

NATIONAL AND UNIVERSITY LIBRARY OF BOSNIA AND HERZEGOVINA

ANNUAL REPORT 2017

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During 2017, the NULB&H has performed the duties prescribed by the Law on Library functions, which derive from its dual function, and implemented various projects with the aim of continuous work, improvement, and development of its activity and library science in B&H in general. Special attention was focused on improving the social status of workers, the conditions for work and the overall financial operation of the Library.

Director of NULB&H organized and managed the work of NULB&H, with maximum rationalization in all segments of work, partial reorganization and use of available resources. Representing NULB&H in international professional organizations and associations, the most important segments of NULB&H were promoted, and professional co-operation with related institutions was realized.

In addition to regular activities, the 72nd anniversary of the NULB&H and the 25th anniversary of the destruction of NULB&H in the Town Hall, as well as the promotion of its own and other editions, literary evenings and other various events were organized. After a four years period, the National and University Library of Bosnia and Herzegovina has become an associate member of the University of Sarajevo as well as a member of the Senate of the University of Sarajevo.

Within the publishing activities of NULB&H four serial and four monographic publications were published („Herald NULB&H,“ the journal „Bosniaca“ No. 21, “Bosnian-Herzegovinian bibliography of monographic publications”; “Bosnian-Herzegovinian bibliography of supplements in serial publications”; “Treasures of the National and University Library of Bosnia and Herzegovina”, second, expanded edition; “Zvezdana vrteška“, „Put u središte priče“(Journey to the center of the story) and „Naučnici i rat” (Scientists and war).

During 2017, three new employees, as well as three trainees were hired, within the project of the Sarajevo Canton Employment Service.

Among the official events in NULB&H in the reporting period, which were published at www.nub.ba, the following titles are particularly significant in print and electronic media:

- Dr. Ismet Ovčina, President of the Council COBISS.Net
- B&H jewel in the House of European History
- Dalā'il al- khayrāt again on the shelves of Special Collections in NULB&H
- Meeting of the Director of National Libraries of South East Europe - SEENL
- IFLA General Conference and Assembly
- CDNL Annual Conference – Conference of Directors of National Libraries
- CENL Annual Conference – Conference of European National Librarians
- Remembering the day when the books were burning
- Austrian delegation visits NULB&H
- Promotion of NULB&H editions at the 29th International Book Fair and Teaching Appliances

- Exhibition "Poles and Germans - History of Dialogue" in NULB&H
- NULB&H on the presentation of the ALMA candidate in Frankfurt
- NULB&H at the Conference and Book Fair in Azerbaijan
- Europeana Annual Conference
- EIFL Annual Conference

Also, with the coordination of the NULB&H Directorate, significant international projects in the field of culture have been realized, among which are particularly interesting: participation of NULB&H at the exhibition of the European History House with the exhibition "Dalā'il al- khayrāt" and digital collections "Rarities" and "Postcards" as a result of the CSEEE project.

In the Parliamentary district of Brussels, in the Eastman building, which has a rich and exciting history, on the 6th of May this year, organized by the European Parliament, the House of European History was opened.

The National and University Library of Bosnia and Herzegovina with one of the most valuable exhibits from the manuscript collection: "Dalā'il al- khayrāt" (Salawat collection from 1823.), at the choice of a team of historians from the House of European History, has participated in this important event.

By the words of Kieran Burns, one of the curators of House of European History, in the six months course, how much "Dalā'il al- khayrāt " was exhibited in a special glass box, with special insurance, it has attracted the significant attention of visitors.

After the expiry of the agreed period for the " Dalā'il al- khayrāt" exhibition, the House of European History proposed the continuation of cooperation and exhibition of another exhibit: „Die großen französischen Impressionisten“(The great French impressionists) by author Fritz Novotny, published in Vienna in 1952. It is a book that was evidently saved from the blazing fire in 1992 in the Town Hall (Vijećnica), with clearly visible burnt and carbonized traces, it makes particularly attractive.

In 2017, NULB&H participated in the project Collections of the South and East Europe in Europeana (CSEEE). The project is conceptualized in the European Library - TEL, with the aim of expanding library collections from Southern and Eastern Europe to the Europeana Foundation.

With the help of the CSEEE project, in the digital library of Europeana, digital material is now available from the Conference of European National Librarians – CENL, which are not members of the European Union. The project coordinators were TEL and the National and University Library in Zagreb. Participants and contributors to the collections were: National Library of Montenegro "Đurđe Crnojević," National Library of Macedonia "Kliment Ohridski," National Library of Serbia, National and University Library of Slovenia, National Library of Moldova, National Library of Albania and National and University Library of Bosnia and Herzegovina.

The National and University Library of Bosnia and Herzegovina joined this project in a desire to preserve the library materials at least in one way. This is how digitization of important publications related to the cultural heritage of Bosnia and Herzegovina began. Digitization itself is a great achievement for any institution, especially for a library that does not have a permanent source of finance, as is the case with NULB&H. In addition to all the problems we face, NULB&H wants to advance in technology. The Department of NULB&H special collections has prepared the most accessible and most interesting library units for the project. The first two available digital collections of NULB&H are

Rarities and Postcards. Rarities reflect a part of the Old and Rare Book collection, while the Postcards collection is part of the Graphic Collection of NULB&H.

In the collection Rarities, the first printed textbooks in Bosnia and Herzegovina are presented, as well as the publications published in the first printing houses in Bosnia and Herzegovina.

For the collection Postcards, postcards from the 19th and the beginning of the 20th century were selected. The motives on the postcards are the old streets, cities, sacral buildings and other objects of importance to education, culture, and science as well as cultural-historical monuments.

Collections are available at <http://NULB&H.locloudhosting.net/>. These collections were made by use of the system with an open source called Omeka. Omeka is a free system with an open source model for online digital collections.

Digital collections Rarities and Postcards are also available in European collections (Europeana Collections) at:

https://www.europeana.eu/portal/hr/search?f%5BTYP%5D%5B%5D=IMAGE&per_page=24&q=europeana_collectionName%3A9200478%2A&view=grid.

In order to mark the end of the project, in 2017, all participants created the exhibition of postcards of Southern and Eastern Europe for the end of the CSEEE project:

https://www.europeana.eu/portal/en/exhibitions/picture-this-vintage-postcards-of-southeastern-europe#ve-anchor-intro_11508-js

The exhibition features three postcards from selected collections. They are "Šabanova kahva. Kafana na Bendbaši" (Šaban's coffee palace in Bendbaša), "Mostar; Stari most sa Humom = Römerbrücke mit Hum" (Old Bridge in Mostar with the Hum hill) and "Iz radionice ćilima u Sarajevu" (From Carpet factory in Sarajevo).

The exhibition is available: <https://www.europeana.eu/portal/en/exhibitions/picture-this-vintage-postcards-of-southeastern-europe/bosnia-and-herzegovina>.

In November 2017, a session of the Council of COBISS.NET was held in Maribor, and Dr. Ismet Ovčina, director of NULB&H, was elected for the Council president.

