by Museum Libraries for Users in the 21st Century: How MDC’s Library works

Summary

MDC’s library is the only special library in Croatia whose holdings cover the discipline of knowledge about museums and museum activities. This paper will provide a brief outline of its collections, the profile of users and their needs, as well as the services offered by the library. Special stress will be placed on new information services provided by MDC’s library, where a prominent position is held by the publication *The Bibliography of Acquisitions of MDC’s Library*. This publication has been published since 1994 in printed form, and since 2001 in parallel in an electronic form titled *Acquisitions of MDC’s Library*, (www.mdc.hr/prinove). We will discuss the reasons for the electronic publication in more detail, its purpose and structure. In view of its contents, this database is unique in the virtual surroundings of Croatian museums and provides information about recent editions by Croatian and foreign museums, as well as by similar institutions. It is used as a bibliographical source of information about museum activities. Soon we will present new projects that will be realised within the framework of MDC’s redesigned website. This is a webopac of the library and the project *Museum Book of the Month*. The paper will present their aim and the structure of the idea as well as the user target group. Through the publication of MDC's publications in electronic form, and the development of cumulative electronic bibliographies, MDC's library is gradually digitalised and in this way opened to a broad group of users of information on the Internet.

:: Modern users and the MDC library

The Museum Documentation Centre (MDC) library is the only library in Croatia specialised in museums and the museum domain. It has been supporting the activities and the mission of the Centre, the pivotal point of the Croatian museum network, for 50 years. Although a recent survey has demonstrated that modern experts cater for their professional, scientific, educational, and informational needs and requirements using primarily their colleagues’ advice, their personal archives
and only then library funds\footnote{Van den Born, Petra; Helmus, Wilbert. The Art Librarian as Mediator: The Art of being a Librarian. URL:http://www.ifla.org/IV/ifla65/papers/075-157e.htm (2001-05-04)}, the MDC library is trying to secure its position of the focal point for all relevant information and to remain indispensable for all scientific work and research carried out by the MDC staff. The library staff aims to integrate it into the unique information system of the institution\footnote{The first gathering of museum, archive, and library experts was organized in 1997 and ever since, through such professional gatherings, they have been exchanging relevant experience and knowledge necessary to establish a cooperation of institutions dealing with heritage and to integrate them into the contemporary global information structure. The seminars are accompanied by the proceedings of papers and workshops held.} and many steps have been taken in that direction: information technology has been introduced into the inventorying of the library holdings and new technologies have been implemented in the library system – a library database has been made, the holdings have been relabelled by subjects (in accordance with the standard practice) and there are continuous collecting of electronical publications on CD-ROMs.

The library holds about 40 000 items and offers additional information aids (catalogues and databases) and services. It is also a referential institution for the entire Croatian museum community, which includes academic group of library users (theoreticians, professors of museology and information sciences, students, postgraduates) and museum professionals (museum technicians, apprentice curators and advisers alike). The holdings consist of several larger collections, the most important of which is the Collection of Catalogues of Permanent and Temporary Exhibitions. Experts from other fields, such as historians and art historians, conservators and restorers, but also all other interest groups (journalists or experts of the Croatian Lexicographic Institute) have unlimited access to the library.

The library tries to provide adequate services and meet the needs, expectations and requirements of all its user groups, which greatly depend on their professional life and development, on the situation in the Croatian museum domain and on the activities (i.e. participation) of all its protagonists. Students and museum apprentices can benefit not only from the library holdings (specialist literature), but also from various education services, for example theme lectures and presentations on museum librarianship or introductions into information technology. Croatian museum experts can access the library holdings and various types of structured information: theme bibliographies\footnote{The MDC magazines have so far published about 50 different theme bibliographies relating to specific topics dealt with in particular issues or to current museological problems.}, translated specialist classifications, introductions into new electronic sources of information or thesauruses\footnote{The MDC magazine 	extit{Bilten za informatizaciju muzejske djelatnosti (Bulletin for the Informatization of the Museum Domain)} (1990-1998) brings to all interested parties the latest information on the problems of implementing up-to-date standards and proceedings in the museum domain. Thesauruses and terminology control was one of}.
Complying with the imperatives of the modern museum librarianship, museological theories and the very mission of the MDC, the library is available to a wider public, which will have no trouble whatsoever using its precisely defined and organised holdings. Recognising the needs of its growing public of different age, sex and interests, the library made a huge effort to approach its users and moved from its initial premises into an exhibition space: an exhibition of recent publications of Croatian museums, galleries and museum associations was organized. This project, unique in Europe, started in 1982 and such exhibitions have been organized once a year ever since, within the International Fair of Books and Teaching Aids in Zagreb. The library also houses public presentations of recent museum exhibition catalogues, monographs, magazines, anthologies and other printed or non-printed material. It also contributes greatly to the national bibliography by making and releasing annual bibliographic lists of museum publishing activities.

