

INFORMATION CULTURE IN THE INTERNATIONAL LNSS PROJECT

(Library Network Support Services: modernising libraries in Armenia, Moldova and Belarus through library staff development and reforming libraries)

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„...the library, coming to support the education system, has been, is and will remain the one providing permanent and unconditional assistance for real performance” [1].

For the 21st Century University Library, it is the century of great changes, the modernization of the librarian profession, which must be so well prepared for today's challenges to become an integral and inherent element of the Knowledge Society. A university library is not only appreciated by the achievements of the moment but also by its projects, which add value by increasing efficiency in all aspects of info-documentary activity [2].

Information culture is the main factor determining the intellectual development of the user - the foundation of lifelong learning, professionalism and active participation in scientific research and social life.

Academic libraries, with all the opportunities and services they offer and well trained staff, are part of authorized and credible institutions that can support the formation of information culture for students and teachers. All the more so, in the Education Code of the Republic of Moldova, chapter seven is fully devoted to lifelong learning, the culture of information being the basis of formal, informal and non-formal training [3].

In this context, a good opportunity to extend and consolidate the knowledge of librarians is offered to them by the international projects, in which they are favored to participate [4].

In 2016, the Scientific Library of "Alecu Russo" State University in Balti, for example, worked simultaneously in three international projects, all of them having the component the Culture of Information:

- MISISQ – Modern Information Services for Improving the Quality of Education, Tempus Program (2013-2016). Participants – 7 university libraries from the Republic of Moldova.
- LNSS- Library Network Support Services: modernising libraries in Armenia, Moldova and Belarus through library staff development and reforming libraries, ERASMUS + Program (2015-2018). Participants 9 university libraries from Armenia, Belarus, Republic of Moldova;
- Modernization of University Libraries Services in Moldova supported by the Norwegian Cooperation Program in the field of higher education with Eurasia, developed in partnership with the Academy of Economic Studies from Moldova, Bergen University, Norvegia, Universitatea Transilvanian University from Braşov, România and 18 university libraries from Moldova (2016-2019) [5].

University librarians accumulate new knowledge and skills to train and promote information culture, in fact, from all three Projects.

Below we will discuss some activities that supported the evolution of work packages focused on the managed theme.

LNSS Project (Library Network Support Services: modernising libraries in Armenia, Moldova and Belarus through library staff development and reforming libraries), <http://www.lnss-projects.eu/amb>, Grant beneficiary – Library of the Academy

of Public Administration from Armenia, participă: [Academia de Administrare Publică a Republicii Armenia \(PAARA\)](#), [Universitatea de Stat de Limbi și Științe Sociale Brusov din Erevan](#), [Universitatea de Stat din Goris](#) [Academia de Administrare Publică de pe lângă Președintele Republicii Belarus](#), [Universitatea de Stat din Belarus](#), [Universitatea Tehnică de Stat din Brest](#), [Universitatea de Stat Yanka Kupala din Grodno](#), [Academia de Administrare Publică](#), Chișinău, [Universitatea de Stat „Alecu Russo” din Bălți](#).

The European partners are: the Institute of Technology from Limerick, Ireland; "Transilvania" University, Brasov, Romania; University of Crete, Greece; The Pyramid Group, Germany.

The Scientific Library of the Academy of Public Administration and the Scientific Library of the State University "Alecu Russo" from Balti, associated partner - Electronic Resource Consortium for Moldova (REM) participate on behalf of the Republic of Moldova.

The project has the following objectives:

- To strengthen and modernize libraries, raising the skills and abilities of library staff in Armenia, Moldova and Belarus by developing innovative libraries – inherent partners in education, research and lifelong learning.
- To elaborate the Library Development Strategy focused on improving the quality and performance of libraries in line with international standards in the field, so as to improve the quality of library and higher education services, in general, and to increase their relevance for the labor market in society.
- To enhance the library governance structure by creating an innovative potential and the accessibility of the libraries from the participating institutions in the Project.
- To elaborate strategic plans and library policies.
- To create the Eastern Partnership Network Support Service to promote and use the project outcomes at international and national levels, sharing knowledge, best practices, training opportunities and special skills [6].