Detailed quantitative and qualitative reports of individual, organizational units that follow indicate that in 2017, with great dedication and limited resources, NULB&H made positive progress and successfully realized planned activities, as evidenced by the positive annual Final Account of the National and University Library of B&H.

SECTOR OF ACQUISITIONS, PROCESSING, PERIODICAL AND OFFICIAL PUBLICATIONS

NULB&H, as other national libraries, firstly, infills funds by collecting a legal deposit, by exchange with other libraries and institutions and by planned purchase. In the last year, the Sector worked with the same number of workers and under the same conditions. The results achieved are within the scope of the Work Plan 2017. All received Bosniaca, received gifts and publications received by exchange are processed. Since October, the processing of the fund from the warehouse, from remaining "Lora" (about 3,000 books) has begun. Digitization of old periodicals has been continued.

Processing and input of the Old periodicals fund into COBISS has been completed. The reading room for the use of Old periodicals is opened.

A number of staff worked at the Book Fair, in the commission at the revision of book stock in the Special Collections, at the preparation of Old periodicals reading room, projects, and at the transfer of funds.

With notice of claim, it has been managed to collect a part of the legal deposit copies (unredeemed publisher obligations from previous years). Accession unit started to work in COBISS; two staff members were granted work licenses in COBISS3/Cataloguing - the initial course, two in the advanced course and one worker's license for the advanced course instructor.

Work Report for the past year by parts of the Sector includes:

Accession and acquisitions department

Legal deposit

Material type	Title	Copies
Monographic publications	1223	7146
Serial publications	477	14715
Doctoral dissertations and Master's thesis	226	226
CD's	4	12

Publications included in the NULB&H fund

Material type	Title	Copies
Monographic publications	1223	2857
Serial publications	477	11761
Doctoral dissertations and Master's thesis	226	226

70 titles and 140 copies were sent to the NULB&H Department of Special collections.

Legal deposit sent to the other libraries

Material type	Title	Copies
Monographic publications	773	2735
Serial publications	148	2950
Doctoral dissertations and Master's thesis	347	653

- For exchange selected: Monographic publications - 978 titles, 1614 books
- Gifts for NULB&H: Monographic publications - 866 titles, 866 books
- Gifts from NULB&H to the other libraries: Monographic publications - 832 titles, 832 books
- Exchange with other libraries - arrived: Monographic publications - 728 titles, 728 books
- Exchange with other libraries - sent: Monographic publications - 509 titles, 509 books
- Book selection for the Winter book fair: 165 titles, 165 books
- Claim of legal deposit via telephone and e-mail addresses

Department for monographic publications processing

Activity	Quantity
Books checked	4200
Allotting the call-number to books	6001
Allotting the call-number and inventory for CD's	85
Inventory for books	6398
Added backup copies	1028
Books catalogued	3216
Books classified	2776
Subject terms for books	2776
Records correction	2000
Submitted to the Bibliography department	1414
Deletion of duplicate records	8
Printed catalogue cards	3932
Catalogue cards deposit in union catalogue	3932
Labels printed	7659
Labels printed for Department of special collections and Austrian reading room	2440
Library signet of books	7127
Books deposit to the stack-room	5948
Department submission of the books in total	7362
Printing of accessions register	

Cataloguing in publication (CIP)

Activity	Quantity
CIP records cataloguing	1596
CIP records classification	1596
Book subject term for CIP records	1510
CIP records delivered by an e-mail	1400
Update of CIP records	217
CIP records created in total	1596

- Creating ABC Registry and Registry of publishers
- Claim for legal deposit
- Printing publishers demands, proof of payment for CIP and ISBN
- Communication via e-mail and exports: 4000 e-mails

Department for serial publications processing

Activity	Quantity	Year
Received and documented current periodicals	470 titles	1410
Received and documented gifts and exchange	44 titles	44
Allotting the call-number and accessioning of current periodicals	470 titles	1410
Allotting the call-number and accessioning of foreign periodicals	44 titles	44
Allotting the call-number and accessioning of old periodicals	182 titles	949
New titles catalogued and classified	72 titles	
Foreign periodicals catalogued and classified	44 titles	
Old periodicals catalogued and classified	182 titles	
Online journals catalogued and classified	22 journals	
Records corrected	412 records	
Materials digitized	105 titles	
Digitized materials processed	105 titles	
Labels printed	2403 labels	
Service for library users - current periodicals	75 charge out slips	
Service for library users - old periodicals	52 charge out slips	
Submitted to the periodicals stack-room	696 titles	2403
Printing of accessions register		

- Arrived periodicals via a claim of legal deposit: 83 titles, 790 issues
- Cataloguing and input in COBISS system of Old periodicals fund is finished
- Reading room opening for use of Old periodicals funds

ISSN NC Centre B&H

Activity	Quantity
Assigned ISSN's	169
Printed serial publications	92
Online serial publications	73
CD-ROM	4
Key title	161
Abbreviated key title	161
ISSN full format	161
CRE	161
REP	389
CIP for serial publications	12
UDC	162
ISSN registry	161
Title registry	161
Publisher registry	121
Abbreviation proposals	45
Records in the ROAD project	18
Records created in COBISS	28
Records updated in the ISSN Register	193
Total number of Bosnian and Herzegovinian records in the ISSN register	3376
Suppressed records	55

- Annual report for ISSN IC in Paris
- Control of an ISSN and barcode citing on the publications
- Identification of B&H online publications
- Regular correspondence with ISSN IC
- Instructing publishers on editing and figuration of journals

ISBN Centre for B&H

Registered publishers

In the ISBN system, in 2017, 99 publishers (organizations or associations) and 81 author publishers were included. Compared to the last year, the number of registered authors as the publishers has increased. Also, new numbers were assigned to the publishers who used the ISBN numbers that were previously assigned to them (20 newly registered ones). Registered publishers in 2017 belong in the majority to the publisher group of up to 10 titles. The number of authors as publishers is increasing, including more and more famous names, and it is not uncommon for university textbooks to appear as author's editions.

In the framework of ISBN number for the state of B&H (9958), 1801 publishers were enabled to register. In 2015, all numbers from the mentioned group were used. ISBN Agency (London) has assigned a new number for publishers from Bosnia and Herzegovina - 9926. 2422 publishers can be registered within the assigned ISBN number. To the authors-publishers, a unique ISBN number is assigned, but each author-publisher registration is specifically created. The data on registered

publishers are recorded in three registries, and at the website www.isbn-international.org, the ISBN B&H Centre regularly updates data about B&H publishers.

Assigned ISBN numbers

In 2017, the ISBN was assigned to 1798 titles. About 60% of assigned numbers belong to the smaller publishers. Among the publishers with the most significant number of books published in the past year are Buybook, Dobra knjiga, Šahinpašić, El-Kalem, Off-Set, Bosanska riječ (Tuzla, Sarajevo), Connectum, PrintCom, Ekonomski fakultet (Sarajevo), etc. An assignment of ISBN is regularly monitored, and guidance to publishers on how to make the barcode on the basis of assigned ISBN is provided.

