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**Building the Collection of the National Digital Library of Kosova:
Users' Expectations**

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Abstract

Building the Collection of the National Digital Library of Kosova:

Users' Expectations

by

Besim Kokollari

This mixed qualitative/quantitative exploratory case study research is informed by a constructivist approach. Its aim is to identify user-based content selection criteria for the national digital library of Kosova. The study aimed at providing answers to two following objectives a) to explore expectations of experts and users about the content of a national digital library; b) to identify Library's potential collaborative channels with other institutions within Kosova and abroad. These objectives are met using two channels of information: a) interviews with five experts in certain fields of knowledge, and; b) survey questionnaires with one hundred and eighty-eight users and potential users of the National and University Library of Kosova.

This research reaches the conclusion that selection criteria are of utmost importance to a successful user-oriented national digital library. Proper content selection criteria were also considered to play a crucial role in the dissemination of Kosova's historical and cultural heritage to the outer world. Reciprocally, it is considered as a window to Kosovars to access world's information richness through building cooperation links with various institutions within and without the country. At the end, this research provides a few recommendations that may be useful to decision-makers and those undertaking a national digital library initiative in Kosova. Those include recommendations about territorial scope of the collection, field and thematic coverage, language scope, document type and format, and possible collaboration links that the national digital library should build in order to provide access to proper information to its audience.

Since the literature reviewed indicates that the National and University Library of Kosova does not have any selection criteria or collection development policies in place, it makes this research a unique one in Kosovar context. Therefore, this user-based research aimed at providing viable and useful information that are applicable in Kosovar context and may be transferable to a wider Albanian context in the Balkans.

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Declaration and Plagiarism Disclaimer

The opinions expressed in this dissertation are solely those of the author and acceptance of the dissertation as a contribution to the award of a degree cannot be regarded as constituting approval of all of its contents by the Division of Information & Communication Studies.

I certify that all material in this dissertation which is not my own work has been identified and properly attributed to the best knowledge of the author.

Signed: Besim Kokollari

Date: June 21, 2009

Introduction

Kosova is a new state in Balkan Peninsula in Southeastern Europe. It declared its independence on 17 February 2008. It has been recognized by more than 60 states by mid of 2009. However, it is not yet a member state of the United Nations. Serbia, on the other hand, challenges Kosova's independence both at the regional and international level by blocking its economic ties with other countries and yet claiming its sovereignty over Kosova. Consequently, Kosova has a slow economic progress due to its international political instability imposed by Serbia's continuous threat. Thus, its economy is fragile, with an unemployment rate of 40 – 45 % of its population, and a low level of foreign investments. The public funded institutions are generally under-funded. However, the country aspires to join the free nations of the European Union and other international reputable organizations. And there is a lot of investment of EU in Kosova in this direction. Therefore, to achieve these aspirations, the country not only has to improve economically, but also it has to improve in other segments of life, such as democracy, freedom of expression, human rights, education, infrastructure, etc. Libraries, the topic of our research, have to play their role in this context as well. They have to reach certain European libraries' standards in terms of infrastructure and expertise and have to employ international library standards in their operations. These will enable them to cooperate, collaborate, share, exchange their experience, knowledge and profession meaningfully with other libraries in the Union and around the world.

Kosova's libraries are still providing mainly traditional services. Some libraries are currently struggling with the automation efforts. For some, automation is the goal to be realized (Kokollari, 2008a). For others, it remains a difficult challenge because of budget constraints (Millaku, 2007; Kelmendi, 2007; Sylva, 2007). In this context, the National and University Library of Kosova, as the highest library institution in the country, has managed to automate some of its services, beginning in 2005 (Kokollari, 2005a). This library has also subscribed to a number of e-resources which are accessible online (Kokollari, 2005b). However, low hits that these resources receive make them quite expensive to the Kosovar context of 1 Euro per article retrieved in 2006 (Kokollari, 2008b). Could this be because of the lack of

internet and computer availability in schools and homes of Kosovars, or because of the lack of awareness of these resources is not known as no studies have been undertaken to find out the reasons. Although the focus of our thesis is about users' expectations for a national digital library of Kosova, the issue of such a low use to subscribed electronic resources will not be treated here in detail, unfortunately. Rather, it will be generally approached under the heading "Current Situation of Digital Services" in the following section on page 19.

This mixed qualitative/quantitative exploratory case study is informed by a constructivist point of view. Constructivism is an appropriate theoretical perspective to base social research as it recognizes the fact that keeping separate the researcher and the object being studied is not possible as it may be the case in hard science research. Thus, the researcher interacts with the object of study to construct knowledge. According to constructivist approach, humans generate meanings out of the objects in the world due to their social context. Therefore, the object of study is interpreted according to the researchers' experience and knowledge. Hsiao (n.d) states that "*Knowledge is not a fixed object, it is constructed by an individual through her own experience of that object.*" Thus, from a human perspective, the object of study does not have meaning in isolation. Von Glaserfeld (1993), in his answer about the role of truth, states that "*constructivism is an attempt to cut loose from the philosophy tradition and especially from the philosophical tradition that knowledge has to be a representation of reality.... And what is meant by it is a world prior to having been experienced. Truth in constructivism...is replaced by viability*" (p. 25). According to this, knowledge is constructed through experience and that there is no such thing as absolute truth. Therefore, we deal with the meaning of truth, which may differ from individual to individual or from an interest group to another. In this sense, this research will try to bring together different expectations of diverse groups of users. Through this research it is not claimed to find out the truth, but viable information on which an undertaking of building a national digital library can partially rely upon.

The Librarian of the National and University Library of Kosova has publicly proclaimed the news of building a national digital library of Kosova, known as "Kosova Memory", as early as April of 2007 at the Library Week Conference in Kosova (Bashota, 2008, p. 15). Although this topic has been discussed in conferences and through articles written in past two years (Bashota, 2007; Kokollari, 2007; Kokollari & Zeka, 2008), the Library is still far from making this goal a reality.

Building a national digital library, whether to be named a Kosova Memory or differently, is by far a huge enterprise, which requires time, informed decisions through careful research, expertise and human and financial resources.

In this context, the aim of this research is to:

- identify user-based content selection criteria for the national digital library of Kosova

The objectives of this research are to:

- explore expectations of experts and users about the content of a national digital library;
- identify Library's potential collaborative channels with other institutions within Kosova and abroad.

The main guiding research questions to be asked in this paper are:

- What content do users expect from a national digital library?
- Which institutions should the National and University Library of Kosova cooperate with in order to fulfill content expectations to its users?

The answers to these questions will generate only a bit of the information mosaic of a digital library environment. Surely, other similar research to be carried in the future will reveal different users' expectations towards the same phenomenon even if the same method is to be used. Therefore, we maintain that through this research, looking from a constructivism point of view, we will construct viable, useful, beneficial, and informational interpretations out of user-oriented data collection. In this way, we try to hold together the subjectivism generated through our own interpretations and the objectivism grounded in the field. This information, hopefully, will be of value to stakeholders interested in building a national digital library for Kosova and specifically to those that will have to decide what content the digital library should provide to its users.

Statement of the Problem

Given the trends at the National and University Library of Kosova and the trends around the world, the Library sooner or later is going to initiate a national digital library project in the country. National Libraries build digital libraries for various reasons, such as preservation of their endangered materials and other materials both

for the present and future; making available round the clock unique materials to their audience; reaching out to a wider audience, both inside the country and outside; presenting the country's cultural heritage to the others, and; even promoting their unused or hidden materials in closed stacks but of value to the public. Building a national digital library of Kosova will by far justify any of these reasons. However, building a national digital library requires careful planning. One of the aspects of planning is what materials to include, and what materials to digitize. In other words, to develop collection selection criteria for the inclusion of materials in a national digital library. As of today, the National and University Library of Kosova does not have a written policy that clearly lays out its selection criteria for the traditional materials it collect, besides the general definitions provided by the Law on Libraries of Kosova, which are primarily focused on the publications within Kosova. Therefore, a lack of selection criteria for the national digital library should not be the case with digital collections if the if the Library wants to provide digital services, to reach to a wider audience within and outside Kosova borders, and to know what it is all about.

This research is being undertaken prior to building a national digital library in Kosova. However, as already stated, talks and preliminary discussions have already started for building a digital library to be named "Kosova Memory". Being part of the National and University Library of Kosova for more than five years, it may be speculated that those discussions have remained in the speculative level as long as no firm practical steps have been yet undertaken. Its unsuccessful funding proposal and limited and unclear selection criteria may be considered as a motivation to undertaking this research (See the section on Kosovo Memory for more information). For the purpose of this research, the *Kosova Memory* idea may be an equivalent of the national digital library we are talking about here. Hopefully, our research depicting the users in the center of the research, by informing and becoming the driving force of content selection criteria for a national digital library, will be of informative and practical value to those undertaking such an enterprise. It is believed that the findings of this research may be used also for a funding proposal that may be developed at a latter stage. Moreover, this research, hopefully, will be of unique value by providing a part of information in the wholeness of a digital library. We hope that further research in this area, and other research in the area of technical issues and other aspects of a digital library, will be done before taking hasty practical steps in implementing a national digital library of Kosova.

This research is composed by the following chapters. Chapter one provides a brief background to Kosova libraries with a specific focus on the developments of the National and University Library of Kosova. Chapter two reviews the literature in two main aspects: 1) models of national digital libraries with focus on four aspects, i.e. governance, preservation, sustainability, content organization and selection criteria of Europeana, of American Memory, and of Gallica; 2) use and users' expectations of national digital libraries. Chapter three provides an overview of the methodology used. Chapter four provides a detailed analysis of two information channels and it is composed of two parts. One part is dedicated to content selection criteria suggested by expert interviewees. The second part is dedicated to the content selection criteria as perceived by users and potential users of the National and University Library of Kosova. Chapter five briefly gives some conclusions and recommendations.

Before we begin with the literature reviewed where we describe three models of building digital libraries of national scale around the world, we would like to provide below a brief background to Kosova's library system in order to better put the problem in Kosovar context.

Chapter I

A BRIEF BACKGROUND TO KOSOVA'S LIBRARIES

The present public libraries in Kosova are relatively new. They were established as public institutions mainly after World War II. Public libraries experienced quite a difficult history since their beginning. Due to the politics of that time, they also experienced a period of name and location changing. To name just a few, the current National and University Library of Kosova was established in 1944 in the city of Prizren. Then, it was known with the name as Regional Library of Kosova (Oberembt, 2004; Gajraku, Gashi, Berisha, 2006). Later, the seat of the library was moved to Prishtina, today the capital of the country. And in 1953, it was reestablished with a new name as the Provincial Library of Kosova. With the establishment of the University of Prishtina, the library was known as Peoples' and University Library. However, its current name as The National and University Library of Kosova was used since 1999 (Gajraku, Gashi, Berisha, 2006). The Albanian acronym of the National and University Library of Kosova is BKUK and may be used later in the text. It stands for "Biblioteka Kombëtare dhe Universitare e Kosovës". Another regional library, today known as The Intermunicipal Library "Hivzi Sulejmani", was established in 1945. It had to change its location once, while its name changed many times. Once as a "Peoples' Library", then "The Public Library Miladin Popoviq", later "City's Library" (Biblioteka Ndërkomunale "Hivzi Sulejmani" e Prishtinës, 2005). I took only these two examples, illustrated with changing of location and names, to indicate the difficulties these libraries underwent because of political changes that took place at different times in Kosova's history.

From the 1990s to 2000, Kosova libraries experienced another wave of difficulties. The then Serbian regime in Kosova fired out all civil servants who did not comply with its coercive rules. Thus, Albanian public librarians were not saved from this brutality as well. During that period, public libraries were run mainly by Serbian authorities, which implied several consequences. One is that the collection development was directed towards Serbian language material acquisition; another is that the buildings were not properly maintained, then; the Albanian population was

not receiving the services they should have, and; the Albanian library staff already fired out lost about 10 years of their professional development. However, the worst came with the war in Kosova during 1998/99. Many libraries during that period were burnt down; their collection destroyed completely (Frederiksen, Bakken, 2000; Riedlmayer, 1999/2000; Riedlmayer, 2000; Riedlmayer, 2001; Biblioteka Ndërkomunale “Hivzi Sulejmani” e Prishtinës, 2005), and; libraries were even turned into military shelters for the Serbian military service during NATO bombing (Riedlmayer, 1999/2000). Nowadays, most of libraries in Kosova hold a misbalanced collection in terms of the dominance of Slavic language materials. This is due to mainly two factors. One already mentioned the difficult period of the 1990s when Albanian workers were fired out of public services and the collection development policy was oriented purposefully towards Serbian language collection. To date, this added to another problem and challenge to the National and University Library of Kosova in terms of collecting the publications published in the 1990s. This literature, which was most a grey literature, has yet to be collected. The Library today has a big gap of missing collection of this period. The difficult issue here is that most or probably all of that literature is out of print. In addition, that grey literature was published in most cases through individual initiatives. The challenge for the Library is where and how to find that literature. And if it finds, how to acquire it as their owners may resent in giving in their single copy to the Library. However, they may not resent in giving their copy to the Library to digitize and make it available through the national digital library. Thus, the role of the national digital library may be quite crucial in solving this issue.

The other factor is of an over-dominance of Slavic literature is the geographical and political presence of Kosova in the territory of ex-Yugoslavia. Kosova, in those times, was an autonomous province, enjoying the right to have its own national library. The existing law of that time defined the exchange and collaboration of all national libraries in ex-Yugoslavia. It also defined them as legal deposit libraries, each receiving 15 copies of materials published in their territory. There were 8 national libraries in ex-Yugoslavia. Further, each national library had to exchange a copy of their legal deposit with every national library in the territory (Oberembt, 2004). In this way, the National and University Library of Kosova was receiving by default 7 more copies of legal deposit copies from each other national libraries, which were dominantly of Slavic language origin. The ideal was that each

national library in ex-Yugoslavia will have a copy of whatever was published in that time in that territory. However, now with a new political and geographical arrangement and with more than 90% of its population being Albanian, libraries in Kosova should also reflect the demographics of its population with the sole purpose of filling the needs of everyone. The same non-discriminatory policies should be followed for the collection development criteria of a national digital library.

In terms of library education, it is important to note that there are no library schools in Kosova. The National and University Library of Kosova used to hold courses for librarians and certify them for working in libraries throughout the country. Today, the Library has failed so far to reinitiate that program. Therefore, those interested in library degrees have to look for opportunities in Europe or elsewhere.

Kosova Library Legal Framework

There are two particular laws in close relations to library activities in Kosova. Those are: The Law on Libraries, and the Copyright Law.

Law on Libraries

Libraries in Kosova are legally regulated by the Law on Libraries approved by the Assembly of Kosova and enforced in June 2003. The Law on Libraries defines the following types of public libraries: The National Library of Kosova; Intermunicipal (regional) libraries; municipal libraries, and libraries of localities and villages acting as libraries of the community; special libraries, those established at educational, research, political parties, and other organizations' institutions. These libraries are funded by the public money. On the other hand, the law defines private libraries as well, as institutions owned by private sector, however, established for public use (Kuvendi i Kosovës, 2003).

The library system is quite centralized. Public libraries report to the Ministry of Culture. Thus, they also receive funds directly from this Ministry. There are 7 intermunicipal or regional libraries in Kosova. Those libraries represent 7 administrative regions of Kosova. Those seven libraries, according to the law, report directly to the Ministry of Culture. They also are responsible to coordinate the work between their respective municipal libraries.

The National Library, according to the law, is the central library institution in Kosovo. It is a legal deposit library as well as supervises professionally the work of intermunicipal and university libraries. It is also the center for standard dissemination to other libraries within the country. According to this Law, the publishers, acting in Kosovo, are obliged to deposit five of their published copies to the National and University Library of Kosovo. In this respect, the law is quite well respected by most book publishers, and to some extent, newspaper publishers. The music publishers, especially those production companies releasing music recordings, generally do not respect this legal obligation. It is important to note that out of those five copies that publishers submit to the library, one copy enters the archival collection of the Library, while two of them enter the general collection. This means that users can request the copies in general collection, while the archival copy will be retrieved only if no other copy is available. Two other remaining copies usually enter another collection dedicated to exchange activities with other regional and international libraries. The Law on Libraries defines many types of publications, published, produced and reproduced in different formats. One can vaguely claim that the law may also imply a legal obligation of the National Library towards the collection of digital materials as long as the law does not clearly limit this obligation only to print materials. However, the law as it is now fails to clearly address any legal obligation of the Library towards collecting digital materials. This may have direct implications for a national digital library to collect digital materials published in the territory of Kosovo unless the law is amended. In addition, even if the law had clearly defined the obligation for collecting digital materials, the Library as it is now would not have been able to fulfill this mission due to lack of information technology infrastructure and professionalism. This being said, the Library should have in mind this new challenge when building the national digital library of Kosovo so that it will be able to fulfill, in one hand, the legal obligations both in traditional and digital publishing worlds, and on the other, the users' needs to access their wanted materials at their convenience.

The University Library, on the other side, reports to the Ministry of Education and supervises all libraries related to the education sector. According to the law, it is the central library for all faculty and departmental libraries of the University of Prishtina, the only public university in Kosovo. The University Library is still co-living with the National Library, hence the name The National and University Library of Kosovo. Recently, the efforts put by Kosovo's Ministry of Education have resulted

in the allocation of a building for the University Library of the University of Prishtina, which according to the public speeches of the Minister of Education is to be opened with some limited services no later than October 2009. This means the National Library of Kosova is soon going to pursue its future separate from its former ally 'the University' part of it.

Copyright Law

The Copyright Law was approved in 2004 by the Assembly of Kosova. It is quite extensive and detailed. The rights protected cover from oral works, such as speeches, lectures, tales, books, brochures, daily newspapers, literary and professional writings, computer programs, music works, theatrical works, films and photographic works to architectural works, graphic design, cartographic materials, scientific presentations and much more. It also covers derivative works, such as translations, adaptation, updated versions, etc. This Law, however, does not offer juridical protection to the following types of contributions: ideas, instructions, procedures, discoveries, official laws, amendments, regulations, parliamentary and governmental publications, proverbs, daily news, etc.

The Law defines the public right of using publications and other materials. These dispositions are of particular importance to libraries as they are the institutions that make usually copyrighted materials available to public. Thus, the law defines the right for compensation for authors whose works are made available to public through public institutions. This compensation right with implications to libraries, however, is void when the original or copies of a work are made available through school libraries of all levels; when the item is used within a public institution; when the item is loaned between public institutions. Although not directly mentioned in the Law as school libraries of all levels are, the National and University Library of Kosova is a public institution as well. And it may benefit from these limited rights defined by the law. However, if the National and University Library is to provide copyrighted material to outside users through its national digital library, then certain measures should be taken in considerations. Indeed, the building of a national digital library is to target first outside users rather than walk-in users. Thus, one measure is that the national digital library should prepare to negotiate with authors, publishers or copyright holders and license materials for digital reproduction, i.e. digitizing copyrighted

printed material. It also should employ a digital rights management system to be compliant with the copyright law in terms of compensating authors, publishers or copyright holders.

One aspect, besides those mentioned above, that is important to libraries is that the Law allows public libraries and other institutions to freely reproduce a work or upgrade it in a different container if such a reproduction has no direct or indirect commercial purpose. Specifically, the Law regulates the reproduction, distribution and communication of a published work to disabled people always with no direct or indirect commercial purpose. Another aspect is that the Law defines the duration of protection of copyrighted materials. Works are copyright protected 70 years after author's death; if the work has been published under pseudo-name or anonymously, then the work is protected under this law for 70 years since the day of its publication. Only when this period has passed, then the work belongs to public domain (Kuvendi i Kosovës, 2004). These two aspects are particularly important also for digital libraries, hence the national digital library, as they need to continuously upgrade their digital documents* for preservation purposes due to frequent technological changes. Frequently, they also need to serve specific disabled peoples so that they need to reproduce a work, for e.g. from text to audio, etc. Further, many works that have already exceeded the period of 70 years may become the core initial collection of the national digital library.

It is important to note, that the law does not specifically talk about digital copyright. However, one may not exclude such a right as the law is extensive in protecting the rights of the authors for their work regardless of their carrier, be it physical or electronic. Another phenomenon today is the publishing activity through open access. The law does not refer to this phenomenon at any of its paragraphs as well. However, the law is clear that moral rights are non-transferable rights, while the economic rights may be.

* The word 'document' is widely used in this research. It is used interchangeably with the words 'information' and 'material'. Thus, it does not necessarily mean 'text document'.

Cooperation of the National and University Library of Kosova with Other Libraries

The Law on Libraries presented above conferred several obligations and responsibility to the National and University Library of Kosova about its cooperation activities. According to the Law, the Library is to, among others, a) be the center for coordination of the national library network, b) become member of international organizations and participates in international library activities (Kuvendi i Kosovës, 2003). The national library network includes a system of libraries that report either to the Ministry of Education, e.g. all school and university libraries, and those that report to the Ministry of Culture, e.g. the National and University Library of Kosova and all public libraries. In this context, the National and University Library of Kosova does not play a so much coordination role, but it closely cooperates with them to the extent that its professional and financial resources do allow.

The National and University Library of Kosova holds close cooperation with all intermunicipal (regional) libraries through spontaneous and official meetings, where issues related to the library system or creating a stronger library network are discussed. As a result of these discussions and because of the responsibilities conferred by the Law, the Library is closely cooperating with intermunicipal libraries to extend and implement one Integrating Library System called Aleph. This system, upon implementation, will enable users to search virtually all the holdings of the library system in Kosova. Additionally, the Library has built a system of cooperation with other libraries in Kosova for the distribution of book donations mainly coming from the abroad. A third aspect of cooperation of the Library with other libraries in Kosova is through sharing its electronic resources. To be more precise, the Library licenses many electronic resources for the whole country through the Consortium of Electronic Libraries in Kosova. Thus, libraries will automatically have access to those resources without any cost inferred to them. From what has been described above, the cooperation between the National and University Library of Kosova and other libraries in the country can be characterized more a unilateral rather than bilateral or multilateral. This means that the National and University Library is giving more on this cooperation to the other libraries. This, however, is not a negative relationship. It should also be seen in the light of the legal obligations defined by the Law on

Libraries towards the National and University Library as described above. However, in the light of building the national digital library, the National and University Library of Kosova should be more active in building bilateral and multilateral cooperation, that is give and take relationships. This will enable the Library to enrich its digital collection as much of valuable cultural and historical heritage may reside in other libraries and institutions.

The National and University Library of Kosova cooperates also with the wider world library community. It has very strong cooperation with the National Library of Albania. Most recently in April of 2009, both libraries have committed themselves to exchange mutually the periodicals published in their respective areas. Both libraries have also established a joint conference named “The Albania-Kosova National Library Conference”, which is further described under the heading of Library Activities. This cooperation with the National Library of Albania can be characterized as bilateral relationship and moving in the right direction. It will be a valuable cooperation that has to be further nurtured in the light of a national digital library. Being the same nation, but divided into two states, much of Kosova’s national identity resides in the National Library of Albania and other cultural institutions there.

Further on the neighboring region, the Library is trying to revive its old cooperation and links with ex-Yugoslav national libraries. It has started building links with the National and University Library of Slovenia through a couple of mutual visits, and with the National Library of Macedonia. It is also looking forward to closely cooperate with other libraries in the region. One initiative in the close regional cooperation level is the foundation of Balkan’s Library Union soon to become a reality. And the National and University Library of Kosova is to become one of its founder members.

On the international level, the Library is member of eIFL.net, an international consortium supporting libraries in the developing countries to acquire electronic resources (see <http://www.eifl.net>). Further, the Library has created links of cooperation both with the Library of Congress and with the National Library of France through visits and sending staff for training. The Library has not been able to become an IFLA member due to the objection imposed by Serbia. However, the Library is a full member and cooperates both with the International Standard Book Number (ISBN) agency and with International Standard Music Number (ISMN) agency (Biblioteka Kombëtare dhe Universitare e Kosovës, 2006).

The Library may look at expanding its cooperation efforts with other libraries in Europe and elsewhere. This cooperation will become automatically necessary when a national digital library is in place either through exchanging Kosovar culture with the others, e.g. through Europeana library, or acquiring surrogate materials or hosting important links about and on Kosova from respective libraries and other institutions around the world to present for its primary users, i.e. Kosova people.

Library Activities

Today, many libraries in Kosova organize different activities. It is worth noting that the National and University Library has the lead in this respect. It organizes two library conferences each year. One is the Library Week in Kosova, which was established in 2003. It is a weeklong local event intended to improve library infrastructure, expose Kosovar librarians to new Western library developments through experience sharing with both American and European library experts, as well as to raise the library awareness in our community. This conference corresponds to the Library Week in United States and it is held mainly at the beginning of April (Kokollari, 2008c).

The other conference is more of a regional or a cross-state conference between Kosova and Albania. It is called The Albania-Kosova National Library Conference, established in 2006 by the National Library of Albania and the National and University Library of Kosova. It is a rotating conference, one year in Albania, the other year in Kosova. It tries to foster cross-collaboration and standardization efforts between the libraries of the two countries. This conference usually takes place in late November (Kokollari, 2008c).

Publication in the field of the library is not a big attraction for both big and small publishers in the country. Kosova libraries now and then publish a book either authored by a Kosovar librarian or translations from English. Publications in the library field, however, are very few. This activity has especially evolved after the year 2003. Today, we have a couple of books translated, a couple authored by Kosovar librarians and two journals. One journal is called “Biblioetra” published by the National and University Library of Kosova and it is almost regularly issued. Its first publication was in 2004 with 4 issues per year. The other is “Biblioteka” (see its URL

at: http://shbk-ks.org/krye_sq/botimet/revista2_2005.htm) published by the Kosova Librarians Association, very irregularly issued. It is an annual journal, which has been issued only twice, one in 1984, the other in 2005.

Library Organizations

Kosova libraries are organized around Kosova Librarians Association, a non-governmental organization, which aims at improving the library sector throughout the country. The Association has been established since 1971. However, its history is with a lot of ups and downs. It ceased its activities during the 1990s because of the Serbian regime. It restarted its activities immediately at the end of the war in 1999. However, its activities have been very limited due to lack of funds and support from the state. It is important to mention that Kosova Librarians Association has not been able to become an IFLA member due to the blockade that Serbia is doing to its membership. Thus, the lack of connection to an international organization has quite heavily reflected in its operations.

Kosova librarians are also organized in their labor unions, which also try to defend their rights. However, like the Kosova Library Association, this union has not been successful in fulfilling its mission.

The Image of the National and University Library of Kosova

The National and University Library of Kosova resides in an outstanding building and prominently in the middle of the capital city of Prishtina. Moreover, it is in the most frequented area of citizens and students of the University of Prishtina.