Among the specific objectives, we mention the creation of an innovative course focused on modular training in the field of professional continuing education of librarians.

These are the 8 modules that are in the process of elaboration, each participating institution being responsible for finalizing and experimenting one Module, as well as getting involved in the editing of other 3-4 modules:

- Module 1. Libraries and library terminology
- Module 2. Marketing for librarians
- Module 3. Management in libraries
- Module 4. Information Culture
- Module 5. Innovative On-line Services for 21st Century Libraries
- Module 6. Electronic library
- Module 7. Access to Libraries for Users with Special Needs
- Module 8. Development Policy of Library Collections.

LNSS addresses critical issues in providing info-documentation services and staff development, so that they lead to modern, relevant and accessible services for all users. Finally, the training programs will be provided in both electronic and printed formats.

The following aspects are included in Module 4 *Information Culture*:

- International Standards on Information Culture: SCONE, ACRL, ALA, ANZIL
- Using the Information Culture Module for teaching CI
- Researching sources of information and evaluation
- References, citation and avoidance of plagiarism

- Expertise of information resources
- Using databases in research
- Evaluation of information resources
- Academic writing - doctoral theses
- Information Culture for Entrepreneurship
- Pedagogical abilities and methodology of teaching the information culture

All modules will be able to be reused by updating them, ensuring their viability not only during the term of the Project. The Modules are translated into the Consortium languages: Armenian, English, Romanian, and Belarusian. These Online Modules are an essential part of the CI.

The launching of the Project took place in Brasov with the signing of the consortium agreement, making the acquaintance and relationship of the partners, setting the methods of cooperation, the management and the control procedures, the monitoring, the implementation of all the work packages.

The training of Moldovan librarians started in April with the ESP (English for specific purposes) training. The program of the event included 5 modules: English for specific purposes (libraries, library terminology and library access); Marketing skills for librarians - theory and practice, creating awareness-raising strategies for all students and library users, including people with specific needs; Essential management and skills development in librarians, such as international IFLA, ISO, Congress Library, NISO; Information and cultivation of user research skills; Electronic Library. The trainers were Jerald Cavanagh, Director of the Library of the Limerick Institute of Technology, and Padraig Kirby, Deputy Director of the Limerick Institute of Technology Library, Ireland.

In August 2016, the training "Developing the curriculum for librarians" was held at the Institute of Technology in Limerick, Ireland. The trainees were representatives of nine higher education institutions - members of the LNSS Consortium, librarians and teachers from Armenia, Belarus and Moldova. The trainers were: Gerard Cullen, project manager, Pyramid Group, Germany, Jerald Cavanagh, Director of the Library of the Institute of Technology from Limerick, Padraig Kirby, Deputy Director of the Limerick Institute of Technology Library, Ireland, Angela Repanovici, engineer PhD, Professor at the University of Transylvania, Romania, Manolis Koukourakis, PhD, Director of the Library of the University of Crete, Greece; Monika Bukowska, IT Assistant, Limerick Technology Institute Library, and Quynh Nguyen, Pyramid Group, Germany.

The participants were taught to develop the Marketing Strategy Project: National Awareness Day (National Public Awareness Day on the role of the library in society); the SWOT analysis of the university library and the National Public Awareness Day on the role of the library in society; Initiating the Project Curriculum of a Librarians' Training Module; the USARB Scientific Library being responsible for Module 8. *Policy Development of Library Collections*; the Scientific Library of the Academy of Public Administration for Module 3 *Management in Libraries*.

