The Development of Libraries in Vietnam and Requirements for an Organizational Model

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ABSTRACT

There are many factors that affect the performance of and management is the most important factor. This is because a suitable organizational model together with methodological and scientific management mechanism will bring enormous benefits such as saving money, time, labor power while minimizing physical damage and loss, increasing productivity and creating the most effective in operation.

In recent decades, libraries in Vietnam have gained significant development thanks to the innovation policy of the Party and Government. A large number of libraries in Vietnam is transforming from traditional libraries to modern libraries. Information technology and emerging technologies have fundamentally changed professional procedures and business processes as they have been automated. Such a change brings in many benefits to users and libraries. However, this also causes many shortcomings in library management because the majority of the current organizational models utilized in libraries are traditional. This article analyzes changes in Vietnamese libraries and requirements for their organizational models.

Keywords: Library Management; Modern Library; Organizational Model; Vietnamese Libraries.

1. THE TRANSFORMATION FROM TRADITIONAL LIBRARIES TO MORDERN LIBRARIES IN VIETNAM

To determine the change of the library Vietnam from traditional to modern, author of this study conducted surveys in 72 libraries and learning centers in Vietnam, Including university libraries, specialized, multidisciplinary and public in the North, the Central and the South of Vietnam.

Aspects survey focused on the application of science and technology, especially information technology in the operation of the library. Survey results showed that large libraries in Vietnam have been in the process of shifting from the traditional library into a modern library. This fact is reflected in some of the following aspects:

Information Technology Infrastructure Library

To achieve the objective of computerization, automation, libraries Vietnam has invested in infrastructure development of modern information technology including hardware (computer equipment), software and network.

Table 1 Current Status of Server Systems in Major Libraries in Vietnam

Criteria	Specialized and multidisciplinary libraries		Public libraries		Total	
	Number	Percentage	Number	Percentage	Number	Percentage
Libraries have their own server systems	46	90.2	14	66.7	60	83.3
Libraries have more than 5 servers	12	23.5	4	19.0	16	22.2
Libraries have more than 10 servers	5	9.8	1	4.8	6	8.3

The survey results are summarized in Table 1 show that 83% of the library system has its own server to install the software serves the professional activities , including system libraries specialized , multidisciplinary accounting highest 90 % of the specialized library , multidisciplinary study has been the host system. Many libraries, learning centers with dozens of servers, for example, the Learning Resource Center Hue 15 machines; Learning Resource Center Danang 13 machines; Information Centre - Library Vietnam National University, Hanoi 15 machines.

The statistics in chart 1 indicates that 100 % of the libraries surveyed had workstation systems for librarians and readers information extraction. The library has the most centralized workstation at the learning centers, libraries of major universities. For example : Hue Learning Resource Center has 500 machines ; Learning Resource Center Thai Nguyen 400 machines ; Information Center Vietnam National University, Hanoi 250 ; Vinh University Library 200 machines.
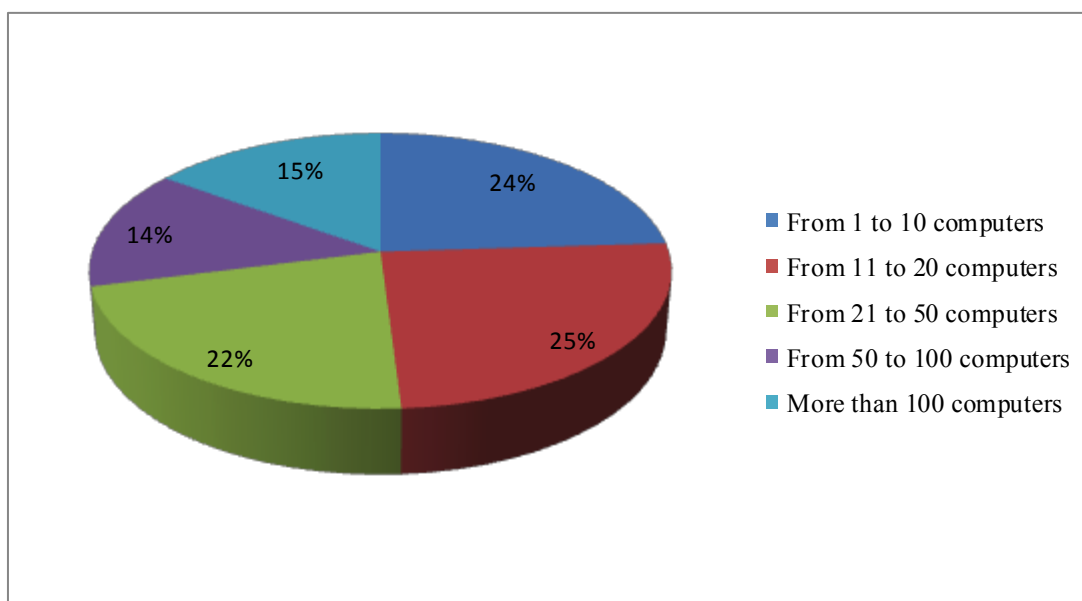