The Library is also highly regarded among its population, including politicians, and common people. This is evident due to the fact that the Library is the place where most of public non-political gatherings, such as book promotions, talks related to education, historical seminars, etc., take place. It sometimes becomes a chosen place for national scale acts, such as the signing of the first constitution of the Republic of Kosova by the members of Kosova parliament. In addition, the library building due to its non-conventional architecture is present in most posters of the capital, including a wallpaper of the library at the International Airport of Prishtina;

its picture presence in many respective TV debate shows; its presence in the advertising campaigns of many commercial companies, etc.

The National and University Library of Kosova is both considered as an identification symbol for the capital as well as a national symbol of the country. Thus, the library has created its own brand and name among its people. The to-be-created national digital library of Kosova should serve as an additional window of knowledge and culture for Kosova people, by further strengthening the already respectful image of the National and University Library of Kosova through its digital services.

Figure 1. The outstanding building of the National and University Library of Kosova



Kosova Memory

Kosova Memory is an idea taken from the Library of Congress's American Memory. The National and University Library of Kosova aims at building a national digital library under this name. However, as already stated in the introductory section, the library has not yet taken only two initial steps to build such a digital library. One was its unsuccessful first proposal for funding as early as 2005; the other was the allocation of a space within the Special Collection Department of the Library. By early 2009, this space, however, is doing the same old job of cataloging old and rare manuscripts and books. Yet, there are no funds allocated from the library's budget for

this project either to expend its staff or activities. As of 2009, there are no promises to get some of invaluable collection of old and rare books online in their digital form.

According to the unsuccessful proposal, the following selection criteria for the content of the Kosova Memory were proposed:

- To be resources that belong to all Kosovar communities;
- To be based on standard managing policies of documentary collections;
- The collections are to be developed on a continuous basis.

These three criteria are quite broad. Indeed, only the first one is to be regarded as an understandable criterion. The other two are more to be considered as statements without defining anything concrete that will guide content development for Kosova Memory. We may argue here that selection policies are to be both inclusive and exclusive as well as clear and understandable for current and future employees of the Library.

This research, however, may be useful for helping the National and University Library staff and project developers in designing clear and understandable selection criteria for the content of the national digital library, either to be named as “Kosova Memory” or with (an)other name(s).

Current Situation of Digital Services

As stated in the introduction, the National and University Library has done some steps towards providing electronic services to its users. It has implemented an automated library system so that its resources can be searched through its Online Public Access Catalog. In addition, it has subscribed to a number of electronic resources, mainly databases, which are not used satisfactorily. Together with its new website, they mark a new era in the digital services that the Library provides. Other public libraries of different cities and municipalities, and faculty and departmental libraries of the public University of Prishtina do not provide any digital library services. Further, majority of them do not have any websites of their own. As digital libraries are closely related to internet, following are three statistical tables reflecting: 1) the internet usage in Kosova compared to its neighboring countries, 2) the use of the National and University Library of Kosova’s website compared to websites of national libraries in the region, and 3) the use of electronic subscribed-based resources at the Library.

Table 1. Internet Usage in Kosova Compared to Its Neighboring Countries

Country	Population	Internet users	% Population	User growth 2000-2008
Kosova	1,794,984*	377,000	21.0 %	0.0 %
Macedonia	2,061,315	906,979	44.0 %	2,923.3 %
Slovenia	2,007,711	1,300,000	64.8 %	333.3 %
Albania	3,619,778	580,000	16.0 %	23,100.0 %
Bosnia-Herzegovina	4,590,310	1,441,000	31.4 %	20,485.7 %
Serbia	8,032,338	2,602,478	32.4 %	550.6 %
Croatia	4,491,543	1,984,800	44.2 %	892.4 %
Montenegro	678,177	280,000	41.3 %	0.0 %

**Current estimated figures of Kosova's population are close to 2 million. No official census on Kosova population has been done since 1981.*

These statistical figures are taken from Internet World Stats (Internet World Stats, 2009), a website that is able to produce analysis of website usage on country level. According to this table, Kosova has the second place after Albania with only 21.0% of population using the internet. Adding the latest estimate figures of Kosova population of more than 2 million people (Statistical Office of Kosovo, 2008), this percentage may still decrease compared to Albania and other countries in the table above. According to Internet World Stats, the user growth between 2000 to 2008 remains at a 0 % point, similar to that of Montenegro.

Table 2. Use of National Library Websites in the Region

Country	Institution	Website domain	Traffic rate (3 months average)	Average time on site	Where users come from on the Website
Kosova	The National and University Library of Kosova	biblioteka-ks.org	14,739,812	1.5 min/day	Not available
Macedonia	National and University Library of Macedonia	nubsk.edu.mk	3,473,416	1.5 min/day	66.7% from Macedonia
Slovenia	National and University Library of Slovenia	nuk.uni-lj.si (includes the University of Ljubljana domain)	19,717	4.6 min/day	78.6% from Slovenia
Albania	National Library of Albania	bksh.al	2,538,476	2.3 min/day	Not available
Bosnia-Herzegovina	National and University Library of Bosnia and Herzegovina	www.nub.ba	5,919,977	0.8 min/day	66.7% from Bosnia and Herzegovina
Serbia	National Library of Serbia	nb.rs	206,900	4.1 min/day	59.1% from Serbia and Montenegro
Croatia	National and University Library of Croatia	nsk.hr	324,620	5.2 min/day	85.2% from Croatia
Montenegro	Central National Library of the of Montenegro	cnb.me	14,306,119	0.3 min/day	Not available

These statistics are collected from Alexa Internet company at its analyzing website: www.alexa.com. According to Alexa Internet, the rate is calculated using a combination of average daily visitors and pageviews over the past 3 months. The site with highest visitors and page-views receives the rank of number 1 (Alexa Internet, 2009). Although I was not able to verify or test these figures in a second alternative

solution, they represent a good statistical comparison of visits of national libraries' websites of the region around Kosova.

Although the data presented in this table are self-explanatory, it is worth mentioning that the website of the National and University Library of Kosova does not enjoy a big popularity compared to other regional national libraries. Statistically, it is very close to Montenegro's National Library. However, it exceeds both Montenegro and Bosnia and Herzegovina's national libraries with the users' average time spent on its website. Another important data from this analysis is that all the websites are mostly accessed from within their respective countries, which shows where their primary audience comes from. This may also be interpreted as an indication that the primary or majority of the users of national digital libraries will mainly come from the national boundaries. However, their importance of presenting one country's culture, history and identity to the others and their use by scholars either within their territory or abroad should not be underestimated.

The following table includes statistics of 12 Ebscohost databases and 2 Gale databases to which the National and University Library of Kosova subscribes to. It is important to note that Ebscohost databases can be accessed online from anywhere within Kosova's territory, while Gale resources only from within the Library. This table does not include some other electronic resources that the Library subscribes to due to non availability of statistical reports to the researcher.

Table 3. Use of subscribed electronic resources at the National and University Library of Kosova

Full Text Retrievals for Year:	Ebscohost database	Gale databases	Total
2007	6487	228	
2008	3585	201	
2009*	1656	55	
Subtotal:	11728	484	2140

*2009 includes a period of only 4 month statistics January-April for Ebscohost and Gale.

Although the year 2009 is not complete in the table above, it really seems to follow the same trends of the previous years. The statistics are collected from the monthly electronic reports directly sent to the researcher email address from the database centers. The table shows a very low use of subscribed electronic resources. This leads

us into two directions to look at this problem. One is maybe the lack of promoting, marketing and spreading the news about the availability of these resources to its patrons, students and citizens. How such low use of electronic resources is possible when there were 28,757 students enrolled for the academic year of 2007/08 (Universiteti i Prishtinës, n.d.) at the University of Prishtina and a couple of thousands at private universities all with the right to use these resources? In addition, the National and University Library of Kosova counts between 3 000 to 4 000 patrons, mainly being students. The other direction is to look at may be the (ir)relevance (limited content or language barriers) of these resources available to the National and University Library users. The researcher is not aware that any research or report is dedicated to this issue. Thus, it will be impossible to further address this issue here, but those two hypotheses. However, this remains to be seen in a future perspective and an object study of future research.

Today, the role for subscribing and negotiating e-resources in Kosova is taken by the Consortium of Electronic Libraries in Kosova affiliated to eIFL (Electronic Information for Libraries: <http://www.eifl.net/cps/sections/home> - an international organization that supports libraries in developing countries). The Consortium was established in 2004 (Kokollari, 2004). Since then, it has managed to secure funds and to successfully negotiate electronic resources both at national and institutional level. Although, its funds have mainly come through donations, its services have proved quite successful to the scholars. Indeed, the electronic services, in general, and not only e-resources, are the way to move forward. Building a national digital library of Kosova, where users will be able to access not only the present e-collection, but also the past heritage through digitization and collaborative projects with the libraries within the country and those in the region and much more.

In sum, all three tables above do not statistically have strong indication towards a big usage of electronic services dependant on the Internet. There may be many factors related to this. For example the low use of Internet (see table 1 above) may be related to the lack of internet infrastructure in the country level, including the lack of such infrastructure at the University of Prishtina, which also affects the use of e-resources described in both table 2 and 3. Statistically, building a national digital library may not promise a huge usage in a near future. Therefore, careful planning, selective content, and effective services, including an extensive promoting and

marketing services, should be provided together with the building and launching of the national digital library.

In sum, this section provided information on the difficult periods Kosova libraries went through, especially during the last war. Many of library buildings and their collections were burnt, destroyed or improperly managed. Further, the lack of library education in Kosova may still hinder library development in Kosova. Two laws related to library activities were described here as well, the Law on Libraries and the Copyright Law. According to the Law on Libraries, the current National and University Library of Kosova is to be split into two parts – in the national side and the university side separately. The Ministry of Education has already started to implement the law and the University Library is expected to be inaugurated as early as October 2009. The Copyright Law, on the other side, has not yet started to be implemented. However, the Copyright Law has quite advanced the rights of authors, which are to be respected by libraries, including the national digital library, through implementation of digital rights management software or other mechanisms. Another issue discussed in this part was the library activities and cooperation with institutions within and outside the country. The publication activity in the library field is still in its infancy, while the cooperation links have started to expand, first with some neighboring countries as well as with some world libraries. Yet, these cooperation links are fragile and need more vitalization. It is important to note that the image of the National and University Library of Kosova is very strong within the country. It serves as a cultural and identity symbol of the capital with its presence in many cultural and commercial advertisements both on TV and other communication media. Last, digital library services discussed here show that they receive low use. Such a low use may be related to different factors, which are not explored in detail due to the lack of research.

Chapter II

LITERATURE REVIEW

The purpose of our research is to find out the users' expectation about the content of a national digital library of Kosova. As this digital library is not yet in place, we will explore the literature around the world in search of models of digital libraries at the national scale as well as the services and function they provide to their users. In addition, we will also explore some user expectation in general level about digital services in some respective national digital libraries.

Models of National Digital Libraries

In Kosova context, just a few articles have been written and directed towards the need for a digital library in the national level in Kosova's library publications. Those authors include Oberembt (2004), Bashota (2007), Kokollari (2007), Kokollari and Zeka (2008). For example, Kokollari (2007) summarizes three aspects of a digital library in the Kosovar context: a) the content, b) acquisition approaches, c) organization of information. He points out that the content in a digital library should have both national and scholarly values. His strategy for defining the kind of content to be included is through making questions in a related field. For example, if we were to include content that present the recent history of Kosova, he pointed out that questions that should be asked may be such as: "which part of the history has mainly contributed to the present reality? Is it the 90s, 80s or 50s? Is there any interference between the two World Wars and the present reality?" (Kokollari, 2007, p. 4). Thus, trying to include a collection that will represent the new reality of Kosova, the search for information will be specific, although on different times. However, Oberembt (2004) cautions about the policies to collect, especially, the sensitive events of the 1990s, which was accompanied by a lot of violence and war; thus, recommending a moment of tranquility to reflect the past history.

In terms of the acquisition approaches, Kokollari puts a lot of emphasis on coordinating and collaboration efforts of cultural and historic institutions within the country, and on collaborating with other institutions. On collaborating with other institutions, he takes a historical aspect, where he emphasizes the collaboration with archives in Vatican, Rome, and Istanbul, which have been the administrative centers of respective empires, which our country was part of in different times of history.

Information organization is another aspect discussed in his article. An illustrated example is American Memory of the Library of Congress, which has organized its collection in different ways. One way is by topic, another by chronology, still another is by format and the final one is by regions. (See also: <http://memory.loc.gov>). All these ways facilitate both the visibility and usability of resources as they are displayed on the main page of the American Memory and some are self-explanatory.

Kokollari and Zeka (2008) explore at some other aspects of digital libraries. They generally speak about the nature of digital documents and the applied technology in digital libraries. It is obvious that the digital documents represent more challenges than the traditional ones. They not only are of a variety of formats, but also depend on different software technologies, which present a challenge for future preservation. They also discuss about three levels of digital documents in digital libraries in order to have them not only stored there, but also accessible, findable and retrievable. Those are the actual document itself, the metadata level and the thesauri level. Although costly, these three levels will ensure both findability and usability of documents from the users' perspective.

The other aspect they discuss is the technology behind a digital library. They especially focus on open source software. And they mainly describe and discuss three open source software, Greenstone, DSpace, and Fedora. Their features and characteristics of these software, such as platforms they can run into, the metadata and format standards they support, the multiple language format they support, etc., have been discussed. However, the main reason they take into consideration only open source software in their article is the feasibility of implementing such a software in a developing country, such as Kosova, with low income and insufficient funds for a commercial digital libraries.

In the international development level, digital libraries of the national scale are the state-of-the-art development of, especially, the national libraries. Two reasons of

building a digital library at national level may be: first for preservation issue, second for providing online and remote access at the time of need. While the first is true mainly for national libraries, the second is true for any type of digital libraries, be they university or public. The preservation issue remains the biggest challenge for digital libraries. However, the opportunity they give to their users with their wealth of information makes them very popular and their use justifies the cost.

The following section discusses three digital library models of international and national scales. Those include: Europeana, the Europe's digital library; American Memory of the Library of Congress in U.S.A., and; Gallica of the National Library of France. It particularly looks at their governance, sustainability, preservation and content organization issues, and selection criteria. These parameters are specifically chosen as they are believed to be key in successful digital libraries.

Europeana

Europeana is a good example of cross-state collaboration and cooperation efforts. It aims at providing one-point access to cultural heritage of Europe in a multilingual interface. Its prototype interface is simple. It offers a Google type search box directing to the actual item instantly after inputting a key word. Although very limited function in the testing phase, the site gives a flavor of the content that one may find through this portal of Europe's cultural heritage wealth.

Governance

In a letter of communication from the European Commission to the European Parliament, the Commission states that “*Organising and funding the digitisation of cultural collections and digital preservation is primarily a responsibility of the Member States*” (The Commission of the European Communities, 2005, p. 8). To reflect this, Europeana follows a decentralized or distributed model of a digital library. It is a collaborative effort of European libraries, archives, museums and other institutions towards providing wider access to European cultural and educational heritage. More than 100 institutions partner and contribute to make Europeana happen (Europeana Partner page).

Europeana is funded by both the European Commission and the member states. Its work is overseen by EDL Foundation (European Digital Library

Foundation), which aims at committing its members to: ensure access to cultural and scientific heritage of Europe through a joint portal; sustain the portal; stimulate initiatives, and; support digitization (Europeana About page). The EDL Foundation is governed by The Board of Participants, which is made of content holders, i.e. those that contribute with content to Europeana, Executive Committee that is elected by the Board of Participants but holds the executive power, and Associate Members, who may attend meetings but have no voting rights (Cousins, 2007; EDL Foundation, 2007). Hosted by the Dutch National Library (The Commission of the European Communities, 2008), Europeana obviously is an interdependent initiative, relying on many stakeholders to operate.

Sustainability

Europeana is funded by the European Commission under the eContentplus programme, which expired on December 2008. However, the making of Europe's digital content more accessible, which may refer also to Europeana, will fall under the program of the European Parliament and Council *Information and Communications Technologies (ICT) Policy Support Programme ("ICT PSP")* (Europe's Information Society, 2008).

As already stated, Europeana is a broad initiative, which requires efforts to hold it together and commitment of all the stakeholders involved. In this sense, its distributed model will be of added value to ensure a long sustainability of its activities. The members and partners will continually contribute to Europeana due to the cost effectiveness of this joint effort in case EU funding decreases. However, the sustainability of an organization that oversees the commitment of the stakeholders, such as EDL Foundation, should be seriously considered and maintained. Indeed, the EDL Foundation has been established to secure the sustainability of Europeana as well as "to create a cross-domain legal entity' and to apply for funds for its development" (Cousins, 2007). Otherwise, coordination efforts, commitment and sharing of information may disintegrate. Therefore, Europeana's long-term sustainability will depend on three main stakeholders: European Union mechanisms, partner or contributing institutions, and a coordinating entity, such as EDL Foundation.

Preservation

Preservation may be a concern to the Europeana as the content does not belong to this digital library portal. Instead, it belongs to the European institutions that contribute content to the Europeana. Therefore, Europeana heavily relies to contributing institutions and their preservation strategies to ensure accessibility to the diverse cultural heritage of Europe. However, European Union has taken several initiatives to digitize and secure preservation of digital content. Thus, in 2005, it has invested around 14 million euros to do research in digital preservation (The Commission of the European Communities, 2005). On the other hand, contributing institutions are converting their analog document into digital to secure their long-term preservation and online availability to the users in line with European Commission *'Recommendation on the digitisation and online accessibility of cultural material and digital preservation'* (The Commission of the European Communities, 2006). For example, Greece has funded 100 million Euros to support different digitization projects between 2003 and 2007. Also, the Netherlands has allocated 90 million euros for digitization of audiovisual archives for the period of 2007-2014 (The Commission of the European Communities, 2008). These two examples show the level of awareness of EU member states and the importance of digitization and digital preservation for current and future generations. In this way, the content accessible through Europeana is enriched and made available to everyone seeking it.

One important aspect to preservation and online accessibility is interoperability of metadata throughout institutions contributing to Europeana. Although, different institutions use different metadata standards, Europeana has created its own metadata standard using Dublin Core metadata elements and twelve newly created elements to suit Europeana's needs (Clayphan et al., 2009). Those elements include the main elements and their respective refinement elements. Dublin Core elements are defined in the Dublin Core namespaces, each identified by their URI, e.g. at: <http://purl.org/dc/terms/language>. While, Europeana added elements are defined in the Europeana namespaces, each with their URI as well, for e.g.: <http://europeana.eu/terms/object>. Whether, these elements will become a standard for all digital libraries throughout Europe remains to be seen. A single standard would be the ideal solution; however, using standardized elements will enable experts to build

mapping schemas in order to ensure interoperability among and across digital libraries in Europe and Europeana.

Content organization

Europeana does not own any of its content. It is a digital library portal that brings together and provides one-point access to the digital contents of other digital libraries, museums, archives and institutions in Europe. Europeana provides access and displays what other digital libraries and institutions have already digitized or acquired and linked to Europeana. Its aim is to provide multilingual access to European cultural documented wealth. As it is only a technical digital library that facilitates the accessibility of Europe's digital content, it only enriches the item in the metadata level by allowing even users to add their own tags. Metadata elements are used against the Europeana searching and display features, such as simple search, facet, timeline, advanced search, and full search result display (Clayphan et al., 2009). However, once you perform a search several other options, among others, display, such as refine tools by language, country, date, provider, type. Europeana displays the metadata content in its own website. Then, users are directed to the actual item outside of Europeana where it actually resides.

Collection selection criteria

Collection selection criteria in Europeana follow a decentralized model. This means that it is up to European libraries participating in this initiative to decide what to provide through Europeana. However, The European Commission through its initiatives supports member states in their digitization projects as well as particular projects that aim at feeding directly their content to Europeana, such as Europeana Local and European Film Gateway (Europeana Local, 2008; European Film Gateway, n.d.). However, Europeana follows some broad and general guidelines for collection development, including: the artifacts, historical and valuable items worth sharing with the world; users' requests for an item; little known items which once digitized can be attractive to users; fragile items that benefit both preservation and digital access (Europa Press Releases RAPID, 2008a).

Although dependant on Europe's library and institutions content contribution, Europeana's selection criteria seem to orient its collection development towards four areas:

- Provision of cultural heritage materials of historical values;
- Provision of materials that directly fulfill users' actual needs;
- Provision of unknown materials for promotional purposes, and;
- Provision of materials at risk.

Thus, Europeana's strength does not only rely on provision of cultural heritage materials, but also materials needed by users regardless of their nature. This may indicate that Europeana aims at becoming a one-stop-access of Europe's documented culture.

American Memory

American Memory is the first pilot project of the Library of Congress in its digital efforts to provide American schools and libraries with digitized collection of its rich resources. The pilot phase lasted for five years from 1990 to 1994 (Lamolinara, 2004). American Memory is the first digital library project which lead to the creation of the National Digital Library Program in 1994. It contains American historical collection, which by the end of 2007 counted 13.6 million digital files and received 93 million visits (Library of Congress About page, 2008).

Governance

American Memory is a well established and institutionalized effort of the Library of Congress. American Memory was mainly managed by a group of people who led the National Digital Library Program between mid 1990s to 2001, whose head directly reported to the Librarian of Congress (Library Question [Question #4336476], 2009). Laura Campbell, the Associate Librarian for Strategic Initiatives and Chief Information Officer was also the director of the National Digital Library Program (The Library of Congress' Luminary Lectures, 2004; Library of Congress News from the Library of Congress, 2007). Her position, high in the hierarchy of the organizational chart of the Library of Congress (The Library of Congress, 2007),

indicates the importance that American Memory has in the overall hierarchy of the Library of Congress.

American Memory does not include only digitized collection from the Library of Congress. The gift of 2 million USD from the Ameritech Corporation to the Library of Congress sponsored between 1996-1999 enabled the digitization of 23 historical collection from public, research and academic libraries, museum, archival institutions, etc., which became part of the American Memory (American Memory About the Collections). Indeed, Lamolinara (2004) states that American Memory includes digital collection of more than 30 institutions in US, making it a national effort (Lamolinara, 2004). In this sense, American Memory, although established and supervised by the Library of Congress, is quite a federated effort, incorporating many institutions to contribute in the digitization and preservation of America's historical and cultural memory.

Now, American Memory is spread across the organization of the Library of Congress, and there is no single person solely responsible for its activities. But, its activities are supported from staff dealing with collections to those dealing with web services (Library Question [Question #4336476] – personal communication, 2009).

Sustainability

Since the beginning the American Memory has been supported by both public and private funds. A combination of financial resources from both sectors has ensured a long-term sustainability of the American Memory. US Congress supported the initiative of National Digital Library Program with 15 million USD for the period of 1994 to 2000 under which the American Memory functioned. While the private support reached up to 45 million USD (The Library of Congress, American Memory; Lamolinara, 2004). Having secured a generous sponsorship from both US Congress and private individuals and corporations (Library of Congress, Supporting the National Digital Library Program), American Memory has been a successful story and an integral component of the Library of Congress since (The Library of Congress, American Memory; Campbell, 2003).

Talking about the National Digital Program, Thorin (1995) identified nine key areas on which the program rests. Those include:

- Support from your chief librarian
- Support from your administration
- Unique and important materials to digitize
- Successful pilot that tests proof of product (in the Library's case, the 5-year American Memory pilot)
- Solid technology
- Talented and interested staff (change agents)
- Successful record of production under pressure
- Institutional fund-raising program
- Support from crucial constituencies (end users and technology labs) (p.24).

Each of these nine areas or foundations are equally important in their own right. A program that secures support in respect of those nine areas will secure long-term sustainability. In addition, the National Digital Library Program established the National Digital Library Trust Fund with several sub-accounts which continue to bring interest revenues to the program (Campbell, 2003). Thus, securing funds for digitization activities for the American Memory; considering American Memory as one of the most valuable outreach tool of the Library of Congress; justifying the expenses of the Library against the millions of digital files, visits and views in American Memory is another sign of institutionalizing American Memory in the Library of Congress's operations. Indeed, American Memory operates through the appropriated funds of the Library of Congress funded by the US Congress because it has turned now into a core activity of the Library ((Library Question [Question #4336476] – personal communication, 2009).

Preservation

The Library of Congress is also keen to cooperating in its preservation efforts. According to Lamolinara (2004), the Library is mandated by legislation to work with federal and non-federal entities to build a network community of preservation specialists. In this respect, American Memory uses well-established national standards in compliance with the standard formats for digital reproductions, such as SGML (Generalized Markup Language), TIFF, JPEG, but also less established standards

such as RealAudio, Quicktime, MrSid for maps, etc. (The Library of Congress, National Digital Library Program).

However, the primary standards about describing digital materials, which the Library of Congress produces and maintains as well, are:

- MARCXML and MODS – metadata to describe the content of a digital item
- METS and MIX - metadata formats for media and environment of a digital item
- PREMIS - metadata format supporting preservation activities for a digital item
- SRU – protocol (The Library of Congress, Digital Library Standards).

These standards are expressed using XML (The Library of Congress, Digital Library Standards). In addition, the Library has implemented also OAI protocols for metadata harvesting (OAI-PMH) as early as 2000 for American Memory collection so that other institutions may harvest records and include freely in their services (Arms, 2003).

Besides other efforts, especially put forward through the National Digital Information Infrastructure Preservation Program at the Library of Congress, the American Memory is preserving its collection through a) the Digital Audio-Visual Prototyping Project, which aims at reformatting video and moving images records from tape to digital (The Library of Congress, 2005); b) adopting a digital preservation conceptual framework developed by Bill Arms (1998 as cited in Arms, 2000). The conceptual framework includes: Better media, that is a technology-independence for storage media; refreshing bits, being able to copy the bit stream from one location to another; migration of content, from one format to another; emulation of technical environment, being able to use the new technology as if it were the previous technology; digital archeology, the last ability to restore the stream of bits if nothing else worked (Arms, 2000). All these standards and measures implemented at the Library of Congress are efforts to secure long-term preservation of digital content for current and future generations. Digital preservation is by far a challenging effort that needs to be looked from many directions, especially from the technological point of view.

Content organization

American Memory is organized in collections grouped in more than 100 topics, beginning from the best known American photographer Ansel Adam, to Advertising, African Americans, and Architecture to Presidential Inaugurations, World War, and Wright Brothers. This is just an example to illustrate the richness and wide variety of content to be found in American Memory website.

In contrast to the prototype website of Europeana which emphasizes more the searching of its collection providing a Google type search box, the American Memory seems to give more importance to the browsing of its collection. The American Memory homepage focuses on the browsing of the collection, while the keyword searching is a small box on the right top corner of the webpage, which offers the ability to search all collections at once. It provides several browsing options: browsing by topic or listing all collections based on topics; browsing collections by Time Period beginning from 1400-1699 to 1970 to present; browsing collections by format, such as maps, motion pictures, books, etc., and; browsing collections by place, such as South U.S, West, International, etc. The searching feature is available both on individual and multiple collections. However, it may not be possible for some individual collections due to their format (The Library of Congress, American Memory Search Help).

