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RESEARCH ON DEVELOPING INFORMATION RESOURCES
OF THE PUBLIC LIBRARY SYSTEM IN VIETNAM

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1. Rationale
Since the last decades of the twentieth century and early twenty-first century, under the strong impact of information and telecommunications, the world has moved from industrial society to an information society with the knowledge economy in which information / knowledge plays a very important role, is the resource, the development motivation of each nation, culture, and directly generates wealth for the national economy. Any country, any nation wanting gigantic economic - social development needs to build and develop sustainable information resources (IR) to support and promote other activities to use and create wealth / resources with high quality information. This fact requires the Information – Library agency must have adequate IR with high quality to meet users’ requirements. Currently, despite having largely met the information needs, the IR of public library system are still not strong enough due to fragmented operations, arbitrary, superficial and ineffective coordination, lack of alternatives, policy on scientific development, consistency ... Therefore, carry out a survey and study of experiences in Vietnam and worldwide to offer scientific basic for feasible solutions in order to improve not only the quantity but also the quality of IR of Vietnam public library system having urgent significance not only in theory but also in practice.

2. Overview of the studies
Research on IR is one of the important issues that the information – library agency, researchers in both domestic and foreign country always interested in. Therefore, there have been many studies on different aspects, perspectives on this issue. Typically the studies: “Developing library and information centre collection” by G. Edward Evans and Margaret Zarnosky Saponaro, “Information law and information management” by JV Knoppers, PhD thesis ”Development Trend of library resources of the federal sector in the context of systemic social change” by Л.Ю. Данилова, “The roads of improving component and the use of provincial library's stacks of the Socialist Republic of Vietnam” by Pham Van Rinh ,,,

Looking at the overall research on IR, we can see that: there are many works that have been published and referred to the practical and theoretical issues about IR, IR development, building an electronic library and development of digital content, copyright issues in the digital environment, cooperation and development trends, sharing the IR ... However, there are still some unfinished, not mentioned issues need to be solved when studying IR development related to the concept of IR, development of electronic libraries ... In particular, there are no studies regarding to the overall development of IR development of the public library system in Vietnam.

3. Scientific hypothesis
Information resources development of Vietnam public library System is still fragile, spontaneous, ineffective and still not meet the needs of users. If leaders are well aware and strengthen management; Build suitable IR development model; Apply
synchronously technical - professional solutions... the public library system of Vietnam will build a strong IR, unity, connecting not only at a local but also on nationwide, contributing to improving the quality of operation of the system, satisfying the needs of users.

4. Purpose and research tasks

4.1 Research purpose

Giving arguments, the scientific basis of the theoretical and practical of IR development and propose possible solutions for the development of IR of the public library system in Vietnam in terms of quantity and quality to meet the demand of users.

4.2 Research tasks

- Study theory of developing IR in general and the public library system in particular.
- Research the practice of IR of the public library system in Vietnam.
- Propose solutions and recommendations to improve the efficiency of IR development of the public library system in Vietnam.

5. Objects and scope of studies

5.1. Study subjects

The development of IR of the public library system in Vietnam.

5.2. Scope of studies

Time range: from 2001 to present (since the President signed an order of introducing Ordinance Library on January 11, 2001).

Scope of space: the public library system based on the research in 9 samples of provincial library and 18 samples of district library. To ensure the representativeness of the sample, the author divided into 3 regions: North, Central and South. Each region selected library of 3 provinces: Northern Area: Hanoi, Quang Ninh, Tuyen Quang; Central Region: Binh Dinh, Gia Lai, Ha Tinh; Southern Area: Ho Chi Minh City, Ba Ria-Vung Tau, Soc Trang. In each city / province has been identified, the author selects two district libraries and also focuses on the representativeness of the sample. Provincial library and district library in three selected areas represent regions in the nation. In addition to be the representativeness of regions, the sample was selected on behalf of the urban, rural, mountainous, coastal and delta with different conditions to develop economic - cultural - social, educational level, the enjoyment level of culture as well as the level of investment, organizing library’s activities ... Communal library is not in the scope of the thesis research, though it is part of the system, because most of them do not have enough elements to make up a library.

6. Methodology and Research Methods

6.1. Methodology

The methodology used in the thesis is the method of dialectical materialism and historical materialism: study the development of IR of Vietnam’s public library system to ensure objectivity, development, comprehensiveness, history, details. At the same
time, grasp the opinion of the Party and the State on the work of information – library in general and IR development in particular.

6.2. Research Methods

The process of organizing the implementation of the tasks of the thesis research works have used the research methodology involved the following:

+ Systems approach: to have an overview of the issues related to the development of IR of Vietnam’s public library system in the economic situation - the social trends of Vietnam: globalization and international integration.

+ Method to collect, analyze and synthesize: The author has collected documents in the nation and abroad related to the thesis. At the same time, proceed to read, study to analyze and synthesize the information necessary for the thesis.

+ Method of investigation by questionnaire: The author has compiled 04 questionnaires: 02 questionnaire survey of library’s IR on provincial and district levels; 02 questionnaires about the information needs on provincial and district level. Total survey of 04 questionnaires is 567. The total number of votes recorded was 551 votes (97.2% rate). The author has used the logic method for qualitative information and mathematical processing with quantitative information.

+ Direct interview method: we have conducted interviews with 14 people who are leaders of provincial libraries, 8 people who are leaders of district libraries and 91 users on both levels.

+ Expert Method: The author has used the expert method in collecting and processing information through forecasts of managers, scientists, experts who have qualifications and experience in the field of organization and managing activities in information – library in general and IR development in particular.

+ Statistical Method: The authors used statistical methods through the use of SPSS software. This method helps to choose, record related data systematically and accurately. From the obtained results, the authors grouped the results statistically, analytically processed and multi-dimensionally compared the results to grasp the status of the development of IR of the public library system in Vietnam.

+ Comparison method: Help the author know the strengths and weaknesses of IR development of the public library system in Vietnam in comparison with other libraries, media agencies in the country and outside the country, thereby identifying IR of Vietnam's public library system.

7. The scientific and practical significance of the thesis

7.1. Scientific significance

Contribute to improving and clarifying the theory of IR development in general and theory of IR development of the public library system in Vietnam in particular.