As a result of this training, the librarians have developed the Marketing Strategy Project: National Awareness Day, by conducting the SWOT analysis of the university library and of the National Awareness Day. From April 23, the Librarian's Day in the Republic of Moldova, to May 5, 2017, the two Moldovan libraries have carried out an ample program of events in order to celebrate the Librarian's Day and the Library Awareness Day entitled "Your Library - Your Progress". (http://libruniv.usarb.md/nou/170423/Library_national_awareness_day.pdf; <http://aap.gov.md/biblioteca/article/ziua-na%C8%9Bional%C4%83-de-sensibilizare>).

The Librarian's Day is celebrated since 2001 by the Decree of the President of the Republic of Moldova no.1774 of 21.11.2000, initially on October 5th, and after the

amendment of 08.02.2010, on April 23rd. The professional day of the Librarian of the Republic of Moldova coincides with the International Day of the Book and Copyright, set up in 1995 at the UNESCO General Conference. The idea of marking it on the 23rd of April came from Spain at the Annual Rose Festival and the celebration of St. George. On the same day, the writers Miguel de Cervantes and William Shakespeare, passed away in 1616, are commemorated.

In the report on the activities dedicated to the National Library Awareness Day (27 April - 5 May) <http://libruniv.usarb.md/nou/170623/170623.html>, presented at the Project Monitoring session by the Erasmus + Office in Moldova, exhibitions and presentations of Rare Books Collections, Anniversary Books - 2017, Great Bibliographers from the Republic of Moldova; Literary character gala (Cosplay); Flashmob, Invitation to Reading by opening the Documentary Fund in Ipotești and the Mihai Eminescu County Library in Botosani; the public debate Printed Book vs. eBook; the seminar of young researchers from the Northern Republic of Moldova about the history of the place where they come from, a contest with the participation of the Ukrainian Diaspora in the Republic of Moldova and of University Chairs were mentioned. The Student Lecturiada – 2017 took place in the UN / EU Documentation Center of the USARB Scientific Library, in collaboration with the Faculties. On May 4, the exhibition "Lithuania, in a postal package", was opened on the premises of the USARB Scientific Library, organized by the National Commission of Lithuania for UNESCO and the Lithuanian Embassy in Chisinau, which has come to confirm the importance of the dissemination of the valuable objects on the Library's premises.

In line with the Marketing Plan, the AAP Scientific Library started the National Awareness Day activities on 20 March 2017 by launching the National Campaign to collect and donate books for people with special needs under the generic: "Donate a book to save a destiny", which ended with the inauguration of the "Echo of Chernobyl" Foundation Library (5 May), the beneficiaries of the Foundation being children, young people with special needs and oncologic pathologies. The book donation collecting campaign was joined by public authorities, book distributors, publishers, book shops, libraries, schools, kindergartens, and individuals. Altogether, about 3,500 books were collected in the campaign; the librarians from Balti offered 254 and the Public Administration Academy community offered 520 publications on various domains <http://aap.gov.md/biblioteca/news/%E2%80%9Edoneaz%C4%83-o-carte-pentru-schimba-un-destin%E2%80%9D>, [7].

Also, according to the AAP Scientific Library program, dedicated to the National Awareness Day with the generic "My Library - My Progress", round tables, essay and poetry contests, drawings and photographs contests, book exhibitions, public debates, librarian self-supervision actions, a flash mob, methodical seminar with the participation of the teaching staff of the Academy, etc. were conducted <http://aap.gov.md/biblioteca/article/ziua-na%C8%9Bional%C4%83-de-sensibilizare>

The participation of the representatives of the AAP and USARB scientific libraries at the BIBLIOLOGIC YEAR 2016 SYMPOSIUM "The National Library of the Republic of Moldova - Platform for Professional Inclusion for the Librarian Community" 26th edition of March 29, 2017 with the communication *Effects of International Projects on Academic Libraries and the National Week of Awareness on Libraries* accompanied by posters and video clips, highlighted the fruitful collaboration with the National Library of the Republic of Moldova, and emphasized the achievements of the Biblioteconomic Departmental Center and the North branch of the BIN Educational Libraries Balti of ABRM.