Selection criteria

American Memory collection is primarily a historical and cultural collection made available to students, researchers, educators and lifelong learners. The Library of Congress selects the materials for the American Memory based on its “historical, cultural, and educational importance; expected demand; the guidance of internal Library digital policymakers; and the ability of current technology to capture, facilitate access to, and maintain its content” (The Library of Congress, American Memory, Frequently Asked Questions; Arms, 1996). Thus, the selection of American Memory content is multiple folds and depends on many criteria applied. The collection for the American Memory does not solely come from the Library of Congress, but also from other institutions around US. The source of collection development is directed towards many important cultural, historical, archival,

museum and library institutions in US in their strive to make available online as well as preserve the rich documented historical and cultural collections of US. American Memory targets primarily “exceptional primary sources held by the Library of Congress” (The Library of Congress, American Memory, Frequently Asked Questions). Thus, its collection does not cover exclusively everything. In addition, limitations due to copyright protection add to the impossibility of making available everything to American people and to the world.

It is worth noting that the collection in American Memory is acquired mainly through digitization efforts. And the Library of Congress intends to continue digitizing unique holdings of American history and culture (The Library of Congress, American Memory, Frequently Asked Questions). By 2004, American Memory had 9 million items available with around 63 million transactions a month (Lamolinara, 2004). While by the end of 2007, American Memory had 13.6 million digital files and recording about 93 million visits (The Library of Congress About page, 2008).

French National Digital Library (Gallica)

Gallica is the digital library of the National Library of France. It was first launched in 1997 to provide a wider access to its traditional collections. It is an encyclopedic digital library holding different types of collections, such as books, periodicals, images, even dictionaries and bibliographic sources (Bibliothèque Nationale de France, 2009a). Gallica’s website is available at: <http://gallica.bnf.fr>.

Governance

The National Library of France is the governing body of its own digital library. Like the previous digital libraries discussed, Gallica also cooperates with private and public institutions to enrich its collection. However, that seems not to be its strength. The real strength of Gallica relies in the collection of the National Library of France. Thus, in the Digital Library Charter (i.e. Gallica’s charter) it is proposed to return back to Gallica’s sources, which means the collection of Bibliothèque nationale de France (Bibliothèque Nationale de France, 2008a). Such a statement may mean that Gallica endorses quite a centralized governance system. However, the responsibility to select, monitor, of the digitization program is quite overspread to 14 departments of

collections within the National Library of France, including that for cooperation and partnership, conservation, information systems, etc. (Bibliothèque Nationale de France, 2009a). This suggests that digitization or a digital library may not be a responsibility of just one department or become a department on its own. It rather should be a collaborative work of different departments, services, activities, and operations in an institution.

As already stated, Gallica collaborates with other institutions to provide resources through its website. Contributing institutions maintain themselves their digital documents. However, Gallica indexes them all in order to provide a one stop search facility to its users (Bibliothèque Nationale de France, 2009a). Although their contribution is valuable, their overall contribution to Gallica is a little bit more than 2 % of the overall collections in Gallica. However, one complimentary and unique service of Gallica is that it indexes copyrighted documents of commercial publishers. This is a one-year experimental project of the National Library of France and commercial publishers. This experimental project is to provide access to digital copyrighted items through e-retailers platforms (Bibliothèque Nationale de France, 2009a).. Thus, libraries around the world can also look at these possibilities in the digital environment context as well.

Sustainability

Gallica's main sponsor is the National Library of France. However, joint cooperation with other institutions as well as new projects such as Europeana have assured Gallica not only to maintain its operations but also to expand its collections and services to different platforms such as Europeana (Bibliothèque Nationale de France, 2009a). In addition, the commitment of the National Library of France to digitize up to 100 000 items per year from 2008 to 2010 is an indication of further support and sponsorship to Gallica.

Also, the collaboration of National Library of France with publishers, institutions, museums, academic journal publishers, research centers and teams of specialist provide a long-term strategy to offer better online services. Further, it provides a means to secure more financial resources and sponsorship to Gallica as a platform where people can access digital documents (Bibliothèque Nationale de France, 2008a).

Preservation

Preservation of digital collection is protected by legal deposit law in France. The legal deposit in France extends to the Internet as of August 2006. This includes not only digital libraries, publishers, but also websites of the French area, of course, based on some selection criteria (Bibliothèque Nationale de France, 2008b). The main purpose of this vast collection of websites is for preservation and future generation. They are collected and preserved by the National Library of France in order to make them available to public. This is a very challenging area of collecting and preserving, which requires high technology and an information system in place.

To meet the new preservation challenges, the National Library of France has implemented a new system called SPAR (Système de Préservation et d'Archive Réparti / Distributed Archiving and Preservation System). SPAR is a modular and scalable repository system, with monitoring, alerting and recovery capabilities to ensure that nothing is lost. It is compliant with Open Archival Information System standard, which aims at providing long-term preservation of information. It is built on FedoraCommons, which is an open source software.

The repository system SPAR consists of the following modules, which secure a long-term preservation of digital material:

- Ingest module
- Storage module
- Data management module
- Rights management module
- Access module
- Administration module
- Preservation module
- Technical module
- Pre-ingest
- Delivery of dissemination packages (Bermes et al., 2008, p. 2; Bibliothèque Nationale de France, 2009b).

All these modules incorporate the production process of digital material, including those digitized and born digital collected through web crawlers; the storage

infrastructure, including administration, storage, access, metadata, and; the dissemination applications, such as Gallica.

In terms of metadata application, the National Library of France uses METS (Metadata Encoding and Transmission Standard) and PREMIS (Preservation Metadata Maintenance Activity). However, a subset of descriptive metadata expressed in Dublin Core format is used as well imported from the catalog through the OAI-PMH repository (Bermes et al., 2008).

Implementing the SPAR repository system has created a high level of confidence at the National Library of France. As a result, the Library's policy is to use digitization and digital surrogates as a preservation means instead of microforms. However, the library admits that the preservation challenge may not be faced alone. Therefore, it is actively cooperating with open source community, creating interest groups like PASIG in cooperation with Microsystems (Preservation and Archiving Special Interest Group), etc. Thus, the message is clear, i.e. built the best possible preservation infrastructure, but actively engage with others with similar interest to secure: compatible and interoperable storage space for preservation of huge amount of digital material; software development and maintenance, in this case Fedora, and; hardware upgrade and maintenance (Bermes et al., 2008)

Content organization

There are three main sources of collections in Gallica. As of early 2009, the overall collection counts 768,049 digital documents (Bibliothèque Nationale de France, 2009c) with a scanning capacity of 5000 to 6000 items per year to increase the intensity to 100 000 per year from 2008 to 2010 (Bibliothèque Nationale de France, 2009a). The National Library of France's collection on Gallica are royalty-free to the public. On the contrary, fees may apply for resources available in Gallica through commercial publishers. According to the figures above, the National Library of France contributes with close to 98 % of its collection into Gallica. While partner institutions contribute with about 0.5 % and, commercial publishers with 1.5 %. It is obvious that the main source of acquisition for Gallica is the current collection of the National Library of France. This is a strong indication of mass digitization project at the Library in order to both preserve and make available its resources to current and future users.

The website of Gallica offers a simple search box in the middle of its page as well as an advanced search if you choose to click on it. It provides the interface in three languages French, Spanish and English. It endorses Web 2.0 features, as you can group collections, store them in your space as well as tag them. After doing a search, you are given the tools on the left hand to narrow your search according to different criteria, such as language, publication date, author, format, themes such as: literature, political science, history, psychology, library and information science, anthropology, general reference works, literature, travel, etc. It is worth noting that themes do differ and display as per search result. A particular good feature is that you may also search within the results to more fine tune your keyword search. Access type statuses for an item and provenance are also displayed to guide the users if the resource is for free or any condition may apply, especially if commercial publishers are involved. These are only some features that Gallica has, and we leave the others to be explored by individual users.

Selection criteria

Gallica's collections are mainly a research collection of historical, cultural and scientific value. The main priority in collection development is given to 17 century materials. However, the collections cover a period from 16 to 20 century. According to Gallica's charter, 20th century collection is developed mainly through academic journals, while there will be a collection built about World War I as well due to increase interest. Also, certain collection development policies apply to 16 century where Gallica aims at making available French bibliographic tools as well as relevant incunabula (Bibliothèque Nationale de France, 2008a).

Subject covered by Gallica include: Dictionaries, Bibliographies, History of the Book, Philosophy, Religion, History, Geography, Ethnology, Sociology, Education, Law Economics, Political Science, Science, Technology, Language, Linguistics, Literature Fine-arts, Architecture, Music, Performing Arts, Arts de vivre (Leisure & Lifestyle). However, Literature, History and Science are very well represented among all (Bibliothèque Nationale de France, 2008a). Further, the focus of Gallica is on works about France, French language and those published in France (Bibliothèque Nationale de France, 2008a).

Gallica's subject coverage and the priority given in collection development show that collection development is stronger in social sciences with emphasis in History and Literature. However, other subject areas are quite well represented and they are to be further expanded in the future.

To summarize, each of these digital library efforts described above have different experiences. Their governance models, sustainability and stability in their future funding, preservation strategy models and efforts, content organization and display as well as ensuring certain selection criteria may indicate that not one single model is suitable for a national digital library. Further, a new digital library may benefit from previous experiences and adopt a certain or combined model for its governance, future sustainability, preservation and content organization. In contrast, the selection criteria for the collection development of a national digital library are bound to a certain cultural context. Thus, user's involvement in designing proper selection criteria is more than welcome in building a user-oriented digital library of the future. The following section provides insights how the digital libraries exemplified here have involved users in different issues, especially related to collection development, by exploring their expectations.

Use and Users' Expectations of National Digital Libraries

Following is an exploration of the literature reviewed on use and users' expectations and behaviors towards Gallica, American Memory at its earliest stage of development, and Europeana.

It is important to note at the beginning that these studies were conducted after their digital libraries were implemented or prototype services were developed. The latest news on Europeana's system crash because of the huge traffic with 10 million hits an hour shows the expectations users have in a library of such a scale (LISNews Librarian And Information Science News, 2008; Europa Press Releases RAPID, 2008b). In addition, 93 million of visits at American Memory website in 2007 (The Library of Congress About page, 2008), and the ever increasing visits on Gallica, which are around 14 millions in year 2007 and over 250 millions of Gallica pages consulted (Bibliothèque Nationale de France, 2008c) show the importance of and the inclination of users to use national digital libraries. As one can imagine, national libraries now are serving the public more through their online services rather than

their traditional ones. Therefore, an investment in this direction will be an investment on their users and future.

Lupovici and Lesquins (2007) report that 75% of Gallica users are scholars. 60% are from France and 40% from abroad. While 75% enter Gallica through search engines, internet provides, etc. (Lupovici & Lesquins, 2007). A similarity is with Europeana as well. Most of traffic in Europeana when it crashed due to over access was from Germany, France, etc. (Europa Press Releases RAPID, 2008b). The lesson is that one has to have in mind an international audience when building a national digital library; however, fulfill the users' needs in your country, region or continent depending on the scope and location of your digital library.

Another important characteristic of Gallica users is related to their age. Assadil et al. (2002) statistically compare French internet users and Gallica users. The statistics show that 29.3% of people under age of 25 use internet, while 11.8% use Gallica. In addition, people of age of 35-44 make 31.8% of internet users, while 21.0% of Gallica users. The change is in favor of Gallica for the people of age between 45-54 making 12.5% of internet users, while 24.2% of Gallica users. Further, those more than 55 of age are 3.3% of internet users, while 19.5% of Gallica users. These statistics show that most of Gallica users are those above 45 years old (Assadil et al, 2002).

In a user evaluation study between 1991-1993, the American Memory was evaluated from three perspectives: a) American Memory in schools, b) in colleges and universities, c) public libraries. Before we go into details, it is important to note that American Memory was distributed in CD-ROMs and offline computers at that time.

American Memory in Schools. American Memory was used in schools:

- to teach critical thinking skills (cartoons can be used for this purpose)
- to teach the research process (AM resources is used to learn about research)
- as a visual resource (pictures, images)
- as an enrichment activity (students use AM to browse its collection for their own curiosity without being assigned any assignment).
- as a cultural symbol (Veccia et al, 1993, p. 11).

It is interesting to note the many uses of American Memory in schools. Visual resources were among the most used among students. While school librarians regarded American Memory as the nation's cultural heritage symbol. In addition to

the use, there were identified several key success factors for the American Memory in schools, which included: the use of primary source materials, the level of collection to suit the curriculum, the engagement of teachers and librarians to promote American Memory among students, the ability to support the new user-centered teaching methodology. Thus American Memory supported students and teachers in using primary source materials which would have not been possible without walking at the door of the Library of Congress as well as teachers and students had one more resource to consult for either their teaching materials, or for their personal development and interest.

It was also found that searching was mainly used through trial and error rather than consulting the instruction materials. In addition, it was reported that users search across all collections rather than searching individual ones. Thus, making visible a searching box of a Google type in a digital library may be rightly claimed through this findings.

American Memory in Colleges and Universities. It was found that some critical success factors in colleges and universities include: the degree the collection supports research needs, the need to use primary sources, and librarian and faculty involvement. Thus, the report suggested that adding more content to American Memory will be crucial to its further success in this environment. Similar to the school situation, where teachers and librarians were to boost the use of American Memory, the same situation is also true for the American Memory in colleges and universities. It may be suggested that any launch of a digital library should be immediately followed by a strong promotional and training campaign. Such a campaign may raise the awareness and train different user groups in using the digital library.

It was also found that the American Memory collection did not meet the expectations of college and university users. Indeed, many reported disappointment. One teacher was reported to have said that he wanted more collections and faster. Thus, the expectations towards the amount of collection were very high. Further, it was found that many regarded or misunderstood American Memory to contain all the collection of the Library of Congress, others thought to be a link to the Library of Congress catalog. This brings the need of clarity and accurate information related to a digital library. A digital library should have a clear mission and strategy for its development, activities and services so that users are properly informed. For e.g. the

history of the American Memory, including the digital collection size in the About page or Frequently Asked Question page of the American Memory, or the display of digits of digital items in the homepage of Gallica are good examples to follow.

Searching across all collections was also reported to be the primary choice of college and university students. This search behavior is similar to what it was found for school students as well. Further, college and university students preferred searching the collections directly without consulting guides or manuals; thus making another similar behavior pattern that was reported with school users' group.

In terms of type of collection used, it was reported that photograph and film collections received most hits, while historical figures were in the third place. According to the evaluation report, college and university users suggested several topics to be added to the American Memory in the future, including documents from the 1960, on Vietnam, President Kennedy, women's rights, nature, aviation, visual and performing arts, native Americans, African American, labor movement, immigration, etc. It seems that this group of users needs a variety of collection both horizontally and vertically distributed.

American Memory in Public Libraries. It was reported that American Memory was used to supplement public library collections. It was extremely valuable and successful in rural libraries with limited collections, where American Memory served unique and primary source materials to the local users. However, it was less successful in urban area, where American Memory was perceived as 'nothing new' (Veccia et al, 1993, p. 62).

As the public library audience is wide and different, American Memory in public libraries was used for different purposes, such as for education and recreational purposes. However, it was reported that many users were interested in their genealogy and local history. Therefore, they expected American Memory to hold regional archival content. One particular expectation of public library users to be reported was that American Memory should contain all the collection of the Library of Congress (Veccia et al, 1993). This is a high expectation, which in reality represents many challenges related to financial resources as well as to intellectual property and copyright law.

On the other hand, a report on Europeana user groups, characteristics and expectations published in 2008 by EDLnet (European Digital Library Network) revealed several different user groups and expectations. As it is important to reflect on

different user groups and expectations in this paper, a short description is provided below. However, user groups, their characteristics, expectations and more are well documented in the EDLnet report (see: Dekkers, Gradmann & Meghini, 2008).

Dekkers, Gradmann & Meghini (2008) talk about the following user groups their characteristics and expectations:

- End users
- External applications
- Content aggregators/providers
- Service providers
- Meta users
- Policy makers

End Users. End users are considered human beings consisting of: general users, school child, academic users (student and teachers, expert research and professional users (librarians, etc.). According to the report, this group of users wants to be entertained, to know more about a historic subject or person, to know about cultural heritage and to be part of a community of interest. In addition, this group's expectations may be to interact with the content in Europeana, view films, copy and paste information, upload personal items, create their own library, add personal metadata to the items, share their thought and opinion with other users within communities. Based on these expectations, European will develop its tools, such as searching, browsing, result display, linking of related resources, creating personal account, ability to save searches, collaborative workspace, uploading options and the like (Dekkers, Gradmann & Meghini, 2008).

External Applications. This user group consists of software applications that may interact with the Europeana. According to the report, the objective of these software applications may be to integrate Europeana content with other resources. Thus, this group also expects to have an HTTP access to Europeana's surrogate content and services as well as to request the content according to different parameters, such as date, format, etc.

Content Aggregators/Providers. Two types of this user groups are: the content providers, such as organizations providing content directly to Europeana, and; content aggregators, such as organizations serving as collecting point to provide indirectly content to Europeana. This user-group expectations are to automatically contribute content to Europeana through OAI-PMH protocol, verify accessibility to Europeana,

etc. In this context, Europeana should also fulfill these technical expectations of this and other user groups.

Service Providers. This is a user group consisting of systems that provide services to Europeana, such as “associated content to be linked to Europeana resources”. This group’s expectations are to receive information from Europeana for realizing certain tasks, such as searching, harvesting, etc.

Meta Users. Meta users consist of people with system administration functions of Europeana. This group may be called as administrators as well. They need to monitor the performance, traffic, content, partners related technical issues, use of Europeana, etc. Europeana should provide technical tools to enable this group of users to perform their tasks and duties.

Policy Makers. This group consists of people who are interested in the effects of Europeana services to the social and professional life. Although this user group expectations are not described in this report, it may be speculated that they expect Europeana and other user groups to provide enough feedback utilizing the system. This feedback should be able to provide this user group with reliable statistics, results, and evaluations so that they can implement policies on Europeana with positive effects to the social and professional life (Dekkers, Gradmann & Meghini, 2008).

Another study on Europeana by the National Library of France draws on some user expectations and impression while using the Europeana prototype. Some of them are similar to the findings related to the amount of American Memory collection in its initial phase. Many users expected more collections to be available through Europeana. Therefore, many of users expressed their ‘total’ dissatisfaction with Europeana. It was revealed that only 15% of internet users were satisfied with research in Europeana. This may suggest that users expect Europeana to have internet features familiar to many users.

However, some expressed their excitement and commitment to Europeana although its collections did not fit with their specific scientific profile. Like some American Memory users that consider it a national symbol, Europeana is also considered a symbol of European identity by many. Also, users generally liked the idea of having a collaborative space in Europeana. Other expectations found was that users claimed participation of all European libraries in Europeana, more representation of different languages, more content, more contemporary documents, diverse formats and so on (Bibliothèque nationale de France, 2007).

To briefly summarize this section, the studies showed that most searches in the digital libraries involved came from within their territory or cultural zone; national digital libraries were used for different purposes, including for educational and recreational purposes, as research tools, for demonstration, etc. It was also reported that users searched directly without consulting so much helping aids as well as they tended to search across all collections rather than individual ones. Always, users expected more collections to be available. Indeed, the success of a national digital library was measured by the amount of collections present. And the role of proper selection criteria should not be neglected in collection development efforts. Indeed, those users' studies may have helped those digital libraries in further expanding or redirecting their collection development strategies based on users' profile and expectations. Many users saw these national digital libraries as symbols of national or cultural identity. And that there is not only a single user group in the digital library world, but different ones, both human and non-human, that have different characteristics, objectives and expectations.

Chapter III

METHODOLOGY

This research is informed by a constructivist point of view. An exploratory case study method followed by a descriptive one was applied to explore experts and users/potential users' expectations about the content they expect in a national digital library of Kosova. It applies a mixed QUAL-quan (QUALITATIVE-quantitative) approach.

Tellis (1997) states that “fieldwork, and data collection may be undertaken prior to definition of the research questions and hypotheses” in an exploratory case study. In addition, Tallis indicates that exploratory case studies can include both quantitative and qualitative data. According to Tellis, exploratory case studies may serve as a preliminary or prelude studies to some social research (Tellis, 1997)

Gay, Mills and Airasian (2006) indicate three types of mixed methods: QUANTITATIVE-qualitative (QUAN-qual) QUALITATIVE-quantitative (QUAL-quan) and, QUANTITATIVE-QUALITATIVE (QUAN-QUAL). According to them, the use of uppercase indicates the sequence in which the data for a particular study have been gathered. In a QUAL-quan, which is the nature of this research, qualitative data are gathered first through interview process, while quantitative data are usually collected afterwards. In addition, quantitative results may serve to enhance the validity of qualitative results obtained in the first phase of the study. QUAL-quan studies are known as *exploratory* research (Gay, Mills & Airasian, 2006).

Creswell (2005) as cited in Gay, Mills and Airasian (2006) indicates the design of QUAL-quan research. According to Creswell, qualitative data serve to identify certain themes. Those themes, later, will be used to locate “instruments that use parallel concepts to the qualitative themes” (p.493). Further explaining the procedure, Creswell suggests using the identified themes to create scales and items of a questionnaire, which are to be tested by a sample of population.

Exploratory nature of the study

This study utilizes data collection prior to having a national digital library of Kosova is in place. As described in the literature reviewed, the study of expectations of users

of three world national digital libraries, Europeana, American Memory, and Gallica, were conducted after those respective libraries were in place and functioning. To the knowledge of the researcher, there was no research model available to study users' expectations about the collection of a national digital library prior to its existence. Further, the lack of collection selection criteria, besides those defined by Kosova Law on Libraries, for the physical National and University Library of Kosova adds to the exploratory nature of the study. Therefore, this study is the first attempt to explore and identify collection criteria policies, through users' involvement, for the National and University Library of Kosova although the intention here is for the to-be-build digital side of it.

Participants in the study

This study was bounded on time (around four months) and by a single case (The National and University Library of Kosova related community). To meet the objectives of this study, i.e. exploring expectations of experts and users about the content of a national digital library, and identifying collaborative channels of the library with other institutions, two main categories of participants were chosen for this study. One was the category of experts, and the other was the category of users and potential users of the National and University Library of Kosova.

1. Expert group. Interviews were conducted with experts resulting in qualitative data. There were seven interviews in total. Interviewees had their professional backgrounds in: 1 in the field of history; 1 in the field of history and librarianship; 1 in Albanian literature; 1 in Albanian literature and librarianship; 1 in ethno-musicology; 1 in ethnography, and; 1 in education. Four of the interviewees had a PhD degree, while three with MA degrees. Four of the interviewees were faculty members at the University of Prishtina. Out of them three were also active researchers at the Institute of Albanology. Two others were librarians, and one both faculty and librarian. All interviewees were of Albanian background except one who was with Serbian ethnic background. The interview process started with two experts known to the researcher. The others were chosen on the basis of further suggestions by experts being interviewed. However, they were chosen based on the criterion of their professional background, that is their expertise in history, literature, culture and

library fields, respectively. This sampling process is in line with what Gay, Mills and Airasian (2006) recommendations of criterion and snowball sampling (p. 115).

2. *Users and potential users group.* A survey questionnaire was used with users and potential users resulting mainly in quantitative data. The questionnaire involved two biographical questions making it possible to identify users and potential users as well as their professional background. (For more details see tables 5 and 6, respectively, under the 2. Current and Potential Library Users' Expectations Section). Overall there were 188 respondents with valid responses. Out of them, 85 respondents or 45.2% of the total were current users of the National and University Library of Kosova; while 94 respondents or 50% were non-users or potential users. Out of the total of 188, 9 (4.8%) declined to identify themselves whether they currently use or do not use the Library. Generally, 67% of the respondents came from social sciences and 25% from hard sciences. 8% declined to be identified. The intention was, however, to have a sample of users and potential users of the National and University Library of Kosova in line with the objectives of this study, i.e. to explore expectations of experts and users about the content of a national digital library. For this purpose, the sampling process for this group of participants is close to what Gay, Mills and Airasian (2006) call 'convenience sampling'. A sampling selection process mainly used in educational research (Gay, Mills & Airasian, 2006).

Data collection technique

The data collection process took place into two main phases. The first phase included interviews. The second phase included collection of data through survey utilizing questionnaire instrument. In QUAL-quan method, it is possible and eligible to gather first qualitative data followed by quantitative data (Tellis, 1997). Further, qualitative data in this study served to identify themes (Creswell, 2005 as cited in Gay, Mills and Airasian, 2006) as well as design proper questions for the questionnaire. In addition, the quantitative data served to enhance the validity (credibility) of the findings (Tellis, 1997). However, it is worth noting that prior to the two phases declared, there was a preceding phase of data collection. During that phase, which lasted almost through the research process, the researcher was concerned with collecting reports, laws, projects and other documents related to the National and University Library of Kosova. This process is usually known as examining records (Gay, Mills & Airasian, 2006). Those

documents mainly served to describe the context of the study as well as to provide corroborative evidence to the research in general.

First phase of data collection. The first phase involved interviewing experts. Creswell (1997) states that interviews are the most common technique for data gathering in qualitative studies. Obviously, it is one of the most used methods and appropriate one in case studies. According to Creswell, using interviews helps the researcher to investigate, question, affirm and reaffirm, reinforce and verify the data either at the time the interview takes place or at a later stage during data analysis provided he/she has permission to follow up with interviewees. Interviews were selected to help the researcher identify several themes due to the lack of prior research or practices in collection selection criteria in the National and University Library of Kosova, in particular, and other libraries in Kosova, in general. Another reason of conducting interviews first was to use the identified themes in the second phase of data collection, i.e. building the items of the questionnaire (Creswell, 2005 as cited in Gay, Mills & Airasian, 2006).

Five of the interviews were conducted on one-on-one basis. Two were conducted using email correspondence by sending the set of questions and receiving the responses. Email or face-to-face interview process was chosen due to the time availability of the interviewees. Overall, there were seven interviews conducted with expert interviewees. The interviews were conducted using semi-structured questions composed of 17 general guiding questions. Some of the questions asked were: What periods of history would you consider most important to be included in the national digital library of Kosova, beginning from ancient times to current history? In what languages would you prefer the materials to be in the national digital library? As you know, most of our past national history, culture, and identity are to be found documented in other archives and libraries. Where and with which institutions do you think the National Library should look for cooperation and collaboration? What literary authors do you consider most important to be included in the national digital library? However, not all of the questions were asked to an interviewee. For e.g. the ethnographer and ethno-musician interviewees were mainly asked one or two of the guiding questions dealing with traditional values and identity since the others were out of their expert knowledge. All questions, but one, were designed to collect data to fulfill the first objective of this study, that is content-related. A single question was

about fulfilling the second objective, that is cooperation-related. (For the full list of research questions, see Appendix A).