7.2. Practical significance
- The results of the thesis will help the state agency, public library system have further evidence base to offer practical and feasible solutions for IR development, contributing to satisfy the maximum demand of users.

- The results of the thesis is also useful as reference for those working in research, faculty members in the training base library branches in Vietnam, contributing to training human resources for the development of IR in particular and information – library activities in general.

8. Structure of thesis

Besides the Introduction, Conclusion and Recommendation, list the author's works, References and Appendix, thesis includes 3 chapters:

Chapter 1: Theoretical and practical basis of information resources development of the public library system in Vietnam
Chapter 2: Real situation of information resources development of the public library system in Vietnam
Chapter 3: The solutions to improve the efficiency of information resources development of the public library system in Vietnam

CONTENTS

Chapter 1
THEORETICAL AND PRACTICAL BASIS OF INFORMATION RESOURCES DEVELOPMENT OF THE PUBLIC LIBRARY SYSTEM IN VIETNAM

1.1. Theoretical basic for developing information resources

1.1.1. The basic concepts

1.1.1.1. The concept of information resources

Currently, depending on the approach, there are many different views on IR. Besides, there are more similarities than differences so some library experts are considered IR as the library’s source or IR - library. About IR and collection/source, some researchers believe that IR and documentation / source are different concepts / subjects while the other researchers claim that although there are some differences but IR and collection / source are similar. The author claims that, in essence, collection and IR are not two separate, not related entities. It's just another name, continuation, inheritance and development to a higher level to integrate with the general trend of development and better meet the needs of users. The thesis will approach, inherit appropriate opinions to resolve issues related to the thesis.

In the framework of the thesis, the author considers: information resource is a combination of document types, data are organized, preserved, disseminated platform of all information - library activities in order to meet demand of users.

1.1.1.2. The concept of developing information resources
From the different point of view about IR development, the authors consider that the development of IR of the public library system is the increase in both quantity and quality in harmonious balance to meet the needs of users by information inside and outside the library. This means: the development of IR based on information and documents had/will have to pass the criteria mentioned in the policy, as well as the ability to extend, share, link other media together, maximize the potential and invest in the right direction effectively. The author also considers that IR development of Vietnam's public library system is the development both in quantity and quality through acquisition activities, share of IR, preservation, and liquidation of documents.... From thesis perspective approach, IR of any public library are part of the IR of public library system. They have interrelationships and interdependencies, creating unified body, contributing to improving operational efficiency, ensuring the provision of library materials from the library or other libraries for users adequately, timely, accurately, save money, human resources. Therefore, the development of IR of public library system cannot be separated from each public library’s development of IR.

1.1.1.3. System Concept

There are many different concepts of the system. In view of the experts on librarianship, if the library system is organized into a unified whole, the performance’s efficiency will increase many times. In the framework of the thesis, public library system is formed by the public library and public library level, creating advantages, the new power that the separate activities of libraries and library levels cannot be guaranteed especially in supply of full documentation, timely and accurate, while reducing the investment cost, improving document value. The author will reach the system according to this point to solve the problems related to the public library system in Vietnam.

1.1.2. Factors affecting information resources development

1.1.2.1. Policy on the development of information resources

The most important factor helping the development of public library’s IR be in the right direction, scientifically on the basis of clearly defined criteria consistent with the functions of the library, as well as current and long-term needs of users.

1.1.2.2. Features of information needs of users

Making a strong impact on the development of IR of the public library system, a basis for the library to create appropriate information – library products and services and an important basis to adjust, add to IR development policy of library.

1.1.2.3. Funding for the development of information resources

Ensure the development of IR in a sustainable way, decide the diversity, the abundance and the quality of IR as well as the feasibility of IR development policy.

1.1.2.4. The level of application of information technology
Information resources are developing efficiency with high quality, meeting the needs of users and maintaining sustainable operations or inversely proportional to the level of IT apply in operations information – library activities.

1.1.2.5. Qualified staff develops information resources

Contribute to limiting documents that are imported into the library by feelings emotional, do not have the guaranteed quality and meet the needs of users, not suitable with the local development of economy, culture, society as well as comply strictly with the professional process of developing IR, ensuring IR development policy of the library are implemented effectively.

1.1.2.6. Perceptions of leadership at all levels

Direct impacts, determining the existence and development of the public library system, demonstrating the interest of the Party and the State as well as of local authorities on the stage of this work. Recognizing the importance of IR development will be proportional or inversely to the increased investment in resources, the orientation of activities, the enhancement of the effectiveness of state management, the quality of IR ... and the ability to meet users’ requirements.

1.1.2.7. Socio-economic characteristics of the local and country

Information resources development is closely linked with political, economic, scientific, cultural, social characteristics of the local and country.

1.1.2.8. The publishing of the nation

Influenced greatly on the work of developing IR of the public library system especially in the market economy that is socialist orientation today. If publishing is like a person who packages information, knowledge, the public library system is a customer, the one who brings publishers’ products to users.

1.1.3. The principles of information resources development

1.1.3.1. Ensure scientific element

Expressed through selecting materials that have valuable knowledge about the field, setting up plans in short and long terms ... in order to ensure that the contents of IR match with functions and user’s needs.

1.1.3.2. Ensure adequacy

Public library only adds adequate documents in accordance with functions, local characteristics, the needs of users. The materials that are not added can be met by other libraries when users need through sharing IR among libraries

1.1.3.3. Ensure economic efficiency

To achieve economic efficiency, public library system should improve documents circulated, interlibrary loan, cooperation, association with others to build, share IR ... to save money, time, manpower...

1.1.3.4. Ensure principles of coordination shared
Demand that IR of the public library are a part of the system’s IR. The coordination is only effective when determining the content, rules of operation, consensus and consistency for the common goal.

1.1.3.5. Ensure appropriateness
To be consistent with the functions and tasks of the library, the demand characteristics of users as well as economic - social characteristics of local, regions.

1.1.4. The criteria for evaluating information resources
1.1.4.1. Accuracy of information resources
Be determined by the source of information, relevant content and scope of information ... and the conformity of the actual amount of information with the requirements of the users.

1.1.4.2. Timeliness of Information resources
Frequency of use of the material / information of users and time to meet the demands are the main criterias to assess the timeliness of the information resources.

1.1.4.3. The level of adequacy of information resources
Ensure adequate supply of items, category information and information related to a particular field of knowledge of IR.