At the festive event dedicated to Librarian's Day in the House of Government, with the participation of Igor Șarov, Deputy Minister of Culture, and members of ABRM, held on May 3, 2017, the USARB representative spoke on the topic "Libraries in

Education Support Progress". The film "National Week of Library Awareness (April 23 - May 3, 2017), made by the Balti librarians, was shown at the event. Banners and posters about the LNSS Project, made by AAP and librarians of the University of Balti were placed in the hall.

The activities carried out within the Program dedicated to the National Library Awareness Day event in Chisinau and Balti were monitored by Corneliu Druga, professor at Transilvania University in Brasov, Romania, international expert.

We have given a generous coverage to describe this event, which has once again emphasized the place and role of the library as a key factor in lifelong learning, democratization and social integration, an event that will take place for at least a decade as required by the LNSS Project [8].

In Dresden, Germany, on February 28 - March 4, at the working meeting organized by the Project Management Committee *Library Network Support Services: modernising libraries in Armenia, Moldova and Belarus through library staff development and reforming libraries* the report on the achievements of the USARB and AAP SL within the Project, including the piloting of Module 8 "Library Development Policy", Module 3 "Library Management" and the National Awareness Day Project on Libraries was presented on April 27, 2017.

The trainings within this Project, but also from the MISISQ Project in Cluj, the Central Library "Valeriu Bologa" from "Iuliu Hațieganu" University of Medicine and Pharmacy, the Scientific Medical Library of USMF "N. Testemitanu" from Chisinau, the workshops and the summer schools in Brasov and Tulcea within the project "Modernizing the Services of University Libraries in the Republic of Moldova", financed by the Norwegian Cooperation Program in Higher Education with Eurasia, developed in partnership between the Academy of Economic Studies of Moldova, University from Bergen, Norway, Transylvania University of Braşov, Romania and 18 university libraries from Moldova added new knowledge and advanced practices in order to train the information culture of the users of the academic libraries. In the Balti institution and the Academy of Public Administration, followed the dissemination and applied lectures on the development of online tutorials (Managing Electronic Library Collections: eBooks, E-Databases and E-Journals, Introduction to Open Access and Open Source for Librarians, Digitization, Preservation and Digital Services in Libraries held by Angela Repanovici, Institutional repositories held by Nicolae Constantinescu; New Editing Tools - the Text as a Dynamic Resource conducted by Lenuța Ursachi, Educating Users for Effective Search and Organizing Information by Angela Repanovici, The Need for Skills in Information Culture by Ane Landoy, Academic Writing Centers - A New Opportunity for Academic Libraries by Serap Kurbanoglu, Game Learning and Information Culture by Robert Coravu, Consortium Acquisition of Scientific Electronic Resources in Romania by Angela Repanovici, Pedagogical Methods in Teaching Information Culture by Sanda Erdelez, Information Integration in Information Culture by Nelly Țurcan, Information Culture and Communication Interferences, etc.

We must admit that even though librarians of higher education institutions have always accepted change and new technologies in their professional work, these projects have brought innovations, a new spirit and interest in the field of expertise.

Thus, the Curriculum and the Course Unit File [9] were drafted for the discipline *the Basics of Information Culture*, the contents of the Modules of the course, taught in the USARB according to the Framework for Higher Education (Cycle I - Bachelor, Cycle II - Master, integrated studies, cycle III - Doctorate), approved by ME Order no. 1045 of 29 October 2015 and USARB Senate Resolution of June 22, 2016, Minutes no. 17 in all curricula for higher education programs in the first year of study, in a volume of 30 hours (1 credit) and assessed by the admitted / rejected qualification.

In line with the innovations provided by the project "Libraries Network Support Services: Upgrading Libraries in Armenia, Moldova and Belarus by Developing Library Staff and Reforming Libraries", the curriculum of the "Information Culture" discipline was drafted and updated for cycle II Master studies and cycle III doctoral studies, and Information Culture classes in the program of professional development courses for civil servants within the Academy of Public Administration [10].