Five of the one-on-one interviews were conducted in the interviewees' offices. Interview questions were recorded on paper and asked successively. However, the researcher had to skip the order of questions as the answer was sometimes responded under a previous question. It is also important to note that clarifying questions were asked sometimes by the researcher during the interview process to better understand the conversation and the context described by the interviewees. Interviews were recorded using an audio device. Permissions were asked prior to use the recording device. Six of the interviews were conducted in Albanian; one was conducted in English. Interviews lasted from 15 to 40 minutes.

Second phase of data collection. The second phase of data gathering used the survey questionnaire technique. The questionnaire contained of 7 rating questions, plus one open-ended question. In addition, each of the questions was composed of several items to be rated within the given question (See Appendix B for the survey questions). Six of the questions were content oriented, related to content and type/format of the content; thus gaining data about the first objective of the study, and; one was about exploring collaborative channels, thus gaining data about the second objective. Additionally, the questionnaire provided two biographical questions that were asked initially. Those included a yes/no type of question: Are you a current member/patron of the National and University Library of Kosova? And, what do you study/what is your occupation? These questions helped the researcher to identify different or similar needs of current and potential users as well as identify the percentage of users and potential users involved in the study. The questionnaire employed a rating system from 1 to 5; 1 being the least important and 5 being the most important. The questions in the questionnaire were informed from, i.e. designed as a result of, the interview process of the first phase of data collection. Every question, however, employed an optional comment space for additional thoughts from the respondents. The questionnaire was accompanied by brief explanation page describing the purpose and the way of filling the questionnaire. The questionnaire was pilot tested with two users resulting in some minor modifications and additions. For example, the addition of biographical questions was result of the pilot testing.

The questionnaire was distributed using two modes of delivery: 1) on paper directly to users of the National and University Library of Kosova; 2) electronically using online survey tools to users and potential users. As stated above, the quantitative data may be regarded as an enhancement of the validity of qualitative data. However, this technique was also applied due to time constraints and the more convenient way of reaching to a wider range of users and potential users. It was also thought to have enhanced a wider involvement of users/potential users in the study.

The paper copy of the questionnaire was distributed by the researcher to current users of the National and University Library. Permission for distributing the survey to current users of the Library was gained from the Library director. The paper copy was distributed to 200 current users as they came at the entrance of the Library. The researcher received back 94 of filled questionnaires. However, only 68 were properly filled and considered in the data analysis. It is not known to the researcher why some questionnaires were not filled or returned. However, the motivation factor, such as giving any small awards to respondents, might have affected that.

The electronic questionnaire was distributed using a semi-free-to-use online survey tool (SurveyMonkey) to: a) Alb-Shkenca list serve, an Albanian dominated list serve mainly dealing with science, which includes also international experts and members interested in Albanian history, language, literature and culture, in general; b) selected email contacts, which made about 300 emails. Responses from the questionnaire were collected automatically in the online survey database. There were 124 respondents who responded to the online questionnaire. Four of them were not valid in terms of technical issues. Therefore 120 were considered in the data analysis process. The purpose of online survey was to reach to as many non-users/potential users as possible. However, it proved that many of those who responded to the online survey were also current member/users of the National and University Library of Kosova.

Generally, there were 68 paper copy questionnaires plus 120 online responses collected that make 188 questionnaires that became part of this research. Questionnaire was designed and filled in Albanian.

The purpose of doing the questionnaire was to gather more data and reach to a wider audience of both current and potential users of the National and University Library of Kosova, which eventually will be the users of the national digital library. It was also a logical step after conducting interviews with experts of certain fields. Both

interview and questionnaire questions were directed to gain data to respond to the main research questions in this study and in accordance with the research aim and objectives set in the introductory part. By using these types of data gathering, the researcher gained useful, valuable and diversified information over the research questions. Also, using different sources of information will provide corroborative evidence to the research purpose (Creswell, 1997). This technique is also in line with a QUAL-quan approach.

Table 4. Timetable of data collection process

Phases	Data collection technique		Time of conducting/ delivery	Modes of conducting/ delivery
Preceding phase	Reports, laws, projects, other documents		February – May 2009	Examining records
Phase I	Interviews	7 experts interviewees	Late April - Early May 2009	1. Five one-on-one 2. Two using email correspondence
Phase II	Questionnaires	188 respondents	Late May – Early June 2009	1. 68 paper copies to current users 2. 120 electronically to users and potential users through email and online survey

Analysis procedure

As this study used a mixed QUAL-quan approach, the researcher was faced with two sets of data. One set of data collected from experts through the interview process. Another set of data collected from current and potential users through the questionnaire. The data collected through the interview process were of qualitative nature, while those through questionnaires were of quantitative nature in majority. Both sets of data were separately analyzed and presented.

Interviews were recorded, and then directly transcribed and translated into English. After careful reading and rereading of the transcribed text, several categories did emerge, using a color coding and classification system. They were further grouped into a couple of themes that ended up being reported in the Finding section. Themes were classified (Creswell, 1997) into two main sets to reflect the two objectives of this study. In addition, the order of the interview questions largely enabled this

grouping as well. Themes being reported, include: geographical scope; historical-related content; literary-related content, cultural heritage; religious life; language of materials; format of materials and; the collaboration with other institutions.

The questionnaire data were collected into two different ways. Through the online survey tool and the hard copy questionnaire distributed to current and potential users of the Library. However, the data collected from both were brought together and analyzed using the SPSS statistical software (Statistical Package for the Social Sciences). Descriptive results are mainly reported in this research.

The information gained through the open ended question and the additional commenting spaces provided to each questions of the questionnaires were analyzed using the same coding and grouping technique as described for the interviews. They served to enrich the quantitative analysis using different quotes directly as they were stated by the respondents.

As with the analysis of interviews, the questionnaires were analyzed reflecting the two objectives of the study. This meant that the findings were grouped in the themes related to selection criteria for the national digital library of Kosova, and those related to the collaboration channels of the Library with other institutions.

Verification

To enhance the credibility of this study, the recommendations from Creswell (1997) have been followed. Creswell states that at least two of verification procedures out of eight in qualitative research should be ensured. The eight procedures listed by Creswell include: prolonged engagement, triangulation, peer reviewing, negative case analysis, clarifying researcher bias, member checks, rich and thick description, external audits.

This study is thought to have fulfilled to a large extent at least three of those procedures, i.e. triangulation, researcher biases and external audits. The process of data collection from various sources, interviews, questionnaires, using multiple methods and data collection strategies is known as triangulation (Creswell, 1997; Gay, Mills & Airasian, 2006). This study was informed from various sources of data collection beginning from reports, documents, interviews, questionnaires, and multiple methods used. The researcher also has clearly indicated his biases since the

outset of this study. In addition, the study was also read by an external colleague who offered various critical comments.

Target audience

This study is primarily thought to be targeted for the decision-makers of the National and University Library of Kosova and other stakeholders in relation to potential efforts of building a national digital library of Kosova, otherwise known as *Kosova Memory*. This research may also be useful for other Albanian-speaking territories, such as Albania, in their similar efforts to building their digital libraries.

Limitations

This research targeted an adult audience; thus young people were not involved in this research. The interviews with experts were also limited to certain fields of knowledge, including history, literature, cultural heritage, ethnography, religion, and library science. They did, thus, not cover other subject areas, such as sociology, economics, and hard sciences. Time and resource limitation was another factor to impede the expansion of this research to interviewing experts from other fields than those reported above. In this line, this study may serve as a preliminary study to understand users' expectations about collection of a national digital library. Further research may be conducted to layout the collection criteria on which the national digital library may operate. However, future studies should be done in closer cooperation with the staff of the National and University Library of Kosova, the institution responsible for building such a library.

Another limitation to the study is that the sample being used does not represent the expectations of all minority groups living in Kosova that may be or are users of the National and University Library of Kosova. Even the Serbian minority group (one interviewee) may be regarded as under-represented. It is believed that also the questionnaire using online survey tool did not reach to other ethnic communities. However, this remains ambiguous as no biographical data was collected about ethnic background of respondents. Thus the content expectations of users may be regarded as largely focused towards the majority of Albanian population. This was also due to time and resource limitations.

Chapter IV

FINDINGS

The aim of this study was to identify user-based content selection criteria for the national digital library of Kosova. While the objectives of this study were a) to explore expectations of experts and users about the content of a national digital library; b) to identify Library's potential collaborative channels with other institutions within Kosova and abroad. As already described in the methodology chapter, two types of data gathering were employed to fulfill the aim and objectives of this study; a) interviews with experts in the field of history, Albanian literature, librarianship, and culture, in general, and b) questionnaires with current and potential users of the National and University Library of Kosova. This method lead to the interpretation of the findings into two separate sections titled: 1) Suggestions from Experts, and 2) Current and Potential Library users' Expectations.

1. Suggestions from Expert

Following are what experts suggested or interpreted as suggestions after seven interviews were analyzed. These suggestions have been grouped into the following themes and sub-themes, accordingly.

Geographical Scope

The interview process revealed that the territorial scope of the national digital library should be primarily the collection focused on what today constitutes as Kosova. No doubt that the term "Kosova" and what constituted the territory of Kosova in the past will lead to further expansion of the scope. The previous sentence refers to, for example, the administrative territory of Kosova Vilayet under the Ottoman Empire, which was much broader than today. However, a more correct reformulation of the

territorial scope might be to focus on the collection of valuable materials published about Kosova within and outside the country.

Historical Related Content

The interview process revealed that the national digital library of Kosova should include works from the earliest period to the present time. That includes the periods of history from Illyrians in the II to XI centuries to the declaration of independence of Kosova in 2008. Including works related to a history over this period will best tell the Kosova story through ages.

Historical periods

The following historical periods and some of their characteristics have been suggested to be included into the national digital library:

- The Albanian origin from Illyrians and the Illyrian–Arbnor (Albanian) continuity from II – XI century. One interviewee suggested that “this continuity of Illyrian–Albanian origin may well be told through the works of Gustav Mayer, Norber Jokl, Eqrem Çabej, and others.” However, another interviewee suggested that the Illyrian period should be related to the territory of the Ancient Dardania (Today’s Kosova).
- Early Middle Ages, including the contested Battle of Kosova.
- Scanderbeg period of the XV century has been mentioned by the interviewees as the most important period in the history of Albanians. This period “marks the period of Arbnor statehood, since the name ‘Albanian’ comes at a later period”, one of the interviewee stated. Thus, this period is both related to the figure of Gjergj Kastrioti Skenderbeu (Scanderbeg) and to the first statehood attempts of Albanians in the modern sense. This period may well be represented through the works of Marin Barleti, Marin Bicikemi who has several versions about the history of Scanderbeg, and foreign authors who wrote about Scanderbeg and his period.
- The Ottoman Empire conquest of Albanian territories from XV to XX century is another important historical period to be covered. A particular emphasis should be given to the digitization of cadastral registries (land records) of

Albanian Vilayets (i.e. administrative territories), particularly of the Vilayet of Kosova. “The registries are created to serve the needs of the Ottomans, but they also contain information about the distribution of the population at that time. They exist in original, and they will serve as primary source materials that evidence the Illyrian-Albanian continuity”, one of the interviewees responded.

- The Renaissance period (also known as the National Awakening) is another important period covering the XIX century to early XX century. Indeed it was stressed as the second important period in the Albanian history after that of Scanderbeg. It was noted that the most important documents related to this period are the letters and correspondences of the Renaissance activist. Those letters evidence the Illyrian-Albanian ancestry as well as some of the best works of Albanian literature was written at that time. This period is also known for the historic League of Prizren, which gathered the Albanians to fight for their nation to be independent.
- Another period is that of the Declaration of Independence of Albania in 1912, which was accompanied by many riots in Kosova as Kosova was annexed by other Balkan states. Many documents and reports of the foreign consulates of that time do exist. The documents of this period evidence the worst massacres over Albanians when the territory was immediately claimed by Bulgaria, Serbia and Montenegro. The reports written by Lazer Mjeda, a bishop in the region of Prizren and Skopje, about the situation of that time are very important to be digitized and acquired in a national digital library. “He was the only Albanian to report to Vienna and Vatican about the events of that time. Thus, all writings, articles in the prestigious newspapers of the time, such as Times, then those in Germany and Great Britain were based on his reports”, one of the interviewee responded.
- Both World Wars are important for Kosova as well. In the first one, Kosova was occupied by the Serb-Croat-Slovenian Kingdom. While in the second one, Kosova was annexed by Yugoslavia. There are plenty of documents that document the Albanians seeking refuge elsewhere outside their homeland and such documents are to be found in the Kosova Archive.
- The After World War II period to the 1960s that represents the dissatisfaction of Albanians in Kosova through many illegal movements to-be-called by the

then-Yugoslav regime. This period can be well represented through the figures of Shaban Polluzha, Nuh Prelleshi and others.

- The period of 1960s to 1970s is also an important period to the national feelings of Albanians. The demonstrations of the 1968 had a positive effect to the well-being of Kosova people under Yugoslavia. It was especially mentioned that those demonstrations resulted to more rights for Albanians in Kosova and to the establishment of the University of Prishtina. The University of Prishtina was mentioned to be the most significant and important achievement of the time, since it later produced all the leaders that contributed to the present reality of Kosova. Thus documents that both serve as evidence of the events happening in that time and especially those related to the establishment of the University of Prishtina, such as decisions, meeting minutes, are of particular interests to be included, two of the interviewees responded.
- The period of 1980s to the day of the Declaration of Independence of Kosova marks another important period in the history of Kosova. Many events have happened in between, including the demonstrations of the 1981, when the demand of demonstrators was to have Kosova a Republic under the then ex-Yugoslavia; the Pacific Resistance in 1990s; the declaration of Kosova's constitution in 1990, and the declaration of Kosova Republic in 1992, both illegally declared; the establishment parallel Kosova institutions; the 1998/1999 war in Kosova, including the military resistance of UCK (Kosova Liberation Army); NATO bombing; The administration of Kosova under UN; the Declaration of Independence of Kosova in 2008. There are many documents, written, electronic and film about all these events, which are important to be digitized and presented through the national digital library. However, at least one historian interviewed suggested a particular attention to be paid to the UCK period.

The history of Kosova is related to the history of Albania and other Albanian territories in the Balkan Peninsula. However, telling the story of Kosova through documents of diverse nature should go back to its roots in Illyrian times through centuries and focus later more on the territory of Kosova, especially from 1912, then

the period under Yugoslavia to the Declaration of Independence in 2008 as Kosova started to build a history of its own, quite separate from that of Albania.

Historical events

Historical events that created the national and statehood identity of Kosova are related to the periods of Albanian history itself. However, the interviewees did distinguish some events that they considered most important and necessary to be included in the national digital library as they represent the argument about Kosova and Albanians and the identity of the nation.

Some of the historical events mentioned by the interviewees were: Scanderbeg wars; the League of Prizren; Conference of London; the Declaration of Independence of Albania in 1912; The Peace Conference of Versailles; Conference of Bujana, World War II and the annexation of Kosova; the illegal movements after WWII, especially the movement for the unification of Albanian territories; the act of the Minister of Education of Albania to send teachers to Kosova to support the education in this territory after WWII; the demonstrations of 1968, the establishment of the University of Prishtina; the establishment of Academy of Science of Kosova; the constitution of Kosova of 1974; the demonstrations of 1981; the period of removal of Kosova's autonomy in 1989; the strikes of mineworkers in 1989; the events of 1990s when all Kosova institutions were occupied by the then Serbian regime; the first movements for Kosova's independence, including the establishment of political parties in Kosova, such as LDK, as well as the creation of parallel institutions of Kosova; the demonstrations of students in 1997; the UÇK emerging act and its war; NATO bombardment; the exodus of Kosovar-Albanian population in Bllaca in 1999, to be considered by one of the interviewees as a biblical year associated with the exodus of Hebrew people during the World War II; the Declaration of Independence of Kosova on February 17, 2008.

Historical, outstanding figures

The interviews revealed that three main historical and outstanding figures are to be distinguished among others as a powerful representation of our national, historical and humanist identity. Those are: Scanderbeg, Mother Theresa, and Adem Jashari.

Other heroes and figures were also mentioned, including Pjeter Bogdani, Ymer Prizreni, Elena Gjika, Motrat Qiriazhi, Shaban Polluzha, Gjon Sereqi, Ymer Berisha, Marie Shllaku, Hasan Prishtina, Bajram Curri, Isa Boletini, Ibrahim Rugova, Adem Demaqi, Fehmi Agani, Ibrahim Rugova, Hashim Thaqi, Ramush Haradinaj, Agim Qeku. However, the interviewees indicate that there are much more historical and public figures related to specific periods of time, which should be part of a national digital library.

It was found that the interview process with Albanian interviewees did not reveal any historical or outstanding figure of present ethnic minorities in Kosovo. This is due to the fact that the current minority groups, such as Serbs and Turks, once were the administrative and occupying force in Kosovo. Thus, it is almost impossible to expect proposals from the Albanian interviewees. Indeed, the researcher expected this finding to be revealed. In addition, upon the researcher's question whether they can name any hero or public figures from current minority groups, one of the interviewees, with his background in history, stated that "I may be biased" to indicate any name of other minorities' heroes or figures. Another one told that "I just do not remember any of them right now. I don't know what to say". Reading also his facial expression, it was obvious that there was an unwillingness to answer that question. This may suggest that sensitive parts of history and the history of minority groups to be presented through the national digital library of Kosovo should be carefully selected and with high sensitivity. However, there were comments that some contested figures, such as that of Milosh Kopilqi, or the myth created on the Battle of Kosovo, should be unveiled from their contested identity or myth, respectively. This may also suggest that the national digital library should play an authoritative and educational role as well.

The list of events, names of figures and other issues discussed above and what follows is for sure not a complete one. However, it is obvious that the list may be expanded in the future by more people involved in the process and allowing more time for thinking and elaborating. In addition, this initial list related to the personalities, documents, historical figures and others should serve as a basis or as a right-direction guide for further expansion and exploration.

Historical documents

Most of the documents mentioned are related to different historical periods and events mentioned above. However, all interviewees who were asked the question to name documents related to our history and national identity mentioned the following:

- Documents related to the archeological sites in Kosova that prove the antiquity of the nation.
- Illyricum Sacrum, especially part VIII as it holds valuable evidence about ancient Kosova (Dardania)
- Cadastral (land record) Ottoman documents related to Vilayet of Kosova
- Documents related to the League of Prizren, which are of importance especially for the national identity of Kosova.
- Documents related to the Congress of Berlin
- Documents related to the Peace Conference of Versailles
- Documents related to the London Conference
- Documents related to the Declaration of Independence of Albania.
- Reports of Lazer Mjeda during the 1912s, which represent the situation of that time.
- Documents related to the Conference of Bujana, almost at the end of World War II.
- The minutes of the Parliament of Albania during the 1920s and their discussions about Kosova in those times.
- The Constitution of 1974.
- The Constitutional Declaration of 1990.
- Documents related to Declaration of Independence of Kosova in 1992.
- The Constitution of Kosova in 2008.

One interviewee also mentioned titles of newspapers with historical values that should be available through the digital library, such as “Hylli i Dritës”, “Drita”, “Dituria”, “Dielli”. Those are especially valuable to through light on the history of the two World Wars and the Albanian cause.

Literary Related Content

The literature holds a special place in the culture of a nation. Most of the time, the history and the culture of a nation is only possible to be known through respective literary works. Indeed, the first writings in a nation's literary history mark some of the most important historical, literary and cultural documents. The interview process revealed many important literary documents, from early to modern times, to be included in the national digital library of Kosova.

Literary periods

The following literary periods were reported important:

- Old Albanian Literature (1555-1762). The year 1555 represents the publication of the first work in Albanian "Meshari", while the year 1762 represents the end of this period with the publication of the work "Gjella e Shën Mërisë Virgjër", published in Rome.
- Albanian Romantic Literature (1844-1900). This period is marked by Naum Veqilargji's work "Evëtar", while the 1900 marks the end of this period with the death of Naim Frashëri.
- Modern Albanian Literature (1900-1945). It starts with Gjergj Fishta to end in 1945 with the installation of the communist ideology.

As one may see, the literary periods are related to the Albanian literature, in general, which includes the literary creation in all Albanian territories. This derives from the joint literary history and historical origin of Albanians in Kosova and Albanians in all other territories in the Balkans. Thus, it is unreasonable to distinguish the Albanian literature of Kosova from that of Albania as the continuity of development will break.

Literary documents

A few linguistic and literary documents were also mentioned to be of significance to our written heritage. They include:

- The Formula of Baptizing (Formula e Pagëzimit, 1462).
- The Dictionary of Arnold Von Harfit (1497).

- The Gospel of Eastern (Unigjilli i Pashkëve (15 century).
- History of life and deeds of Scandebeg (Historia e jetës dhe e veprave të Skënderbeut) by Marin Barleti.
- *Meshari* by Gjon Buzuku:
- *Çeta e profetëve* by Pjetër Bogdani.
- The canon of Lekë Dukagjini (Kanuni i Lekë Dukagjinit) by Shtjefën Gjeqovi.

Literary authors

It is to be noted that interviewees mainly preferred to allude on the main literary representatives of different literary periods rather than mentioning particular names. However, several names of distinguished authors were mentioned by the interviewees. They belong to different literary periods, including: Marin Barleti, Pjetër Budi, Pjetër Bogdani, Gjon Buzuku, Frang Bardhi, Jul Varboba, Pjetër Zarishi, Nazim Bersati, Hasan Zyko Kamberi, Muhamed Kycyku, Naum Veqilhargji, Jeronim De Rada, Konstandin Kristoforidhi, Naim Frashëri, Zef Serembe, Zef Skiroi, Sami Frashëri, Gjergj Fishta, Faik Konica, Mithat Frashëri, Fan S. Noli, Ali Asllani, Lasgush Poradeci, Etëhem Haxhiademi, Ernest Koliqi, Mitrush Kuteli, Millosh Gjergj Nikolla (Migjeni), Esat Mekuli.

For the literature of the Serb minority group, the one interviewee from the Serbian community indicated: “I am aware all the writers I recommended are Serbs from Serbia and not from Kosovo and this is because I am not aware of any Kosovo Serb writer.” However, the following names of Serbian authors were listed: Nebojsa Pajkic, Isidora Bjelica, Svetlana Velmar-Jankovic, Biljana Srbljanovic, Milorad Pavic. And the literary genre recommended by this interviewee is novel.

Cultural heritage

Cultural heritage is a broad concept, including tangible objects, such as monuments, historical sites, artifacts, etc, as well as intangible values, such as tradition customs, traditional songs, oral tradition transmitted from one generation to another, etc. In this respect, the interviewees reported both types of cultural heritage, the tangible (physical) and the intangible ones.

Tangible Cultural Heritage

Tangible cultural heritage reported of interest to be represented through the national digital library both for the inside and outside audience includes:

Archeological sites. Include sites as Ulpiana, Halilaq, Novo Berda (Artana), Trepça, Radac. There are a number of document related to the archeological values, which are important to be included.

Monuments. Include mosques, churches, kulla (Albanian tower-type residential houses), The Castle of Prizren. According to one interviewee, some of these do belong to both pre-Roman period and the Ottoman era. The ethnographer pointed out that “Kulla” is an authentic and gradual development of Albanian residential houses. They are present even today in the region of Decan, Isniq, but in other parts of territory as well.

Music instruments. One of the ethnomusician interviewee reported that the traditional music instrument in the territory of Kosova are quite diverse. According to him, four types of traditional instruments are present in this territory. They include: Idiophone instruments, such as bells used in baby cradles; chordophone instruments, such as çiftelia, sharkia, and lahuta (the lute); membranophone instruments, such as tupani (drum), and; aerophone instruments, such as different types of pipes (fyelli, kavalli, pipëza), bagpipe, burazana.

Dresses. The interview process revealed also a diverse and rich culture in dresses with special characteristic to respective regions of Kosova. Thus, the distinguished type of Rugova dress, Albanian ‘plisi’ (hat), the women’s dress in the region of Has, Opoja and Zhur, which are the most characteristic ones in the region, and necessarily are of significant importance to be represented in the national digital library as part of Kosova’s rich and colorful cultural heritage.

So, it will be important to have information, pictures and description about these instruments and how they have been used and in what region. This will also enable cultures to communicate and better understand each other as some of the instruments, element of other heritage are cross-borders used and belong to many cultures. Thus, the national digital library will play an educational role in this aspect by bringing cultures together as they can learn from each others.

Intangible cultural heritage

The territory of Kosova is also rich in traditional music such as, traditional songs, traditional dances, national customs, traditional food, wedding traditions, superstitions, rituals.

Traditional songs. The ethnomusician interviewee reported of three particular types of traditional songs, that is Lamentation songs, songs of grievance, and wedding songs. All these songs are associated with different regions. Lamentation songs are usually sang by men and are very rare in our territory; songs of grievance are usually sang by women and are quite spread in Kosova. Wedding songs, according to this interviewee, usually take place over certain stages of the wedding ceremonial process. There are particular traditional songs about the bride two or three days before the wedding day sang by the house of the bride, and a series of wedding songs before the wedding day up to more than two weeks, on the day and after the wedding day usually sang by the house of the bridegroom.

It was also reported that there are also epic songs accompanied by sharki and çifteli. However, two other very specific types of songs of characteristic to highlands are the mountaineers' songs and the songs with the finger on the throat. The ethnomusician reported that "these are specific to our region and are usually sung without any instrument, but the thumb position is placed close to the ear, while the palm causing some wave shocks in front of the mouth".

Dances. It was reported that there are traditional dances carried from generation to generations. It is important to have in national digital library documentary films about dances of Opoja, then dances of Rugova, a war-type of dance accompanied with swords and other cold weapons, then women's dances from the Plain of Kosova and those from the regions of Dukagjin and Karadak.

Rituals. Kosova is also rich in traditional rituals, such as Shën Gjergji, Shmitër, Buzmi, ritual songs on harvesting, summoning the rain, when making bread in primitive tools (qerep), etc. These rituals are usually accompanied by songs. "These rituals are not as active as one may think today, but they were very active at earlier times", it was reported. Thus, the national digital library will not only play a role in the presentation of these values to the others, but also preserving this heritage, which is diminishing, for future generations. The ethnomusician interviewee commented:

“Generally saying, the ethno-music heritage in Kosova is multi-type and is transformed throughout times. Libraries, museums, institutions are responsible to collect and preserve this type of folklore. So, it is very important that this rich music culture is to be present in the music library in the National and University Library of Kosova. This material can be digitized and served through the library to the others.”

The national digital library will be a window to the world about Kosova’s rich diverse ancient and recent cultural heritage if songs, dances, instruments and other elements of different regions within Kosova are provided through this library.

Traces of ancient way of life

There are still traces of ancient way of life present today in Kosova. During the interview process, the ethnographer brought two examples of how people organized their life and their beliefs.

