

Digital Maturity of Public Libraries in Bulgaria

Research Group: LIS
Research field: Library and Information Science

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Project guidelines

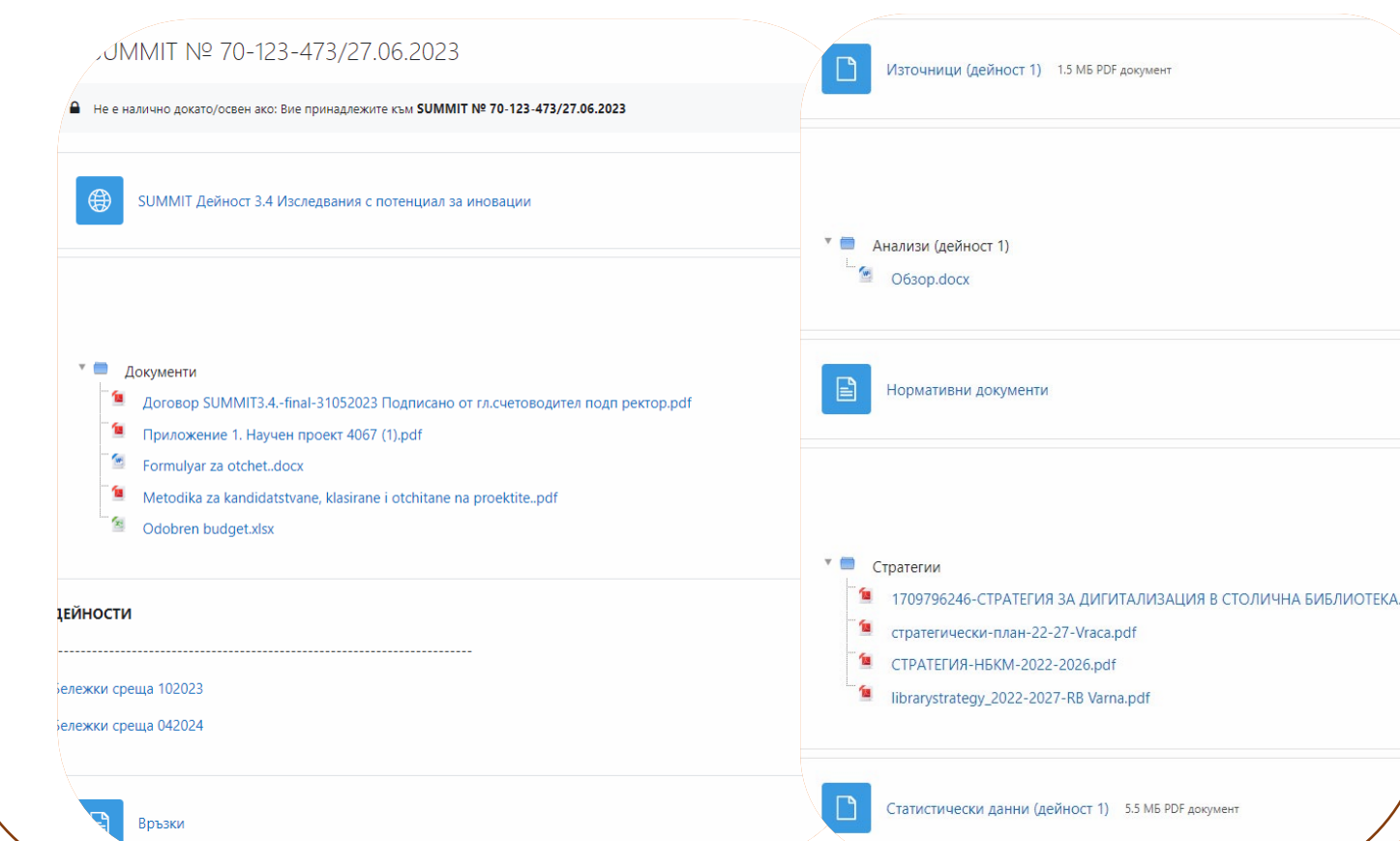
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The project **“Digital Maturity of Public Libraries in Bulgaria”** aims to research and analyze through empirical methods what is the reflection of processes of digital transformation on specific cultural institution.

Digital transformation is a process that affects our daily lives. Do we and how much do we understand it? How does it project into our surroundings? Where can we identify its happening? Is digitization equal to digital transformation? In which spheres do those processes happen? ... All those and any more similar questions are need to receive their own answers.

Електронно Обучение в Софийски университет



Introduction

Usually, it is understood by digital transformation **“the integration of digital technology into all areas of a business, fundamentally changing how you operate and deliver value to customers”**.

A library organization is an institution that combines within itself a model of organizational structure with clearly established vertical and horizontal links which resulting as services aimed to diverse groups of users.

The processes of digital transformation in all sectors of public life cannot pass by those organizations.