In the year 2016, the Training of Trainers Campaign on the Information Culture was organized, consisting of several modules: Training of librarians-trainers on search, selection, location, use and evaluation of information models; Bibliographic reference management practices with the application of EndNote, Mendeley, Zotero personal software; Drafting the Knowledge Assessment Test, Individual Work Evidence of the Student; Completing Forms for Calculating Teaching Load Volume and Distributing the Teaching Load of the discipline *the Basics of Information Culture* at the SL USARB; Portfolio preparation of the discipline *the Basics of Information Culture* for all faculties of the USARB, which included the following:

- ✓ Curriculum of the course unit The Basics of Information Culture (printed version / CD)
- ✓ Course unit file The Basics of Information Culture (printed version / CD)
- ✓ Modules of the Course Unit The Basics of Information Culture (CD version)
- ✓ Current evaluation tests (printed version / CD version)
- ✓ Final assessment test (printed version / CD version)
- ✓ Individual Work Evidence of the Student at the course unit The Basics of Information Culture (printed version).

The head of the Scientific Library, Elena Harconița, who reported on the conduct of 304 hours in 36 groups with 1,094 students from the full-time and part-time programs, the students of the "Ion Creangă" Republican Theoretical Lyceum, the former Lyceum for boys in which the great linguist Eugeniu Coseriu studied, is responsible for the promotion of the discipline.

Speaking about the promotion and visibility of the LNNS Project, we have to refer first to the Project website on the Library page <http://libruniv.usarb.md/>, <http://www.lnss-projects.eu/amb>, project information on the website of the Ministry of Education <http://www.edu.gov.md/ro/content/activitatea-bibliotecilor-din-invatamint-0> the ABRM, the National Biblioteconomic Council and the Council of Libraries from Education, on the social networks, on the pages of the journals *Confluente bibliologice* <http://libruniv.usarb.md/confbib/confbib.html>, Bibliouniversitas@ABRM.md, *Magazin bibliologic* <http://www.bnrm.md/index.php/publicatii/bibliografii/15-resurse-informationale/editii-periodice-de-specialitate/26-magazin-bibliologic>.

A great deal of attention is paid to promotional materials: posters, flyers, calendars, banners, video-clips, about 20 articles have been published (electronic and printed formats): http://tinread.usarb.md:8888/tinread/fulltext/bib_usarb/sci_libr.pdf, http://tinread.usarb.md:8888/tinread/fulltext/bs/ghid_misisq.pdf

In order to facilitate modern services within the LNNS Project, technical equipment was purchased: projector, interactive whiteboard, notebook, color printer.

Immediate effects

- Strengthening the role of the Academic Library as the only credible information provider and as a partner in the lifelong learning, research and study process.
- Development of information resource collections on various media.
- Digitization and electronic delivery of documents.
- Diversification of electronic services and library products.

- New skills and abilities for librarians, changes to the organizational structure of the Library, staff management including continuous professional training, changes in the marketing activity, national and international partnerships, getting acquainted with best practices.

Impact and sustainability of the project

- Library management conditions the ability to implement the 8 Project Modules, compatible with international milestones.
- Moldova's university libraries are open to the academic and librarianship community; participate in updating knowledge, modernizing information and documentary services and products to support education, research, thus increasing its impact on the community.
- The project is being exploited by university librarians and promoted through direct activities, through information and dissemination materials on the Scientific Library website, on social networks, through study and dissemination sessions of good practices.
- The Modules proposed by the Project are developed and disseminated to all colleagues, promoting and implementing new vocational training methods, modernizing occupational knowledge and skills in the workplace. The library community becomes more prepared for changes in the internal and external environment, by delivering strategic programs of continuous professional training, appropriating the facilities offered by modern technologies [11].

By participating in projects, applying effective methods, professionalism and creativity, relying on the curricula of the training courses, librarians contribute effectively to the learning and research process in the university community, cultivating the skills and modern abilities needed for life-long learning.

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