ISBN number and legal deposit

When assigning an ISBN number to the new title of a publisher, the ISBN Centre B&H checks the submission of a legal deposit and requires the publisher to regularly submit a legal deposit.

A large number of B&H publishers do not regularly submit a legal deposit. Also, very few publishers submit 10 legal deposit copies that they are obligated to submit to NULB&H, according to the Law on Library function. According to the COBISS.BH data, publishers did not provide 4801 titles of the legal deposit copies to NULB&H for which the ISBN and CIP were assigned.

Cooperation of ISBN Centre with publishers

ISBN Centre for B&H gives instructions and helps B&H publishers to have their editions published according to international publishing standards, refer them to legal regulations, controls citation of the ISBN number on the publication, and gives other instructions and advices.

At the request of publishers and other users, the Centre provides information on registered publishers and published publications.

Cooperation with the ISBN (London) Agency and members of the ISBN network

The ISBN B&H Centre regularly sends reports to the ISBN Agency (International ISBN Agency), and administers the information on the website www.isbn-international.org.

This is how the data regarding B&H publishers is daily updated on the International ISBN Agency web site. All the documents necessary for the work of the Centre are translated.

The ISBN Centre works with ISBN network members, especially with ISBN agencies from the region. Several publishers are registered in several national agencies and ISBN numbers are assigned in several countries.

ISMN Centre for B&H

Printed music publishing in Bosnia and Herzegovina has no long tradition, but at least one publisher appears each year.

Within the Centre for ISMN Bosnia and Herzegovina, the following activities were made:

- managing and guidance of the ISMN number assigned to B&H printed music publisher,
- monitoring of changes in the ISMN system,
- giving directions and assistance to the printed music publishers,

- keeping a register of all publishers in the area of international ISMN number,
- registration of the printed music publishers (2),
- assignment of ISMN number to the publications (5),
- monitoring the use of ISMN numbers,
- keeping a record of all publishing groups,
- keeping a register of used numbers,
- contacting the International ISMN Agency in Berlin,
- updating data on B&H publisher of the printed music for PIID,
- reports to International ISMN Agency on assigned ISMN numbers to publishers,
- advertising of the ISMN system.

Virtual Library of Bosnia and Herzegovina – VIBB&H

The Virtual Library of Bosnia and Herzegovina (VIBB&H) in 2017 achieved significant results, which were also recognized at the level of the national COBISS centers. The implementation of all work segments in the COBISS.BH system has been highlighted, especially those that are new (mCOBISS and others). Great importance for system operation is good coordination with all system members and with IZUM.

An effort was made to respond to set tasks and provide support to everyone for uninterrupted work in the system. Work at the system level and individual members was analyzed.

Special attention was paid to the certification of course instructors.

The problems we encountered in the work were inadequate equipment and unstable internet connectivity.

In the COBISS.BH (www.cobiss.ba) system 52 libraries (National, Public, Faculty/University, and Special) are included.

Transition of system members from COBISS2/Loan to COBISS3/Loan and inclusion of new libraries in segment COBISS3/Loan.

In 2017, 9 (nine) libraries took up an automated loan, and one library transitioned from COBISS2/Loan to COBISS3/Loan (BGSA).

Libraries that have transitioned to COBISS3 / Loan:

1. Library of Sarajevo (BGSA)
2. City library Kakanj (GBKA)

3. Public library Zavidovići (JBZA)
4. Music academy (MAUNSA)
5. National library Mostar (NBMO)
6. Public library „Muhamed Kantardžić“ Breza (OBMKB)
7. Public library Tešanj (BIBTE)
8. Faculty of Science (PMFSA)
9. University of Travnik (UNT)
10. Veterinary faculty (VFS)

For the transition to COBISS3/Loan education for librarians was held.

The accompanying documentation was made, the work of all participants of the system was followed, solutions were found for problems with which the librarians met, instructions and advice were given.

Twenty two libraries, COBISS.BH system members have automated loan.

Union catalogue COBISS.BH

In the COBISS.BH union catalogue (www.cobiss.ba), 463,383 units (monographic publications, continuous resources, articles, non-fiction materials) were processed.

The number of processed items in the catalogue grew by over 20,000, which represents a certain increase compared to the number of units processed in the previous year. Total number of records in the local database is 647.472 units.

Editing of old records on the host is done permanently, as well as duplicates resolving.

Special attention is paid to incomplete records and correction of the record on the host. By switching to COBISS3/Cataloguing, to all COBISS.BH system participants it is given the possibility of record editing on the union base level.

Revision in the system COBISS

Revision under the COBISS system represents an extremely important segment that enables the recording of the fund in a very short period.

The first library that has started with a revision of funds in the COBISS was the National and University Library "Derviš Sušić" in 2015.

Last year, a part of the fund's revision (about 14,000 units) had started in the Library of the Faculty of Philosophy.

All preparations for the revision of the fund in the City Library of Zenica have been completed, and it should be completed by the end of January 2018.

We expect that in the forthcoming period, the number of libraries that will make fund revision in the COBISS system shall increase.

COBISS3 courses

For every segment of work in the COBISS system, it is necessary for librarians to attend the course.

For some segments to work in the system, they receive immediate authorization after the course, and for some, it is necessary to create records for a license.

After obtaining a positive grade for records for the license, candidates take the oral exam to gain the license (for the processing of monographic publications and for the processing of non-book materials, continuing, electronic and integrative resources etc.). Courses are held as needed and are announced through the portal Obrazovanje (Education).

Only the librarians from the library system members network, who have passed the professional exam and have appropriate qualification can attend the course.

Course instructors are from NULB&H and IZUM. In the National and University Library of B&H in 2017, 5 (five) COBISS3 courses were held

1. Use of program equipment COBISS3/Cataloguing – initial course
2. Use of program equipment COBISS3/Cataloguing – advanced course
3. Use of program equipment COBISS3/Loan
4. Use of program equipment COBISS3/Derived cataloguing and fund (2 courses)

Course *Use of program equipment COBISS3/Cataloguing - an advanced course* was held for librarians who acquired a license for non-serial work (monographs). The course was attended by 15 (fifteen) librarians from 9 (nine) libraries of the COBISS.BH system.

Two colleagues from NULB&H have managed the course and gained a license for course instructors COBISS3/Cataloguing - advanced course.

Course *COBISS3/Cataloguing – the initial course* is intended for librarians who work in the libraries, for new members of the system, and librarians who work in library systems and for their work need a license. The course was attended by 5 (five) librarians from 4 (four) libraries.

Course *Use of the program equipment COBISS3/Loan* is intended for the librarians from the libraries who have obtained the conditions for engaging an automated loan, i.e. a library whose active part of the fund is processed in the COBISS system. The course COBISS3/Loan was attended by 15 (fifteen) librarians from 9 (nine) member libraries of the COBISS.BH system. Colleague from NULB&H has managed the course and gained a license for course instructor of course *Use of the program equipment COBISS3/Loan*.

