Summary

Libraries and Heritage Preservation / An Overview (Olaf Eigenbrodt)
(pp. 266 – 269)

Libraries -- in as far as they see themselves as the institutional guardians of written cultural heritage -- are often in themselves heritage sites deserving protection, at least in regard to their physical stock. And the question of the outer forms of packaging is initially irrelevant to that intention. Whether a library is also an architectural heritage site depends, in contrast, less upon the collections than upon the outer shell. As with all architectural heritage sites, the construction of its identity and history plays a background role in connection with decisions about its worthiness for protection. Although cultural heritage management makes use of certain standards and scientific methods in its decision-making, the question of worthiness is always a subjective one, precisely because of the matter of identity.

The preservation of architectural monuments, in particular, is faced with two main problems. On the one hand, assessing a building's heritage value may well be controversial. The second challenge to establishing its status lies in the functionality of the building. While for private residences building standards such as energy consumption, convenience and barrier-free access are forefront considerations, publicly used buildings, such as libraries, have functional needs and considerations that are subject to change. Should a building no longer meet these needs, it must be determined whether and how adjustments can be implemented.

This survey article is devoted to the various aspects of architectural heritage preservation for libraries. A distinction is made between the library as a heritage site, the library within an architectural heritage site and also, in a brief introduction, the architectural heritage site without its library.

No Need to Fear Internal Quality Management Auditing / Strengthening the Organisational Culture of Learning and Error Tolerance with Creative Auditing Methods (Katja Bartlakowski)
(pp. 297 – 299)

Quality management has become a part of librarianship. For more than 20 years the topic has been a preoccupation of the library community; numerous public and academic libraries have already completed the implementation phase and are working with various models of quality management, ranging from ISO 9001, to total quality management (TQM), to the use of their own tailor-made certifications of quality. But the introduction of quality management is often not sufficient. On the contrary, continual re-evaluation is required. And if certification is the goal, many methods even require that internal studies or audits be conducted. But since it is only human to associate „evaluations" and „being evaluated" with negative feelings, or even a sense of anxiety, the benefits of learning from an internally conducted audit are less often recognized. Creative auditing methods, in particular, can indeed provide interesting possibilities for encouraging a more relaxed organisational culture of learning from and correcting mistakes.

There are numerous auditing methods that offer a more creative framework than the usual interview techniques or often less popular method of participant observation. Some of these -- the team quiz, process auditing, spontaneous auditing, work shadowing, best practice auditing and self-evaluation games based on ISO 9004 -- are given a cursory presentation in this article.

W»Internationalisation at Home« for Non-Academic Staff Members / The Erasmus+ Staff Exchange Week at the University of Erlangen-Nuremberg and the Integrated Library Staff Exchange Week of the Library of the University of Erlangen-Nueremberg (Markus Putnings, Bianca Köndgen)
(pp. 300 – 305)

In light of current technological developments and political trends toward nationalism, debates and activities focussed around internationalisation are again acquiring a new dynamic at universities and their supporting institutions. For example, in a resolution titled »Toward the Internationalisation of Curricula« issued by the General Assembly of the German Rectors' Conference, it is recommended that universities make clear to their students „the value of international curricula" which »are distinguished by a plurality of alternative points of view and a general appreciation of diversity.« The goals of internationalisation are thereby both of an immaterial and a practical nature and take different forms at different levels.

Through the Erasmus+ Staff Exchange Week and the Library Staff Exchange Week it is possible to exchange ideas and information, strengthen intercultural education and expand horizons both professionally and personally within an international group but without a large travel budget. As a result there have been positive effects on personal development and motivation as well as on the kinds and quality of services offered to international clientele or (business) partners in many different departments, at least as seen from the point of view of the library of the University of Erlangen-Nuremberg.

Translated by Martha Baker