



peti međunarodni susreti bibliotekara slavista u sarajevu  
fifth international convention of slavist librarians' in sarajevo

## VRATITI KORISNIKE BIBLIOTEKAMA

### BRINGING THE USER BACK

*Peti međunarodni susret bibliotekara slavista u Sarajevu*

Sarajevo 18. – 22. aprila/travanja 2009.

#### 1. Organizatori:

Fondacija Kemal Bakaršić, Sarajevo  
Central and Eastern European Online Library, Frankfurt a/M  
Filozofski fakultet Univerziteta u Sarajevu  
IKD "UNIVERSITY PRESS" doo Sarajevo

#### 2. Suorganizatori:

Mediacentar Sarajevo  
Asocijacija informacijskih stručnjaka, bibliotekara, arhivista i muzeologa - BAM Sarajevo  
Nacionalna i univerzitetska biblioteka BiH Sarajevo  
JU Biblioteka Sarajeva  
TKD «Šahinpašić» Sarajevo

#### 3. Organizacijski odbor

1. Crayne Janet, Ravnatelj Odjela za Istočno -europske kolekcije Biblioteka Univerzita Michigan, Ann Arbor, USA
2. Dizdar Srebren, Prof. dr, Dekan Filozofskog fakulteta u Sarajevu;
3. Donia Robert, Prof. Dr. Michigan University Ann Arbor USA, Predsjednik organizacijskog odbora
4. Horvat Aleksandra, Prof. Dr, Filozofski fakultet Sveučilišta u Zagrebu
5. Lorković Tatjana, Kurator Južnoslavenske kolekcije, Yale University Libraray, USA;
6. Karpatsky Dušan, Karlov Univerzitet Praha, Češka Republika
7. Ovčina Ismet, Direktor Nacionalne i univerzitetske biblioteke Bosne i Hercegovine, BiH
8. Pajić Predrag, Ravnatelj Južnoslavenskih kolekcija, Kongresna biblioteka, Washington DC, USA
9. Pyro Hana, Ravnatelj Istočnoeuropskih kolekcija, Harvard University Libraries, Cambridge, USA
10. Sešek Irena, Šef Odjela nabave Nacionalne in univerzitetne knjižnice Republike Slovenije, Ljubljana
11. Ugričić Sreten, Upravnik Narodne biblioteke Srbije, Beograd, Srbija i Crna Gora

#### 4. Izvršni odbor

1. Klotz Bea, Central and Eastern European Online Library, Frankfurt a/M
2. Madacki Saša, Centar za ljudska prava Univerziteta u Sarajevu, Generalni sekretar Susreta
3. Marković Dragan, IKD "UNIVERSITY PRESS" Sarajevo, Predsjednik Izvršnog odbora Susreta
4. Njuhović Azemina, Ministarstvo za obrazovanje i nauku Kantona Sarajevo
5. Šahinpašić Tajib, TKD «Šahinpašić» Sarajevo
6. Narcis Saračević, JU Biblioteka Sarajeva, zamjenik Generalnog sekretara Susreta
7. Ivana Teronić, Pravni fakultet Univerziteta u Sarajevu
8. Dragan Golubović, Mediacentar Sarajevo

## 5. Program V Međunarodnog susreta bibliotekara slavista u Sarajevu

### VRATITI KORISNIKE BIBLIOTEKAMA

Ovogodišnji peti jubilarni susreti bit će posvećeni njegovom veličanstvu korisniku i njenom veličanstvu korisnici, dakle onima zbog kojih i postojimo. I dok smo na prvim Susretima upoznavali zbirke i njihov razvoj (Balkan je upoznao zbirke u svijetu i Balkan se predstavio svijetu), na Drugim smo razgovarali o budućnosti slavističkih zbirki i fondova. Treći je imao akcent na primjeni savremenih tehnologija u bibliotekama i digitalizaciji bibliotečke građe, a Četvrti je fokusiran na prezentiranju primjera najboljih praksi u oblasti koje se čine ključnim za razvoj bibliotečke djelatnosti: finansiranje biblioteka, saradnja sa drugim institucijama i pitanje kadrova u bibliotekama. Tema V Međunarodnog susreta bibliotekara slavista u Sarajevu nametnula se kao logičan slijed prethodnih, jer je vrijeme da biblioteku pogledamo i „izvana“, dakle iz perspektive korisnika bibliotečkih usluga.