1.1.4.4. The separates of information resources
As uniqueness of IR in terms of information content, form and ownership, especially for local documents

1.1.4.5. The usefulness of information resources
Contribute to improving people's knowledge; promote the process of learning and researching, effective application of scientific and technological achievements into actual production, business...

1.1.4.6. The relevance of information resources with the needs of users
Evaluation of development information resources effectively or do not need to consider criteria for the content, language, type of document ... is appropriate to the needs of users or not.

1.1.4.7. The update level of information resources
The ability to respond quickly, fully requirements of economic development and social particularities of local and national.

1.1.4.8. The degree of ease exploit / access information resources
Only once the library search system is completed, it helps users to fully exploit information resources users available in the library and outside the library as well as create favorable conditions for coordinating and sharing information resources between libraries

1.1.5. The role of information resources development
1.1.5.1. The Role of information resources development for society
Developing IR contributes to propagandizing policies of the Party and the State, disseminating of scientific - technology progress into practice. Narrowing the gap, the level of enjoyment of cultural values between regions of the nation.

1.1.5.2. The Role of information resources development for the public library system

Developing IR will save and create an important resource for the library. Ensure the systematically and save all resources. Maintaining the consistency and standardization in library activities and creating, expanding, diversifying information-library products and services and raising the social status of the library;

1.1.5.3. The Role of information resources development for users

Developing IR will meet the diverse needs of people. Create equal access to knowledge for all kinds of users and build reading habits in the whole country.

1.2. Practical basis for developing information resources

1.2.1. The formation and development history of the public library system

1.2.1.1. A brief history of the birth

From 10th century to 15th century, Tang kinh Tran Phuc in Thang Long was the public library in our country established by King Ly Cong Uan in 1011. From 15th century to 19th century, the library developed in the reign of Hau Le dynasty, Nguyen dynasty serving education and the currently ruling class. In the colonized period (1863-1954), the French began to build Vietnam's first public library (library of Nam Ky Governor). On November 29, 1917, General Governor of Indochina Albert Sarraut signed a decree establishing the Central's Archive and Library of Indochina, the forerunner of National library of Vietnam, head of the public library system. In 1954, the number of libraries in the North was very little but cultural branch were determined to build the public library system. After the reunification (1975) to present, Vietnam’s public library system has developed extensively from the center to the basis on a national scale.

1.2.1.2. The development phases

- During the period 1945 - 1954: This is the period of national resistance against the French colonialists, library’s activities have few conditions to develop.

- During the period 1954 - 1975: the North has 23 provincial libraries, which are mostly common library. In the south, libraries had little care for development; apart from the National Library of Vietnam Republic, there are only 3 public libraries. They were the Dalat Library, Quy Nhon Library and Vinh Long Library. In 1961, the library of Ly Nhan (Ha Nam) was the first district library to be established in our country. By 1975 there were 134 libraries. Communal library and bookcases have been formed in our country since 1954, starting in Nhan Hoa commune - Vinh Bao - Hai Phong and developed strongly in all provinces and cities.
- During the period 1975 - 1986: National library of Vietnam was given the task of managing library’s activities by Vietnam’s Ministry of Culture (1978-1986). During this period there were 43 provincial libraries, 463 district libraries, 2,000 communal libraries

- During the period 1986 - present: in 1986, with 01 computer donated by National library of Australia, NLV is one of the first libraries and information agencies to apply information technology in library’s activities. After this time, NLV’s LAN and other public libraries’ LAN technically supported by NLV have made fundamental changes in the way library serves people to a more modern trend. Currently the public library system has 63 provincial libraries, 652 district libraries, 16,539 communal libraries and bookcases

1.2.2. Functions and Missions of the public library system

1.2.2.1. Functions

Keeping the national heritage, collecting, processing, preserving continually, organizing and exploiting IR use in general society to disseminate knowledge, provide information to serve the needs of study, research and entertainment of all classes contribute to improving people's knowledge, human training…, economic – social development.

1.2.2.2. Missions

Build and develop public library in the nation much stronger. Manage, guide, advice institution, train professionally for library staff; Library science research, apply science and technology on library activities; Guide professional competence, build up reading movement at the grassroots ... Organizing service forms inside and outside the library, creating favorable conditions for users to access easily and use the library’s IR logically, economically, meeting users’ needs, carry out the function of culture, education, information, entertainment, contributing to developing the economy and society of the region and the country.

1.2.3. The organizational structure and staff of the public library system

1.2.3.1. Organizational structure

Held on administrative – territorial principles including many different levels and closely related to each other, interrelating according to hierarchy. Currently, Vietnam’s public library system is under the management of the Ministry of Culture, Sports and Tourism, including NLV, 63 provincial libraries, 626 district libraries and 18,000 communal libraries, reading-rooms

1.2.3.2. Staff

Currently the public library system has 19,691 staff, 12,4% of which (2446) are officials of provincial, district libraries and NLV, 87,6% are officials of communal libraries, reading-room and bookcases. The quality of staff is low and limited. Public libraries lack of staff trained in basic professional skills, foreign languages, information technology.... but have a lot of staff with no or inappropriate professional knowledge. If calculated on the total staff of the public library system, we have only 0.01% doctors, 0.23% masters and 4.91% university
graduated, the number of staff who can use foreign language to read materials, communicate with foreign users and use their computing’s knowledge to create softwares or fix bugs in the network of the library… is very few.

1.2.4 Information resources development ‘models in Vietnam and other countries in the world

1.2.4.1. Cooperation model developed information resources abroad

The model links operating in China; Model of the computer network in India; Model IR development through the online catalog in the US; Model coordinate developing electronics IR in Russia. Model of the United libraries to develop information resources in Germany; Models in view of Rush-Feja; Model in view of Allen B.M. and Hirshon A; Model in view of Kennington D.

1.2.4.2. Cooperation model developed information resources in Vietnam

Union University Library; Union public libraries; Union library of electronic resources. Bottom Up and Top Down Model.