The priority of the library staff for the last ten years has been updating their working methods, especially developing library information aids. Catalogue box files in the library are an ornamental rarity these days and present library database is being upgraded in the direction of the Webopac. Those electronic databases are designed to encourage users to benefit from electronic services and to enable them to access the library holdings directly.

The library tries to cater to a modern user's needs by presenting its holdings and services on the web pages of the base institution (MDC) and by constructing online bibliographic databases, which makes the library holdings and information accessible to a wider public.

:: An overview of international specialist bibliographic databases

The modern international museum community relies on many resources in its professional and scientific work, among others on online bibliographic

the topics discussed and the ICOM-ICOMOS Leksikon kulturnog nasljeda (Cultural Heritage Lexicon) and the online Art & Architecture Thesaurus were first presented within that topic.


6 International professional gatherings significantly extend the education of Croatian library experts. Gatherings such as Libraries in the Digital Agre – LIDA are organised each year by the Faculty of Philosophy in Osijek and the Rutgers University (SAD) in Dubrovnik, Croatia. Proceedings containing lectures of renowned world experts are available at URL:http://www.ffos.hr/lida.


databases\(^9\) such as the Bibliographic Database of the Conservation Information Network – BCIN; Museology Bibliography – BMUSE and AATA Online: Abstracts of International Conservation.

BCIN, the Bibliographic Database of the Conservation Information Network\(^10\) is the most comprehensive online specialist bibliographic database. It is indispensable when it comes to research and the exchange of information on conservation and restoration of cultural heritage. It is actually the world library and documentation centre network, but it extends to many private collections, various types of complete printed and non-printed library material, AV material, programme supports and machine-readable files. The database currently contains about 200 000 items and has been free for use since 2002 on the website of the Canadian Heritage Information Network (CHIN).

Museology Bibliography (BMUSE)\(^11\) is another extremely important bibliographic database which is a great help to curators, researchers, museum professionals, museology students and librarians, who can now easily browse all recent museology literature. It contains bibliographic entries of about 25 000 magazines, supplements, books and reports published since 1900. It includes material from different international resources (UNESCO-ICOM Museum Information Centre, Library of the Canadian Conservation Institute (CCI) and Library of the Direction des Musées de France) and it is enlarged at regular intervals in order to cover relevant data from other international repositories of museological literature. The base benefits from the assistance of the Canadian Conservation Institute Library and UNESCO-ICOM.

The content of 36 yearly files of the specialist printed bibliography Art and Archaeology Technical Abstracts (AATA) can now also be accessed in its electronic form as AATA Online: Abstracts of International Conservation\(^12\). That bibliographic database is very detailed and comprehensive: it contains over 100 000 abstracts of writings on protection and conservation of tangible cultural heritage. It is updated every three months and all bibliographic data referring to recent or older works on conservation are entered. AATA Online was constructed by the Getty Conservation Institute (GCI) in cooperation with the International Institute for Conservation of Historic and Artistic Works (IIC). The database is free and can satisfy all requirements of a wider public (even though it is most useful to professionals, researchers and practical experts on the protection of tangible cultural heritage), since its abstracts summarise articles from more than 470 magazines covering a wide range of topics,

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\(^12\) AATA Online: Abstracts of International Conservation. URL:http://aata.getty.edu/nps/ (2005-03-04)
books, reports, conferences, dissertations and other printed material, AV material, and selected electronic resources. None of the databases mentioned offers full text documents but the bibliographic entries are accompanied by abstracts written by a volunteer international online group of conservators and other heritage professionals.

:: Bibliographic work of the MDC library
Bibliographic work has been the raison d’être of the MDC library from its very founding - the Centre has always tried to enable users to quickly access all bibliographic data they need for their scientific or professional work, or for any other purpose. The 31 volumes of Dr. Antun Bauer’s Bibliografija i grada za umjetnost i srodne struke (Bibliography and Material for the Study of Art and Related Disciplines) (1951-1958) remain even today the most important referential work for studying the history of the museum domain, art history, archaeology, ethnology, and other related disciplines.