Razvoj informacijskih znanosti, uvjetovan dakako napretkom tehnologije, uticao je i na biblioteke i na bibliotekare koji su se odavno odvojili od tradicionalnog načina rada i prešli na savremene metode bibliotečke teorije i prakse. Kako je pred bibliotekama i bibliotekarima sada nova uloga u posredovanju između korisnika i informacionog okruženja, tako je i pred korisnicima zadatak da stiču i usvajaju nova znanja kako bi se prilagodili modernim okvirima bibliotečke djelatnosti. Stoga ćemo na predstojećim susretima pokušati odgovoriti na pitanja koja se dotiču korisnika, i to:

- Ko su korisnici danas?
- Da li su se njihove potrebe promijenile u zadnja dva desetljeća?
- Koliko su nove tehnologije uticale na njihovu percepciju biblioteke?
- Šta korisnici žele od nas (bibliotekara)?
- Šta bibliotekari mogu ponuditi danas?
- Koja je razlika u tipu, kvaliteti i obimu usluga danas u odnosu na jučer?
- Šta nam to donosi korisničko sutra?
- Da li zaista postoji Biblioteka 2.0?
- Kakav je anticipirani odnos između Bibliotekara 2.0 i Korisnika 2.0?

### Program

#### Subota 18. 04. 2009.

Dolazak učesnika 5. ICSL u prijedopnevnim satima i smještaj u hotele

18.00 h – 20.00 h Mediacentar – Registracija učesnika 5. ICSL-a

#### Nedjelja 19. 04. 2009. Mediacentar

09.00 h – 09.30 h **DOBRODOŠLICE I PREDSTAVLJANJE PETOG MEĐUNARODNOG SUSRETA BIBLIOTEKARA SLAVISTA**

09.30 h – 09.50 h **O korisniku: kratko i mudro**  
Robert Donia, Univerzitet u Mičigenu

09.50 h – 10.10 h **Povratak korisnika u biblioteke – analiza mogućnosti**  
Dragana Sabovljević, Gradska biblioteka „Žarko Zrenjanin“, Zrenjanin

10.10 h – 10.40 h **Privući nove korisnike putem javnih događaja i izložbi**  
Janet Zmroczek, Britanska biblioteka, London

10.40 h – 11.00 h **Pauza za kafu**

11.00 h – 11.20 h **Korisnici narodnih knjižnica: između manifesta i stvarnosti**  
Marija Šegota-Novak, Gradska knjižnica Rijeka

11.20 h – 11.40 h **Projekt : Cjeloživotno učenje knjižničara**  
Aleksandra Horvat, Filozofski fakultet Sveučilišta u Zagrebu

11.40 h – 12.00 h **Biblioteka kao mesto susreta**  
Trailović Goran, Pančevačko čitalište

12.00 h – 12.30 h **Diskusija**

12.30 h – 14.00 h **Pauza za ručak**

- 14.00 h – 14.20 h **Biblioteka se gradi srcem**  
Vaska Sotirov-Đukić, Biblioteka Sarajeva
- 14.20 h – 14.40 h **Bibliotekarsko-korisničke kontroverze**  
Beba Rašidović, Fakultet kriminalističkih nauka Univerziteta u Sarajevu
- 14.40 h – 15.00 h **Pauza za kafu**
- 15.00 h – 15.20 h **Vuk dlaku mijenja al' ćud nikad : Bibliotekar 2.0**  
Saša Madacki, Centar za ljudska prava Univerziteta u Sarajevu  
Narcisa Puljek-Bubrić, Bošnjački institut, Sarajevo
- 15.20 h – 15.40 h **Student u potrazi za informacijom**  
Tomislav Ivanjko, Maja Benčec, Filozofski fakultet Sveučilišta u Zagrebu
- 15.40 h – 16.00 h **Diskusija**
- 19.00 h Posjeta Nacionalnoj i univerzitetskoj biblioteci Bosne i Hercegovine i Prijem za učesnike 5. ICSL u Bašti NUBBiH  
Priređuju organizatori 5. ICSL- a.