Figure 1: Current Status of Client Systems in Major Libraries in Vietnam

Besides investing in systems equipped with computers, the actual survey results show that the library Vietnam has adopted different software to manage the operation. The data summarized in Table 2 shows that the actual use of the software in the library Vietnam. Nearly 78% of the libraries surveyed have applied software integrated library - ILS (Integrated Library System). This software is capable of performing comprehensive management functions under the direction of library automation. 36% of surveyed libraries have adopted digital library software to manage and build the full-text databases, collections of digital documents. This result shows that tend to build a digital library has formed and is growing in large libraries in Vietnam today. Portal is new software in libraries. This time in Vietnam has three libraries selected and applied, such as: Vietnam Academy of Science, Vietnam National University, Hanoi, Vietnam National University, and Ho Chi Minh City.

Table 2 Current Status of Software Systems in Large Libraries in Vietnam

Criteria	Specialized and multidisciplinary libraries		Public libraries		Total	
	Number	Percentage	Number	Percentage	Percentage	Number
Integrated library software	42	82.4	14	66.7	56	77.8
Digital library software	22	43.1	4	19.0	26	36.1
Information portal software	3	5.9	0	0.0	3	4.2
Other types of software	8	15.7	7	33.3	15	20.8

Not only investment in information technology, to modernize the operations, technologies, advanced equipment other libraries have also been applying Vietnam. The survey results showed that 56% library technology applied magnetic (electric current magnetic field) to manage documents in the library. 72% of the libraries surveyed applications barcode technology (Barcode) to document management, you read. These advanced technologies such as RFID (Radio Frequency Identification) have been one of Vietnam's libraries in the library management application you read, documents and other activities.

The survey results also showed that 100% of libraries have Internet connection, 62% have established internal Intranet network.

Resource Information

The transformation of the library Vietnam also manifested in the change of the structure of information resource. According to D. Jotwani, one of the characteristics of a modern library is the change in information resources; beside the traditional document is the electronic document. In the second half of the twentieth century, with the development of information technology, document number appears. With many outstanding features of this type of material is increasingly dominant in the information resources of the library. In Vietnam, besides the investment in information technology

infrastructure investment in developing information resources, especially the digital document libraries were interested. The database of electronic books, electronic magazines online is provided by EBSCO, Blackwells, Science Direct, Springer ... has been added to the information resources of the major libraries in Vietnam. This fact has changed the structure of information resources in the library. Survey results show that the structure of information resources in major libraries in Vietnam is the drastic changes. The proportion of electronic documents is increasing compared with traditional materials. In some university libraries proportion of electronic documents and traditional nearly equal. For example, the National University City. HCM, LRC Taiyuan. Survey results show that over 36% of the surveyed libraries have built full-text database which focuses primarily on the university library specialized, multidisciplinary.

Activities processing and organizing information

The world, as the first software was created and applied in the field of library from the 50s of the last century marked a huge change in the operating handle and organizes the information. The appearance of the MARC bibliographic format, the integrated library software, the IP (Internet Protocol), Z39.50 ... have paved the way for libraries to automate their operations. The library can interconnect the database, support for searching and cataloging inter-library copy (copy catalog).

In Vietnam, from the 1990s to now many software libraries were selected application. This practice has created many changes in the operation process and organizational information. Electronic computers, software applications have changed the methods, processes and organization handles information. Previously the information processing is done mainly in the form manually by humans, the current implementation in many libraries in Vietnam computers support gradually replace humans in the treatment Management and organization of information. Survey results show that over 92% of the surveyed libraries have adopted IT operational processes and organizational information.

Activity processing and organizing information of the largest libraries in Vietnam has changed in the direction of standardization, automation and link - sharing. In the context of international integration, aware of the role of standardization in the field of library and especially active process and organize information, May 7, 2007 the Ministry of Culture and Information issued Official Letter No. 1597 / BVHTT " on the application of professional standards in the library Vietnam ". The content of the text recommends applying library cataloging 3 new standards including DDC, MARC21, AACR2 to standardize information processing, improving quality and the ability to share information exchange resources. The results obtained from this policy very encouraging.

Information Service Activities

In Vietnam, the application of information technology and communications have changed the information services by increasing new services and improve the quality of services available. Information and Communications Technology has set the stage for the library, media agencies enhance new services such as online lookup, providing distance information, the service provides multimedia information (Multimedia), e-mail, refer to the online consultation. These services enable interaction between readers and libraries. This relationship is usually done through a networking environment. You can

read the account management, document search, and book, renew materials online loan ... In the library building information systems with the number of full-text database also allows readers may read, download or print the document library from anywhere, at any time, but not necessarily to the library.

The results of field surveys show that the largest library in Vietnam has implemented many new services for interoperability through high network environment. 70% of the libraries surveyed have implemented document searching through the network environment; 43% of surveyed libraries provide service users with full-text information extraction through the network environment. Over 8% of library services provided to end-users can order books renew books borrowed from the remote computer through a network connection. In some libraries, the advice to users, training users was conducted online.