Two courses *Use of program equipment COBISS3/Derived cataloguing and fund* were held. The courses were intended for librarians from the library that are new members of the system.

Exams for gaining COBISS license

For gaining a license in 2017, 5 (five) exams were held. Three examination terms were for librarians who have gain the authority to create records for monographic publications, and 2 (two) exams were intended for librarians who have gain the authority for non-book materials (printed music, cartographic material), continuing resources, electronic resources, integrative resources, articles and contributions in serial publications.

All candidates who took the exam have passed it and gained the authority to work in the system. The system license (initial level) was granted to 7 (seven) librarians and 15 (fifteen) librarians were licensed to catalogue different types of materials (advanced level).

Updating data in COLIB

By applying the new version of COBISS, it is possible for each library to administer the data on their library at COLIB.BH.

Portal [www.COBISS.BA](http://www.cobiss.ba)

The COBISS.BA portal provides information on all work segments in the COBISS.BH system. The most important segment of the portal is COBISS/OPAC. All information related to the operation of the system, library information, manuals, novelty in the system, local databases, bibliographies, statistics, the recommended equipment and the other are available on the page. Data regarding national COBISS systems are available on the www.cobiss.net.

Portal Obrazovanje (Education)

Through the portal Obrazovanje, librarians are informed about the novelty in the system, changes and supplements in the manuals, courses, presentations and activities related to obtaining the COBISS license. Through the portal, candidates apply for courses. All who have a COBISS user name can update their data on the portal. Since October 2016, VIBB&H has updated all user name data and assigns authority to work in COBISS.BH, announces courses and administers data.

User names in COBISS.BH system

The COBISS.BH system has assigned 435 user names, of which 301 usernames are registered at the local base level. Other usernames have access to data only through the portal Obrazovanje. All COBISS.BH licenses are assigned by VIBB&H. Only the authority to add local data (book numbers, inventory), and the authority to work in the COBISS3/Loan segment can be granted by opening the username. Authorizations for derived cataloguing and fund are obtained after attending the course *Use of COBISS3/Derived cataloguing and fund*. Authorizations to create records are obtained upon acquiring of a license for co-operative cataloguing.

Installing COBISS equipment

Installation of COBISS equipment for system members is enabled through the portal. A backup procedure for data protection and e-mail administration is regularly performed. The system administrator has made adjustments to access bases where necessary, as well as installing and adjusting accessory equipment for system operation. On several occasions, use of the system was disabled due to server attacks and bad connections. Fast intervention was established with the support of IZUM. The problem of working in the system due to inadequate equipment will last as long as the new equipment is not purchased. Prevention of malfunctions and interruption of the system has been done. Indexing of co-operative databases and statistics was done according to the envisaged protocol. Equipment in the room for education is out of date. For each course, it is necessary to retrieve computers from staff for the course to be held. It is necessary to purchase adequate equipment for a room for education.

Cooperation with COBISS.BH system members

VIBB&H has achieved good co-operation with all members of the COBISS network. All requests are, according to possibilities, timely executed. It should be noted that the workload is increasing each

day, because of the number of members, as well as because of the development of the COBISS system. Moving to COBISS3 requires expert and technical support. There is still a problem with the engagement of NULB&H staff for work in VIBB&H. Due to the obligations that employees have at their positions, the engagement of VIBB&H cannot be realized to the extent necessary for optimum work.

Cooperation with IZUM

Cooperation with IZUM is very good and takes place according to the plan and program. To all of our requirements, IZUM promptly respond and provide expert assistance. Also, VIBB&H employees have tried to solve all the individual requests as soon as possible and to the satisfaction of the system user. VIBB&H Centre was commended for its work on several occasions by IZUM.

COBISS statistics

Very detailed statistics related to work in the system are available at www.cobiss.ba.

Statistics available on this page are: COBISS/OPAC usage statistics, Statistics of using mCOBISS and Loan statistics. Statistics on materials growth in the system, local databases and record creators is led by IZUM and it is delivered at the end of January.

mCOBISS

In October 2016, the presentation of mCOBISS was held at the National and University Library of Bosnia and Herzegovina. On this application, they worked for two years. In addition for the COBISS.SI system, this application is implemented for COBISS. BH and COBISS.SR. mCOBISS enables: search for the resources on androids in the COBISS.BH system member library (www.cobiss.ba), reviewing borrowed materials and extension of loan time, reservation of materials, reservations reviewing and cancelling, reviewing debts and restrictions, receiving e-notifications, researching/viewing library information, displaying the location of the library on the map and directions to the selected library, creating your favorite book list, reading bar codes (ISBN and ISSN), storing user profiles (favorite libraries and enrolment data), sending information about the library materials through androids, overviewing of loan history. Information is available on the site: <http://m.cobiss.si/bh/>, mostly on subpage <http://m.cobiss.si/bh/opis.html>.

Meeting of ViBB&H members

Meeting of COBISS.BH system members was held in the National and University Library of Bosnia and Herzegovina on November 10 in 2017. The meeting was attended by 33 librarians from 26 library system members.

The meeting discussed: status of COBISS at UNSA, the status of E-CRIS and Register of scientific workers, education related to printouts and statistics, purchase of necessary equipment, authority in the system COBISS.BH, standardization in COBISS, library debts for system membership, an organization of courses, and the inclusion of libraries in the system and the other.

Members of the COBISS.BH system and the number of records in local databases

No.	Name	Place	Acronym	Record no.
1.	Faculty of Agriculture and Food Technology (Agronomski i prehrambeno-tehnološki fakultet)	Mostar	APFMO	1.199