**Ponedjeljak 20. 04. 2009.** Mediacentar

- 09.30 h – 09.50 h **Nacionalna i sveučilišna knjižnica u Zagrebu : četiri stoljeća iskustva u radu sa korisnicima**  
Blaženka Peradenić-Kotur, Nacionalna i sveučilišna knjižnica, Zagreb
- 09.50 h – 10.10 h **Korisnici i korišćenje bibliotečke građe u Univerzitetskoj biblioteci „Svetozar Marković” u Beogradu**  
Vera Petrović, Univerzitetska biblioteka „Svetozar Marković”, Beograd
- 10.10 h – 10.40 h **Korisnik i osnova bošnjačke bibliografije i pristup bosanskohercegovačkom dokumentarnom nasljeđu**  
Enes Kujundžić, Univerzitet u Zenici
- 10.40 h – 11.00 h **Pauza za kafu**
- 11.00 h – 11.20 h **Slavistička referalna služba**  
Mirela Bajrić, Slavic Reference Service, University of Illinois at Urbana-Champaign
- 11.20 h – 11.40 h **Korisnici u svetu i korisnici iz sveta**  
Ivana Nikolić, Narodna biblioteka Srbije, Beograd
- 11.40 h – 12.00 h **Nacionalna biblioteka u informacijskom dobu : Britanska biblioteka i digitalna Britanija**  
Milan Grba, Britanska biblioteka, London
- 12.00 h – 12.20 h **Korisnici zavičajnih fondova**  
Dejan Vukičević, Narodna biblioteka Srbije, Beograd
- 12.20 h – 14.00 h **Pauza za ručak**
- 14.00 h – 16.00 h **Sjećanje na Melihu Piriju – Presentiranje radova studenata bibliotekarstva**
- 14.00 h – 14.15 h **Obraćanje u ime institucija iz inostranstva**  
Ivana Nikolić, Narodna biblioteka Srbije, Beograd
- 14.15 h – 14.30 h **Obraćanje u ime nacionalne i univerzitetska biblioteke Bosne i Hercegovine**  
Bedita Islamović, Nacionalna i univerzitetska biblioteka Bosne i Hercegovine, Sarajevo
- 14.30 h – 14.45 h **Bibliotečki softver otvorenog koda**  
Selma Zulić i Irina Pejić, Sarajevo
- 14.45 h – 15.00 h **Digitalna nejednakost na primjeru Bosne i Hercegovine**  
Maja Pandža, Sarajevo

15.00 h – 15.15 h **Nova knjižnica Filozofskog fakulteta i korisnici**  
Ivan Reljić, Siniša Bosanac, Tomić Ivana, Kristina Prusec, Zagreb

15.15 h – 15.30 h **Programi školovanja na Odsjeku za informacijske znanosti**  
Siniša Bosanac, Sara Librenjak, Matešić Marija, Zagreb

15.30 h – 15.45 h **Digitalne knjižnice i "digitalni korisnik"**  
Pleše Tihomir, Matešić Marija, Kurolt Ena, Zagreb

**Utorak 21. 04. 2009** Mediacentar

10.00 h Polazak učesnika 5. ICSL za Fojnicu – posjeta Franjevačkom samostanu, ručak

**Srijeda 22. 04. 2009.** Mediacentar

10.00 h – 12.30 h Zaključna razmatranja i formuliranje teme za 6. ICSL 2010. godine sa  
uvodnim obraćanjem **Predraga Pajića**, Kongresna biblioteka, Vašington

Gradska dvorana "Skenderija"

13.00 h – 15.00 h Posjeta 21.Međunarodnom Sajmu knjiga u Sarajevu

18.30 h Ceremonija otvaranja 21. Međunarodnog sajma knjiga i Prijem za učesnike 21. Međunarodnog sajma knjiga i  
5. Međunarodnog susreta bibliotekara slavista u Sarajevu.

**Četvrtak 23. 04. 2009.**

Odlazak učesnika



## **VRATITI KORISNIKE BIBLIOTEKAMA**

### **BRINGING THE USER BACK**

*Fifth International Convention of Slavic Librarians' in Sarajevo*

Sarajevo 18. – 22. April 2009.

#### **1. Organizers:**

Kemal Bakaršić Foundation  
Central and Eastern European Online Library, Frankfurt a/M  
Faculty of Philosophy, University of Sarajevo  
IKD "UNIVERSITY PRESS" doo Sarajevo

#### **2. Co-organizers:**

Mediacentar Sarajevo  
Association of information experts, librarians, archivists and museologists - BAM Sarajevo  
National and University Library of Bosnia and Herzegovina  
City Library Sarajevo  
TKD «Šahinpašić» Sarajevo