Through the trend of collaboration for developing IR of libraries and information agencies in the world, the author has found that:

- The trend of cooperation for developing, sharing IR between libraries and information agencies is inevitable, irreversible, is synonymous with the development and international integration.
- Coordinate acquisition, build up union catalog, interlibrary loan, library staff training, applied science and technology, strengthen international cooperation ... is the key factor to improve the quality the amount of IR development activities to satisfy the needs of users.
- To save costs, improve the quality of IR; facilitate users to use IR at any time, any place, create linking libraries networks, regional, national and international information centers.
- Need to overcome some of the finance limitations, lack of communication infrastructure, standardization, lack of interest, pay attention to the remote areas that have difficulty in developing the economy and society
- Need to build and improve the system of legal documents.

Summary

The public library system in Vietnam under the management of the Ministry of Culture, Sports and Tourism, is organized according to administrative - territorial principle, including many different levels, in close contact with each other, having tasks of storing, disseminating materials, guiding professional competence, organizing promotional activities, propaganding books, building libraries, reading rooms, expanding document circulated ... and building reading movement in the whole country. This is a multi-dimensional relationship helped public library system in Vietnam for sustainable development. However, in contrast, the public library itself and the public library levels were also granted subsystems, perform the duties of the public library system in Vietnam. Therefore, when operating the system, in addition to the overall
concern should also be noted corresponds to the component parts. Because if not, the public library system in Vietnam exists only superficial. From different perspectives on IR, the thesis considers that despite approaching at angles and different levels but have a common goal of improving the quality of IR and is a combination of document types, data are organized, preserved, disseminated platform of all information - library activities in order to meet the needs of users. The thesis also considers the development of IR of the public library system in Vietnam growth both in quantity and quality to meet the needs of users with IR inside and outside the library.

Real activities to develop IR of libraries, information agencies in some typical countries having many similarities will help us learn and apply the effective, appropriate activities for the public library system in Vietnam. The research approach earlier scientists’ work and real activities of libraries inside and outside the country to clarify and resolve the core issues for IR development of the public library systems in Vietnam. This is an important theoretical basis for the author during the process of studying, completing the thesis.

CHAPTER 2
REAL SITUATION OF INFORMATION RESOURCES DEVELOPMENT OF THE PUBLIC LIBRARY SYSTEM IN VIETNAM

2.1. The structure of information resources
2.1.1. Type of document
Traditional document is still the dominant component which more than 90%, electronic documents and other types of documents accounted for almost 10% of all types' materials of the system

2.1.2. The content of document
Information resources of the public library system are collective, include all fields of knowledge but does not cover of these intensively specialized fields

2.1.3. Published time
Information resources of the public library system have many valuable materials from the 13th century to the present. A part of important documents, the oldest are Han Nom, French, script document... However, most public libraries can only have publications from 1954 to the present and are at risk of losing documents from 50 - 80 decades of the twentieth century for many reasons but mainly because of unfocused preservation, being lost during service, being evacuated during war or being liquidated...

2.1.4. Language
Books, newspapers, magazines, databases ... in Vietnamese accounted for over 90% of the public library system. Documents in ethnic languages, foreign languages very little percentage and are mainly gathered in libraries located in provinces, big cities, or places where ethnic minorities live.

2.2. Create a policy to develop information resources
2.2.1. The process of creating information resources development's policy
There are 66.7% of provincial libraries and 72.2% of district libraries that have no policy for IR development (27.8% did not answer, but through the verification of numbers these libraries do not have a policy of IR development either). Provincial libraries which have policies for IR development do not comply with the process of developing policies at different levels, from establishing draft policy department, investigating, researching, analyzing social context, users ... to evaluating, adjusting, adding policies issued after a period of promulgating.

2.2.2. Content of information resources development's policy
Mostly are simple, unwritten rules; therefore, the work of developing IR is often impulsive, affected by subjective factors which decline the quality of IR.

2.3. Methods to develop information resources
2.3.1. Payment methods
2.3.1.1. Buying
The main method to develop IR of Vietnam's public library system through the supply from publishing houses, publish agencies inside and outside the country.

2.3.1.2. Exploitation through the network
It has not been used by most public libraries. Apart from the poor IT infrastructure, the primary cause is: public library could not overcome the current financial regulations upon payment of "virtual products"

2.3.1.3. Copying documents
Since the Berne Convention and Copyright Law were in effect in Vietnam, the public library system has had difficulty in applying this method.

2.3.2. Methods do not payment
2.3.2.1. Donations
Most libraries have been donated materials not by their plan and organizations for exploitation but largely through other agencies, organizations or primarily through National Library of Vietnam.

2.3.2.2. Exploitation of endogenous sources
Currently, although the number of endogenous material obtained is very limited, many public libraries have noted this source of materials in IR development. However, the trend/ cognitive distortions, copyright infringement needed adjusting, that is, many public libraries consider building databases by digitizing, transforming documents to microfilm, microfiche… are endogenous sources

2.3.2.3. Deposited publications
Because the rules are not clearly defined in Publishing Law, most public libraries in provinces, cities are not received depositary publications, which have affected seriously the income, preservation, dissemination of cultural heritage of the region.

2.3.2.4. Information exchange
Practice shows that the method of exchanging information is not concentratedly developed, does not become a widespread activity.

2.3.3. Other methods
Depending on the specific case, the IR development methods below can require to pay or not to pay.

2.3.3.1. Collect from people
Due to limited manpower, budget, so this has not been implemented in district libraries and can only be implemented in provincial libraries at different levels.

2.3.3.2. Socialize
Due to many different reasons, but mainly because of the lack of methods and specific socialization plans so that socialization can only be effective in public libraries in big cities.

2.3.3.3. Coordinate to share information resources
The effect of collaboration between libraries in the public library system has not been as expected, mainly due to not developing appropriate operating mechanisms.

2.4. Professional standards in processing information resources
Information resources of the public library system are organized according to a certain structure, expressed, identified to the specifications and information - library standards help the public library system rapidly develop according to standardization and integrate with the international community. However, professional standards in processing IR of the public library system is still not homogeneous because the majority of district, communal libraries and some provincial libraries lack of qualified personnel, facilities, and has poor information infrastructure... so that, information did not / cannot be presented, expressed, identified according to the specifications and professional standards of information – library in the system.

2.5. Organizing, exploiting, liquidating, preserving information resources

2.5.1. Organizing information resources
2.5.1.1. Organized according to traditional methods
The main organization form of Vietnam’s public library system. All levels of public library organized several document repositories as integrated stacks, circulated stacks, borrow stacks, local document stacks.... with search engines are the types cataloged and reference materials stacks.