One of the ways of organizing life was through having a calendar. The ethnographer noted that Albanians have preserved in their memory, what he called, the “working calendar”, which is as old as the calendar of Babylonia and Egypt. The calendar, according to the ethnographer, included 365 days, divided into two seasons Spring and Winter each in 8 months with 45 days + 2-3 days at each of the “heads of the year” making a perfect of 365 days a year. According to the ethnographer, this calendar has its own terminology for e.g. months, such as “Lagshsi,” “brymsi” (for autumn), “djegaguri” (for August), etc.

Another element of ancient traces of belief among the Albanians is the way they make oaths or the way they curse. According to the ethnographer, the highlanders, even today, when they make an oath, they will say “For the land and the sky” (Per toke e per qiell), or “For the Sun and Moon’s sake” (Pasha diell e pasha hane). In cursing, for e.g. they may say “May your moon fall apart” (T’u rrezoft hana), or “May your sun go off” (Tu fikt dielli). It is interesting to note that in both cases that the word “God” is not mentioned, which is an element of monotheism. According to the ethnographer, these pre-pagan elements when people believed in elements of nature are still present in Kosova.

These are ethnographic elements with which Kosova can be identified as a unique territory before other nations. These values should be collected and represented somehow through the national digital library of Kosova. In our question

to the ethnographer on how to collect and present to the users these values, we got the following answer:

“The library can organize people. It can train people how to record and collect this material in cooperation with the experts from the Institute of Albanology and other institutions. The teams should be divided into groups. For e.g. the team to collect the ways of dressing; the team for the collection of traditional music, etc.

So the only way is to catch them in video recording. ... In that way the materials will be a live materials; the hand of the writer cannot express what the video camera can catch, such as mimics, emotional expression ... If you ask an old person to tell a story how they have played for entertainment during evenings, and if he has experienced himself those nights, then he will raise the pitch of his voice now and then, etc. So, the pen does not catch all of these, the video camera does.”

It is obvious that the library can play a role in capturing these ethno-cultural elements and present them to the world. However, all this should be planned carefully and in cooperation with other institutions in Kosova so that oral history is preserved in digital form as well through story telling, video-recording and other ways of ethnographic methods. The library should not be alone in this effort. It cannot achieve good results even if it wants without the expertise from outside its building.

Religious life

Religious life in Kosova is generally considered as the most tolerant aspect in this territory. Different confessions live side by side, such as Muslims, Catholics, and Orthodox. Therefore, this tolerance should also be presented through the national digital library. Among the religious figures being mentioned by interviewees, were: Flori and Lauri, the first Albanian Saints documented in Vatican belonging to Roman period; Mother Theresa, worldly known as a humanist and religious figure; Fan Noli, religious and nationalist; Gjon Buzuku, author of “Meshari; Don Nikollë Kazazi, who discovered the first written work in Albanian “Meshari”; Lazer Mjeda; Gjergj Fishta, religious figure and outstanding writer; Hoxh Tasini and Ymer Prizreni both nationalists and religious figures; and recently Don Lush Gjergji and Rexhep Boja. It was reported that there are religious figures of international character, such as Mother Theresa. “Mother Theresa may be the key figure that relate to Kosova, Albania, Macedonia and to the world. It represents the humanity, and civilization...,” one of the interviewee reported.

Language(s) of materials

There were two different views about the primary language of materials in the national digital library. The interviews revealed that the language of materials should be either Albanian, or English as well as local languages. However, more views were towards Albanian as a primary language. English was suggested to be the communicative language for the international audience. It was also reported that most of documents about our history and culture are documented in other languages, including: Latin and Ancient Greek. For example, one of the interviewees said that “Even, the first documents evidencing the name Alban, Albanoi [Albanian] are in ancient Greek. The name Alban, Albanoi was first mentioned ...in 2 century. While during 9 to 11 century the name is used and widely.”

Other languages suggested for the originality of the materials documenting Kosova's history and culture were: Old Bulgarian, Old Serbian, Old Ottoman, Arabic and Turkish. One of the interviewee suggested that “it is important to have the document in its original form. However, those documents should be translated in Albanian and placed together, so that the researcher and wider audience can understand and see the original at the same time.” Another interviewee even suggested that “Local languages could be included where it is required and necessary with English translation if possible.” Thus, it is important that the originality of materials is preserved for its historical and authentic value; while translation, description in an understandable language for its primary audience is provided.

The national digital library should look for materials in a wide range of languages since the territory was in communication, either at war, occupied or in freedom, with many civilizations, including the Roman Empire, Ottoman Empire, Serbian-Croat and Slovene Kingdom, Serbian Kingdom, which recorded and produced documents in their respective languages. Languages, such as French, English, German, Spanish and other languages of today, should not be neglected. They are important both for the past and recent history. For example, the conferences of Berlin, Versailles, London that were mentioned earlier as important historical dates or events in our history have produced materials in their respective languages. Thus, it is crucial to define the language scope as loose as possible. However, language

priorities should be also clearly defined, which may very well include the languages mentioned so far.

Format and type of material

Formats, including: photographs, audio, video, paper, were either directly or indirectly mentioned during the interview process. However, there were also different types of documents recommended for inclusion, such as: manuscripts; original documents; official documents; letter correspondences; selected parts of old periodicals; and published documents, meaning books, journals and other types of publications.

Collaboration with other institutions

The expert interviewees suggested collaboration of the Library into two directions. Collaboration of the Library with institutions a) within Kosova, and b) outside Kosova.

Collaboration of the Library with institutions within Kosova include: official and public institutions, which may imply public libraries, media, such as public TV, the institute of Albanology, Institute of History, Academy of Science, Kosova Government, The Institute for the Protection of Monuments, etc.; archives, museums, implying Kosova Archive, Museum of Kosova; religious institution, including Islamic, Orthodox church in Decan, Gracanica and Peja, and Catholic institutions. One interviewee stated that

“Kosovo Archive should be the first institution to go and check for documents needed for the digital library. Public libraries in Kosovo could also have materials that you could use. Ideally, individuals with private libraries and collections should make them available for librarians who will work on establishing national digital library.”

As this interviewee has suggested, it is important to note that many individuals in Kosova hold very important documents and manuscripts. Private individuals from the cities of Prizren, Gjakova and Peja are known to possess such manuscripts. A grant by the United States Embassy in Kosova to the Islamic Community in Kosova in 2001

and 2003 was to inventory all this treasure so that it is not illegally smuggled or sold outside the country.

The expert interviewees suggested the following institutions outside of Kosova for building cooperative and collaborative efforts in building the content of the national digital library of Kosova. They are as follow:

- Archive of Vatican, especially for documents about the period of Middle Ages. We should note that Kosova territory was also part of the Roman Empire. Thus, to learn about the past, we should look and cooperate with Italian archives as well.
- Archive of Raguza (Today Dubrovnik in Croatia), which holds valuable documents about Kosova's city ties, such as Trepca, with Dubrovnik in the far past, including Scanderbeg period.
- Archives of Rumania, Bulgaria and those of Italy, especially Rome. They also hold invaluable documentation about our past history. For example, one of the interviewees stated that "The first Albanian periodical known was first published in 1848 in Italy." It is without any doubt that the Italian archives or libraries will hold its first issues. "Archive of Rome holds also the military archive of World War II", a historian interviewee told.
- Archives in Istanbul. They hold important documents of the Ottoman period until the year of 1912.
- Archives in Germany (Berlin), England (London) and Austria (Vienna), France (Paris). These archives are especially important for the history of Kosova and Albanians in general of the period of 19 and 20 centuries.
- Archive and libraries in Albania (Tirana). One of the interviewee noted that "National Library of Tirana and the archive are very rich in resources".
- Archives in Serbia (Belgrade). These archives hold documents about the population in this region since Kosova territory was for a long time under Rashka (Serbia) occupation during the 12-14 centuries, as well as recently in the 20 century. Not questioning their importance, one of the interviewee precautions that "one should be careful since there were many falsifications [of documents] by overwriting them".
- Institutions in United States. One of the interviewee suggested that it is important to cooperate with archives and libraries in United States as many

Albanians and their political activities to support their mother land have been carried out in that land.

- Archives and libraries in Rumania (Bucharest) and Egypt (Cairo) also on the basis that many Albanian diaspora did their political and national activities in these states.
- Archives of Switzerland and other European countries where there are many Albanians colonies living.

The national digital library will be successful if it achieves to cooperate with many or all of these institutions as the National and University Library of Kosova does not hold many valuable resources that document our history and culture. Its cooperation is also bounded due to Kosova's past history, either being occupied or in communication relationship with other countries. Being part of the Roman and Ottoman Empires for centuries automatically guides the National and University Library to cooperate with the centers of those two empires, i.e. Rome and Istanbul. Also, the important historical events that determined the future of Kosova, such as the conferences of Versailles, Paris, Berlin, London, Rambouillet lead by default to the need of building collaborative ties with the institutions in those cities or countries. It is understandable that those cities or states preserve in their libraries and archives key documents to our past which should be brought digitally to the Kosova researchers, users and public.

2. Current and Potential Library Users' Expectations

The second phase of data collection was directly oriented to find out user and potential users' expectations of the National and University Library of Kosova. As a result of this phase, 188 respondents responded to a questionnaire. The questionnaire was designed of seven multiple-choice content-oriented questions and two biographical questions. The multiple-choice questions were ordinal data, where users had to choose an option from a scale from 1 to 5, where 1 represented 'the least important', and 5 'the most important of all'. There was also an open ended question aiming at collecting more qualitative data towards expectations of respondents involved in the study. The following table shows the frequency and percentage distribution of the users and potential users involved in the study.

Table 5. Users and potential users' distribution.

Respondets		Frequency	Percent
Valid	Yes	85	45.2
	No	94	50.0
	Total	179	95.2
Missing	9	9	4.8
Total		188	100.0

Table 5 shows that out of 188 respondents under the Frequency column, 85 were current users of the Library, 94 were potential users, while 9 declined to be identified. In terms of percentage, 45.2 % were current users, while 50 were not. Thus, there is an almost equal percentage of users and potential users' distribution in this research. For the purpose of this research 'users' are considered all those who are actual patrons/members of the National and University Library. Potential users, on the other side, are considered all those who are not currently members/patrons of the Library. Although statistically not very sure, the number of responses received (188) may be very small in comparison to the number of questionnaires distributed in paper and online. As described in the Methodology chapter, there were about 200 paper copy questionnaires distributed to current users of the National and University Library of Kosovo. In addition, the online questionnaire using a free survey tool was distributed to about 300 emails including listservs, which may have reached to thousands of other recipients. In this context, there may have been three reasons of such a low return of questionnaires: a) "free online survey" tool: the online survey tool was free to use with limitations. It could allow the reception of up to 100 responses. When that was realized, a new survey link was created redirected from the old one, so that more responses could be contributed. This complicated the procedures as it meant more clicks on the part of the potential respondents to reach to the actual survey, which may have frustrated them; b) lack of time: time was very limited and the online survey did stay open only for a week only, and c) lack of resources: there was no motivation award associated with the questionnaire, which could have contributed to a larger participation of respondents.

Since there was a question about the profile of the respondents in the questionnaire, it was possible to group them into two main professional backgrounds. Using SPSS statistical software, respondents were possible to be grouped into those

with ‘social science’ background and those with ‘hard science’ background. The following table represents this distribution.

Table 6. Professional background distribution of respondents

Respondents' background		Frequency	Percent
Valid	Social (human) Sciences	126	67.0
	Hard (natural) Sciences	47	25.0
	Total	173	92.0
Missing	9	15	8.0
Total		188	100.0

The table above shows that 67% of respondents came from social sciences, while 25% came from hard sciences. Therefore, there is not an equal distribution of the background of respondents, which may affect the interpretations, i.e. more social-science oriented.

Following is an analysis of each question. The analysis consists of statistics retrieved from the SPSS, which involve quantitative data, and data retrieved from commenting boxes from almost every question asked in the questionnaire, which are qualitative data. The layout of tables was slightly modified to suit the nature of analysis. The report focus of the analysis of questionnaire items in this study has been mainly on ‘the most important’ and sometimes in the ‘very important’ scale as well. This may be regarded as a limitation of the reporting of results. Further analysis should be conducted to fully report the results of this study concerning the other side of the spectrum, that is analyzing and comparing both sides of the scale – ‘the most important’ and ‘the least important’. However, the results of just a few questionnaire items have been reported here on the ‘least important’ scale. In addition, the complete set of analyzed tables for all questions below is provided in Appendix C, including both spectrums of the scale.

Users’ expectations: content-oriented issues

There were four content-oriented questions. Each of these four questions was constituted of several items. In addition, two other questions were related to preferences of users for content personalization, involving language and type/format parameters.

Question 1 “What fields of study do you consider most important to be included in the national digital library?” contained the following items: a) Kosova history, b) Albanian literature, c) Cultural heritage of Kosova, d) Philosophy, and e) Economy of Kosova. Respondents scored “History of Kosova” as the most important with 46.8%.

Table 7. Fields of study preferences

Field preferences	Scale	Frequency	Percent
a) History of Kosova	Very important	58	30.9
	Most important	88	46.8
b) Albanian literature	Very Important	76	40.4
	Most Important	50	26.6
c) Cultural heritage	Very Important	61	32.4
	Most Important	59	31.4
d) Philosophy	Very Important	36	19.1
	Most Important	23	12.2
e) Economy of Kosova	Very Important	38	20.2
	Most Important	62	33.0

Table 7 shows that “History of Kosova” received 46.8% of responses as the most important item in the list. The field of history was also one of the best represented in Gallica. However, other areas such as literature and science were also well represented in Gallica (Bibliothèque Nationale de France, 2008a). The second one is “Economy of Kosova” with 33% followed by “Cultural Heritage” with 31.4% in the ‘most important’ scale. In addition, “Albanian Literature” received 40.4% in the ‘very important’ scale, which may indicate its importance although it received low scores in ‘the most important’ scale. “Philosophy” received only 19.1% in the same scale. Additionally, 12.8% of respondents scored “Philosophy as ‘the least important’ questionnaire item (See Appendix C for the complete analysis of this and other questionnaire item). “Philosophy” together with “Serbian” language received more than 10% of responses under ‘the least important’ scale. Statistics about “Serbian” language will be reported under the analysis of its respective question below. All other questionnaire items received less than 10% on that scale spectrum.

After doing a cross tabulation analysis, the statistics revealed that most of the respondents that scored “History of Kosova” as the most important are current users of the National and University Library of Kosova, i.e. 45 respondents. See table 8 below. However, those that scored both categories “Cultural Heritage” and “Economy of Kosova” as most important are potential users. See tables 9 and 10, respectively. However, the difference is not so significant between the number of potential users and users in general in these three tables shown below.

Table 8. Fields of study and respondents affiliation/background/History

a) History of Kosova	Respondents background		Are you a patron of BKUK [†]		Total
			Yes	No	
Very Important	What do you study/your occupation?	Social (human) Sciences	17	24	41
		Hard (natural) Sciences	1	10	11
	Total		18	34	52
Most Important	What do you study/your occupation?	Social (human) Sciences	30	28	58
		Hard (natural) Sciences	15	6	21
	Total		45	34	79

Table 9. Fields of study and respondents affiliation/background//Cultural heritage

c) Cultural Heritage of Kosova	Respondents background		Are you a patron of BKUK		Total
			Yes	No	
Very Important	What do you study/your occupation?	Social (human) Sciences	21	16	37
		Hard (natural) Sciences	6	9	15
	Total		27	25	52
Most Important	What do you study/your occupation?	Social (human) Sciences	15	27	42
		Hard (natural) Sciences	6	8	14
	Total		21	35	56

[†] BKUK is the Albanian acronym of the National and University Library of Kosova.

Table 10. Fields of study and respondents affiliation/background/Economy of Kosova

e) Economy of Kosova	Respondents background		Are you a patron of BKUK		Total
			Yes	No	
Very Important	What do you study/your occupation?	Social (human) Sciences	15	9	24
		Hard (natural) Sciences	6	6	12
	Total		21	15	36
Most Important	What do you study/your occupation?	Social (human) Sciences	17	27	44
		Hard (natural) Sciences	7	5	12
	Total		24	32	56

As shown in tables 8, 9 and 10, the biggest difference in scoring in ‘the most important’ scale comes from the professional background of respondents. Table 8 shows that out of 79 respondents scoring ‘History of Kosova’ as the ‘most important’ 58 of them come from social sciences, while 21 come from hard sciences. Thus there is quite a difference of expectations of users seen from this perspective. Similarly, a different distribution in favor of respondents from social sciences follows for ‘Cultural heritage’ (42/14, table 9) and ‘Economy of Kosova’ (44/12, table 10) items in the ‘most important scale. According to tables 8, 9 and 10, a lower number of respondents with from hard sciences scored in ‘the most important’ scale for the items involved in this analysis. This may be interpreted as a need for more content in hard sciences. The results of the analysis in the tables above may have implications to reaching out to new users. Thus, further research with a larger sample should be conducted to identify different needs and wants of current and, especially, potential users about the collections they expect to find in a national digital library.

Since the survey provided also a comment box to every questions, following are a few selected comments provided to this questions. Respondents mentioned a diversified range of fields from medicine, sports, public health, biology, chemistry, physics, electro-energy, population statistics, law, education, sociology, telecommunication, religion, art, music to agriculture, engineering, psychology, natural Kosova beauties and architecture. One of the respondents noted that “The first should be the Albanian literature, where the history of our nation itself is included”. Another one mentioned that “The history of Albanian people and Albanian language

are inseparable ... and they maybe should be regarded as such.” From these two thoughts, it is quite obvious that these two fields of knowledge should be regarded inseparable when we deal with materials to be included in a national digital library.

To sum up the findings of question 1, it is statistically indicative that ‘history’ and ‘literature’, if they are to be considered inseparable, ‘cultural heritage’ and ‘economy of Kosova’ are the most important fields to be given priority in the national digital library. However, other fields suggested by respondents should not be neglected as the responses were very much likely influenced by respondents’ professional background.

Question 2 “What are the most important historical periods?” had five items: a) Illyrian history; b) Scanderbeg period; c) Period of the League of Prizren; d) World War II; e) Recent history of Kosova of the years 1990-2008. The following tables show the score frequency of those different periods by respondents.

Table 11. Preferences for historical periods

Historical periods	Scale	Frequency	Percent
a) Illyrian period	Very Important	54	28.7
	Most Important	66	35.1
Scanderbeg period	Very Important	69	36.7
	Most Important	56	29.8
League of Prizren period	Very Important	66	35.1
	Most Important	60	31.9
WWII period	Very Important	60	31.9
	Most Important	37	19.7
Recent history of 1990-2008	Very Important	45	23.9
	Most Important	108	57.4

By looking at table 11, statistics show that respondents scored the “Recent history of Kosova from 1990-2008” as the ‘Most important’ with 57.4%. The second is the “Illyrian period” with 35.1%. Then, they are followed by the “League of Prizren” with 31%, “Scanderbeg period” with 29.8%, and “World War II” with 19.7%, receiving the lowest scores.

It is important to make a comparison between experts’ suggestions related to the historical periods expectation in the previous section that were derived as a result of interviews and the responses represented in table 11 of this section as a result of survey questionnaire. Experts during the interview process stressed ‘Scanderbeg

period’ as the most important one in the Albanian history. It was emphasized that Scanderbeg period of the 15th century is closely related to the figure of Scanderbeg as well as to the first modern statehood attempts by Albanian people. In contrast, users/potential users weighted “the recent history” much more important (57%) compared to “Scanderbeg period” (29.8%). Additionally, respondents ranked “Scanderbeg period” further down as the fourth most important after “Recent history”, “Illyrian period”, and “League of Prizren”, see the statistics in table 11 above. Thus, there is a difference in opinions and preferences between experts and users/potential users related to this item.

Table 12. Periods of history/respondents background

Periods of history	Scale	Respondents' background		Are you a patron of BKUK?		Total
				Yes	No	
a) Illyrian period	Most Important	What do you study/your occupation?	Social (human) Sciences	19	27	46
			Hard (natural) Sciences	7	5	12
		Total		26	32	58
b) Scanderbeg period	Most Important	What do you study/your occupation?	Social (human) Sciences	20	23	43
			Hard (natural) Sciences	5	2	7
		Total		25	25	50
c) League of Prizren period	Most Important	What do you study/your occupation?	Social (human) Sciences	19	24	43
			Hard (natural) Sciences	6	3	9
		Total		25	27	52
d) Recent history 1990-2008	Most Important	What do you study/your occupation?	Social (human) Sciences	36	39	75
			Hard (natural) Sciences	16	7	23
		Total		52	46	98

A crosstabulation between respondents' affiliations and periods of history in table 12 above shows that there is almost an equal distribution of users and potential users in all questionnaire items. However, there is a significant difference of scoring results between respondents coming from social sciences and those from hard sciences. For e.g. table 12 shows that 75 respondents from social sciences scored “Recent history” as the most important, while 23 respondents were from hard sciences. A similar pattern with a fewer number of respondents scoring for other items in the most

important scale is also present for the other items in table 12 above. This may be a result of the social science driven nature of survey items and the outnumbering of respondents (67%) coming from social sciences involved in the study (See table 6).

Respondents provided also several comments for this question. They suggested periods of history from the Pelasgians, Roman period, Middle Ages, Ottoman period, to the period of after World War II, including the events of 1960s, 70s and 80s.

To sum up the results from this question, the respondents scored “Recent history” as the most important period in Kosova’s history. While interviews with experts revealed that “Scanderbeg period” was considered as the most important. This somewhat opposing finding may serve as an indication for the necessity of prioritizing the content to be included in a user-oriented digital library. Finally, other periods of history should be prioritized for inclusion in the national digital library due to the fact that the period of after the World War II was commented several times as an important period for inclusion.

Question 3 “Which documents do you consider most important to be present in the national digital library?” included the following document items: a) Meshari of Gjon Buzuku; b) History of Scanderbeg by Marin Barleti; c) The constitution of 1974; d) Declaration of Independence of Kosova in 2008. All these documents are of great significance to the Albanian language, history and politics. “Meshari” of Gjon Buzuku is considered to be the first written work in Albanian in 1555. The book “History of Scanderbeg” by Marin Barleti was the most prominent written work for the deeds and life of the Albanian hero Scanderbeg. The two other documents included “The constitution of 1974” and “The Declaration of Independence of Kosova in 2008” are political documents that mark the beginning of two different eras, namely advancing the rights of Albanian population in Kosova. However, it is to be noted that these are just a few documents judged to be included as questionnaire items among many other invaluable documents left unrepresented in the survey questionnaire.

The following frequency table shows which of these documents received the highest scores as the most important among others.

Table 13. Important documents

Documents	Scale	Frequency	Percent
a) Meshari by Gj. Buzuku	Most Important	58	30.9
b) History of Scanderbeg by M. Barleti	Most Important	56	29.8
c) Constitution of 1974	Most Important	46	24.5
d) Declaration of Independence in 2008	Most Important	102	54.3

Table 13 above shows that the document of “The Declaration of Independence of Kosova in 2008” was considered as the most important document of all the choices with 54.3% of scores. Other documents in the choices received almost equal scores in the “Most important” scale. According to the statistics in table 13, it is obvious that all these documents are of great importance to be added to the national digital library. Of course, a particular interest has been shown towards the document of “Declaration of Independence” as it belongs both to the “Recent history”, which we may correlate with the high scoring that this period received (see table 11), and it marked a new beginning for the people of Kosova. These documents were considered also very important by expert interviewees. And they are considered important by majority of respondents as well.

Other documents mentioned in the commenting box by respondents include important documents such as: Population statistics of Kosova and Albanian living areas; laws; Bujana’s Conference related documents; Official documents of Tirana related to Kosova issue; The alphabet of the Congress of Manastir; the Declaration of Independence of Albania in 1912; The final document of the League of Prizren; The ‘temporary’ constitution of Kosova and the present one; The Declaration of Kosova Republic in 1990; Important documents related to our culture and religion; The canon of Lek Dukagjini; The national anthem; old maps of Kosova; the first Albanian dictionary by Fan S. Noli; the Resolution 1244; Ahtisaari’s settlement plan, etc. These are all important document mentioned by respondents, some of which do correspond with suggestions from experts in their interviews. A respondent with its comment made the national digital library even quite inclusive saying that the library should make available “Every material that is not under the copyright law”. Another one emphasized the inclusion of old and rare documents by commenting “Old documents related to the history of Albanian people”. However, a different respondent posed a

rhetoical question saying “Why should we confine ourselves only within historical documents?” This is an important rhetorical question as it indicates the role of the national digital library to represent not only Kosova’s culture and history, but also its scientific development and heritage.

To sum up the findings from this question, it is statistically obvious that the document of “The declaration of independence of Kosova in 2008” had a significant difference with other documents proposed as choices. However, other documents also received quite a percentage but similar scores among others. Respondents also proposed a wide range of documents, including those of other values rather than only historical ones.

Question 4 “Which Albanian figures do you consider most important?”

included six important Albanian historical, literary and humanitarian figures. They are represented in table 14 below.

Table 14. Important Albanian Figures

Albanian figures	Scale	Frequency	Percent
a) Scanderbeg	Most Important	86	45.7
b) Adem Jashari	Most Important	82	43.6
c) Mother Theresa	Most Important	74	39.4
d) Naim Frasheri	Most Important	50	26.6
e) Fan Noli	Most Important	41	21.8
f) Marin Barleti	Most Important	31	16.5

According to the table 14, Scanderbeg received most of the scores in the ‘Most important’ scale with 45.7%. The second is Adem Jashari with 43.6% and the third one is Mother Theresa with 39.4%. During the pilot study of American Memory in colleges and universities (Veccia et al, 1993), historical figures received the third place, after photograph and films, as the most requested items.

It is interesting to compare the findings from question 2 with question 4 in relation with the figure of Scanderbeg. Question 2 revealed “Scanderbeg period” as the fourth important in the ‘Most important’ scale with 29.8% (see table 12). In contrast, table 14 reveals the figure of Scanderbeg as “the most important” figure (45.7%). In addition, the results shown in table 14 in relation to the figure of Scanderbeg are also in compliant with the findings reported in the previous section on expert suggestions about the figure and historic period of Scanderbeg. Logically, an

important figure may not be separated from his/her time of living. Question 4 shows the importance of deriving (triangulating) information from various and different techniques.

Other figures suggested by respondents in the commenting box of this question include: Gjergj Fishta, Eqrem Çabej, Faik Konica, Jeronim De Rada, Lasgush Poradci, Migjeni, Mithat Frasher, Mitrush Kuteli, Ismail Kadare, Azem Shkreli, Adem Demaçi, Ibrahim Rugova, Fehmi Agani, Hasan Prishtina, Sylejman Vokshi, Shaban Polluzha, Ukshin Hoti, Hashim Thaçi, etc. In this context, a respondent noted that “The Digital Library should focus more on Kosovar figures regardless of their nationality, language or religion.” According to this, the national digital library should include not only Albanian figures, but also figures of other minorities living in Kosova.