2.	Academy of Sciences and Arts of Bosnia and Herzegovina (Akademija nauka i umjetnost B&H)	Sarajevo	ANUB&H	3.616
3.	Academy of Performing Arts (Akademija scenskih umjetnosti)	Sarajevo	ASU	832
4.	Faculty of architecture (Arhitektonski fakultet)	Sarajevo	AFSA	871
5.	Library of IMIC (Biblioteka IMIC-a)	Sarajevo	IMIC	900
6.	Library of Sarajevo City (Biblioteka Sarajeva)	Sarajevo	BGSA	51.433
7.	Library „Skender Kulenović“ (Biblioteka „Skender Kulenović“)	Bosanski Petrovac	SBSKBP	3.595
8.	Library for the blind and visually impaired persons in B&H (Biblioteka za slijepa i slabovidna lica u B&H)	Sarajevo	BSSLSA	4.957
9.	Faculty of Economics (Ekonomski fakultet)	Sarajevo	EFSA	13.843
10.	Faculty of Political Sciences (Fakultet političkih nauka)	Sarajevo	FPNSA	1.369
11.	Faculty of Criminal Sciences (Fakultet za kriminalistku, kriminologiju i sigurnosne studije)	Sarajevo	FKNSA	4.403
12.	Faculty of Health Studies University of Sarajevo (Fakultet zdravstvenih studija Univerziteta u Sarajevu)	Sarajevo	FZS	52
13.	Philosophy Faculty of University in Mostar (Filozofski fakultet Sveučilišta u Mostaru)	Mostar	FFMO	1.649
14.	Faculty of Philosophy (Filozofski fakultet)	Sarajevo	FFSA	56.933
15.	Faculty of Civil Engineering (Građevinski fakultet)	Sarajevo	GFSA	583
16.	City library Bosanska Krupa (Gradska biblioteka Bosanska Krupa)	Bosanska Krupa	GBBK	1.322
17.	City library Kakanj (Gradska biblioteka Kakanj)	Kakanj	GBKA	18.188
18.	City library Ključ (Gradska biblioteka Ključ)	Ključ	GBKLJ	- - -
19.	City library Visoko (Gradska biblioteka Visoko)	Visoko	GBVI	28.387
20.	Public institution Centre for culture Goražde – Public library (J. U. Centar za kulturu Goražde)	Goražde	NBGO	24.212
21.	Public library Zavidovići (Javna biblioteka Zavidovići)	Zavidovići	JBZA	11.107
22.	Cantonal and University Library (Kantonalna i univerzitetska biblioteka)	B&Hać	KBBI	28.352
23.	Catholic Theological Faculty in Sarajevo (Katolički bogoslovni fakultet u Sarajevu)	Sarajevo	KBF	10.793
24.	Faculty of Mechanical Engineering (Mašinski fakultet Univerziteta u Sarajevu)	Sarajevo	MFS	- - -
25.	Faculty of Medicine (Medicinski fakultet Univerziteta u Sarajevu)	Sarajevo	MFS	- - -
26.	Academy of Music in Sarajevo (Muzička akademija u Sarajevu)	Sarajevo	MAUNSA	408

27.	National and University Library of B&H (Nacionalna i univerzitetska biblioteka B&H)	Sarajevo	NULB&H	111.839
28.	City library Cazin (Narodna biblioteka Cazin)	Cazin	NBCA	5.288
29.	Public Library Mostar (Narodna biblioteka Mostar)	Mostar	NBMO	26.773
30.	Public Library Sanski Most (Narodna biblioteka Sanski Most)	Sanski Most	NBSM	2.398
31.	Public and University Library "Derviš Sušić" (Narodna i univerzitetska biblioteka „Derviš Sušić“)	Tuzla	KBTZ	54.292
32.	Cantonal Library of Mostar (Narodna knjižnica HNŽ Mostar)	Mostar	GKMO	28.171
33.	Opća biblioteka Maglaj (Public library Maglaj)	Maglaj	OBMAG	2.500
34.	Public library „Muhamed Kantardžić“ (Opća biblioteka „Muhamed Kantardžić“)	Breza	OBMKB	10.220
35.	Public Library of Tešanj (Opća biblioteka Tešanj)	Tešanj	BIBTE	21.527
36.	Public Library Vareš (Opća biblioteka Vareš)	Vareš	OBVA	10.765
37.	City Library Zenica (Opća biblioteka Zenica)	Zenica	KBZE	50.079
38.	Parliamentary Assembly of B&H (Parlamentarna skupština B&H)	Sarajevo	PSB&H	3.905
39.	Faculty of Educational Sciences (Pedagoški fakultet Univerziteta u Sarajevu)	Sarajevo	PFUNSA	---
40.	Faculty of Law, Mostar (Pravni fakultet)	Mostar	PFSMO	1.875
41.	Faculty of Law, Sarajevo (Pravni fakultet)	Sarajevo	PFSA	6.514
42.	Faculty of Natural Sciences and Mathematics (Prirodno-matematički fakultet)	Sarajevo	PMFSA	4.550
43.	Faculty of Stomatology with Clinics (Stomatološki fakultet sa klinikama)	Sarajevo	SFUNSA	1.638
44.	Faculty of Forestry University of Sarajevo (Šumarski fakultet Univerziteta u Sarajevu)	Sarajevo	SFSA	---
45.	University library Mostar (Sveučilišna knjižnica)	Mostar	SKMO	9.616
46.	University „Vitez“, (Travnik Sveučilište / Univerzitet „Vitez“)	Travnik	SUV	128
47.	University of Mostar „Džemal Bijedić“ (Univerzitet „Džemal Bijedić“ u Mostaru)	Mostar	UNMO	13.200
48.	University of Bihać (Univerzitet u Bihaću)	Bihać	UNBI	---
49.	Univerzitet u Travniku (University of Travnik)	Travnik	UNT	670
50.	University of Tuzla (Univerzitet u Tuzli)	Tuzla	UNTZ	7.163

51.	University of Zenica (Univerzitet u Zenici)	Zenica	UNZE	4.389
52.	Veterinary Faculty University of Sarajevo (Veterinarski fakultet Univerziteta u Sarajevu)	Sarajevo	VFS	968

E-CRIS.BH

Information system on current research in Bosnia and Herzegovina

Information system on current research in Bosnia and Herzegovina E-CRIS.BH (www.ecris.ba) has data for 82 research organizations and 2131 researchers.

In 2017, 32 new researchers were registered. For registered researchers, data is updated. Within the COBISS.BH system, to each registered researcher corresponding code is added, so that the number of records printed in the bibliographies of the researcher is increased. The relevant institutions (ministries) should adopt the E-CRIS.BH system as a unique information system on current research in Bosnia and Herzegovina. This topic was discussed at the meeting of the representatives of the NULB&H with the representatives of the Federal Ministry of Education and Science and the Ministry of Education, Science and Youth of Sarajevo Canton and activities obligations and dynamics of transition to e-CRIS.BH at beginning of 2019 have been agreed. Particularly great interest in this system was shown by scientific teaching staff.

Considering that E-CRIS.BH is closely related to COBISS. BH (bibliographies are being created in COBISS.BH), it is very important to engage librarians in the creation of bibliographic units of researchers. Considering that this is also a very demanding system, it requires a special approach and a place in libraries. By transition to COBISS3/Cataloguing, it is possible to allocate search code to the librarians in libraries that did not create records. This novelty provides the opportunity for all licensed librarians to participate in updating survey data.

SECTOR FOR USER SERVICES

In 2017, employees of the Sector for Information and User services, in difficult working conditions and with a reduced number of employees, successfully performed regular and additional work tasks. Because of the lack of personnel, especially during the winter period, and the inadequate heating for NULB&H premises, working hours had some changes, but reading rooms worked in full capacity.

Of course, it has been taken into account that other services provided by the Sector for Information and User services remain at a satisfactory level depending on user requirements and the number of users in a given period of the year.

Employees of the Sector were additionally engaged in organizing exhibitions, literary evenings, book promotions and visits to NULB&H, shooting of emissions and giving interviews for various domestic and foreign written and electronic media.