2. THE REQUIREMENTS FOR AN ORGANISATION MODEL

The organizational structure is an important management tool first of all organizations to use resources effectively. Establish organizational structure of a library is to establish a system of division, department, simultaneously, define the functions, tasks, contacts, coordination mechanisms between the parts of the system system in order to achieve common goals. Actually to manage multiple libraries can apply the model structure, each model has its own advantages and disadvantages. In the traditional library, organizational structures are most commonly applied organizational structure modeled functionality combined with some other models. This structure also depends on the specific conditions of each agency library information. This model often divide the departments of the library into 3 main parts:
Working techniques.
Business Services.
The administrative organization.
According F.W. Lancaster, University of Illinois, United States: the application of information technology has a strong impact to the organizational structure of the agency library information, alter the nature of the activities of a number of parts, departments. Automation has eliminated a number of departments, reduce the size of some of the other departments, and gave birth to many parts, new departments.
According Stueart, science and technology not only affects to the restructuring of the stitch work in the library, but also has a great impact to the organization of libraries and information centers. Decentralized organizational model has been altered by the benefits that the model teams bring in.
Krishan Kumar, in a study of library management in an electronic environment were identified: the impact of science and technology have created challenges for the management of library operations. To address these challenges need to restructure the organization towards modernization. Because the traditional model is not adapted to the changes in human resources as well as expertise in the operation of the library.
Thus, we can see the scholars of modern library management have stressed the need for a change in organizational structure. Organization and management model of the traditional library has failed to meet the changing requirements as set out in the modern library management.
By analyzing the status change of the library Vietnam today, can be found in the extent of library Vietnam has the characteristics of a modern library. However, the survey results showed that 84% of Vietnam's library currently apply online

organizational structure, function, or a combination of these two forms. In this structure, the departments as well as the staff working in the departments which are arranged in a clear hierarchy. The organizational structure consists of multiple hierarchical fashion, many different levels of management. The organizational structure of the traditional hierarchical relationship express dependencies between the departments with higher levels of management and leadership bodies library - information. Powers and jurisdiction of organization online function is set from the highest levels of management. The flow of information within the organization in the direction from top to bottom. This means that the full power and authority in the hands of the leaders of the library. All decisions are issued by a handful of individuals in management positions library. Stueart this structure is called the bureaucratic model. The organizational structure of the model of bureaucracy has the advantage of producing high consistency and long-term stability for the organization, highlighted the role of individual leaders and heads mode. However, the basic limitations of this type of structure is less flexible and rigid, heavily administrative orders, limit creativity and developing the capabilities of each individual in the organization. Therefore, the social environment and technology environment changes, such organizations can hardly adapt quickly and flexibly.

The method divides the departments have created a functional specialization and concentration in the professional activities of each of the departments in the library. But this method also creates isolation or boundaries between departments. Staff working in each department to focus on their professional work that captures the action at the other departments. Therefore, the coordination of activities between departments within the organization, department of libraries is limited. On the other hand, once the whole process of decision-making takes place at the highest levels of management (library director), forcing the manager to handle a huge volume of information. Therefore, the decision often spend a lot of time, sometimes not ensure quick and timely. Many problems are not solved, leading to stagnation in the organization and administration work. Moreover, the decision by a few managers perform so inevitable decision is subjective, and hastiness.

According Stueart, bureaucratic model is commonly applied in the current library currently only suitable for a stable environment at the transformation. Today, however, the library environment is not stable, but also chaotic. The rapid changes in the external environment, inside the library has posed many questions about the rationality of the bureaucratic model. The library operates in an environment that changes must be adaptable and flexible.

Research on current situation shows, the library Vietnam has been the transformation from traditional to modern. This fact raises the requirement of organizational management. The change in treatment processes, organization of information towards automation, focus, share links will make some parts of the technical services department (Technical Service) shrink. Libraries in the developed countries in the world are often connected to the central computer online library OCLC (Online Computer Library Center) to copy the bibliographic record instead to process from the beginning. Most modern libraries often have no material handling parts separately by all the documents are processed by a supply center.

Besides, the current library Vietnam to require new parts compared with other departments of the traditional library. Some departments are directly related to the application of the achievements of science and technology: information technology department, network management, database construction, design analysis system

The change in information resources, services interaction with the environment through the library network is being deployed Vietnam has created virtual space, information resources, users and services directory hospital. From the specific requirements of the professional activities of a modern library of new working group was established: team building - project, group counseling service reference, training groups of users ... HR in the working group selected from many specialized departments that are not from a fixed room. Thus, an employee in modern libraries should assume many different jobs. In other words a library staff if capacity can participate in many different activities in the library, not being dependent on staff departments that are being managed.

Through the above analysis can find the library Vietnam has transformed into modern library model. However, the organization management model is being applied is still the traditional model. This fact raises the requirement for a new organizational structure. The new model apart from the requirement for a model of organization and management in general libraries must meet the following requirements:

Ability to adapt to the rapid changes in science and technology.

To promote maximum internal forces of the members of the library.

To meet the requirements of professional modern library.

Easy to adapt to the rapidly changing environment inside and outside the library.

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