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Summaries

KÁLÓCZI, K.: An organisation on the road to self-knowledge451

The library services of Eötvös Loránd University (ELTE), Budapest have traditionally been provided in a fragmented structure, and that had a detrimental effect on their standardised and quality delivery. An audit by the competent professional authority in 2007 and a self-evaluation conducted in 2010 indicated that the library network consisting of more than 50 units will only be capable of providing better services in a renewed organisational structure. The K21 quality development project launched by the librarians of the university in 2008 taught the staff members of library units to work as a team, in panels, and to share their knowledge and experience with one another. This, in turn, injected into the organisation a novel type of innovative energy relying on internal resources. The new forms of co-operation will empower library units to realise projects jointly. The paper describes how the outputs of the quality development project based on the TQM philosophy and applying the measurement and evaluation tools of CAF contributed to the transformation of the organisation.

CZINKI-VIETORISZ, G.: The steps of starting process regulation at the ELTE University Library459

In meeting user needs it is of decisive importance how relevant processes are defined, operated, monitored, measured and improved. In the course of process management it is the primary purpose of organisations to define the processes which fit into their strategy, to maintain their efficiency and effectiveness, as well as to see to their monitoring and improvement. The study presents the steps taken at the ELTE University Library

BIKÁDI, K.: User education in the ELTE University Library470

In the late 2000s user education related to the integrated library system was organised in the University Library and in the library network of ELTE for students. The courses applied a new approach and new tools. In 2009 the Rector commissioned the University Library with conducting user training for faculty; this new target group brought about new requirements and new opportunities. In 2010 a survey was conducted among faculty in order to tailor trainings to their demand. The results and experience of user education among faculty and librarians in 2009–2010 were summarised in a report. Using an EU-funded grant (TÁMOP 3.2.4/09/1-KMR-2010-0021) new opportunities arose for training in the promotion of reading. At the same time new target groups appeared: pensioners and secondary-school classes. With integrating the libraries of ELTE under the umbrella of Library Services co-operation in the field of user education has assumed great importance. The User Education Plan 2012 is closely associated with the upload of records to MTMT (the Database of Hungarian Research Publications). The activities are based on the needs of faculties, using unified curricula, on regular and reliable trainings on site and at external locations. The plan's implementation requires co-operation from faculty and insti-

tute libraries in the following fields: surveys, curricula, selection and education of trainers, organisation and management of trainings.

ÁTS, J.: ELTE-publications return home 478

The researchers at the Eötvös Loránd University produce a significant amount of publications. Despite this fact the upload of their records to a database began in 2010 only. The experience has shown that, paradoxically, the only way to build an ELTE database is to contribute records more effectively to other – international and national – databases. Decision makers, librarians, information technology experts, co-authors of publications, universities, research institutes and libraries are required to work together on the registration of the publications of Hungarian research institutes, and within that the publications of ELTE. In addition, ELTE's local priority is to manage its digital knowledge assets over the long term, within the framework of digital preservation. It also became clear that librarians can play an important role in this process because they have the answers to many challenges of the new digital age.

CSEKA, Gy.: Viable compromise (?), or digitising the main catalogue of the University Library 489

The ELTE University Library is a library of historical significance. When digitising its main catalogue, which is 120 years old, and making it online accessible, a unique method had to be used. After discussing the importance of the catalogue and the main considerations behind the decisions preceding digitisation, as well as the international practice of digitisation and publishing, the article presents the digital catalogue itself.

ÉZSIÁS, A. – MAJOR, K. – SZÉKELY-TÖRÖK, T.: Multiscript records in the ALEPH integrated library system 497

In 2011 the ELTE University Library, celebrating its 450th anniversary, changed its integrated library system: it has migrated from HORIZON to ALEPH. With the Senate decision accepting the University Library's network reform plan – and in accordance with the requirements of introducing a unified ILS – the university aimed to increase the accessibility of its 3.6 million documents within the unified database from 24% to 30%. The University Library set as its primary goal the cataloguing of the literature in rare (exotic) languages. Since these publications had been earlier processed at extremely diverse levels and with extremely diverse methods, their integration into the ALEPH system raised different possibilities; e.g. it is only possible to develop a usable catalogue of the Confucius Institute Library if both the original script and the relevant Latin transcription of materials are applied. Since ALEPH is based on Unicode, it offers multilingual and multifont support; the catalogue's content and interface can be displayed in more than 20 languages. The so-called multiscript records are records which publish the data in two or more scripts, in connected fields (in a parallel manner). At the moment, from among the libraries of ELTE this method is used in the Far-East Institute and in the Confucius Institute. The article discusses the relevant practice in detail.