2.5.1.2. Organized according to modern methods
Documents are organized in the form of a database according to a certain structure, stored in the server or hard drive, CD - ROM ... so librarians, users can manage and exploit via computer / computer network.

2.5.2. Exploitation of information resources
+ Exploiting IR in the traditional ways is used the most in the public library system in Vietnam.
Exploiting IR in the modern ways is not often used by users. The reason is mainly because the majority of district libraries do not have the Internet; provincial libraries’ website contents are monotonous, electronic IR are not abundant and do not meet the requirements of users....

2.5.3. Information resource's preservation
2.5.3.1. Preserved by traditional methods
Due to lack of equipment, manpower ... so mainly just sweeping storehouse, cleaning materials or spraying insect repellent annually, others periodically 6 months so materials are at high risk of being damaged.

2.5.3.2. Preserved by modern methods
Except NLV, General Science Library of Ho Chi Minh City, other provincial libraries do not meet work requirements due to lack of modern equipment and staff with expertise in preservation and restoration of materials.

2.5.4. Document liquidation
2.5.4.1. Determination of the liquidation’s time
Most libraries at different levels liquidate documents 5 year / time. Some libraries liquidate documents annually. This period should be considered, if not, the library will spend a lot of funds, time and manpower for the job, and directly reduces the IR quality of systems.

2.5.4.2. Liquidation method
Libraries at all levels comply with the liquidation process. However, after the liquidation, the majority of library materials are sold as waste papers instead of supporting libraries, bookcases that have difficulty and demand for materials liquidated by libraries.

2.6. Factors affecting information resources development
2.6.1. Leaders’ awareness of information resources development
2.6.1.1. Awareness of leaders at central level
The Party and the State always appreciate the role, position of libraries as well as IR development in the organization, exploitation and general use of IR in order to spread knowledge, provide information to serve the needs of learning, studying, working and entertaining of all classes of people through assembly documents, legal documents, directives, resolutions...

2.6.1.2. Awareness of leaders at the local level
After the Library Ordinance was approved, leaders at the local level have proper awareness about the work of libraries in general and IR development in particular. However, local leaders are not fully aware of the role, position of libraries as well as IR development anywhere, anytime.

2.6.1.3. Awareness of library’s leadership
Some public libraries in the provinces and cities have been created IR development’s policies and they also pay attention, create favorable conditions in
terms of funding, manpower, facilities for the development of IR. However, most provincial and district public libraries are not fully aware of the development of IR and its role in improving the quality of operations, as well as meeting the needs of users.

2.6.2. The funding for the information resources development

2.6.2.1. Funding from the state budget

Provided funding depends very much on the interest and ability of the local areas. In recent years, acquisition funding has been granted in deviations and there is a big difference among the public libraries in different regions.

2.6.2.2. Funding from socialization

Through socialization, public library system had the significant “funds". Besides, the public library has received numerous books and equipment that have great economic value from foreign embassies in Vietnam as well as organizations and individuals in the country.

2.6.2.3. Funding from sponsors

Organizations such as UNESCO, the World Bank has supported many funds, books for the public library system. In particular, since 2001, The Asia Foundation has funded a large number of foreign languages books for the public library Vietnam with a total value of about 70 billion Vietnamese dong.

2.6.2.4. Funding from the National Target Program

From 2001- 2013, the national target program funded for 400 district libraries in the mountainous, border, island, poor economic - social condition's areas; Supply books for mobile stacks of 63 provincial libraries with valued nearly 100 billion Vietnamese dong.

2.6.3. Information needs characteristics of users

2.6.3.1. Users’ characteristics

Users of public library system consist of all classes of people: managers, workers, farmers, students, teachers, researchers, retired personnel, engineers, the young, people with disabilities ...with different cultural level, different expertise, so their information needs are diverse.

2.6.3.2. Characteristics of information demand

Users of public library systems are often concerned with aggregate information about the guidelines and policies of the Party and the State, about development issues and economic - social management of the country and involving local areas, information about many specialized fields, textbooks, reference materials, literature, art, science, engineering, manufacturing, business.... in many different types of materials

2.6.4. Nation publishing and depositary issues

2.6.4.1. National publishing
Basically, publishing has met most of the requirements of public library system. However, there are still some issues that need to be solved such as some publishers or authors change the name of the work after it has been reprinted or have new publish even the content is not changed; relatively monotonous type of published document mostly in Vietnamese. Electronic documents are not abundant and too expensive; price of books and periodical publication always tend to increase ... In particular, the library was always due at getting information from the agency responsible for the "problematic" documentary, and if it had, the information came out slowly, it will cause a lot of hard work for the library in developing IR.

2.6.4.2. Depositary work

In fact, the public library system has done a good job depositing such as handling, organization for deposited publications stacks / local document stacks and compilation, publish bibliographies (monthly, quarterly, yearly folder ...) except collection of deposit publications. The problem which is very common nowadays, even with NLV is slow deposition and not enough deposited work, or even without depositing, or depositing many editions after delaying for many periods (with periodical publication), .... affecting the preservation and dissemination of cultural heritage of the nation. For provincial public library, the publishers send the publications of local depositary for the Department of Information and Communications, then the Department of Information and Communications transferred to library 1-2 times / year (usually incomplete or in a state of decay due to lack of preservation) and is often subsumed as donated materials and not be separated into deposited materials.

2.6.5. Staffs working on the development of information resources

2.6.5.1. Staff quantity

Except NLV and General Science Library of Ho Chi Minh City have acquisition section with 6-10 staffs, most provincial libraries have 1-2 staffs for IR development. Because district library only has 0.5 to 1 personnel so it should not have full-time staff working in IR development.

2.6.5.2. Staff quality

100% of staff working in IR development in NLV, the provincial libraries has college or university’s degrees, a few have master degrees. However, in many libraries, especially the district library, qualification, foreign language and computer skills are limited. This is the main cause which leads to the lack of consideration in the documentation’s selection process, less strict compliance in acquisition processes, wasted money, and decreased quality of IR development.

