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(<http://but.unitbv.ro/biblio2011/EN/>)**

**1. INFORMATION RESOURCES DEVELOPMENT - CHALLENGE AND  
IMPACT AMONG LIBRARIANS AND USERS IN**

**DIGITAL AGE, Dr.Cristina Ncoleta Albu, Librarian Carmen Predescu** *Abstract:*

Digital age is par excellence about online access, storage and transmission of information. The aim of this paper is to discuss about the perception of new information library resources among librarians and users, the use and importance of information resources in university learning and research process. The paper focus on the development of modern information technology, such electronic and digital resources, the basic changes and innovations that made the libraries act as facilitators to provide the right information to the right user at the right time. Also, the article highlights the new values in the librarian profession (new competencies in IL), the user behaviour in an increasingly digital age. The tools used are a questionnaire through librarians, professors and students and the statistics provided by E-information company concerning the use of information resources.

*Keyword:* digital age, digital environmental, electronic resources, digital resources, data bases, librarian, user

**2. ASPECTS REGARDING THE APPLICATION OF THE QUALITY  
PRINCIPLES IN AN ACADEMIC LIBRARY, Dr.Adriana Cristian, Librarian  
Nicoleta Pistol**

*Abstract:* Providing a wealth of documents and appropriate information in support of the academic curriculum and research syllabus represents the ultimate goal of all the efforts made by academic libraries. The quality of the services provided to users constitutes one of the main elements in the library-user relation. The “quality” function may be considered the strong point of each library. This function should identify organizational deficiencies and promote the improvement of service provision. The role of the “quality” function is that of turning quality into an inseparable aspect of the performance and responsibility of each librarian. The challenge for the quality field is represented not so much by the implementation of changes (within the library), but rather by the recognition of the need for professional change and staff level

*Keywords:* quality of services, information, use, academic library, performance