#### **3. Steering Committee**

12. Crayne Janet, Head of the Department for Eastern European Collections of the Library of the University of Michigan, Ann Arbor, USA
13. Dizdar Srebren, Prof. dr, Dean of the Faculty of Philosophy Sarajevo;
14. Donia Robert, Prof. Dr. Michigan University Ann Arbor USA, Chair of Organizing Committee
15. Horvat Aleksandra, Prof. Dr, Faculty of Philosophy, University of Zagreb
16. Lorković Tatjana, Curator of the South Slavic Collection, Yale University Libraray, USA;
17. Karpatsky Dušan, Karlov University Prague, Czech Republic
18. Ovčina Ismet, Director of the National and University Library of Bosnia and Herzegovina, BiH
19. Pajić Predrag, Head of the South Slavic Collection, Library of Congress, Washington DC, USA
20. Pyro Hana, Head of the Department for Eastern European Collections, Harvard University Libraries, Cambridge, USA
21. Sešek Irena, Head of Procurement of the National and University Library of the Republic of Slovenia, Ljubljana;
22. Ugričić Sreten, Head of the National Library of Serbia, Belgrade, Serbia

#### **4. Executive committee**

9. Klotz Bea, Central and Eastern European Online Library, Frankfurt a/M
10. Madacki Saša, Human Rights Center, University of Sarajevo, Secretary General of the Conention
11. Marković Dragan, IKD "UNIVERSITY PRESS" Sarajevo, Chair of Executive Committee of the Convention
12. Njuhović Azemina, Ministry of Education and Science, Canton of Sarajevo
13. Šahinpašić Tajib, TKD «Šahinpašić» Sarajevo
14. Narcis Saračević, Library Sarajevo, Deputy Secretary General of the Convention
15. Ivana Teronić, Law Faculty, University of Sarajevo
16. Dragan Golubović, Mediacentar, Sarajevo

## 5. Program V International Convention of Slavic Librarians in Sarajevo

**Sarajevo:**

### **Bringing the User Back**

This year's jubilee convention will be dedicated to his/her majesty – the user, or to say, to those for whom we as librarians exist. On the first convention we learned about the collections and their development: the Balkan met the collections of the world and introduced itself to the world. On the second convention we talked about the future of Slavic collections, while the third convention had its accent on the digitalization of the collections and on application of new technologies in library environment. Fourth convention was dedicated to presentation of best practices in the field that is crucial for the development of librarianship – financing, cooperation with other institutions and staffing issues in libraries. Topic of this Fifth Convention is logical consequence of previous ones, it is time to take a look into the Library from outside – from perspective of our users.

Development of information sciences conditioned by advancement in technology field have impacted libraries and librarians, who have already “distanced” from traditional way of doing “library business” and now are confronted with new methods of dealing with world of information. Libraries and Librarians are now challenged by new ways of content delivery in information environment, but – Users are also challenged to learn and acquire necessary skills to adjust to new Information landscape. During this convention we will try to answer questions related to user today:

Who are the Users Today?

Have their needs changed during last two decades?

How new technologies impacted their perception of Libraries?

What users want from Librarians?

What Librarians can offer today?

What is the difference in quality and scope of services today compared with those that we have offered “yesterday”

What brings us tomorrow?

Library 2.0: Does it really exist?

What is anticipated relation between Librarian 2.0 and User 2.0?

During second part of the Convention in Fojnica, libraries of religious communities in Bosnia and Herzegovina will be presented.

### **Programme**

#### **Saturday 18. 04. 2009.**

Arrival of the participants and accommodation in hotels

18.00 h – 20.00 h Mediacentar - Registration of participants of the 5. ICSL

#### **Sunday 19. 04. 2009. Mediacentar**

09.00 h – 09.30 h **WELCOMING ADDRESS and OPENING OF THE 5<sup>th</sup> INTERNATIONAL CONVENTION OF SLAVIC LIBRARIANS' IN SARAJEVO**

09.30 h – 09.50 h **About User : Short and Wise**

Robert Donia, University of Michigan

09.50 h – 10.10 h **Return of the User in Library : An Analysis of Possibilities**