Users’ expectations: content personalization

Two following question, i.e. question 5 and 6, were also content-oriented but focused on the language of content and its type and format that users may expect or prefer to encounter in their national digital library. The results from these two questions may be interpreted as the need for content personalization.

Question 5 “In which languages would you like the documents to be represented in the digital library?” included the following items: a) Albanian language, b) English, c) German, and d) Serbian. Table 15 summarizes the respondents’ preferences for the four choices they were given.

Table 15. Language preferences

Languages	Scale	Frequency	Percent
a) Albanian	Most Important	143	76.1
b) English	Most Important	91	48.4
c) German	Most Important	22	11.7
d) Serbian	Most Important	17	9.0

Table 15 shows that Albanian language is the most important, and therefore the most preferred, language that respondents want their documents to be into with 76.1%. English is in the second with 48.4%. While German and Serbian ranked quite low in this scale level as shown in table 15. Contrary, Serbian language received the highest

responses in 'the least important' scale with 30.9%, making it the most extreme result in the whole questionnaire items (See Appendix C for the complete analysis of this and other questionnaire item). Although the researcher had no evidence about the ethnic background of the respondents since no biographical data were collected through the questionnaire, it is believed that the majority of respondents, or may be all of them, were of Albanian ethnicity. This may be an indication that "Serbian" language was not a preferred one among other languages. In addition, this result may have been a result of historical events that happened in the 1990s between Kosova and Serbia, which still presents political and sovereignty threat to Kosova. The claim that the majority of respondents were Albanian has also led to scoring Albanian language among the most preferred languages. The literature reviewed on Gallica suggests that the primary focus is on works about France, French language and those published in France (Bibliothèque Nationale de France, 2008a), which obviously are mainly in French language as well. According to results shown in table 15 and literature reviewed, it is natural that most of content in a national digital library may be in the local language(s).

Table 15 shows that English has received high scores in the same scale as well. This may be interpreted into two ways: a) as a need for western-based literature by Kosova people, and; b) a way to represent our documented tradition to the others. However, table 3 under the section of Current Digital Services showed that electronic resources, primarily with English content, that the National and University Library of Kosova subscribes to received very low use. The contrast of scoring English as the second most important language by both users (78 respondents) and potential users (90), in one side, and the very low use of English electronic resources on the other, may imply that users are not aware of those resources; thus promotional activities and bibliographic instruction should be enhanced to make the current users aware and reach out to potential users.

Additionally, respondents provided a wide range of language needs to be represented in the national digital library, including: Italian, Greek, Croatian, Romanian, Latin, French, Turkish, Spanish, Russian, and other Balkan's languages. A respondent noted that the library should provide "documents in whatever languages if it is related to Kosova". Another one noted that "there should be a variety of languages represented so that Albanian scholars will have the possibility to know world values".

Many of these language suggestions were related to different historical periods when Kosova was in relation with other cultures. For e.g. Turkish and Arabic languages are very important to Kosovar context especially when we deal with Ottoman Empire period. Similar to this is Latin due to Roman Empire as well as a language of science for many centuries in the past and to some extent in the present. However, other languages were suggested mainly due to the cultural connection of Kosova with those places, such Rumanian, Spanish and French.

In sum, the findings from this question revealed that Albanian and English received the highest scores as ‘the most important’ languages. They may be interpreted as the most preferred and wanted languages by respondents. However, there was a wide range of other languages proposed that were of value to Kosova’s historical and cultural connections with other nations.

Question 6 “What type of materials do you consider most important?” included nine items. They included some formats and types of documents that respondents had to choose which of them they consider most important. Those items were: a) audio; b) text; c) photography; d) maps; e) old and unique materials; f) university textbooks; g) scientific journals; h) newspapers; i) entertaining materials. A more detailed view is given in table 16 below.

Table 16. Type of materials preferences

Types of documents	Scale	Frequency	Percent
a) Audio	Most Important	39	20.7
b) Text	Most Important	93	49.5
c) Photography	Most Important	60	31.9
d) Map	Most Important	58	30.9
e) Old and unique materials	Most Important	93	49.5
f) University textbooks	Most Important	93	49.5
g) Scientific journals	Most Important	68	36.2
h) Newspapers	Most Important	25	13.3
i) Entertaining materials	Most Important	25	13.3

Table 16 shows that items under b), e) and f) received the highest percentage with 49.5%. A second group with quite similar distribution includes items under c), d), and g). It is interesting to see that “Newspapers” received the lowest scores together with “Entertaining materials” both of them with 13.3%. Although the second group ‘maps’, ‘photography’ and ‘scientific journals’ seem to be quite important in the eyes of respondents, there is still a clear inclination towards text-based documents. In this

context, the item ‘text’ cannot be interpreted differently but as a text. However, both the next two items in that highest percentage group, i.e. ‘old and unique materials’ and ‘university textbooks’ may come into different forms in the digital library such as in the form of maps, audio, video, etc. Therefore, respondents may have been confused by mixing form and type of materials in the same question. Nevertheless, table 15 may indicate to some extent the preferences of users over different types and forms of materials in their national digital library.

According to literature reviewed, academic journals mainly contribute towards the collection development of 20th (Bibliothèque Nationale de France, 2008a). In addition, photograph and film collections received most of the hits during the pilot study of American Memory in colleges and universities (Veccia et al, 1993). Although not on top three in the choices of respondents, scientific journals and photographs still received high scores of 36.2% and 31.9, respectively. Including different types and formats of materials will enable refinement and limitation of search results in the digital library.

Since ‘text’, ‘old and unique materials’ and ‘university textbooks’ were considered the most important of all, it is interesting to correlate respondents choices with their professional background and affiliation with the Library. Table 16 represents a crosstabulation of all these three parameters, i.e. choice of type of document, background of respondents, and affiliation of respondents with the Library. The reason of crosstabulation is to see whether there is any significant difference between respondents’ affiliation and their background.

Table 17. Crosstabulation: type of documents/respondents background/affiliation

Type of document	Scale	Respondents’ background		Are you a patron of BKUK?		Total
				Yes	No	
b) Text	Most Important	What do you study/your occupation?	Social (human) Sciences	31	33	64
			Hard (natural) Sciences	9	12	21
		Total	40	45	85	
e) Old and unique materials	Most Important	What do you study/your occupation?	Social (human) Sciences	24	38	62
			Hard (natural) Sciences	9	12	21
		Total	33	50	83	
f) University textbooks	Most Important	What do you study/your occupation?	Social (human) Sciences	34	26	60
			Hard (natural) Sciences	12	12	24
		Total	46	38	84	

According to table 17, there is no significant difference for 'text' between respondents who declared to be 'users' or 'non-users' of the Library. However, there is quite a significant difference on the same item 'text' if we look at the professional background of the respondents. The number of respondents from 'social sciences' who consider 'text' as the most important item is 64, while from 'hard sciences' is 21. As for 'text', there is almost a similar pattern for 'University textbooks' as well. However, statistics show that there is quite a difference between 'users' and 'potential users' of the Library for the item 'old and unique materials' with a rapport of 33/50. While 'text' and 'university textbooks' have almost a similar distribution between users and potential users.

To sum up, the findings of question six revealed that 'text', 'old and unique materials' and 'university textbooks' were considered the most important items. However, an interesting finding is that 'university textbooks' had an almost equal distribution between 'users' and 'non-users' of the Library. A bigger difference was expected.

Users' expectations: Building library collaborative channels for content provision

As already stated, there was a question driven towards identifying collaboration channels of the Library with other libraries in order to provide the expected content to its users through its digital efforts. Question 7 is about to address the second objective of this study. Responses from question seven provide information with which institutions do respondents think the Library should cooperate in order to provide the needed materials to their disposal. This question is closely related to collection development efforts. The findings may be interpreted and lead to different efforts. Using and exploring the suggested cooperation links, the national digital library may negotiate to acquire and host important original digital materials that interest its users; may negotiate to acquire and host surrogate digital copies of materials with interest; may seek permission to host links of important materials and secure access for its users. As with different Europeana user groups' expectations (Dekkers, Gradmann & Meghini, 2008), the national digital library will also be faced with similar expectations. Thus, the results reported below may help the library to direct its efforts when content-oriented issues are to be explored.

Question 7 “If the Library has to cooperate with other institutions in order to provide needed wanted materials, then which institutions would you suggest the Library should create links of cooperation with?” listed of institutions of choice to be marked from ‘least important’ to ‘most important’. The list of choices included: a) Libraries and archives of Kosova; b) Libraries and archives of Italy; c) Libraries and archives of Turkey; d) Libraries and archives of London. These institutional choices have been chosen purposefully as many historical and cultural documents of different nature are preserved there. As suggested by experts, the list of institutions with which the library should cooperate is much longer. However, it is important to see how respondents considered the purposed institutions. The following table shows which institutions were considered most important for cooperation with the National and University Library.

Table 18. Institutional cooperation

Institutions	Scale	Frequency	Percent
a) Libs & archives of Kosova	Very Important	59	31.4
	Most Important	86	45.7
b) Libs & archives of Italy	Very Important	68	36.2
	Most Important	49	26.1
c) Libs & archives of Turkey	Very Important	65	34.6
	Most Important	62	33.0
d) Libs & archives of London	Very Important	54	28.7
	Most Important	104	55.3

Table 18 lists Library cooperation with libraries and archives of London as the most important of all with 55.3%. The second in the list is cooperation with libraries and archives of Kosova with 45.7%, followed by those of Turkey with 34.6% and those of Italy with 26.1% in the ‘most important’ scale level.

As already stated the National and University Library of Kosova should cooperate with a wide range of institutions in order to provide valuable information to its current and potential users. This may be considered a normal procedure for a library institution aiming at building digital collections. However, it becomes more important in Kosova’s case where libraries were denied from doing their normal activities for ten years in 1990s during coercive measures imposed by Serbian regime. Libraries and other institutions such as museums and archives could not exercise their collecting activities. Thus, valuable information resides elsewhere documenting the

events of those times. In addition, other historical periods and events when Kosova was in direct contact with other nations, such as Roman Empire, Ottoman Empire, Italians, Germans, or when decisive events for the future of the Kosova took place, such as Congress of London, Congress of Berlin, etc., make this cooperation very much necessary for Kosova's identity and future scholars. Further, also historical cultural ties with nations in the region as well as its future aspiration in Europe make cooperation with other institution a must o the time. Building cooperation links is also an already practice for libraries. As indicated in the literature reviewed, Europeana is entirely a collaboration effort among different institutions in Europe. Further, Gallica's and American Memory, although are dependant mainly in digitizing their own collections, have built largely their collections with the help of partner institutions. As early of 2009, Gallica's collection is enriched through the contribution of National Library of France with 98%, 0.5% from partner institutions and 1.5% from commercial publishers (Bibliothèque Nationale de France, 2009c). Additionally, American Memory's source of collection development is directed towards many important cultural, historical, archival, museum and library institutions in US (The Library of Congress, American Memory, Frequently Asked Questions). Therefore, cooperation links are necessary to provide a wide variety of needed resources to its users.

In the optional commenting box, respondents suggested the following institutions the library should cooperate with: libraries of Albania, France, Switzerland, USA, Austria, Japan, Hungary, Rumania, Bulgaria, Bosnia, Slovenia, Serbia, Montenegro, Vatican, Moscow, Athens, Zagreb, Berlin, and Ljubljana. Libraries of these countries and cities are all of great importance to build library relationships due to our cultural, historic and political relationship with them at different times in history.

To sum up, cooperation links are very important for a national digital library in these modern times. National digital libraries are to be borderless and serve different users regardless of their location. Also, the computer technology makes distribution of resources much easier without posing any threat to the lending institution, such as the possibility of loss of the unique material. In addition, Kosova's cultural, political and historical ties with other nations necessitate a wide range of cooperation between the National and University Library and other institutions inside and outside the country.

Users expectations: the rational

Question 8 “Why would you use a digital library” was an open-ended question which intended to collect different opinions from respondents about their rational of using a digital library. More than 100 respondents commented to this question. Qualitative analysis techniques have been applied to this question. No attempts to quantify this question have been undertaken. Respondents’ comments, suggestion, and opinions revealed the following reasons of using a digital library.

- It provides an easier access to information
- It fulfills needs
- It plays an authoritative role for its sources of materials
- It improves the services of the physical library
- It plays a promotional role of cultural and historical values.

Easier access. Many respondents mentioned the fact of easier access to information through digital libraries compared to traditional libraries. In this context, one respondent wrote “I would use it [digital library] a lot because it will save my time of going to the [traditional] library to search for materials. And the electronic form is always easier to use”.

Another one commented:

“I live outside Kosova. Due to the impossibility of coming more frequently to Kosova, a digital library will give to me the possibility to read materials about history of Albanian language, scientific journals and newspapers published in Kosova and elsewhere”.

The value of this comment is twofold. One is that a digital library will have to provide specific materials to the users in need. The other is that a digital library will reach to its users regardless of their actual location. The second expectation of the respondent of having a library that crosses borders is, indeed, one of the strength of a digital library and usually is taken care by the technology side. The first expectation of providing ‘specific materials’ to the users may become its ‘Achilles heel’ if proper selection criteria or collection development policies are not in place. And usually this second expectation is taken care by people in the library, i.e. librarians.

Fulfilling users’ needs. Respondents also noted that besides their need for easier access to information, they also need a digital library to fulfill their professional, study, research and entertaining needs. There were different comments

as why they would need a digital library, such as “It will help in my studies”, “For my research needs”, “As a resource of information and scientific research”, “To help me in preparation of my exams...”, “Personally, to expand my knowledge about the culture and history of my country”, “It ensures a diversity of resources which I may need in the future”, “As a source of information for Albanian culture, history, entertainment, and news”.

All these thoughts show a diverse range of needs and how a digital library is expected to be used. Respondents also expect the digital library to be a window to their knowledge enrichment. Thus, these expectations put a heavy responsibility to the designers and maintainers of the national digital library if it wants to be a user-oriented library. In the discussion about the model of American Memory, Veccia et al (1993) pointed out that the collection was one of the determining key success factors of the American Memory in schools and colleges. Therefore, a strong, selective but inclusive collection of the national digital library will be one of the determinants of its success towards fulfilling users’ expectations.

An authoritative library. Respondents expect the national digital library to play an authoritative role as well. One respondent noted that “I would use it to expand my knowledge about many ambiguous issues related to the pan-Albanian history”. A similar comment is the following as well “I would use it for different needs, beginning from my need to be informed, to study, and compare important information related to the Albanian population of Kosova”. Still another respondent commented that “it [the library] will fulfill the information gap of the past. It will also provide authentic and unbiased information about our [Albanian] history”.

It is obvious that respondents expect the digital library to enlighten many ambiguous issues of the past related to Kosova’s history. This was also suggested by expert interviewees in relation to ambiguous historical events, such as the Battle of Kosova of 1389. According to these, the national digital library should collect intensively and extensively authoritative sources of information to inform users without any political or ideological interference. However, it may be on the users’ side to decide whether the information was useful or up to their expectations.

An improvement of traditional library services. Another aspect that respondents mentioned was that they see the digital library as an improvement and addition to the traditional library. One of the respondents commented as follows:

“First of all, it [the digital library] would be a good alternative for the readers. However, I would use it due to the lack of materials in Kosova’s city libraries. I hope that this digital library will at least fulfill our needs”

Another one said that:

“It is the easiest and most efficient way to consult relevant sources. You can do it very fast and you don’t need to wait in the line to borrow a book (as it happens now in the National Library). It is a more advanced method in line with contemporary times for fast information”

Still another respondent noted:

“You don’t need to wait in line to get a place to read in the National Library. In addition you will not waste your time waiting for services which are not very functional over there”.

These opinions clearly indicate respondents’ expectations for more collections, i.e. more information and better services. They see the digital library as an enabler of both. They expect the digital library will fulfill the lack of traditional materials, in one side. On the other side, they also expect that the services of the digital library will be advanced, fast and functional.

Promotion of cultural and historical values. Respondents also saw the digital library as mean to promote Kosova’s cultural and historical values to the others. One respondent commented that “This [digital] library should tell the world about our culture, heritage, and Albanian history.” Another respondent commented that the digital library “makes it possible to find different books from world literature and vice-versa”.

Another one noted:

“It will be valuable for both Kosovars and foreigners who are interested about Kosova. It will be a global information related to the facts about Kosova and its past”.

In addition to seeing the digital library as a promotional tool of Kosova’s cultural and historical values, respondents considered it also as a way to access world literature. This may mean that other cultures will be promoted to Kosova people as well. Further, it may means that Kosova and other countries may exchange their cultural, historical and other values through their digital libraries. In addition, Europeana has one of its general collection selection criteria developed towards promotional activities, that is digitizing little known items that can be attractive to users (Europa Press Releases RAPID, 2008a). Sometimes, old and unique materials and other

valuable materials are rarely used by users due to fact that they are not made visible to the world. Thus, making them available through the digital library increases their chance of being much more used.

To sum up, question seven showed the rational and real need of having selection criteria or collection development policies in place for the national digital library. Without them, it will be a disoriented library lacking to fulfill all these expectations grouped into four topics. And each of them is important in its own towards a functional and user-oriented national digital library.

Chapter V

CONCLUSIONS AND RECOMMENDATIONS

The literature reviewed and the findings in this research may lead to the conclusion that library's collection and selection criteria policies are of utmost importance to a successful user-oriented national digital library. This research aimed at answering the two initial guiding questions set in the introductory part, those were: 1) What content do users expect from a national digital library? 2) Which institutions should the National and University Library of Kosova cooperate with in order to fulfill content expectations to its users?

Research showed that a wide range of subject fields are expected to be represented in the national digital library. They include both social and hard sciences. Related content in specific fields, documents, outstanding historic and public figures are all expected to be found in a digital library. Additionally, expectations about content type and format revealed that text documents are still the preferred representation of content. Further, the high percentage of respondents scoring English as the most important, after Albanian, was a strong indication of international orientation that the national digital library should take.

Experts and respondents expect the national digital library of Kosova to play a crucial role in the dissemination of Kosova's cultural and historical heritage to the world. Reciprocally, the national digital library is considered to serve as a window to Kosovars to access to the information of the outer world. In this respect, content selection criteria are the determining factor, which aim at providing a wide range of, but selective, sources of information to fulfill specific users' needs, be they for study, research, recreational or other purposes.

The research showed that national digital library has to cooperate with many institutions within and outside of the country. Additionally, a within the Library cooperation climate needs to be fostered. Not one single department or unit should be responsible for the national digital library. Rather, it should be cooperation effort distributed in the entire organization. One of the prevailing reasons why the national digital library should cooperate with other institutions was to provide and offer contents to its users. Historically and culturally, Kosova has many ties with many

countries around the world where some of its history is written, documented and stored. For example, being part of Roman or Ottoman Empire lead to building cooperation with archives of Italy and Istanbul, respective, was revealed by both experts and respondents. Thus, the national digital library is to establish cooperation links with those institutions and others with the sole purpose of serving its users and potentially reaching out and promoting Kosova's rich cultural heritage. Research showed that the national digital library can either acquire additional original copies and digitize them, can acquire a digital surrogate, or it can only provide a link to the actual resource. All these are to be achieved though trust and wide cooperation.

The need for further research

The findings and results of this research may serve only as viable information to the decision makers of the National and University Library in their possible efforts to building a digital library. However, it is believed that participants involved in the study represent a small number of population of the National and University Library of Kosova community. Further, the research questions both in the interview process and in the survey questionnaire were social-science oriented. Thus, further research should be conducted to both cover a larger population and various fields of study from social and hard sciences. Also, this research was mainly focused to identify content expectations, which is only one piece of the wholeness of a digital library. Thus, further research should be conducted towards identifying, exploring, understanding different issues - such as technical issues, preservation, digitization, needs and wants of non-Albanian ethnic community, needs and wants of Kosovars living and working abroad – of building a national digital library.

As a result of this research, several recommendations may be drawn. These recommendations are generally outlined below and may or may not be transferable to another cultural setting. However, they very well may fit in an Albanian cultural setting even outside Kosova.

Recommendations on content selection criteria for the national digital library of Kosova

- *Territorial scope of collection*

The national digital library of Kosova should have *Kosova* as its primary geographical or territorial scope. This should not limit the library to collect/harvest or digitize materials published in Kosova about Kosova, but also materials about Kosova published elsewhere. This also should not limit the library to collect materials related to its past history that currently may relate to a different territory. The current name may suggest a different administrative territory in a given historic time. For example, in the Ottoman era, Kosova meant a larger administrative and geographical territory. Therefore, the reference point should be the name “Kosova”.

- *Field and thematic coverage*

Research showed that several fields are of great importance to experts of different fields and to the users and potential users of the National and University Library of Kosova. As history received was considered to be an important field by experts as well as it received the highest scores by respondents, it may be a good start for the national digital library to start building its collection about the history of Kosova. As an initial collection, it may start collecting/harvesting or digitizing collections about the recent history, which includes the period from 1990 to 2008 as it received the highest percentage among other periods of Kosova’s history by respondents. Further, if literature is to be considered an integral part of telling the history of a nation, then the next step would be to look at specific literary periods that contributed mostly to the wealth of Albanian literature. The national digital library may start with the Renaissance period as it was suggested to be the most important by experts during the interview process. In addition, it can expand later to collect other historic or literary periods and other fields of study as suggested by experts, and regarded important by users and potential users of the Library.

The national digital library may also focus in different topics or themes around which it can build Kosova’s story. It may, for example, collect materials around certain historical, literary, and public Albanian figures, ethnical cultural and religious

richness as well as key and distinctive historical and literary documents as detailed in chapter IV under Findings. However, the library should be very careful and selective towards representing sensitive issues, such as the Battle of Kosova, or the figure of Milosh Kopiliqi. It should be selective as the respondents expect the national digital library to be an authoritative source of information. In addition, they expect it to play an educational role in Kosova society. Therefore, it should rightly collect information about these and other sensitive issues in Kosovar context.

Although the expert interviews were mainly directed towards a limited number of fields of study, the questionnaires with users and potential users showed that the interest for digital content in other fields, such as Economy, even for hard sciences, is great. Therefore, the national digital library should selectively and carefully expand into those fields as its potentials, i.e. technology and people, rise.

- Other content coverage

The content selection criteria should not be exclusively Kosova/Albanian-related content although its initial focus may be solely that one. In addition, it should also bring to its primary audience information of other nations and cultures as they see it a window to the world's wealth of information. It should select materials of other nations with which Kosova is or historically has been in contact with. This may be achieved in many different ways. One of them is through its cooperation with other national digital libraries, which is one of the recommendations in this study.

- Language scope

The national digital library of Kosova should provide materials in their original written or documented language. This will enable the library to represent documents in a variety of languages. However, most of them are expected to be in Albanian. This is also the preferred language for most of respondents involved in the study. English was also one of the preferred languages of respondents. In addition, materials in other languages are of importance to Kosovar context due to historical, cultural and future developments. Therefore, the library should exhaustively select documents in Albanian, while intensively in English, and selectively in other languages such as Serbian, old Serbian and Bulgarian, Arabic, Turkish, Latin, French, German, Ancient

Greek, and other Balkan languages and other languages as detailed in Chapter IV. The national digital library may also provide language service tools, such as machine-based translation, that are possible now due to technological development. These tools may enable users to fulfill their different language expectations although it may be still limited in many areas.

- Document format and type

The national digital library should collect materials in different formats, including text, audio, photographs, unique materials, journals, books, textbooks, etc. Respondents involved in the study rated text, old and unique materials and university textbooks as the most preferred formats. Therefore, the digital library may focus first in collecting old and unique materials which are to present the deep culture and history of Kosova. Further, it may focus in providing other types of documents to fulfill the diverse users and potential users' needs.

- Collaboration links

The national digital library should also be very active in building cooperation links with other libraries and digital libraries around the world, especially with those which hold valuable materials about the history and culture of our country. Cooperation building is a necessity for the national digital library of Kosova if it wants to present to its users a part of Kosova's history that is not preserved in Kosova and if it wants to integrate in the family of world digital library initiatives, such as Europeana, or World digital library.

As indicated by both experts and respondents, the national digital library has to build cooperation links with many libraries, museums, archives and similar institutions around the world with which Kosova was in direct or indirect contact over different periods of history. Libraries and archives, such as that of Vatican, Rome, Istanbul, Tirana, London, etc., hold valuable historical documents for our past. Indeed, some historical aspects of our country can be enlightened only by exploring libraries and archives outside the country. Therefore, cooperation links should be built on sound basis. They should be built to last forever if possible. The national digital library may foster different models of cooperation based on the context. For example,

the library a) can purchase and host the original document; b) can host only the surrogate while the scanning and the original document resides in another library or institution with which it cooperates; c) the host and original document may reside outside, and the national digital library may only provide a link and descriptive metadata of the document. So the library should explore any of these types of possible collaboration that best fits the context.

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APPENDIX A

Interview Questions

E nderuara zonjë/ I nderuari zotëri,

Jam Besim Kokollari, student në programin e magistraturës për Bibliotekat Digjitale në Universitetin e Parmës, Parma, Itali. Jam student ndërkombëtar në Parma dhe vijë nga Kosova. Tani jam duke e bërë tezën e magistraturës si pjesa përfundimtare për të diplomuar. Për ta arritur këtë, më duhet të bëjë një hulumtim origjinal që ka të bëjë me ndërtimin e një bibliotekë kombëtare digjitale të Kosovës. Prandaj, ju lutem që të më ndihmoni ta kryej edhe këtë fazë me sukses duke marrë pjesë në këtë intervistë. Ju lutem vëreni se informatat personale (biografike) dhe informatat e tjera që mund të mbliidhen përmes këtij hulumtimi do të përdoren vetëm për këtë hulumtim, dhe se në asnjë mënyrë nuk do të shpalohej identiteti i juaj.

Para se të shohim pyetjet, më lejoni t'i shpjegoj shkurtimisht synimin dhe objektivat kryesore të këtij hulumtimi. Synimi i këtij studimi është hulumtimi asaj çka presin përdoruesit prej një bibliotekë digjitale kombëtare të Kosovës. Dhe objektivi kryesor është që të identifikoj dhe rekomandojë kritere të përzgjedhjes se me çfarë materialesh e literature duhet të pasurohet biblioteka digjitale kombëtare e Kosovës.

Duke i parë zhvillimet në Bibliotekën Kombëtare dhe Universitare të Kosovës si dhe zhvillimet në bibliotekat në botë, Biblioteka herët a vonë do të fillojë një projekt të bibliotekës kombëtare digjitale, e cila do të jetë e pranishme në internet. Përdoruesit do të kenë mundësi t'i shfrytëzojnë burimet me tekst të plotë me vlerë kulturore e historike në këtë bibliotekë digjitale pa ndonjë pagesë. Duke shpresuar se ky hulumtim me përdoruesit apo shfrytëzuesit në qendër, të cilët japin informacione dhe shërbejnë si udhërrëfyes të ndërtimit të një bibliotekë digjitale, do të ketë vlera praktike dhe unike të një pjese të tërësisë së bibliotekave digjitale. Me pjesëmarrjen tuaj, kjo vlerë vetëm sa shtohet.