2.6.6. Information and Communication technology’s infrastructure

2.6.6.1. Hardware and peripheral device

Provincial public library in central cities such as Hanoi, Ho Chi Minh City, Can Tho ... have relatively good hardware and peripheral device, meet most requirements
for handling, organizing, managing IR of the library as well as exploiting or researching of users. However, the public library of the northern mountainous provinces, Highlands, the South West… and the district library have poor hardware and peripheral device, so cannot meet the demands of the library and users.

2.6.6.2. Software

There are National Library of Vietnam and more than 33 province libraries across the region using integration software named iLib. Some libraries use Libol, Vebrary .. and the rest are using CDS - ISIS software. Due to budget constraints and limited manpower, few district libraries are equipped special computer software.

2.6.7. Copyright issues

Great binding for IR development, especially the development of IR in the electronic environment. In many cases, the public library system does not pass the strict rules of copyright, so the IR development stalled.

2.7. Evaluation of information resources

2.7.1. Accuracy of information resources

It is less than average. This was confirmed by 48.3% of users’ of provincial libraries and 38.5% of users of district libraries that those IR match of approximately 75% or more of their information needs. While 36.9% of provincial library’s users and 46.8% of district library’s users claim that IR are only suitable for 50% of their information needs.

2.7.2. Timeliness of information resources

With 67% of users who frequently use province library materials and 57.3% of those in district libraries show the timeliness of IR in the library in the provincial and district public library system now is only on average level.

2.7.3. Adequacy of information resources

Users' evaluation structure type / content, forms and language of the information / documents are not really full, rich and just meet relatively to their needs.

2.7.4. The separates of information resources

Only IR of public library system have a relatively complete collection of publications published in Vietnam, the doctoral thesis in Vietnam and abroad. Moreover, IR of public library system also include rare documents from the thirteenth century, the document in the type of leaf drop, ordained by the feudal dynasties that no specialized libraries and information agencies in Vietnam have.

2.7.5. The usefulness of information resources

Information resources of the public library system have contributed to the satisfaction of the research, improving learning and entertaining materials for people, improving staff qualifications, strengthening information infrastructure for library as
provided for users as leaders with suitable and accurate information / materials to make the right decisions in the development of economic, science, culture, education, in the local areas and in the country.

2.8. Assessing the effectiveness of information resources development

2.8.1. The relevance of information resources to users
Overall, the level to meet the needs of information / documents of public library systems in Vietnam have not been appreciated by users.

2.8.2. The update level of information resources
Users' evaluate the update level of the information resources of the Vietnam public library system was only relatively.

2.8.3. To evaluate the easy exploit/ access information resources
Still not response the demand for exploiting/ accessing to information resources by users

2.9. Commenting on the information resources development

2.9.1. Advantages
Public library system has built rich, diverse IR, covering the fields of knowledge, basically, in accordance with the functions and duties of the library as well as economic, political, socio-cultural of local characteristics.

2.9.2. Limitations
Content, type, language, additional resources, additional level for each topic, specific types as well as material liquidation's criteria are inconsistent which generates IR’ difference among the public libraries. The coordination and cooperation in the sharing and developing IR are generally ineffective due to lack of clearly defined objectives, operational mechanism and is rarely mentioned in the policy for IR development...

2.9.3. Causes
Most public libraries do not have IR development’s policy and, if so, IR development’s policy is built incorrectly with subjective opinions. Qualifications, foreign language and computer skills of staff working in IR development are limited. Researching, collecting users’ needs are not being conducted regularly and continuously. An interested in invest for library of the local government is not high.

Summary
Information resources development of public library system has made many efforts and achieved many accomplishments, contributing to improving people's knowledge, applying the scientific and technical progress in manufacturing, trading, and gradually eliminating the difference in cultural consumption between urban and rural areas, between plains and mountains, promoting economic, cultural, social of local and nationwide. However, there is still something existing that we need to overcome to achieve greater efficiency in the future. That is, most public libraries have no IR development’s policy and if they have, IR development’s policy is built incorrectly
with dominant subjective factors, so the policy content of IR development is vague and not covering all the major activities of the development of IR; Researching, collecting users’ needs are not being conducted regularly and continuously, while staff working part-time in IR development have another jobs and poor foreign language and computer skills. Coordinating activities in the development of IR among libraries is still on the form, poor coordination content, limited collaboration scope, so they cannot achieve the desired results ... Furthermore, investment interest, especially funding of the local government level is not high, funding levels are low, unstable and cannot meet the demand of the development of IR.

Chapter 3
EFFECTIVE SOLUTIONS FOR IMPROVING INFORMATION RESOURCES DEVELOPMENT OF THE PUBLIC LIBRARY SYSTEM IN VIETNAM

3.1. Proposing an information resources development’s model for the Vietnam public library system

The thesis proposes to apply the model of connecting system for the public library system in Vietnam to improve both the quality and quantity of IR as well as empowering and improving effective operation of the public library system in Vietnam based on combining two models: TOP-DOWN and BOTOM UP. But the Top Down model is a key and Botom Up models is auxiliary to overcome the drawbacks of the centralized model. The model has missions of: Improving the quality of libraries’ IR; Expanding access, exploitation, share of IR; Fully implementing of the services that provided materials and interlibrary loan; Creating cheap document service providers for members; Staff training for unit members, organizing conferences, seminars for library’s staff members to learn together, share experiences of work together ... To achieve the same aim: Ensuring access, maximizing the exploitation of the resources in the form of traditional and electronic publications; Facilitating the development of IR, sharing between libraries; Saving money, reducing duplication of documents through acquisition coordination; Unification of professional activities; Improving the quality of human resources; Meeting the needs of users....

To make the model IR development of the public library system to be established and operated effectively, feasibly, we need to satisfy some basic requirements: the support of policy mechanisms, determining appropriate action, ensuring operational funding, creating mechanisms of operation and efficiently implementation.

3.2. Solutions related to awareness and state management

3.2.1. Raising proper awareness of the importance of information resources

3.2.1.1. For the Party and State

Opinion and awareness of the Party and the State on library work in general and IR development in particular is consistent. Party and State aim to develop an libraries extensive network from central to local levels in all sectors and organizations to
provide books and newspapers for people to using and reading books, newspapers must become a habit of the people, from which the values of humanity and culture of the people is widespread and acquired. However, to realize the right awareness of the Party and State, there should be a unified direction from central in guiding properly and effectively on a national scale to avoid misunderstanding, using incorrectly the viewpoints of the Party and State.