The target group of bibliographic efforts of the MDC library was a wider Croatian public but also international experts. In 1969 UNESCO-ICOM Museum Documentation Centre and Museologicky Kabinet in Prague published Plan of Museological Classification required by the International Museum Bibliography\(^\text{13}\) and, soon enough, the MDC published a Croatian translation of the classification in its specialist magazine Muzeologija (Museology)\(^\text{14}\) and accompanied it with a manual on the organisation of museum libraries. The very next issue of the MDC’s Muzeologija (Museology) presented the Croatian professional museum community with the first current bibliography made in accordance with the classification\(^\text{15}\). To the international expert public the MDC, as the central information institution, offered bibliographic data on museum work in Croatia and it has been actively participating in the making of the ICOM International Museum Bibliography since it first appeared\(^\text{16}\).


\(^{15}\) The mentioned bibliography included Croatian museological items for the years 1968, 1969, and 1970. The next volume (published in 1977) covered the bibliographic list of specialist writings from the MDC library holdings from 1968 till 1971; cf.: Bibliografija stručnih izdanja u MDC (Bibliography of Specialist Editions in the MDC), Zagreb, Muzejski dokumentacijski centra (Museum Documentation Centre), 1977. Any further bibliographies of museological writings can be found in the MDC’s magazine Informatica Museologica.

\(^{16}\) The MDC participated in the second issue of the International Museum Bibliography for the year 1968 and contributed some 100 bibliographic entries on specialist museological writings from the ex-Yugoslavian territory. It continued to participate very actively in the following years; cf.: International Museological Bibliography for the Year 1968. Praha: Muzeologicky Kabinet pri Narodnim muzeu,
The library enriches its holdings with approximately 900 new items a year, which makes it one of the rare Croatian museum institutions with substantial purchase, reached mostly through a long-lasting cooperation and publication exchange between the library and Croatian and foreign museums, galleries, and similar institutions. The holdings represent an obvious starting point for the construction of various theme bibliographies published in the MDC’s specialist magazines or on its web pages. Furthermore, those publications were so unique and their content so interesting that they gave rise to the specialist Bibliografija prinova knjižnice MDC-a (Bibliography of Recent Acquisitions of the MDC Library), a useful bi-annual of high quality published since 1994 and designed to continuously provide users with timely information on recent acquisitions of the library. Several volumes of the bulletin on acquisitions are editor’s choice containing some 80 new titles. Recently acquired library items are described bibliographically and accompanied by an abstract summarising their content. They are sorted into several permanent theme groups established on the basis of the content of the library collections, which mirror the purchase policy of the MDC library.

:: Bibliographic base of the Recent Acquisitions of the MDC Library

In 2000, after seven years of regular publishing, the project of making an online bibliographic database called Recent Acquisitions of the MDC Library was launched. The motives for setting it up were numerous, but some of the most important were:

- making a comprehensive index which would greatly simplify handling of the 13 volumes of the Bibliography of Recent Acquisitions of the MDC Library published by that time and of all other volumes to come;
- offering new library information services to the Croatian museum community, inspired by related efforts abroad, i.e. by international bibliographic databases;
- allowing a wider range of potential users to access relevant information and making the MDC library available to a larger number of external users;
- updating user-oriented web pages of the MDC.

Joint efforts of librarians, informatics experts, and programmers resulted in an Access administrative application and a user’s module, which enabled users

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17 One of the first online bibliographies on the MDC website listed elaborates of the MDC professional staff; cf.: elaborates of the MDC; URL: http://www.mdc.hr/www-MDC-hr/3-glaborati.html (2005-03-10).
to access the electronic edition of *Recent Acquisitions* free of charge at the
very homepage of the MDC URL:http://www.mdc.hr/prinove. The database
now contains 2,610 bibliographic entries, the last included issue being the