Me poshtë do t'i gjeni pyetjet për intervistë. Ju lutem të jeni sa më konkret në përgjigjet tuaja. Gjithsej janë 17 pyetje që kërkojnë përgjigje. Të gjitha janë të rëndësishme për qëllimin e këtij hulumtimi, por ju mund të jepni përgjigje në ato të cilat e ndjeni se mund të ofroni informacione.

Ju faleminderit për pjesëmarrje!

Nëse dëshironi t'i merrni rezultatet e këtij hulumtimi, te lutem shkruaje adresën elektronike këtu ose në fund të intervistës. Do ta konsideroj këtë si konfirmim zyrtar për këtë qëllim: _____

Do të mund t'ua dërgoj rezultatet kah fundi i muajit korrik 2009.

Informata personale (biografike) për pjesëmarrësin:

Mosha:

Profesioni(-et) i juaj (p.sh. student, mësues, profesor):

Gjinia (mashkull, femër):

Kombësia e juaj:

Vendi në të cilin jetoni (shtetësia):

Emri dhe mbiemri (opsionale):

Me cilin institucion dëshironi të identifikoheni (opsionale):

Informata të tjera shtesë si emir, puna, etj. (opsionale):

Intervista fillon prej këtu:

Pyetjet:

1. Cilat periudha historike i konsideroni relevante të paraqiten përmes bibliotekës digjitale kombëtare, duke filluar nga ajo antike e deri në ditët e sotme? Si dhe nëse mund t'i përshkruani karakteristikat e tyre lidhur me identitetin shqiptar, përkatësisht të Kosovës?
2. Cilat ngjarje historike e kanë formësuar identitetin kombëtar e shtetëror të Kosovës të cilat do t'i vlerësonit të nevojshme që të jenë pjesë e literaturës së bibliotekës digjitale kombëtare të Kosovës?
3. Cilët heronj, luftëtarë e figura historike e të tashme do të dëshironit t'i gjeni në bibliotekën digjitale kombëtare të Kosovës?
4. Cilat figura historike të pakicave të tanishme do t'i rekomandonit të ishin pjesë e bibliotekës digjitale kombëtare?
5. Cilat dokumente me rëndësi të veçantë për identitetin kombëtar e shtetëror të shqiptarëve në përgjithësi, si dhe të Kosovës, në veçanti do të dëshironit që t'i gjenit në bibliotekën digjitale kombëtare?
6. Cilat periudha të letërsisë i konsideroni relevante të paraqiten përmes bibliotekës digjitale kombëtare të Kosovës, duke filluar nga ato më të hershmet deri te bashkëkohorja? Si dhe nëse mund t'i përshkruani karakteristikat e tyre lidhur me identitetin letrar shqiptar, përkatësisht të Kosovës?

7. Cilët autorë të letërsisë do të dëshironit të përfshiheshin dhe t'i gjenit në bibliotekën kombëtare digjitale?
8. Cilat janë disa prej dokumenteve letrare e gjuhësore me rëndësi të veçantë për identitetin kombëtar të cilat do të pritnit që t'i gjeni në bibliotekën digjitale?
9. Cilën pjesë të letërsisë të pakicave në Kosovë do ta konsideronit të përfshihej në bibliotekën digjitale kombëtare të Kosovës?
10. Cilat personalitete e figura politike, publike, burrështetas e gra të rëndësishme do të dëshironit t'i gjeni përmes bibliotekës digjitale kombëtare?
11. Cilat ngjarje politike të cilat e kanë formësuar identitetin kombëtarë e shtetërorë të Kosovës do të dëshironit të përfshiheshin në bibliotekën digjitale kombëtare të Kosovës, duke filluar që nga kohët e hershme e deri më tani?
12. Cilat figura fetare do të dëshironit të gjendeshin të prezantuara në bibliotekën digjitale kombëtare?
13. Cilat elemente dhe vlera të traditës e të kulturës do ta paraqitnin më së miri identitetin e pasur kulturor e historik të Kosovës brenda dhe jashtë vendit përmes bibliotekës digjitale kombëtare të Kosovës?
14. Në cilat gjuhë do të ishte e dobishme t'i keni materialet në bibliotekën digjitale kombëtare të Kosovës?
15. Cilat lloje të dokumenteve do të dëshironit të ishin në bibliotekën digjitale kombëtare (audio, tekst, fotografi, harta, libra, etj.)
16. Siç e dini shumica e historisë, kulturës dhe identitetit tonë kombëtar gjendet e dokumentuar në dokumente të arkivave, instituteve e bibliotekave të huaja. Pra, ku dhe me cilat institucione mendoni se duhet të bashkëpunojë Biblioteka Kombëtare për t'i sjellë lexuesve të vet materiale të vlefshme për të kaluarën dhe të tashme e tyre përmes bibliotekës së saj digjitale?
17. Ju lutem të jeni të lirë të shtoni informacione të tjera nëse keni diçka tjetër për të thënë, ose keni harruar ta përmendni më herët?

Keni arritur fundin e intervistës, faleminderit!

APPENDIX B

Survey Questionnaire

I/e nderuar/a zonjë/zotëri

Jam Besim Kokollari, student në programin e magjistraturës për Bibliotekat Digjitale në Universitetin e Parmës, Parma, Itali. Njëkohësisht jam edhe punonjës në Bibliotekën Kombëtare dhe Universitare të Kosovës.

Ky hulumtim ka të bëjë me identifikimin e literaturës për një bibliotekë digjitale kombëtare të Kosovës. Konkretisht, ka për synim t'i identifikoj kriteret e përzgjedhjes së çfarë literature të hyjë në një bibliotekë digjitale me prani në internet përmes mendimeve të përdoruesve aktual dhe të mundshëm të Bibliotekës Kombëtare dhe Universitare të Kosovës. Duke e plotësuar këtë anketë, ju e bëni këtë studim më të vlefshëm. Ju lutem vëreni se kjo anketë është plotësisht anonime.

Anketa përbëhet prej gjithsej 1+8 pyetjeve të cilat kërkojnë përgjigje. Secila nga pyetjet ka edhe një opsion ku mund të shpreheni më gjerë. **Anketa është e përpiluar në atë mënyrë që mos t'ju marrë më shumë se 10 deri 15 minuta kohë.**

Ju faleminderit që keni pranuar ta plotësoni këtë anketë.

Të dhëna tuaja personale:

- **A jeni anëtarësuar në Bibliotekën Kombëtare?:** **Po** ---- **Jo** (rretho)

- **Çka studioni:** _____

Anketa fillon prej këtu:

<p>Ju lutem rrethojeni një numër prej 1 deri në 5. Numri 5 paraqet elementin më të rëndësishëm nga të gjitha, ndërsa 1 më së paku të rëndësishëm.</p>	<p>Më së paku i rëndësishëm</p>	<p>Deri diku i rëndësishëm</p>	<p>I rëndësishme</p>	<p>Shumë i rëndësishëm</p>	<p>Më i rëndësishmi nga të gjithë</p>
<p>1. Cilat fusha do t’i konsideroni më të rëndësishme që të përfshihen në bibliotekën digjitale kombëtare?</p>					
<p>a. Historia e Kosovës</p>	1	2	3	4	5
<p>b. Letërsia shqipe</p>	1	2	3	4	5
<p>c. Trashëgimia kulturore e Kosovës</p>	1	2	3	4	5
<p>d. Filozofia</p>	1	2	3	4	5
<p>e. Ekonomia e Kosovës</p>	1	2	3	4	5
<p>f. Të tjera, ju lutem jepni hollësi:</p>					
<p>2. Cilat periudha historike do ta konsideroni më të rëndësishme që të jenë pjesë e bibliotekës digjitale?</p>					
<p>a. Historia ilire</p>	1	2	3	4	5
<p>b. Periudha e Skënderbeut</p>	1	2	3	4	5
<p>c. Periudha e Lidhjes së Prizrenit</p>	1	2	3	4	5
<p>d. Lufta e II botërore</p>	1	2	3	4	5
<p>e. Historia e vonshme e viteve 1990-2008</p>	1	2	3	4	5
<p>f. Të tjera, ju lutem jepni hollësi:</p>					
<p>3. Cilat dokumente do t’i konsideroni më të rëndësishme t’i keni në bibliotekën digjitale?</p>					
<p>a. “Meshari” i Gjon Buzuku</p>	1	2	3	4	5

b. “Historia e Skënderbeut” e Marin Barletit	1	2	3	4	5
c. Kushtetuta e vitit 1974	1	2	3	4	5
d. Deklarata e pavarësisë së Kosovës më 2008	1	2	3	4	5
e. Të tjera, ju lutem jepni hollësi:					
4. Cilat figura shqiptare i konsideroni më të rëndësishme të jenë të pranishme në bibliotekën digjitale?					
a. Skënderbeu	1	2	3	4	5
b. Adem Jashari	1	2	3	4	5
c. Nëna Terezë	1	2	3	4	5
d. Naim Frashëri	1	2	3	4	5
e. Fan Noli	1	2	3	4	5
f. Marin Barleti	1	2	3	4	5
g. Të tjerë, ju lutem jepni hollësi:					
5. Sipas mendimit tuaj, në cilat gjuhë do të kishit dëshirë të jenë materialet në bibliotekën digjitale?					
a. Shqip	1	2	3	4	5
b. Anglisht	1	2	3	4	5
c. Gjermanisht	1	2	3	4	5
d. Serbisht	1	2	3	4	5
e. Të tjera, ju lutem jepni hollësi:					
6. Cilat lloje të dokumenteve do të kishit dëshirë t’i gjeni në bibliotekën digjitale?					
a. Audio (me zë)	1	2	3	4	5
b. Tekst	1	2	3	4	5
c. Fotografi	1	2	3	4	5

d. Harta	1	2	3	4	5
e. Materiale të vjetra dhe unicate	1	2	3	4	5
f. Libra universitar	1	2	3	4	5
g. Revista shkencore	1	2	3	4	5
h. Gazeta	1	2	3	4	5
i. Materiale për lexim të lirë (për argëtim)	1	2	3	4	5
j. Të tjera, ju lutem jepni hollësi:					
7. Sipas mendimit tuaj, nëse biblioteka do të ketë nevojë të bashkëpunojë me institucione të tjera për t'ju siguruar materialet përmes bibliotekës digjitale në internet, atëherë me cilat institucione do të sugjeroni që ajo të bashkëpunojë?					
a. Bibliotekat dhe arkivat e Kosovës	1	2	3	4	5
b. Bibliotekat dhe arkivat e Italisë	1	2	3	4	5
c. Bibliotekat dhe arkivat e Turqisë	1	2	3	4	5
d. Bibliotekat dhe arkivat e Londrës	1	2	3	4	5
e. Të tjera, ju lutem jepni hollësi:					
8. Pse do ta përdorni bibliotekën digjitale, ju lutem jepni shpjegime?					

Keni arritur në fund të anketës. Ju faleminderit për kontributin tuaj!

APPENDIX C

Survey Questions - Detailed Descriptive Analyses

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Frequencies Analysis for all questions

Biographical question A

Are you a patron of BKUK

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	85	45.2	47.5	47.5
	No	94	50.0	52.5	100.0
	Total	179	95.2	100.0	
Missing	9	9	4.8		
Total		188	100.0		

Biographical question B

What do you study/your occupation?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Social (human) Sciences	126	67.0	72.8	72.8
	Hard (natural) Sciences	47	25.0	27.2	100.0
	Total	173	92.0	100.0	
Missing	9	15	8.0		
Total		188	100.0		

Question 1 – Fields of Study: Frequency analysis

Which fields of study in ndI? a)History of Kosova

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	3	1.6	1.8	1.8
	Somewhat Important	7	3.7	4.1	5.8
	Important	15	8.0	8.8	14.6
	Very Important	58	30.9	33.9	48.5
	Most Important	88	46.8	51.5	100.0
	Total	171	91.0	100.0	
Missing	9	17	9.0		
Total		188	100.0		

b) Albanian Literature

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	5	2.7	3.0	3.0
	Somewhat Important	3	1.6	1.8	4.8
	Important	31	16.5	18.8	23.6
	Very Important	76	40.4	46.1	69.7
	Most Important	50	26.6	30.3	100.0
	Total	165	87.8	100.0	
Missing	9	23	12.2		
Total		188	100.0		

c) Cultural Heritage of Kosova

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	7	3.7	4.1	4.1
	Somewhat Important	11	5.9	6.4	10.5
	Important	34	18.1	19.8	30.2
	Very Important	61	32.4	35.5	65.7
	Most Important	59	31.4	34.3	100.0
	Total	172	91.5	100.0	
Missing	9	16	8.5		
Total		188	100.0		

d) Philosophy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	24	12.8	14.6	14.6
	Somewhat Important	32	17.0	19.5	34.1
	Important	49	26.1	29.9	64.0
	Very Important	36	19.1	22.0	86.0
	Most Important	23	12.2	14.0	100.0
	Total	164	87.2	100.0	
Missing	9	24	12.8		
Total		188	100.0		

e) Economy of Kosova

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	10	5.3	6.1	6.1
	Somewhat Important	16	8.5	9.8	15.9
	Important	38	20.2	23.2	39.0
	Very Important	38	20.2	23.2	62.2
	Most Important	62	33.0	37.8	100.0
	Total	164	87.2	100.0	
Missing	9	24	12.8		
Total		188	100.0		

Question 2 – Historical Periods: Frequency analysis

Historical periods? a) Illyrian period

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	4	2.1	2.4	2.4
	Somewhat Important	13	6.9	7.6	10.0
	Important	33	17.6	19.4	29.4
	Very Important	54	28.7	31.8	61.2
	Most Important	66	35.1	38.8	100.0
	Total	170	90.4	100.0	
Missing	9	18	9.6		
Total		188	100.0		

b) Scanderbeg period

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	5	2.7	2.9	2.9
	Somewhat Important	13	6.9	7.6	10.5
	Important	29	15.4	16.9	27.3
	Very Important	69	36.7	40.1	67.4
	Most Important	56	29.8	32.6	100.0
	Total	172	91.5	100.0	
Missing	9	16	8.5		
Total		188	100.0		

c) League of Prizren period

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	3	1.6	1.7	1.7
	Somewhat Important	17	9.0	9.8	11.6
	Important	27	14.4	15.6	27.2
	Very Important	66	35.1	38.2	65.3
	Most Important	60	31.9	34.7	100.0
	Total	173	92.0	100.0	
Missing	9	15	8.0		
Total		188	100.0		

d) WWII

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	15	8.0	8.8	8.8
	Somewhat Important	19	10.1	11.2	20.0
	Important	39	20.7	22.9	42.9
	Very Important	60	31.9	35.3	78.2
	Most Important	37	19.7	21.8	100.0
	Total	170	90.4	100.0	
Missing	9	18	9.6		
Total		188	100.0		

e) Recent history 1990-2008

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	8	4.3	4.5	4.5
	Somewhat Important	6	3.2	3.4	8.0
	Important	9	4.8	5.1	13.1
	Very Important	45	23.9	25.6	38.6
	Most Important	108	57.4	61.4	100.0
	Total	176	93.6	100.0	
Missing	9	12	6.4		
Total		188	100.0		

Question 3 – Important Documents: Frequency analysis

Important documents? a) Meshari

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	3	1.6	1.8	1.8
	Somewhat Important	22	11.7	12.9	14.6
	Important	26	13.8	15.2	29.8
	Very Important	62	33.0	36.3	66.1
	Most Important	58	30.9	33.9	100.0
	Total	171	91.0	100.0	
Missing	9	17	9.0		
Total		188	100.0		

b) History of Scanderbeg

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	4	2.1	2.3	2.3
	Somewhat Important	15	8.0	8.8	11.1
	Important	39	20.7	22.8	33.9
	Very Important	57	30.3	33.3	67.3
	Most Important	56	29.8	32.7	100.0
	Total	171	91.0	100.0	
Missing	9	17	9.0		
Total		188	100.0		

c) Constitution of 1974

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	9	4.8	5.3	5.3
	Somewhat Important	16	8.5	9.4	14.6
	Important	37	19.7	21.6	36.3
	Very Important	63	33.5	36.8	73.1
	Most Important	46	24.5	26.9	100.0
	Total	171	91.0	100.0	
Missing	9	17	9.0		
Total		188	100.0		

d) Declaration of Independence in 2008

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	3	1.6	1.7	1.7
	Somewhat Important	6	3.2	3.4	5.1
	Important	26	13.8	14.9	20.0
	Very Important	38	20.2	21.7	41.7
	Most Important	102	54.3	58.3	100.0
	Total	175	93.1	100.0	
Missing	9	13	6.9		
Total		188	100.0		

Question 4 – Outstanding figures: Frequency Analysis

Important figures? a) Scanderbeg

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	7	3.7	4.0	4.0
	Somewhat Important	7	3.7	4.0	8.0
	Important	18	9.6	10.3	18.4
	Very Important	56	29.8	32.2	50.6
	Most Important	86	45.7	49.4	100.0
	Total	174	92.6	100.0	
Missing	9	14	7.4		
Total		188	100.0		

b) Adem Jashari

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	7	3.7	4.0	4.0
	Somewhat Important	8	4.3	4.6	8.6
	Important	27	14.4	15.5	24.1
	Very Important	50	26.6	28.7	52.9
	Most Important	82	43.6	47.1	100.0
	Total	174	92.6	100.0	
Missing	9	14	7.4		
Total		188	100.0		

c) Mother Theresa

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	6	3.2	3.6	3.6
	Somewhat Important	6	3.2	3.6	7.1
	Important	31	16.5	18.3	25.4
	Very Important	52	27.7	30.8	56.2
	Most Important	74	39.4	43.8	100.0
	Total	169	89.9	100.0	
Missing	9	19	10.1		
Total		188	100.0		

d) Naim Frasheri

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	6	3.2	3.6	3.6
	Somewhat Important	18	9.6	10.7	14.3
	Important	30	16.0	17.9	32.1
	Very Important	64	34.0	38.1	70.2
	Most Important	50	26.6	29.8	100.0
	Total	168	89.4	100.0	
Missing	9	20	10.6		
Total		188	100.0		

e) Fan Noli

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	7	3.7	4.1	4.1
	Somewhat Important	19	10.1	11.2	15.3
	Important	29	15.4	17.1	32.4
	Very Important	74	39.4	43.5	75.9
	Most Important	41	21.8	24.1	100.0
	Total	170	90.4	100.0	
Missing	9	18	9.6		
Total		188	100.0		

f) Marin Barleti

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	9	4.8	5.9	5.9
	Somewhat Important	16	8.5	10.5	16.4
	Important	41	21.8	27.0	43.4
	Very Important	55	29.3	36.2	79.6
	Most Important	31	16.5	20.4	100.0
	Total	152	80.9	100.0	
Missing	9	36	19.1		
Total		188	100.0		

Question 5 – Language: Frequency Analysis

Language? a) Albanian

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	2	1.1	1.1	1.1
	Somewhat Important	1	.5	.5	1.6
	Important	10	5.3	5.5	7.1
	Very Important	26	13.8	14.3	21.4
	Most Important	143	76.1	78.6	100.0
	Total	182	96.8	100.0	
Missing	9	6	3.2		
Total		188	100.0		

b) English

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	4	2.1	2.3	2.3
	Somewhat Important	4	2.1	2.3	4.5
	Important	12	6.4	6.8	11.3
	Very Important	66	35.1	37.3	48.6
	Most Important	91	48.4	51.4	100.0
	Total	177	94.1	100.0	
Missing	9	11	5.9		
Total		188	100.0		

c) German

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	12	6.4	7.7	7.7
	Somewhat Important	22	11.7	14.2	21.9
	Important	50	26.6	32.3	54.2
	Very Important	49	26.1	31.6	85.8
	Most Important	22	11.7	14.2	100.0
	Total	155	82.4	100.0	
Missing	9	33	17.6		
Total		188	100.0		

d) Serbian

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	58	30.9	41.7	41.7
	Somewhat Important	23	12.2	16.5	58.3
	Important	16	8.5	11.5	69.8
	Very Important	25	13.3	18.0	87.8
	Most Important	17	9.0	12.2	100.0
	Total	139	73.9	100.0	
Missing	9	49	26.1		
Total		188	100.0		

Question 6 – Format/Type of Material: Frequency Analysis

Types of documents? a) Audio

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	9	4.8	5.6	5.6
	Somewhat Important	23	12.2	14.3	19.9
	Important	38	20.2	23.6	43.5
	Very Important	52	27.7	32.3	75.8
	Most Important	39	20.7	24.2	100.0
	Total	161	85.6	100.0	
Missing	9	27	14.4		
Total		188	100.0		

b) Text

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	3	1.6	1.7	1.7
	Somewhat Important	9	4.8	5.2	6.9
	Important	19	10.1	11.0	17.9
	Very Important	49	26.1	28.3	46.2
	Most Important	93	49.5	53.8	100.0
	Total	173	92.0	100.0	
Missing	9	15	8.0		
Total		188	100.0		

c) Photography

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	5	2.7	2.9	2.9
	Somewhat Important	15	8.0	8.7	11.6
	Important	35	18.6	20.2	31.8
	Very Important	58	30.9	33.5	65.3
	Most Important	60	31.9	34.7	100.0
	Total	173	92.0	100.0	
Missing	9	15	8.0		
Total		188	100.0		

d) Map

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	4	2.1	2.4	2.4
	Somewhat Important	13	6.9	7.6	10.0
	Important	27	14.4	15.9	25.9
	Very Important	68	36.2	40.0	65.9
	Most Important	58	30.9	34.1	100.0
	Total	170	90.4	100.0	
Missing	9	18	9.6		
Total		188	100.0		

e) Old and unique materials

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	2	1.1	1.2	1.2
	Somewhat Important	10	5.3	6.0	7.1
	Important	12	6.4	7.1	14.3
	Very Important	51	27.1	30.4	44.6
	Most Important	93	49.5	55.4	100.0
	Total	168	89.4	100.0	
Missing	9	20	10.6		
Total		188	100.0		

f) University textbook

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat Important	5	2.7	2.9	2.9
	Important	16	8.5	9.4	12.4
	Very Important	56	29.8	32.9	45.3
	Most Important	93	49.5	54.7	100.0
	Total	170	90.4	100.0	
Missing	9	18	9.6		
Total		188	100.0		

g) Scientific journals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	2	1.1	1.2	1.2
	Somewhat Important	6	3.2	3.6	4.8
	Important	30	16.0	18.1	22.9
	Very Important	60	31.9	36.1	59.0
	Most Important	68	36.2	41.0	100.0
	Total	166	88.3	100.0	
Missing	9	22	11.7		
Total		188	100.0		

h) Newspapers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	8	4.3	5.1	5.1
	Somewhat Important	26	13.8	16.5	21.5
	Important	53	28.2	33.5	55.1
	Very Important	46	24.5	29.1	84.2
	Most Important	25	13.3	15.8	100.0
	Total	158	84.0	100.0	
Missing	9	30	16.0		
Total		188	100.0		

i) Entertaining materials

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	15	8.0	10.3	10.3
	Somewhat Important	29	15.4	19.9	30.1
	Important	45	23.9	30.8	61.0
	Very Important	32	17.0	21.9	82.9
	Most Important	25	13.3	17.1	100.0
	Total	146	77.7	100.0	
Missing	9	42	22.3		
Total		188	100.0		

Question 7 – Cooperation Links: Frequency Analysis

Cooperation links? a) Libs & arch of Kosova

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	3	1.6	1.7	1.7
	Somewhat Important	7	3.7	4.0	5.8
	Important	18	9.6	10.4	16.2
	Very Important	59	31.4	34.1	50.3
	Most Important	86	45.7	49.7	100.0
	Total	173	92.0	100.0	
Missing	9	15	8.0		
Total		188	100.0		

b) Libs & archives of Italy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	4	2.1	2.4	2.4
	Somewhat Important	12	6.4	7.1	9.4
	Important	37	19.7	21.8	31.2
	Very Important	68	36.2	40.0	71.2
	Most Important	49	26.1	28.8	100.0
	Total	170	90.4	100.0	
Missing	9	18	9.6		
Total		188	100.0		

c) Libs & archives of Turkey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	2	1.1	1.2	1.2
	Somewhat Important	11	5.9	6.4	7.6
	Important	31	16.5	18.1	25.7
	Very Important	65	34.6	38.0	63.7
	Most Important	62	33.0	36.3	100.0
	Total	171	91.0	100.0	
Missing	9	17	9.0		
Total		188	100.0		

d) Libs & archives of London

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	2	1.1	1.1	1.1
	Somewhat Important	1	.5	.6	1.7
	Important	18	9.6	10.1	11.7
	Very Important	54	28.7	30.2	41.9
	Most Important	104	55.3	58.1	100.0
	Total	179	95.2	100.0	
Missing	9	9	4.8		
Total		188	100.0		

Crosstab Analysis: Respondents background/affiliation/questions

Question 1 – Fields of Study: Crosstab Analysis

What do you study/your occupation? * Are you a patron of BKUK * Which fields of study in ndl? a)History of Kosova
Crosstabulation

Count

Which fields of study in ndl? a)History of Kosova			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	2		2
		Hard (natural) Sciences	1		1
	Total		3		3
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	4		4
		Hard (natural) Sciences	1	1	2
	Total		5	1	6
Important	What do you study/your occupation?	Social (human) Sciences	2	9	11
		Hard (natural) Sciences	1	1	2
	Total		3	10	13
Very Important	What do you study/your occupation?	Social (human) Sciences	17	24	41
		Hard (natural) Sciences	1	10	11
	Total		18	34	52
Most Important	What do you study/your occupation?	Social (human) Sciences	30	28	58
		Hard (natural) Sciences	15	6	21
	Total		45	34	79

What do you study/your occupation? * Are you a patron of BKUK * b) Albanian Literature Crosstabulation

Count

b) Albanian Literature			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	4		4
		Hard (natural) Sciences		1	1
	Total		4	1	5
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	1	2	3
			1	2	3
	Total		1	2	3
Important	What do you study/your occupation?	Social (human) Sciences	9	14	23
		Hard (natural) Sciences	2	4	6
	Total		11	18	29
Very Important	What do you study/your occupation?	Social (human) Sciences	21	22	43
		Hard (natural) Sciences	15	12	27
	Total		36	34	70
Most Important	What do you study/your occupation?	Social (human) Sciences	17	20	37
		Hard (natural) Sciences	4	2	6
	Total		21	22	43

What do you study/your occupation? * Are you a patron of BKUK * c) Cultural Heritage of Kosova Crosstabulation