They participated vigorously in the organization and realization of book fairs in Sarajevo (April and December) and similar events, and also attended many scientific and expert meetings and worked on publishing publications within the publishing activity of the Library. Employees have given their engagement in writing and realization of projects for NULB&H.

One of these projects is "Fixture of internet reading room for users of NULB&H with technical equipment and accompanying mobiliary", announced by the University of Sarajevo.

Employees of the Sector also vigorously participate in the work of the Centre for Permanent Education of Librarians in B&H and in the Virtual Library of B&H – ViBB&H.

A special engagement of this Sector's staff had been to nominate applicants for the Astrid Lindgren Memorial Award for 2018, to select candidates and as the only nomination body (NULB&H) in Bosnia and Herzegovina, made the overall nomination for children writers Zejćir Hasić and Sonja Jurić.

Bearing in mind the fact that the NULB&H is nominee body for ALMA and that task successfully completes this work since 2007, at the end of 2016, publication "Zvezdana vrteška" was also published (selection from the creativity of Bosnian and Herzegovinian children writers nominated for the Astrid Lindgren Memorial Award 2012-2017) and then, in 2017 promoted.

The promotion of this publication in NULB&H was also organized and realized in this Sector, and it gathered the authors of the mentioned publication: Kemal Mahmutefendić, Jagoda Iličić, Mirsad Abdagić Kike, Muhidin Šarić, Fahrudin Kučuk and as editor and promotion moderator Mirsad Bećirbašić. The promotion was accompanied by gathering of authors and the pupils of elementary schools "Safet beg Bašagić" and "Vladislav Skarić". The promotion of this publication was also organized at the book fair in Sarajevo as well as in the Public Library in Tešanj.

From 16th to 17th November 2017, organized by the Goethe Institute, Sector representative participated on workshop "Information competences for pupils" held in Zagreb (Goethe-Institut Kroatien). The lecturer and workshop manager was Fabian Franke, Director of the University Library in Bamberg.

Members' registry

In 2017, 786 users were enrolled, out of which 534 are new users, while 252 users renewed their membership.

Table 1 shows the total number of members divided to the newly enrolled and renewed memberships depending on the user category.

Category	Newly enrolled	Renewed memberships	Total
Students	413	193	606
Foreign citizens	18	3	21
Employed	47	16	63
Retirees	15	7	22
Unemployed	10	6	16
High school students	12	2	14
Elementary school pupils	9	0	9
Honorable members	/	/	/
Others	20	15	35
Total	544	242	786

In 2017, NULB&H concluded cooperation agreements with the International University of Sarajevo and the Faculty of Electrical Engineering, with a fee for providing user services to the students, so that this number includes the students of these faculties, and these contracts should be added to the

final amount of money to have a final balance, which is the product of enrolled members in the Library.

In the number of enrolled users, there are also users who visited the Library in our "Open Days", which NULB&H have prepared for the National Day of Library Awareness and for the period of Winter Book Salon duration.

Materials' loan from NULB&H fund

In the 2017, a total of 1,821 requests were received for monographic publications from the NULB&H fund, out of which 1,804 requests were realized and 17 requests were unrealized. Also, 318 requests for serial publications (597 volumes) from the NULB&H fund were received and all requests were realized. 1,822 monographic publications were inventoried and returned in the stack-rooms.

For the users' needs, the thematic search was also carried out, and in 2017 there were a total of 2891 thematic inquiries.

The most requested literature from the NULB&H fund (out of the total number of requests) was from:

- Literature..... 708 requests,
- Social Sciences..... 383 requests,
- Applied Sciences..... 193 requests.

Reading rooms

A total of 4.124 users visits were recorded in the reading rooms.

According to the user category, reading rooms were mostly used by:

- Students 3.708
- Other user categories 416.

According to the type of materials used, the total number of users was:

- 478 users of monographic publications from the NULB&H funds,
- 281 users of serial publications from the NULB&H funds,
- 315 users of referent literature and
- 3.050 use of own literature.

Austrian reading rooms

The Austrian reading room within the National and University Library of Bosnia and Herzegovina is as effective as it has been until now, working without any problems. The reading room is regularly visited and books are borrowed by students of the Faculty of Philosophy, as well as other users.

In 2017, the reading room was used by 68 users who borrowed 99 library units. During the year, with the help of the National and University Library of Bosnia and Herzegovina and in the organization of

the Austrian Embassy in Bosnia and Herzegovina, there were several literary evenings, promotions, movie evenings and lectures. Each event was attended by about 50 guests, as well as representatives of the Austrian Embassy in B&H and representatives of the media.

Among the most important gatherings are: Dr. Rebeka Unterbergers lecture „Thomas Bernhard und Das Theatre“, Vienna – Sarajevo – Vienna and farewell to the long-time lecturer of the Austrian Library in NULB&H; lecture by Austrian professor Wolfgang Hackl; visit by Austrian writer S. Sargnagel; literary evening with Armin Baumgartner; conference "Among the contexts"; visit by Irene Diwiak and presentation of her novel "Liebwies".

All these events are presented on Facebook profile and NULB&H web site and in printed and electronic media.

In addition to regular activities, the head of the Austrian reading room received a license for COBISS cataloguing and during the year 2017, created, allotted the call-numbers and deposited 355 library units.

At the moment, in the COBISS.BH system there are 5.450 book with call-number AUS (available in COBISS/OPAC) - this makes them recognizable in relation to the call-numbers of the rest library fund.

With the engagement of the head of the Austrian reading room with previous and new lector, lecturers, Austrian Embassy in B&H and National and University Library of Bosnia and Herzegovina, during 2017, significant results have been achieved and better conditions for the work of the Austrian reading room in NULB&H have been achieved in the forthcoming period, which contributes to the promotion of the overall cooperation between B&H and the Republic of Austria in the field of culture.

Inter-library loan

Inter-library loan service is primarily used by scientific researchers, as well as other members of the academic community from all over B&H.

Inter-library loan during 2017 had a significant success in the realization of cooperation and borrowing with libraries in the country as well as around the world.

Through the services of the inter-library loan, most of the users requested articles from serial publications that are not available in the data basis that the academic community in B&H and the University of Sarajevo are subscribed.

Also, cooperation with libraries in B&H has intensified, they have increasingly begun to use the interlibrary loan from B&H and the world through the National and University Library of B&H.

In 2017, 715 requests were received, of which:

- 715 are implemented,
- / in the procedure.

Foreign loans: a total of 257 requests were made, of which:

- From NULB&H sent 168.
- In NULB&H received 89.

Loans in Bosnia and Herzegovina: a total of 458 requests were made, of which:

- From NULB&H sent 61.
- In NULB&H received 397.

As is well known, the service of the inter-library loan with libraries from the world is realized with the IFLA vouchers. These results contributed to secure IFLA vouchers in 2018 and there will be no need to buy new ones. No voucher was purchased from NULB&H funds during 2017. Of course, all of this has been done with successful loans with libraries from surroundings and the world.

