The University of Maribor Library's Role in Supporting and Offering (Lifelong) eLearning, eTeaching and eResearch (draft)

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The University of Maribor Library (www.ukm.um.si) is a unique library due to its three functions. As the central library of the University of Maribor, it collects, organizes, maintains and preserves the written heritage of human thought and creativity and makes it accessible. It supports and promotes the educational, scientific, research, professional and artistic work of the University of Maribor. As the second depositary library of Slovenia, our library is a guardian of the cultural heritage of the Slovenian nation and country and preserves a depositary copy for our future generations. As a local history library, we are guardians of the local heritage of Maribor and its surroundings.

Our library provides effective, integral, remote, and open access to knowledge and scientific production to our users. The library is a learning centre. With its collections and services, it supports the processes of education, teaching and research at the University of Maribor and the intellectual, personal and expert growth and lifelong learning of all library users. Our primary users are the University of Maribor students and staff, high school students and the general public.

The library does not only support teaching, learning and research but is also actively involved in them in numerous different ways, live and online. We offer a wide range of information literacy courses (general library information; courses for specific scientific fields; courses for a particular topic that are prepared in agreement with our university professors…), take an active part in doctoral schools, series of presentations and lectures for the UM staff Izpopolni UM, we offer libguides (https://libguides.ukm.um.si/), and a wide range of other events like the Students' October, Freshmen Week, book presentations, and many others.

The information literacy courses and many other services changed due to the Covid-19 situation. One of the first services that our library offered to users in the pandemic was an online order form for article copies from library materials that users could order for study and research purposes. The information literacy courses were also offered in the online environment, mostly Ms Teams and ZOOM. The main change was made in the format or the how the contents are presented. The contents are also constantly changing, and we try to keep up with the rapid development in librarianship, i.e. open science, research data management and many other new fields. We also present the essential learning and research tools like searching in COBISS+, UM:NIK, and DKUM (The University of Maribor Digital Library, https://dk.um.si/info/index.php/slo/. COBISS+ - Co-operative Online System and Services (https://plus.si.cobiss.net/opac7/bib/search) is the shared catalogue of Slovene libraries, i.e. Virtual Library of Slovenia with 919 member libraries that exists since 1988, and is an excellent example of cooperation between libraries. COBISS+ provided by IZUM, the Institute of Information Science, a public institution established by the Government of the Republic of Slovenia as an information infrastructure service for Slovenian science, culture and education.

Academic, public, special libraries and the national library are part of the system in each library provides bibliographic records that can easily be imported to local catalogues – each library only adds the local information like call and inventory number. Users can easily search

for library materials in their local library or any other library in the system. UM:NIK (https://plus-um.si.cobiss.net/opac7/bib/search?db=um) is the university collection of printed and online sources and millions of bibliographic data from the major publishers, which is available for the UM students and the staff. The newest achievement of cooperation between IZUM and Slovene academic libraries is ADZ (Academic Digital Collection of Slovenia), containing millions of materials from digital collections of the University of Maribor, University of Ljubljana, University of Primorska and The National and University Library of Ljubljana, https://plus-adz.si.cobiss.net/opac7/bib/search). Again, users can decide to search only within collections in which they have access to full text, or in collections, they can access only bibliographic data. Users are namely familiar with an interlibrary order form that is an integral part of the system. Remote access to the above-mentioned databases and platforms is available for a specific group of our users, i.e. users with valid University of Maribor student or employee status, valid (updated) library membership, set a personal password for My Library service or Libroam network, who have no debt and did not violate any Eduroam/Libroam network rules. This causes difficulties for other users, especially retired professors, who can only access the e-sources on computes in the libraries of the University of Maribor. We are very much aware of this issue and are trying to find better solutions, but unfortunately, we are bound by the licence agreements.

It is true that using e-technology in all fields of (everyday) life and especially in providing e-teaching and e-learning allows us to reach a more significant number of our (potential) users and also the ones in distant locations. Still, it deprives us of an essential thing – personal contact. Maybe I'm old-fashioned, but for me, the best possible solution at the moment in offering our knowledge, expertise and service is blended teaching, which combines it all: e-environment, e-sources, e-teaching, e-learning and e-research, but also personal face-to-face and not face to screen contact.