3.2.1.2. For Library Department

Need to concretize "Plan to develop library branch in Vietnam until 2010 and orientation until 2020" by "Strategy development of library branch Vietnam until 2020 and a vision until 2030". In particular, focusing on the development of IR for the public library system. Seeing investment in IR development for the public library system as sustainable development. At the same time, canceling some legal documents that are no longer fit with reality, and drafting, completing a number of documents related to IR development for the public library system. Proper awareness of the importance of IR of advisory, state management agency in libraries will determine the quality and effectiveness of the public library system

3.2.1.3. For local leaders

In addition to advocacy and stimulation, the awareness, recognition, positive assessment of local leaders about the role and importance of IR in particular and the library in general can only be enhanced through effective operations results of the library, which will have a direction and investment in the right direction for the growth of the library.

3.2.1.4. For library leaders

It should be clarified that IR are ones of the essential elements for public library system to have sustainable development. If there are no or low-quality IR, public library would not exist at all levels. Library’s leaders should have proper awareness of this problem for effective implementation of activities related to IR.

3.2.2. Creating and issuing guidance documents on information resources development

3.2.2.1. Creating national information resources development's policy

To make the policy for national IR development feasible, in addition to unify scope of IR development, based on the area to be taken into account such as the IR development’s characteristics of the library, the policy should also focus on referring to the collaboration content, acquisition coordination, sharing, IR development and documents preservation... This is the premise of building national data bank and model for national IR development, contributing significantly to preservation and dissemination of cultural heritage of the nation.

3.2.2.2. To accelerate the current legal document's completion

Need to have an impact on proper awareness about the importance of IR development of the leadership at all levels to promote the creation of new legal
documents, editing, adding to provisions that have not yet completed or unsuitable for practical library development in the legal documents which were issued and are also in effect to improve the legal basis for the development of IR.

3.2.2.3. Issue guidance document on cooperation, sharing of information resources

If we want to deploy collaboration, share of IR efficiently, systematically, we should promulgate regulations of cooperation, sharing of IR among the public libraries. Regulation will create favorable conditions for the public library system to create an appropriate mechanism, and it is also a legal basis for effective implementation of activities related to cooperation, sharing of IR among the external library agencies and information systems.

3.3. Solutions related to technical-professional skills

3.3.1. Standardizing the processes of developing information resources

3.3.1.1. Creating policies for developing information resources

Organizing to study the characteristics of political, economic, social factors in local areas, users’ need scientifically and objectively to grasp the characteristics of local areas, qualification, professional field of users, content, document type, language ... they are interested in, thereby determining the level, acquisition category, collection, composition ratio, content material as well as criteria for receiving documents through exchange resources, donations from individuals and organizations in and outside the country, the scope and content of priority documents in each specific stage to digitize, convert the document, add more electronic material, coordinate activities, cooperating for building, sharing IR in accordance with mandates, acquisition scope of a public library level in the various local, regional areas... The preservation and restoration of materials as well as purification of materials with clear criteria to improve the quality of IR should also be mentioned explicitly in the development of IR’ policies.

3.3.1.2. Strictly implementation the developing information resources policy

Need to create mechanisms for evaluation and cross-check among library leaders, staff working in IR development and expert appraisal... before conducting activities related to IR development. Mechanism of inspection, appraisal if maintained democratically, openly and for a common purpose will certainly minimize the subjective, emotional factors... enhance the effectiveness of IR development.

3.3.2. Ensuring information resources with sufficient quality and quantity

3.3.2.1. Development of appropriate information resources

Development of appropriate IR allows public library system to meet the needs of most users and save the budget. The rest that has not met the needs may get help from other libraries that are more suitable for specialized materials through sharing IR between libraries.

3.3.2.2. Select reliable source of information resources development

Public library system should actively exploiting different sources of IR development in order to improve the quality of IR. First, having to strengthen the material obtained through deposited sources. This is an important source of IR
development improving the quality of IR, contributing to the conservation and dissemination of cultural heritage of the local areas of the country, especially in the context that IR development’s budget of the public library system is limited and cannot meet the demand of IR development. Besides, we should exploit the document exchange’s source in and outside the country and resources of the people…

3.3.2.3. Promote acquisition co-ordinate activities

Should be clearly defined and agreed upon a number of fundamental issues such as which should be priorities of acquisition forms / documentation? Funding for acquisition coordination is divided based on what criteria? Is library being responsible to act as the main manage, what are the interests of the library? ... to effectively coordinate.

3.3.2.4. Creating a data bank

Data bank is an organized data storage that allows exploring, flexibly exchanging data and being able to expand. Data bank will store the database of Vietnam's public library system in the form of full-text data, events, folders, images, audio... Serving effectively for study, research, manufacturing, business, entertainment, meeting the diverse needs of people, contributing to ensuring timeliness, adequacy and details of information in the whole system.

3.3.2.5. Promoting the socialization of information resources development

Socializing the IR development to encourage all the population to participate in constructing and developing the library. Socializing the development of IR does not mean reducing the role and responsibility of the State. On the contrary, the state still plays a major role, orienting to socialize library activities including the development of IR with better conditions for development, achievement greater efficiency

3.3.2.6. Focusing on document liquidation

Liquidation of the public library system will include only documents that are not suitable for functional tasks or having damages that cannot be restored, having obsolete content or wasting of time in order to improve the quality of IR but will not liquidated of local documents in any forms.

3.3.3. Promote the application of information technology

3.3.3.1. Completing and upgrading existing software

Continue to improve and upgrade integration software iLib, Libol. Public library systems should use open source software to be able to actively upgrade, modify the program in accordance with practices. The library using closed source software should now negotiate to buy back the rights or ability to use computer software as an alternative to avoid permanent dependence on suppliers, cost of funds, as well as enhance the quality and efficiency of IT applications in libraries.

3.3.3.2. Create Website

Vietnam public library system should use dynamic website for flexibility and can update the information regularly, manage components easily available.
Need to apply, own all the creative tools such as Web 2.0 Blogs, Wikis, Facebook, Friendster ... and upcoming Web 3.0 and following Web versions to be able to change the library service and enrich IR.