Referral center

In 2017, the Library conducted searches in the Web of Science academies and EBSCO, in which this year, NULB&H had access. It is important to note that to these databases the entire University of Sarajevo have access, so the number of these searches is extremely small.

From this situation comes the fact that articles from a worldly recognized journals are ordered through inter-library loans from European libraries that have access to the Elsevier publisher databases, that is why, information on the services provided by the referral center from electronic sources cannot be numerically reported.

Department for the shelving of materials

Department for the shelving of materials fulfilled all the requests of the user for the NULB&H basic fund as well as the archives in accordance with the existing rules.

This year, in the Department for the shelving of materials, was received:

- From the Monographic publication Department of: a total of 5,027 units, of which 4,044 from the basic fund and from the archives 983 units;
- From the Bibliography Department 1.114 units of archive materials;
- From the Periodicals Department: 696 titles and 2,403 volumes were received.

In the Department for the shelving of materials, besides the regular loan of materials with charge out a slip at the request of the user, around 10.000 dissertations from the basic fund have been moved to the auxiliary building, afterwards, books were cleaned and missing library units from shelves were noted.

On a daily bases returned materials are stored in the stock-rooms, books are secluded for book number corrections, damaged books are secluded and journals are selected and submitted for bookbinding in the NULB&H Conservation and Restoration Centre.

The Centre for the Restoration and Conservation of library materials

The Centre for the Restoration and Conservation of library materials carried out regular activities of binding and conservation of damaged materials from regular funds and special collections fund. 105 library units have been restored.

Given the fact that during this year there was an increase in the number of employees in the Centre, they have continued with a binding archival fund of periodicals.

All the necessary work has been done to prepare materials for seminars and other NULB&H sectors as needed (diplomas, invitations design, greeting cards, business cards, membership cards, materials required for COBISS courses and materials required for professional exams). Within the Centre's work, disinfection of premises of Special collections were also done. The photocopy machine was moved to the main building of NULB&H and in 2017, 15,191 copies were made.

Register of Scientific Institutions, Scientific Staff and Infrastructure Investments in the Federation of Bosnia and Herzegovina

The Register of Scientific Institutions, Scientific Staff and Infrastructure Investments in the Federation of Bosnia and Herzegovina is a joint project of the Federal Ministry of Education and Science and the Ministry of Education and Science of Sarajevo Canton and the National and University Library of Bosnia and Herzegovina. The Register of the Federation of Bosnia and Herzegovina is the main system, and the registers of the cantons are its subsystems. NULB&H is in this case the operator of the entire system.

In the 2017, 43 scientific researchers were registered in the Register of scientists, out of which 12 in FB&H and 31 in Sarajevo Canton. The total number of registered institutions is 5, out of which 4 in FB&H, 1 in Sarajevo Canton, 5 institutions submitted a request for data update. The total number of requests for modification/update was submitted by 38 already registered scientific researchers and organizations. The number of such requests in FB&H was 24 and in Sarajevo Canton 14. The total number of updated scientific researchers was 81, the number of FB&H updated was 36 and Sarajevo Canton 45, while the total number of updated institutions was 10, 7 in FB&H, and 3 in Sarajevo Canton.

As in previous years, the data from the Register was forwarded for entry and update into the ECRIS.BH - information system on research activity in Bosnia and Herzegovina, there were 66 requests, and 40 for the registration of new researchers, and 26 updates of already registered researchers; 1 new institution was registered, and 2 data updates.

Due to the lack of registered researchers dates of birth in ECRIS-BH, 477 registrations with the date of birth in the Registry were carried out on request and forwarded to the further procedure of ECRIS-BH.

SECTOR FOR DEVELOPMENT AND EDUCATION

Within the Sector for development and education of National and University Library of Bosnia and Herzegovina, the following work units operate:

- Bibliography department of B&H and publishing activity of NULB&H
- Department of special collections
- Development of library activities and Centre for permanent education for librarians of B&H

Main and mutual tasks of all departments within the Sector are:

- Construction and development of the unique library and information system of B&H
- Development and improvement of library activities in general
- Preservation and promotion of documentary cultural heritage of B&H
- Creation of a Bosnian-Herzegovinian bibliography and education of professional staff and users

Bibliography department

Book accession and send-off to stack-rooms – archival copy

- Book accession (archival copy) from Department for book processing – received, recorded and placed on the shelves by book numbers 1414 books
- Book send-off to stack-rooms – lists of books made by book numbers and handed over to the stack-rooms 1114 books

Printing a current national bibliography of Bosnia and Herzegovina

- Preparation and printing of Bosnian-Herzegovinian bibliography of monographic publications. Series A for 2013 – update, editing and sorting 1221 bibliographic records, registry editing and preparation for publishing within the local database COBISS.NULB&H.
- Preparation and printing of Bosnian-Herzegovinian bibliography of supplements in serial publications. Series C, year 14, vol. 14 – update, editing and sorting 651 bibliographic records, registry editing and preparation for publishing within the local database COBISS.NULB&H.

Preparation of the current national bibliography of Bosnia and Herzegovina

- Creation of Bosnian-Herzegovinian bibliography of monographic publications. Series A for 2014 – update, editing and sorting bibliographic records within the local database COBISS.NULB&H.
- Creation of Bosnian-Herzegovinian bibliography of supplements in serial publications. Series C for 2016. – update, editing and sorting bibliographic records within the local database COBISS.NULB&H.

Preparation of the current national bibliography of Bosnia and Herzegovina in electronic form.

Creating bibliographic records (COBISS.NULB&H)

- Creating records in a local database COBISS.NULB&H – 68
- Creating CIP records in a local database COBISS.NULB&H – 9
- Derived cataloguing from co-operative database COBIB.BH – 23
- Correction and update of bibliographic records (correction and update with additional data that enables the management and printing of the bibliography - the typology of the document/work, the code of the researcher, field 856 (electronic location and access) – 1703 bibliographic records

Creation of personal bibliographies of researchers from Bosnia and Herzegovina (E-CRIS. BH)

- Creation of bibliographic records – 17 bibliographic records

- Derived cataloguing from COBISS.Net – 6 bibliographic records
- Correction and update of bibliographic records (correction and update with additional data that enables the management and printing of the bibliography - the typology of the document/work, the code of the researcher, field 856 (electronic location and access) – 53 bibliographic records

Creation of uniform headings for B&H authors

- Unification of headings, the creation of references and bibliographic records update – 56 bibliographic records in order to create unique uniform conventional authors' heading.

Creation and unification of subject headings in a local database COBISS.NULB&H

Creation and unification of subject headings in the selected records that are included in the Bibliography - in addition to the existing headings that is being created at the Department for book processing, at the Bibliography department, new subject terms are added in all fields of bibliographic record, from the field 600 to 609, as well as deprecated terms in the fields 960 to 969 and in the field 610 - uncontrolled subject headings. Although there are no thesauruses for particular areas of science, our continuous practice records some fixed phrase for certain terms, whose unification is indispensable when searching and creating the subject index.