Dragana Sabovljević, City Library „Žarko Zrenjanin”, Zrenjanin

10.10 h – 10.40 h **Attracting New Users via Public Events and Exhibitions**

Janet Zmroczek, British Library, London

- 10.40 h – 11.00 h **Coffee Break**
- 11.00 h – 11.20 h **Users of Public Libraries : Between Manifesto and Reality**  
Marija Šegota-Novak, City Library Rijeka
- 11.20 h – 11.40 h **Project : Lifelong Learning of Librarians**  
Aleksandra Horvat, Faculty of Philosophy, University of Zagreb
- 11.40 h – 12.00 h **Library as a Meeting Point**  
Trailović Goran, Pančevačko čitalište
- 12.00 h – 12.30 h **Discussion**
- 12.30 h – 14.00 h **Lunch Break**
- 14.00 h – 14.20 h **Library Being Built with Heart**  
Vaska Sotirov-Đukić, Library Sarajevo
- 14.20 h – 14.40 h **Librarian and User : Controversies**  
Beba Rašidović, Faculty of Criminal Sciences, University of Sarajevo
- 14.40 h – 15.00 h **Coffee Break**
- 15.00 h – 15.20 h **The leopard can never change his spots : Librarian 2.0**  
Saša Madacki, Human Rights Centre, University of Sarajevo  
Narcisa Puljek-Bubrić, Bosniak Institute, Sarajevo
- 15.20 h – 15.40 h **Student in Quest for Information**  
Tomislav Ivanjko, Maja Benčec, Faculty of Philosophy, University of Zagreb
- 15.40 h – 16.00 h **Discussion**
- 19.00 h Visit to the National and University Library of BiH, and reception for participants of the 5. ICSL in the garden

Hosted by the organizers of the 5. ICSL.

**Monday, 20. 04. 2009.** Mediacentar

- 09.30 h – 09.50 h **National and University Library in Zagreb : Four Centuries of User Experience**  
Blaženka Peradenić-Kotur, National and University Library, Zagreb
- 09.50 h – 10.10 h **Users and Usage of Library Materials at University Library "Svetozar Marović" Belgrade**  
Vera Petrović, University Library „Svetozar Marković”, Belgrade
- 10.10 h – 10.40 h **User and Foundations of Bosniak Bibliography and Access to BH documentary heritage**  
Enes Kujundžić, University of Zenica
- 10.40 h – 11.00 h **Coffee Break**
- 11.00 h – 11.20 h **Slavic Reference Service**  
Mirela Bajrić, Slavic Reference Service, University of Illinois at Urbana-Champaign
- 11.20 h – 11.40 h **Users Worldwide**  
Ivana Nikolić, National Library of Serbia, Belgrade

- 11.40 h – 12.00 h **A National Library in the Age of Information : The British Library and Digital Britain**  
Milan Grba, The British Library, London
- 12.00 h – 12.20 h **Users of Local Collections**  
Dejan Vukičević, National Library of Serbia, Belgrade
- 12.20 h – 14.00 h **Lunch Break**
- 14.00 h – 16.00 h **In the Memory of Meliha Pirija – Students' papers in honour of Meliha Pirija**
- 14.00 h – 14.15 h **Address on behalf of foreign institutions**  
Ivana Nikolić, National Library of Serbia, Belgrade
- 14.15 h – 14.30 h **Address on behalf of National and University Library of BH**  
Bedita Islamović, National and University Library of BH, Sarajevo
- 14.30 h – 14.45 h **Open Source Software in Libraries**  
Selma Zulić and Irina Pejić, Sarajevo
- 14.45 h – 15.00 h **Digital Inequality : Case of Bosnia and Herzegovina**  
Maja Pandža, Sarajevo
- 15.00 h – 15.15 h **New Library of Faculty of Philosophy and its Users**  
Ivan Reljić, Siniša Bosanac, Tomić Ivana, Kristina Prusec, Zagreb
- 15.15 h – 15.30 h **Department of Information Sciences Curricula**  
Sinia Bosanac, Sara Librenjak, Matešić Marija, Zagreb
- 15.30 h – 15.45 h **Digital Libraries and „Digital User”**  
Plese Tihomir, Matesic Marija, Kurolt Ena, Zagreb

**Tuesday 21. 04. 2009.** Mediacentar

10.00 h Departure to Fojnica; Visit to Franciscan Monastery, Lunch

**Wednesday 22. 04. 2009.** Mediacentar

10.00 h – 12.30 h Concluding Remarks and formulating the topic for the 6th ICSL 2010 with Introductory Speech by Predrag Pajić, Library of Congress, Washington

Gradska dvorana “Skenderija”

13.00 h - 15.00 h Visit to the 21. International Book Fair in Sarajevo

18.30 h Opening of the 21. International Book Fair in Sarajevo, Reception for the participants of the 5. ICSL and participants of the 20. International Book Fair.

**Thursday 23. 04. 2009.**

Departure of participants