*Recent Acquisitions of the MDC Library* is an online electronic bibliographic
database of abstracts accessible to the public. It is a long cumulative
bibliography uniting bibliographic material from all published volumes of the
current *Bibliography of Recent Acquisitions of the MDC Library*. It is updated
twice a year with about 140 new bibliographic entries which form a
representative sample of yearly acquisitions of the MDC library. The database
specialises in museology and the museum domain and contains entries on the
writings of Croatian and foreign authors, primarily those published by
museums, museum associations or related heritage institutions. The topics
are related to museums, museum collections and exhibitions, archaeological
sites, or publications on museology and preventive conservation in Croatia
and abroad. It also follows the process of enriching the MDC library holdings
and aims to familiarise users with them. The database not only caters to
users’ needs but it is also a way of promoting Croatian museum publishing.
The bibliographic entries include monographs, manuals, museum and
museum collection guides, theme and permanent exhibition catalogues,
proceedings of professional and scientific gatherings, bibliophilic museum
editions and reprints, specialist magazines and bibliographies, reports, etc.
The largest group of bibliographic items are in fact theme and permanent
exhibition catalogues and museum guides, both idiosyncrasies of museum
publishing with no other possibility of bibliographic representation but when
included in museum publications or reports on museum activities. The
database encompasses printed and electronic publications (on CD-ROMs).
The topics covered indicate how wide the range of issues approached by
museums within the scope of their activities really is. Apart from basic
scientific disciplines (archaeology, ethnology, history, etc.), the database
covers a wide range of topics related to museology, conservation, restoration,
information technology, and auxiliary scientific disciplines. The choice of
topics can awaken interest of a wider public, not only of the museum
community and its professionals.

What makes the bibliographic database an extraordinary feature of the
Croatian virtual world is an exhaustive list of publishers represented; it
features mostly Croatian museums and other heritage institutions.
The bibliographic database offers an abridged and a more comprehensive
bibliographic entry. The abridged one includes the following data: medium,
type and topic of a bibliographic unit, author/editor, title and subtitle (in the
original language), numeration (if serial publication), place and publisher. It
also indicates the numeration of the printed edition of the *Bibliography of

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19 The source consulted when defining concepts was IFLA Glossary for art librarians.
20 The MDC library holds a unique collection of museum electronic publications on
CD-ROMs. All new titles enter the bibliography on a regular basis and it now
describes about 50 electronic museum exhibition catalogues and guides.
Recent Acquisitions of the MDC Library where the entry was published. For example:

<table>
<thead>
<tr>
<th>medium</th>
<th>type</th>
<th>topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed publications</td>
<td>Monographs</td>
<td>Ethnology</td>
</tr>
</tbody>
</table>

MAGLICA, Nadja  
 Colourful Baranja: Traditional clothes of Croats from Baranja  
 Publisher: Ethnographic Museum, Zagreb  
 Acquisition No.: 11 (1) 2004

The more comprehensive bibliographic entry includes all the elements of the abridged one and some additional information: alternative titles and subtitles, names of editors of other material (photographers, translators, associates, etc.), total page number, data on illustrations, size, and accompanying supplements (abstracts, notes, bibliographies, tables, etc.), the ISBN or ISSN identifier and an abstract. For example:

MAGLICA, Nadja  

Parallel texts in Croatian and English - Bibliography.
ISBN 953-6273-25-x

The Ethnographic Museum in Zagreb published this representative monograph which also contains a revised and updated version of the M.A. dissertation of the senior curator Nadja Maglica. The book focuses on the traditional clothes of Croats in Baranja and offers us a comprehensive description of the Baranja population and their attitudes to traditional clothes with all the qualities and symbolism attributed to the clothes itself and its role in their everyday life and on special occasions. When writing the book, the author used the documentation and material of the Ethnographic Museum in Zagreb, the Archive of the Ethnological Institute of the Faculty of Philosophy in Zagreb, and tales of the Baranja women. The text is divided into several theme units: the chapter On clothing features texts on the relation between the traditional costume and fashion and on general features of the costume. The Area and the Old Times deals with geographical, historical, and demographic facts, while the largest part of the book describes the traditional clothes (of men, women, and children) and the accessories (kerchiefs, kerchiefs worn over a headdress, sheepskin coats, etc.), head-worn items and jewellery, hairstyles of men and women, headdress, stockings and shoes. The author also explained typological features of the traditional Croatian costume in Baranja and tried to depict and follow the traditional way of dressing from the cradle to the grave, considering the costume in the context of traditional culture. In the supplement there are testimonies of Baranja women refugees, collected during the Croatian Independence War, in 1995. The monograph is
bilingual, in Croatian and English, richly illustrated with high-quality coloured reproductions, documentary photographs, drawings and sketches of items of clothes.