As sources of information and possible solutions for content processing are used electronic catalogues of other national libraries of countries that have thesauruses for particular scientific areas or if they are creating subject indexes according to IFLA documents „Guidelines for subject authority and reference entries“ and „Principles underlying subject heading language“.

For that purpose subject indexes of Bosnian-Herzegovinian bibliography of monographic publications and Bosnian-Herzegovinian bibliography of supplements in serial publications are created.

Editor of union catalogue COBISS.BH

Editor of union catalogue COBISS.BH tasks are creating, updating and editing of bibliographic records at the local and union level, professional assistance to all libraries, members of COBISS.BH via e-mail, phone or in direct contact regarding overcoming the problem of work in multiple segments of automated library practice COBISS.BH, especially with the compilation, production and printing of various printouts (bibliographies, news) and the control of bibliographic records in a union database.

Special collections

Book processing : old and rare books and manuscripts collection	
Accessioning	295 units
Reallotting call-numbers	249 units
Created	354 records
Derived cataloguing	310 records
Editing	513 records
User services	62 users

- Creation of labels for accessioned old and rare books and its arrangement on shelves
- Reallocating call-numbers for reference collection, the creation of labels, the arrangement of materials on shelves
- Derived cataloguing with the creation of records of Graphic collection
- Overview of the state of manuscripts collection
- Creating a condition review report for manuscripts collection
- Creation of documentation required for the work of Commission for revision of Special collections
- Participation in the work of Commission for revision of Special collections
- Work in the revision of manuscripts collection (from 17th November to 25th December); work in the revision of archival collection; completing the list of unaccessioned archival (122 folders)
- Creation of the report for revision of manuscripts and archival collection

Book processing : cartographic and graphic collection	
Accessioning	3335
Reallocating call-numbers	2408
Created	104
Derived cataloguing	21
Editing	30
User services	64

BiSB&H development (Library-information system in B&H), Central library commissions and Centre for permanent education for librarians of B&H

1. Education of library personnel:

Organization and having courses and workshops with the preparation of lectures, preparation of materials for participants etc. Two courses were held in basic library knowledge (February and March of 2017) where 22 candidates were registered and seminars were attended by 22 candidates (I course 20th to 23rd February; II course 27th to 30th March).

In Centre for permanent education for librarians in the realization of seminars and the taking of professional exams were engaged by the following employees of NULB&H and external associates. All examiners and lecturers are mentors to candidates for preparation of technical papers as part of taking professional library exams.

2. Data update for special libraries, communication with them, and preparation for issuing GUIDE through special libraries. After many months of extraordinary efforts to get the necessary information, the GUIDE was not upgraded because the response of the special libraries was unexpectedly poor. No results have been achieved with the Republic Srpska since the National Library of Republic Srpska has no data on special libraries.

Preparation of the operating version of GUIDE through special libraries - contributions, registers, survey sheets, photo binding, introductory part, content, etc.

3. Preparation and maintenance of lectures within NULB&H courses on "Library buildings and equipment" and training - exercises in Classification for primary course students.

4. Contacts with candidates throughout the year, information on applications, conditions for education, passing the professional exams, especially prior to taking courses and exams, as well as consultations on the subject of classification, especially ahead of the term of professional exams.

5. Preparation of schedule for taking exams for examination periods, for librarians, for senior library technicians and library technicians. Professional exams in 2017 passed 36 candidates, as follows: 32 librarians and 4 senior library technicians. Concluding with October 2017, 892 candidates have passed professional exams: 528 librarians, 214 senior library technicians and 150 library technicians.

7. Participation in the work of the Commission for professional exams (examination periods in June and October). In the June examination period, 22 candidates were registered, and 21 candidates took the exam. The exam passed 18 candidates, 3 candidates have a makeup exam. In the October examination period, 24 candidates applied, the exam passed 21 candidates, 3 candidates withdraw, and 3 candidates had a makeup exam.

8. Mentoring for professional papers within the professional exams (theme validations, instructions for candidates, working versions, acceptance of the papers, and defense of the papers).

9. Modifications and amendments of presentations for lectures within basic seminars: Library buildings and equipment and Introduction to exercises - Classification.

10. Throughout the year, communication with students, future students in the Centre for permanent education for librarians of B&H, providing information on deadlines, as well as on professional exams on library functions.

11. Collecting literature to establish Collection of professional literature.

SECTOR FOR ADMINISTRATION AND GENERAL AFFAIRS

During 2017, the Department for administrative and general affairs of NULB&H, despite the insufficient number of employees, realized the activities directly related to the Sector, e.g., the tasks necessary for the smooth operation and functioning of NULB&H.

General and technical work were carried out, among which of high importance are maintaining of facilities propriety and maintaining of the infrastructure: heating, hydrant networks, fire alarms, electrical installations, telephony, etc.

Administrator activities

In addition to regular activities to maintain the functionality of the information system and the regular maintenance of computer equipment, active work was also on:

- reinstalling and upgrading the functionality levels of computer units;
- preparation and realization of exhibitions and promotions organized by NULB&H;
- preparation and realization of seminars and courses organized by NULB&H;
- the redesign, maintenance and update of NULB&H website
- creating and maintaining a web site of the online edition of the journal Bosniaca
- maintenance and management of the library-information system COBISS
- installing new equipment needed for COBISS3 implementation
- providing technical support to libraries involved in the system COBISS and
- planning and realization of other activities where the support of the information system was sought

NULB&H web site

In 2017, more attention was paid to the update of the web site than in the previous period. Appearance and content are customized so that the path to the required information is as short as possible and most of the information are accessible from the front page. Work on a redesign of the existing site has started, especially on a rise to a higher level of functionality in order to gain an increase of protection against hacker attacks.

Website visit statistics for 2017

Number of visits during January 1st - December 31st	48.040
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Condition of computer equipment in the NULB&H

Within the NULB&H information system, 45 users are simultaneously active every day. New computer equipment for users (5 computers) has been acquired, so the state level is high for several years.

Except from a few individual faults on poorer quality computers, which were quickly removed and the computers restored to function, there were no significant system shutdowns. Most computers meet the criteria for work with their technical characteristics, but there are a number of computers of poorer quality that can potentially lead out of the work process due to obsolescence.

The condition of the equipment in the room for education is not satisfactory, as all the computer units are corrupted and whose repair is not financially feasible, it is necessary to purchase a minimum of confident computer units that would meet the needs of the room for education.

The functionality of the room for education is maintained by older generation computers, which are withdrawn from the users after the purchase of new computer equipment. Other installed equipment meets the technical requirements for the quality of any kind of training.

Servers

In the NULB&H information system there are 5 servers that perform different functions: three servers are used to accommodate data bases in the COBISS system, or to implement the COBISS 3 system, one server is intended for Phaidra system operation, while one server is in function of the location and base management for scientific workers and scientific research organizations.

Communication equipment status NULB&H

Communication equipment is at the same state level as in the previous period and it meets the technical requirements for operating.