Count

c) Cultural Heritage of Kosova			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	3	2	5
		Hard (natural) Sciences	1		1
	Total		4	2	6
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	2	3	5
		Hard (natural) Sciences	4	2	6
	Total		6	5	11
Important	What do you study/your occupation?	Social (human) Sciences	12	12	24
		Hard (natural) Sciences	4	2	6
	Total		16	14	30
Very Important	What do you study/your occupation?	Social (human) Sciences	21	16	37
		Hard (natural) Sciences	6	9	15
	Total		27	25	52
Most Important	What do you study/your occupation?	Social (human) Sciences	15	27	42
		Hard (natural) Sciences	6	8	14
	Total		21	35	56

What do you study/your occupation? * Are you a patron of BKUK * d) Philosophy Crosstabulation

Count

d) Philosophy			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	6	10	16
		Hard (natural) Sciences	6		6
	Total		12	10	22
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	13	7	20
		Hard (natural) Sciences	4	5	9
	Total		17	12	29
Important	What do you study/your occupation?	Social (human) Sciences	15	17	32
		Hard (natural) Sciences	5	6	11
	Total		20	23	43
Very Important	What do you study/your occupation?	Social (human) Sciences	12	12	24
		Hard (natural) Sciences	3	7	10
	Total		15	19	34
Most Important	What do you study/your occupation?	Social (human) Sciences	8	8	16
		Hard (natural) Sciences	4	2	6
	Total		12	10	22

What do you study/your occupation? * Are you a patron of BKUK * e) Economy of Kosova Crosstabulation

Count

e) Economy of Kosova			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	5	2	7
		Hard (natural) Sciences	1		1
	Total		6	2	8
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	3	7	10
		Hard (natural) Sciences	2	2	4
	Total		5	9	14
Important	What do you study/your occupation?	Social (human) Sciences	10	12	22
		Hard (natural) Sciences	4	7	11
	Total		14	19	33
Very Important	What do you study/your occupation?	Social (human) Sciences	15	9	24
		Hard (natural) Sciences	6	6	12
	Total		21	15	36
Most Important	What do you study/your occupation?	Social (human) Sciences	17	27	44
		Hard (natural) Sciences	7	5	12
	Total		24	32	56

Question 2 – Historical Periods: Crosstab Analysis

What do you study/your occupation? * Are you a patron of BKUK * Historical periods? a) Illyrian period
Crosstabulation

Count

Historical periods? a) Illyrian period			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	1	1	2
		Hard (natural) Sciences	1		1
	Total		2	1	3
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	6	3	9
		Hard (natural) Sciences	1	1	2
	Total		7	4	11
Important	What do you study/your occupation?	Social (human) Sciences	9	13	22
		Hard (natural) Sciences	3	6	9
	Total		12	19	31
Very Important	What do you study/your occupation?	Social (human) Sciences	17	17	34
		Hard (natural) Sciences	7	9	16
	Total		24	26	50
Most Important	What do you study/your occupation?	Social (human) Sciences	19	27	46
		Hard (natural) Sciences	7	5	12
	Total		26	32	58

What do you study/your occupation? * Are you a patron of BKUK * b) Scanderbeg period Crosstabulation

Count

b) Scanderbeg period			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	1	1	2
		Hard (natural) Sciences	1		1
	Total		2	1	3
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	7	1	8
		Hard (natural) Sciences	2	2	4
	Total		9	3	12
Important	What do you study/your occupation?	Social (human) Sciences	7	11	18
		Hard (natural) Sciences	5	5	10
	Total		12	16	28
Very Important	What do you study/your occupation?	Social (human) Sciences	17	25	42
		Hard (natural) Sciences	8	12	20
	Total		25	37	62
Most Important	What do you study/your occupation?	Social (human) Sciences	20	23	43
		Hard (natural) Sciences	5	2	7
	Total		25	25	50

What do you study/your occupation? * Are you a patron of BKUK * c) League of Prizren period Crosstabulation

Count

c) League of Prizren period			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Hard (natural) Sciences	1		1
	Total		1		1
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	7	5	12
		Hard (natural) Sciences	3	1	4
	Total		10	6	16
Important	What do you study/your occupation?	Social (human) Sciences	9	10	19
		Hard (natural) Sciences	3	4	7
	Total		12	14	26
Very Important	What do you study/your occupation?	Social (human) Sciences	18	22	40
		Hard (natural) Sciences	8	13	21
	Total		26	35	61
Most Important	What do you study/your occupation?	Social (human) Sciences	19	24	43
		Hard (natural) Sciences	6	3	9
	Total		25	27	52

What do you study/your occupation? * Are you a patron of BKUK * d) WWII Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
d) WWII					
Least Important	What do you study/your occupation?	Social (human) Sciences	5	5	10
		Hard (natural) Sciences	3		3
	Total		8	5	13
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	6	7	13
		Hard (natural) Sciences	3	3	6
	Total		9	10	19
Important	What do you study/your occupation?	Social (human) Sciences	8	14	22
		Hard (natural) Sciences	3	10	13
	Total		11	24	35
Very Important	What do you study/your occupation?	Social (human) Sciences	19	23	42
		Hard (natural) Sciences	6	5	11
	Total		25	28	53
Most Important	What do you study/your occupation?	Social (human) Sciences	15	14	29
		Hard (natural) Sciences	4	2	6
	Total		19	16	35

What do you study/your occupation? * Are you a patron of BKUK * e) Recent history 1990-2008 Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
e) Recent history 1990-2008					
Least Important	What do you study/your occupation?	Social (human) Sciences	5		5
		Hard (natural) Sciences	1	1	2
	Total		6	1	7
Somewhat Important	What do you study/your occupation?	Social (human) Sciences		4	4
		Hard (natural) Sciences		1	1
	Total			5	5
Important	What do you study/your occupation?	Social (human) Sciences	1	4	5
		Hard (natural) Sciences		2	2
	Total		1	6	7
Very Important	What do you study/your occupation?	Social (human) Sciences	11	15	26
		Hard (natural) Sciences	4	10	14
	Total		15	25	40
Most Important	What do you study/your occupation?	Social (human) Sciences	36	39	75
		Hard (natural) Sciences	16	7	23
	Total		52	46	98

Question 3 – Important Documents: Crosstab Analysis

What do you study/your occupation? * Are you a patron of BKUK * Important documents? a) Meshari Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
Important documents? a) Meshari					
Least Important	What do you study/your occupation?	Hard (natural) Sciences	1	1	2
	Total		1	1	2
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	10	5	15
		Hard (natural) Sciences	2	2	4
	Total		12	7	19
Important	What do you study/your occupation?	Social (human) Sciences	6	9	15
		Hard (natural) Sciences	5	5	10
	Total		11	14	25
Very Important	What do you study/your occupation?	Social (human) Sciences	20	22	42
		Hard (natural) Sciences	6	10	16
	Total		26	32	58
Most Important	What do you study/your occupation?	Social (human) Sciences	18	23	41
		Hard (natural) Sciences	6	3	9
	Total		24	26	50

What do you study/your occupation? * Are you a patron of BKUK * b) History of Scanderbeg Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
b) History of Scanderbeg					
Least Important	What do you study/your occupation?	Social (human) Sciences	2		2
		Hard (natural) Sciences	1	1	2
	Total		3	1	4
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	9	2	11
		Hard (natural) Sciences	2	1	3
	Total		11	3	14
Important	What do you study/your occupation?	Social (human) Sciences	10	15	25
		Hard (natural) Sciences	4	7	11
	Total		14	22	36
Very Important	What do you study/your occupation?	Social (human) Sciences	12	23	35
		Hard (natural) Sciences	6	10	16
	Total		18	33	51
Most Important	What do you study/your occupation?	Social (human) Sciences	20	19	39
		Hard (natural) Sciences	7	2	9
	Total		27	21	48

What do you study/your occupation? * Are you a patron of BKUK * c) Constitution of 1974 Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
c) Constitution of 1974					
Least Important	What do you study/your occupation?	Social (human) Sciences	1	5	6
	Total		1	5	6
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	5	5	10
		Hard (natural) Sciences		4	4
	Total		5	9	14
Important	What do you study/your occupation?	Social (human) Sciences	11	12	23
		Hard (natural) Sciences	3	9	12
	Total		14	21	35
Very Important	What do you study/your occupation?	Social (human) Sciences	18	23	41
		Hard (natural) Sciences	10	6	16
	Total		28	29	57
Most Important	What do you study/your occupation?	Social (human) Sciences	17	17	34
		Hard (natural) Sciences	6	2	8
	Total		23	19	42

What do you study/your occupation? * Are you a patron of BKUK * d) Declaration of Independence in 2008 Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
d) Declaration of Independence in 2008					
Least Important	What do you study/your occupation?	Social (human) Sciences	1	1	2
		Hard (natural) Sciences	1		1
	Total		2	1	3
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	4		4
		Hard (natural) Sciences		2	2
	Total		4	2	6
Important	What do you study/your occupation?	Social (human) Sciences	5	11	16
		Hard (natural) Sciences	2	5	7
	Total		7	16	23
Very Important	What do you study/your occupation?	Social (human) Sciences	10	15	25
		Hard (natural) Sciences	1	8	9
	Total		11	23	34
Most Important	What do you study/your occupation?	Social (human) Sciences	36	34	70
		Hard (natural) Sciences	17	6	23
	Total		53	40	93

Question 4 – Outstanding Figures: Crosstab Analysis

What do you study/your occupation? * Are you a patron of BKUK * Important figures? a) Scanderbeg Crosstabulation

Count

Important figures? a) Scanderbeg			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	2	2	4
		Hard (natural) Sciences	2	1	3
	Total		4	3	7
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	5		5
		Hard (natural) Sciences		2	2
	Total		5	2	7
Important	What do you study/your occupation?	Social (human) Sciences	6	7	13
		Hard (natural) Sciences	1	3	4
	Total		7	10	17
Very Important	What do you study/your occupation?	Social (human) Sciences	15	17	32
		Hard (natural) Sciences	8	10	18
	Total		23	27	50
Most Important	What do you study/your occupation?	Social (human) Sciences	25	35	60
		Hard (natural) Sciences	11	5	16
	Total		36	40	76

What do you study/your occupation? * Are you a patron of BKUK * b) Adem Jashari Crosstabulation

Count

b) Adem Jashari			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	1	3	4
		Hard (natural) Sciences		1	1
	Total		1	4	5
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	3	1	4
		Hard (natural) Sciences		4	4
	Total		3	5	8
Important	What do you study/your occupation?	Social (human) Sciences	4	13	17
		Hard (natural) Sciences	3	5	8
	Total		7	18	25
Very Important	What do you study/your occupation?	Social (human) Sciences	14	17	31
		Hard (natural) Sciences	8	6	14
	Total		22	23	45
Most Important	What do you study/your occupation?	Social (human) Sciences	32	25	57
		Hard (natural) Sciences	11	6	17
	Total		43	31	74

What do you study/your occupation? * Are you a patron of BKUK * c) Mother Theresa Crosstabulation

Count

c) Mother Theresa			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	3	2	5
		Hard (natural) Sciences	1		1
	Total		4	2	6
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	4	1	5
		Hard (natural) Sciences		1	1
	Total		4	2	6
Important	What do you study/your occupation?	Social (human) Sciences	14	8	22
		Hard (natural) Sciences	3	5	8
	Total		17	13	30
Very Important	What do you study/your occupation?	Social (human) Sciences	11	18	29
		Hard (natural) Sciences	6	8	14
	Total		17	26	43
Most Important	What do you study/your occupation?	Social (human) Sciences	18	30	48
		Hard (natural) Sciences	12	7	19
	Total		30	37	67

What do you study/your occupation? * Are you a patron of BKUK * d) Naim Frasheri Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
d) Naim Frasheri					
Least Important	What do you study/your occupation?	Social (human) Sciences	2	2	4
		Hard (natural) Sciences	1	1	2
	Total		3	3	6
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	5	3	8
		Hard (natural) Sciences	5	3	8
	Total		10	6	16
Important	What do you study/your occupation?	Social (human) Sciences	10	8	18
		Hard (natural) Sciences	5	5	10
	Total		15	13	28
Very Important	What do you study/your occupation?	Social (human) Sciences	15	27	42
		Hard (natural) Sciences	4	10	14
	Total		19	37	56
Most Important	What do you study/your occupation?	Social (human) Sciences	19	20	39
		Hard (natural) Sciences	5	3	8
	Total		24	23	47

What do you study/your occupation? * Are you a patron of BKUK * e) Fan Noli Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
e) Fan Noli					
Least Important	What do you study/your occupation?	Social (human) Sciences	1		1
		Hard (natural) Sciences	4		4
	Total		5		5
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	9	3	12
		Hard (natural) Sciences	2	3	5
	Total		11	6	17
Important	What do you study/your occupation?	Social (human) Sciences	11	8	19
		Hard (natural) Sciences	5	4	9
	Total		16	12	28
Very Important	What do you study/your occupation?	Social (human) Sciences	20	27	47
		Hard (natural) Sciences	6	11	17
	Total		26	38	64
Most Important	What do you study/your occupation?	Social (human) Sciences	12	20	32
		Hard (natural) Sciences	4	3	7
	Total		16	23	39

What do you study/your occupation? * Are you a patron of BKUK * f) Marin Barleti Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
f) Marin Barleti					
Least Important	What do you study/your occupation?	Social (human) Sciences	2	3	5
		Hard (natural) Sciences	3		3
	Total		5	3	8
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	5	6	11
		Hard (natural) Sciences	2	2	4
	Total		7	8	15
Important	What do you study/your occupation?	Social (human) Sciences	14	11	25
		Hard (natural) Sciences	3	10	13
	Total		17	21	38
Very Important	What do you study/your occupation?	Social (human) Sciences	12	26	38
		Hard (natural) Sciences	6	6	12
	Total		18	32	50
Most Important	What do you study/your occupation?	Social (human) Sciences	13	11	24
		Hard (natural) Sciences	1	2	3
	Total		14	13	27

Question 5 – Language: Crosstab Analysis

What do you study/your occupation? * Are you a patron of BKUK * Language? a) Albanian Crosstabulation

Count

Language? a) Albanian			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	1		1
		Hard (natural) Sciences	1		1
	Total		2		2
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	1		1
	Total		1		1
Important	What do you study/your occupation?	Social (human) Sciences	3	4	7
		Hard (natural) Sciences		2	2
	Total		3	6	9
Very Important	What do you study/your occupation?	Social (human) Sciences	6	10	16
		Hard (natural) Sciences	1	5	6
	Total		7	15	22
Most Important	What do you study/your occupation?	Social (human) Sciences	45	50	95
		Hard (natural) Sciences	19	15	34
	Total		64	65	129

What do you study/your occupation? * Are you a patron of BKUK * b) English Crosstabulation

Count

b) English			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	4		4
	Total		4		4
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	3		3
		Hard (natural) Sciences		1	1
	Total		3	1	4
Important	What do you study/your occupation?	Social (human) Sciences	4	5	9
		Hard (natural) Sciences	1	2	3
	Total		5	7	12
Very Important	What do you study/your occupation?	Social (human) Sciences	16	27	43
		Hard (natural) Sciences	10	7	17
	Total		26	34	60
Most Important	What do you study/your occupation?	Social (human) Sciences	25	32	57
		Hard (natural) Sciences	10	12	22
	Total		35	44	79

What do you study/your occupation? * Are you a patron of BKUK * c) German Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
c) German					
Least Important	What do you study/your occupation?	Social (human) Sciences	7	3	10
		Hard (natural) Sciences	1	1	2
		Total	8	4	12
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	8	9	17
		Hard (natural) Sciences	2	2	4
		Total	10	11	21
Important	What do you study/your occupation?	Social (human) Sciences	15	15	30
		Hard (natural) Sciences	8	8	16
		Total	23	23	46
Very Important	What do you study/your occupation?	Social (human) Sciences	12	21	33
		Hard (natural) Sciences	4	8	12
		Total	16	29	45
Most Important	What do you study/your occupation?	Social (human) Sciences	5	7	12
		Hard (natural) Sciences	2	2	4
		Total	7	9	16

What do you study/your occupation? * Are you a patron of BKUK * d) Serbian Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
d) Serbian					
Least Important	What do you study/your occupation?	Social (human) Sciences	27	14	41
		Hard (natural) Sciences	8	6	14
		Total	35	20	55
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	3	8	11
		Hard (natural) Sciences	3	6	9
		Total	6	14	20
Important	What do you study/your occupation?	Social (human) Sciences	3	7	10
		Hard (natural) Sciences	1	4	5
		Total	4	11	15
Very Important	What do you study/your occupation?	Social (human) Sciences	5	12	17
		Hard (natural) Sciences	2	3	5
		Total	7	15	22
Most Important	What do you study/your occupation?	Social (human) Sciences	4	7	11
		Hard (natural) Sciences	2	2	4
		Total	6	9	15

Question 6 – Format/ Type of Material: Crosstab Analysis

What do you study/your occupation? * Are you a patron of BKUK * Types of documents? a) Audio Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
Types of documents?					
a) Audio					
Least Important	What do you study/your occupation?	Social (human) Sciences	4	3	7
		Hard (natural) Sciences	2		2
		Total	6	3	9
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	8	6	14
		Hard (natural) Sciences	2	6	8
		Total	10	12	22
Important	What do you study/your occupation?	Social (human) Sciences	10	16	26
		Hard (natural) Sciences	4	5	9
		Total	14	21	35
Very Important	What do you study/your occupation?	Social (human) Sciences	15	17	32
		Hard (natural) Sciences	8	6	14
		Total	23	23	46
Most Important	What do you study/your occupation?	Social (human) Sciences	13	13	26
		Hard (natural) Sciences	4	4	8
		Total	17	17	34

What do you study/your occupation? * Are you a patron of BKUK * b) Text Crosstabulation

Count			Are you a patron of BKUK		Total
b) Text			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	2	1	3
	Total		2	1	3
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	1	3	4
		Hard (natural) Sciences	4		4
	Total		5	3	8
Important	What do you study/your occupation?	Social (human) Sciences	3	10	13
		Hard (natural) Sciences	3	1	4
	Total		6	11	17
Very Important	What do you study/your occupation?	Social (human) Sciences	17	14	31
		Hard (natural) Sciences	4	9	13
	Total		21	23	44
Most Important	What do you study/your occupation?	Social (human) Sciences	31	33	64
		Hard (natural) Sciences	9	12	21
	Total		40	45	85

What do you study/your occupation? * Are you a patron of BKUK * c) Photography Crosstabulation

Count			Are you a patron of BKUK		Total
c) Photography			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	1	1	2
	Total		1	1	2
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	7	5	12
		Hard (natural) Sciences	1	2	3
	Total		8	7	15
Important	What do you study/your occupation?	Social (human) Sciences	12	11	23
		Hard (natural) Sciences	7	2	9
	Total		19	13	32
Very Important	What do you study/your occupation?	Social (human) Sciences	18	21	39
		Hard (natural) Sciences	3	10	13
	Total		21	31	52
Most Important	What do you study/your occupation?	Social (human) Sciences	15	23	38
		Hard (natural) Sciences	9	8	17
	Total		24	31	55

What do you study/your occupation? * Are you a patron of BKUK * d) Map Crosstabulation

Count			Are you a patron of BKUK		Total
d) Map			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	1		1
		Hard (natural) Sciences	2		2
	Total		3		3
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	4	4	8
		Hard (natural) Sciences		2	2
	Total		4	6	10
Important	What do you study/your occupation?	Social (human) Sciences	8	11	19
		Hard (natural) Sciences	2	5	7
	Total		10	16	26
Very Important	What do you study/your occupation?	Social (human) Sciences	23	23	46
		Hard (natural) Sciences	9	6	15
	Total		32	29	61
Most Important	What do you study/your occupation?	Social (human) Sciences	16	23	39
		Hard (natural) Sciences	7	9	16
	Total		23	32	55

What do you study/your occupation? * Are you a patron of BKUK * e) Old and unique materials Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
e) Old and unique materials	Least Important	What do you study/your occupation?	Social (human) Sciences	1	1
			Hard (natural) Sciences	1	1
		Total		1	2
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	5	3	8
		Hard (natural) Sciences	1		1
		Total	6	3	9
Important	What do you study/your occupation?	Social (human) Sciences	4	3	7
		Hard (natural) Sciences	2	1	3
		Total	6	4	10
Very Important	What do you study/your occupation?	Social (human) Sciences	15	17	32
		Hard (natural) Sciences	5	9	14
		Total	20	26	46
Most Important	What do you study/your occupation?	Social (human) Sciences	24	38	62
		Hard (natural) Sciences	9	12	21
		Total	33	50	83

What do you study/your occupation? * Are you a patron of BKUK * f) University textbook Crosstabulation

Count

			Are you a patron of BKUK		Total	
			Yes	No		
f) University textbook	Somewhat Important	What do you study/your occupation?	Social (human) Sciences	2	3	5
				2	3	5
		Total				
Important	What do you study/your occupation?	Social (human) Sciences	3	6	9	
		Hard (natural) Sciences	1	2	3	
		Total	4	8	12	
Very Important	What do you study/your occupation?	Social (human) Sciences	14	23	37	
		Hard (natural) Sciences	6	8	14	
		Total	20	31	51	
Most Important	What do you study/your occupation?	Social (human) Sciences	34	26	60	
		Hard (natural) Sciences	12	12	24	
		Total	46	38	84	

What do you study/your occupation? * Are you a patron of BKUK * g) Scientific journals Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
g) Scientific journals	Least Important	What do you study/your occupation?	Hard (natural) Sciences	1	1
				1	1
		Total			
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	1	4	5
			1	4	5
		Total			
Important	What do you study/your occupation?	Social (human) Sciences	9	14	23
		Hard (natural) Sciences	2	3	5
		Total	11	17	28
Very Important	What do you study/your occupation?	Social (human) Sciences	18	19	37
		Hard (natural) Sciences	4	9	13
		Total	22	28	50
Most Important	What do you study/your occupation?	Social (human) Sciences	23	22	45
		Hard (natural) Sciences	12	9	21
		Total	35	31	66

What do you study/your occupation? * Are you a patron of BKUK * h) Newspapers Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
h) Newspapers					
Least Important	What do you study/your occupation?	Social (human) Sciences	2	4	6
		Hard (natural) Sciences		1	1
	Total		2	5	7
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	6	11	17
		Hard (natural) Sciences	5	2	7
	Total		11	13	24
Important	What do you study/your occupation?	Social (human) Sciences	17	18	35
		Hard (natural) Sciences	3	11	14
	Total		20	29	49
Very Important	What do you study/your occupation?	Social (human) Sciences	15	12	27
		Hard (natural) Sciences	8	5	13
	Total		23	17	40
Most Important	What do you study/your occupation?	Social (human) Sciences	10	9	19
		Hard (natural) Sciences	2	3	5
	Total		12	12	24

What do you study/your occupation? * Are you a patron of BKUK * i) Entertaining materials Crosstabulation

Count

			Are you a patron of BKUK		Total
			Yes	No	
i) Entertaining materials					
Least Important	What do you study/your occupation?	Social (human) Sciences	2	12	14
		Hard (natural) Sciences		1	1
	Total		2	13	15
Somewhat Important	What do you study/your occupation?	Social (human) Sciences	9	12	21
		Hard (natural) Sciences	1	5	6
	Total		10	17	27
Important	What do you study/your occupation?	Social (human) Sciences	15	13	28
		Hard (natural) Sciences	5	7	12
	Total		20	20	40
Very Important	What do you study/your occupation?	Social (human) Sciences	10	10	20
		Hard (natural) Sciences	7	2	9
	Total		17	12	29
Most Important	What do you study/your occupation?	Social (human) Sciences	11	6	17
		Hard (natural) Sciences	4	3	7
	Total		15	9	24

Question 7 – Cooperation Links: Crosstab Analysis

What do you study/your occupation? * Are you a patron of BKUK * Cooperation links? a) Libs & arch of Kosova Crosstabulation

Count

Cooperation links? a) Libs & arch of Kosova			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences Hard (natural) Sciences	2	1	2
	Total		2	1	3
Somewhat Important	What do you study/your occupation?	Social (human) Sciences Hard (natural) Sciences	2	2	2
	Total		2	4	6
Important	What do you study/your occupation?	Social (human) Sciences Hard (natural) Sciences	6	6	12
	Total		8	8	16
Very Important	What do you study/your occupation?	Social (human) Sciences Hard (natural) Sciences	15	21	36
	Total		9	8	17
Most Important	What do you study/your occupation?	Social (human) Sciences Hard (natural) Sciences	29	31	60
	Total		7	9	16
Total			36	40	76

What do you study/your occupation? * Are you a patron of BKUK * b) Libs & archives of Italy Crosstabulation

Count

b) Libs & archives of Italy			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences Hard (natural) Sciences	1	1	2
	Total		1	2	3
Somewhat Important	What do you study/your occupation?	Social (human) Sciences Hard (natural) Sciences	4	5	9
	Total		1	2	3
Important	What do you study/your occupation?	Social (human) Sciences Hard (natural) Sciences	11	13	24
	Total		6	4	10
Very Important	What do you study/your occupation?	Social (human) Sciences Hard (natural) Sciences	20	25	45
	Total		7	9	16
Most Important	What do you study/your occupation?	Social (human) Sciences Hard (natural) Sciences	14	18	32
	Total		4	6	10
Total			18	24	42

What do you study/your occupation? * Are you a patron of BKUK * c) Libs & archives of Turkey Crosstabulation

Count

c) Libs & archives of Turkey			Are you a patron of BKUK		Total
			Yes	No	
Least Important	What do you study/your occupation?	Social (human) Sciences	1	1	2
	Total		1	1	2
Somewhat Important	What do you study/your occupation?	Social (human) Sciences Hard (natural) Sciences	3	4	7
	Total		2	1	3
Important	What do you study/your occupation?	Social (human) Sciences Hard (natural) Sciences	13	12	25
	Total		3	1	4
Very Important	What do you study/your occupation?	Social (human) Sciences Hard (natural) Sciences	20	19	39
	Total		7	13	20
Most Important	What do you study/your occupation?	Social (human) Sciences Hard (natural) Sciences	14	26	40
	Total		7	6	13
Total			21	32	53

What do you study/your occupation? * Are you a patron of BKUK * d) Libs & archives of London Crosstabulation

Count

			Are you a patron of BKUK		Total	
			Yes	No		
d) Libs & archives of London	Least Important	What do you study/your occupation?	Social (human) Sciences	1		1
		Total		1		1
Somewhat Important	What do you study/your occupation?	Hard (natural) Sciences			1	1
		Total			1	1
Important	What do you study/your occupation?	Social (human) Sciences	3	9	12	
		Hard (natural) Sciences	2	1	3	
		Total	5	10	15	
Very Important	What do you study/your occupation?	Social (human) Sciences	15	19	34	
		Hard (natural) Sciences	5	9	14	
		Total	20	28	48	
Most Important	What do you study/your occupation?	Social (human) Sciences	35	36	71	
		Hard (natural) Sciences	14	11	25	
		Total	49	47	96	