The bibliographic database of the MDC library greatly differs from other library news bulletins or lists of recently acquired books and magazines (periodicals listing new library items) by abstracts of about 150 words written for each bibliographic entry. The abstracts are, in fact, informative summaries of the basic content of a publication, describing the topic in a way which enables users to decide whether the publication could serve their purpose. The authors of the abstracts did their best to make them objective, complete, accurate, brief, and clear: the abstracts are supposed to report on the purpose, results and conclusions of the original document. Users can learn about the author(s) of the bibliographic entries, their specialty, earlier writings, and the institution they work for (most frequently a museum). All relevant names are cited (e.g. geographical terms, appellations of cultural monuments, museums, museum collections, sites, etc.), and so are historic periods, artists’ names and all URL addresses if the text or the topic of a particular bibliographic entry is available online. The abstracts and their bibliographic entries are all in Croatian and their author is most frequently the editor of the Acquisitions, even though other members of the MDC professional staff have contributed to the database, especially in the last few years. The abstracts are signed with initials only and the authors’ full names are given in the imprint. The bibliographic database can be searched in three different ways: a simple search by a word contained in the bibliographic description or abstract, by the numeration of the printed edition of the Bibliography of Recent Acquisitions, and through so-called advanced search, which offers eight search options to be chosen individually or in groups. The menus with categories containing redefined lists of words referring to the medium, type, topic, or publisher gradually appear on the screen. The words are listed alphabetically and generated from the original databases created by the administrator. The categories of author(s), title, and key words can be searched by entering the query in the box designed for it. The results show the total number of bibliographic entries found and their summaries and are displayed alphabetically (by the title of the publications).

The MDC website has recently been updated and thoroughly redesigned, which has enabled us to feed some additional information into the bibliographic database of the Recent Acquisitions. Trying to include more data on the content itself and to explain users how to use and search the database, we have added Tips for Users (Help) and User’s Guide. The ISSN identifier, a list of associates on the project (authors of the abstracts) and the information on the last update can now be found in the Imprint. Five years after the launch, the online bibliography changed its layout: the site now features photographs representing the covers of recently printed volumes of the Bibliography of Recent Acquisitions, authored by the renowned Croatian designer Boris Ljubičić.
Guidelines on improving the bibliographic database *Recent Acquisitions of the MDC Library* and new bibliographic projects of the MDC library

Plans for further development of the MDC library information services propose adding new items to its online bibliographic database. The database will be updated in accordance with the growing users’ needs. Our motives are the following:

- an English translation of the introductory text on the *Recent Acquisitions* and of the terms and lists offered in the menu (i.e. publishers, topics, etc.) would widen the circle of potential users and attract the international public;
- enabling users to print certain volumes of the *Recent Acquisitions* in the PDF format or to download them on their own computer would significantly increase the availability of the publication, printed in 200 copies per volume;
- the new electronic project entitled *What’s New?* and designed to present a new publication once a week would allow a more dynamic familiarisation of users with recent museum publications;
- an accompanying illustration on the covers would make bibliographic items more attractive and at the same time promote the visual identity of a museum by advertising it on its publications;
- it would be advisable to promote the bibliographic database *Recent Acquisitions* and to enter it into international lists of bibliographic resources;
- summarising texts published in the specialist MDC magazines *Informatica Museologica* and *Muzeologija* (*Museology*) and adding them to the international bibliographic database AATA would make the MDC library an active associate of the project, promote the Croatian museum domain and bring it to the attention of a wider expert public;
- linking bibliographic items to corresponding full text documents (when available) would be in accordance with the expectations of modern users of the Internet and its information services\(^{21}\);
- linking all information on museum professionals from the online *Register of Museums, Galleries and Collections in Croatia* of the MDC to data on their publishing activities would be an important part of the new project with the working title *Bibliography of Museum Professionals*\(^{22}\). The project is still just a concept, but it should cover all publications on museum issues.

**Conclusion**

This paper aims to present the continuity of the bibliographic work of the MDC, done in accordance with the practice of related international museums and museological institutions. It focuses mostly on the online bibliographic

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\(^{22}\) An online publication encompassing all scientific work, called *Hrvatska znanstvena bibliografija* (*Croatian Scientific Bibliography*). URL: http://bib.irb.hr/ (2005-02-28), is currently available.
database, which is an example of modern information services provided by the MDC library. The project was designed to popularise the museum domain by making it accessible to a larger public and it is constantly improved in order to meet the requirements of the expert public. It is a result of a meticulous study and implementation of modern technologies and international standards.

MDC library plans to develop a number of projects: to link the existing bibliographic lists from the specialist MDC’s magazines to their full text versions, to make certain frequently used texts or the MDC’s magazines that are now unavailable in the printed form available in their digital form, and to turn old manuscripts into digital texts and thus conserve them. In this way the MDC library is going to enter the digital age and follow international trends in modern museum libraries.