3.3.3.3. Application of cloud computing
All IT-related capabilities are provided as a service, allowing users to access technology services from a provider that are "in the cloud" without having to have the knowledge, experience in technology, as well as regardless of the infrastructure to serve the technology.

3.3.4. Completing the information resources management and exploitation
3.3.4.1. Completing the information resources management
Need to have a uniform application of professional standards and complying with copyright law, focus on documents preserving.

3.3.4.2. Completing the exploiting information resources
Creating online union catalog, diversify and improve the quality of product and information service. Completing the management and exploitation will maintain standardization, systematic ensure is an important prerequisite for the coordination and sharing of IR across the country and outside the country, raising quality products and services to meet the needs of users and being suitable for the trend of comprehensive integration of our country to the world.

3.4. Other related solutions
3.4.1. Increasing investment funds
Management agencies at all levels should be based on legal documents and circulars guiding to increase funding for IR development of public library system in order to avoid arbitrary budget cuts, no funding provided as regulated or not providing funds for the development of IR. Enhancing the funding will contribute to improving the effectiveness of IR development and quality of library activities.

3.4.2. Increasing the autonomy and self-responsibility for the Vietnam public library system
Need to increase the autonomy and self-responsibility more about payroll and personnel; the management and use of personnel, determine the tasks, organization and operation; full authority and responsibility for the development cooperation activities, share of IR.

3.4.3. International integration in the field of library - information
Vietnam public library system should become responsible members of the organizations, professional library - information associations in the world and fulfilling obligations of membership; close coordination with programs and international projects in the field of library - information..., including development, share of IR.

3.4.4. Focus on developing staff and training users
3.4.4.1. Ensuring a sufficient specialized staff for the information resources development
Provincial public library should have IR development division with 2 - 3 full-time staff. In the district library, whether funding is tight, even without funding for IR development, it still requires 0.5 to 1 full-time staff to maintain the circulation, interlibrary loan, sharing of IR ... with the library inside and outside the province to ensure it meets the needs of the users in terms of the fact that library’s IR was minimal.

3.4.4.2. Upgrading the skills for information resources development's staff

Need to organize foster courses, improve professional qualifications, language and informatics for staff in charge of IR development. NLV Vietnam will open classes for provincial librarians. Provincial Library/ The libraries consortium will open classes for district and commune's librarians.

3.4.4.3. To provide information literacy's knowledge for users

In addition to introducing the library as well as its IR, public library at all levels will give users with the ability to identify and use information in an active, effective manner as well as helping to determine the scopes are users looking for, integrate the information with existing knowledge, evaluate information and sources to find for specific target and also understanding of social, legal factors, use of information lawfully.

Summary

Improving the efficiency of IR development also means that libraries expeditiously complete the development of IR’ policy on the principle of ensuring stability but not rigidity to build IR with diversity, richness, quality to meet the needs of users. Besides, management agencies at all levels should have proper awareness of the importance of IR in developing countries as well as strengthening the creation of the new legal document as well as editing; adding to provisions that have been issued but incomplete or unsuitable in the legal documents that still in effect.

Effectiveness of IR development can only be enhanced through diversification of forms, document content, diversifying sources of IR development, accelerating the application of uniform standards, creating online union catalog and data bank, building an electronic library, improving staff’s qualifications, training users... strengthening the socialization of developing IR activities to encourage all classes of people to participate in the formulation and development of the library, improving the quality of library activities in general and IR development in particular, contributing to the industrialization and modernization of the country. The implementation of synchronous solutions will improve the efficiency of IR development of the public library system in Vietnam.

**CONCLUSION AND RECOMMENDATION**

**Conclusion**

The public library system in Vietnam is organized on the principle of administrative - territorial that responsible for collecting, processing, storing and
disseminating of nation cultural heritage. Currently, the public library system in Vietnam has very favorable opportunities and also facing with the challenges to overcome in order to survive, develop, and complete assigned tasks as well as integration with the world library community.

Information resources development of the public library systems in Vietnam has made significant achievements, contributing to increasing people’s knowledge, meeting the needs of all classes of people in different regions, helping fulfill the functions of public library as an information, culture, education agency, confirming the necessity, the important role and position of libraries in society. However, due to many different reasons, we still have the need to overcome some issues. One of the issues is public library has no IR development’s policy and, if it has, IR development’s policy is built incorrectly, policy issues are still sketchy, not covering all the major activities; Researching, collecting users’ needs not being conducted regularly and continuously, while staff working part-time in IR development also have other jobs, foreign language skills, computer skills are limited. Besides, joint activities in the IR development among libraries are still on form, poor coordination content, collaboration scope is limited so we cannot achieve the desired results.

From the practices and experiences of other countries in the world, to develop the quality of IR and to meet the demand of users, we should strengthen state management through investment policies, feasible legislation. For its part, public library expeditiously completes the development of IR policy and its implementation in a consistent manner, and we should also study the application of IR development model systematically to match regions and localities. Suitable systemic IR development model will be an effective tool to overcome these shortcomings, limitations, improving the quality of operation of public library systems, meeting the needs of research, learning, entertainment for people, especially people in the remote, border, island and ethnic minority's areas and enhancing the quality of IR development of the public library system in Vietnam.

**Recommendation**

* Recommendations for the Party and State*
- Realizing Article 13. The library works with the state budget of Decree 72/2002 / ND-CP regulating detailed the implementation of the Ordinance Library by funding for the operation of regular activities for communal library. Besides, we have the need to increase investment in facilities and staff for this library level.
- There should be a specific mechanism of salaries, allowances satisfactory for the librarians as applied to other branches so that librarians can live with career and assured their job.

* Recommendations for Ministry of Culture, Sports and Tourism*
- Increasing the target to 1 book / people and adjusting gradually to suit the situation of economic development in each specific period than using the target of 0.7 books / people stated in the "Plan to develop the Vietnam library branch till 2010 and the vision till 2020" of the Ministry of Culture and Information (now the Ministry of Culture, Sports and Tourism) [2, p. 1].

- Maintaining permanently or continuing with other programs if the national target program on culture in the library field is terminated.

* Recommendations for library’s leaders

- Quickly develop IR’ development policy in accordance with the matching function, the library task, users’ requirements and local characteristics.
- Do not impose subjective opinion on the activities related to the development of IR.

**LIST OF WORKS PUBLISHED**


