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Prof. Dr. Doru Radosav
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Evaluation Report

Dear Professor Radosav,

as we have heard, you have received the evaluation report concerning the Central University Library (BCU) "Lucian Blaga", and you are in the process of discussing and evaluating the findings.

Dr. Alice Keller and I hope and wish that our report will provide support and help for your library for possible steps and developments in the near future.
With this letter we would like to highlight the major issues raised in the report and emphasise our desire to see the BCU prepare for the future.
According to our impression the BCU represents a well-functioning library system. Regarding its basic facilities and philosophy, it is comparable to the average international academic library. Comprehensive visits and discussions have illustrated clearly that both the management of the BCU and a large number of staff members are familiar and keep abreast with international developments and try – so far as possible – to introduce these in their work.

From our point of view there is a correct interpretation of the way forward in order to create customer-friendly services according to current requirements. This way is followed in many areas and with much determination. On the other hand we recognised several barriers which could prevent success and hinder realisation of ideas.
In a first instance we need to mention the insufficiency of resources within the international context. Of particular concern are the completely insufficient resources for the purchase of books, periodicals and electronic media. Especially the opening up and focussing on European integration requires drastic improvement of foreign acquisitions. This applies

in particular to literature documenting the current state of art in science and research. Here we recognise an urgent need for improvement.
A further important aspect in this context is the insufficient computing infrastructure that forms part of any modern academic library. This includes required hard- and software, but also availability of licenses for access to electronic resources. The BCU holds insufficient licenses for both the library system Aleph 500 and commercial electronic products such as databases and e-journals.
We fear that considerable investments need to be made in these areas in order to catch up with international standards; otherwise the achievements of the last years will be futile. In this context it should be noted that academics and students of the University Babes-Bolyai are very much dependent on professional, up-to-date library services as provided by the BCU. Falling further back would be especially unfortunate as investments in innovative, future-oriented (i.e. electronic) technology and services could greatly facilitate and speed up the process of catching up.

As documented in the evaluation report, this strong emphasis on electronic services will necessitate substantial reorganisation and changes within the BCU. As you mentioned our private discussions, you have already planned for first actions.
We hope that our activities can provide valuable support to you as you seek to find ways to improve services and take steps to prepare for the future – which as we all know presents many challenges for professional librarians throughout the world!

Yours sincerely,

Dr. Wolfram Neubauer
Director ETH Libraries

Dr. Alice Keller
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