The process of digital transformation is much deeper than just of implementation of ICT and requires that a **“cultural” transformation also takes place. This implies that organizations must continually strive to change the current state, experiment and be ready to accept the consequences.**

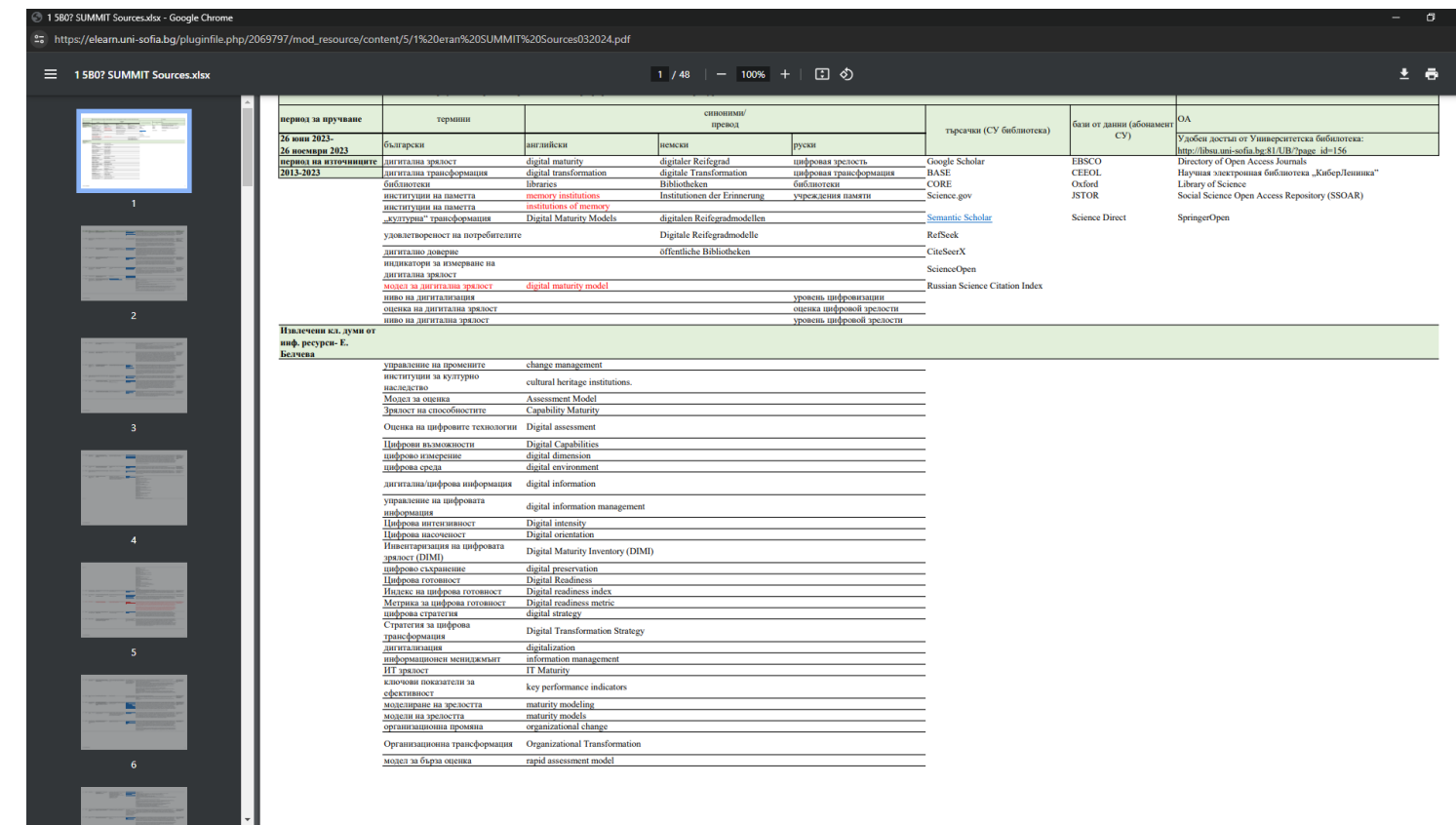
In this sense, any organization that is ready to implement digital transformation processes is about to plan, model and test approaches that will increase user satisfaction with the organization's activities and services.

Scientific tasks:

- Identification of target organizations (public libraries) and target groups.
- Development of a system of indicators for measuring levels of digital maturity.
- Approbation of the indicator system in practice.
- Conducting field research.
- Analysis, summarization and disclosure of the results.
- Development of a methodology for research of digital maturity of public non-profit organizations.

#	Activity	Period (in months)
1	Desk research through information retrieval, referencing and analyzing of information sources of and officially statistical data.	1-5
2	Established of a criterial system for determining target organizations and target groups.	6
3	Primary analysis of selected groups. Development of a system of indicators for measuring levels of digital maturity. Approbation of indicators.	7-8
Preparation of a first publication		
4	Preparation for the field research through observation and surveying. Elaboration of indicative maps for the analysis of observed objects. Production of questionnaires for consumer opinion polling.	9
5	Conducting field research.	10-13
Preparation of second publication		
6	Construction of a database with the results of the field research. Statistical analysis of the results.	14-17
7	Analysis, summarization of results.	18-19
Preparation of third publication		
8	Development of a methodology for exploring the digital maturity of public organizations with non-profit goals.	20-22
9	Announcement of the final results.	23-24

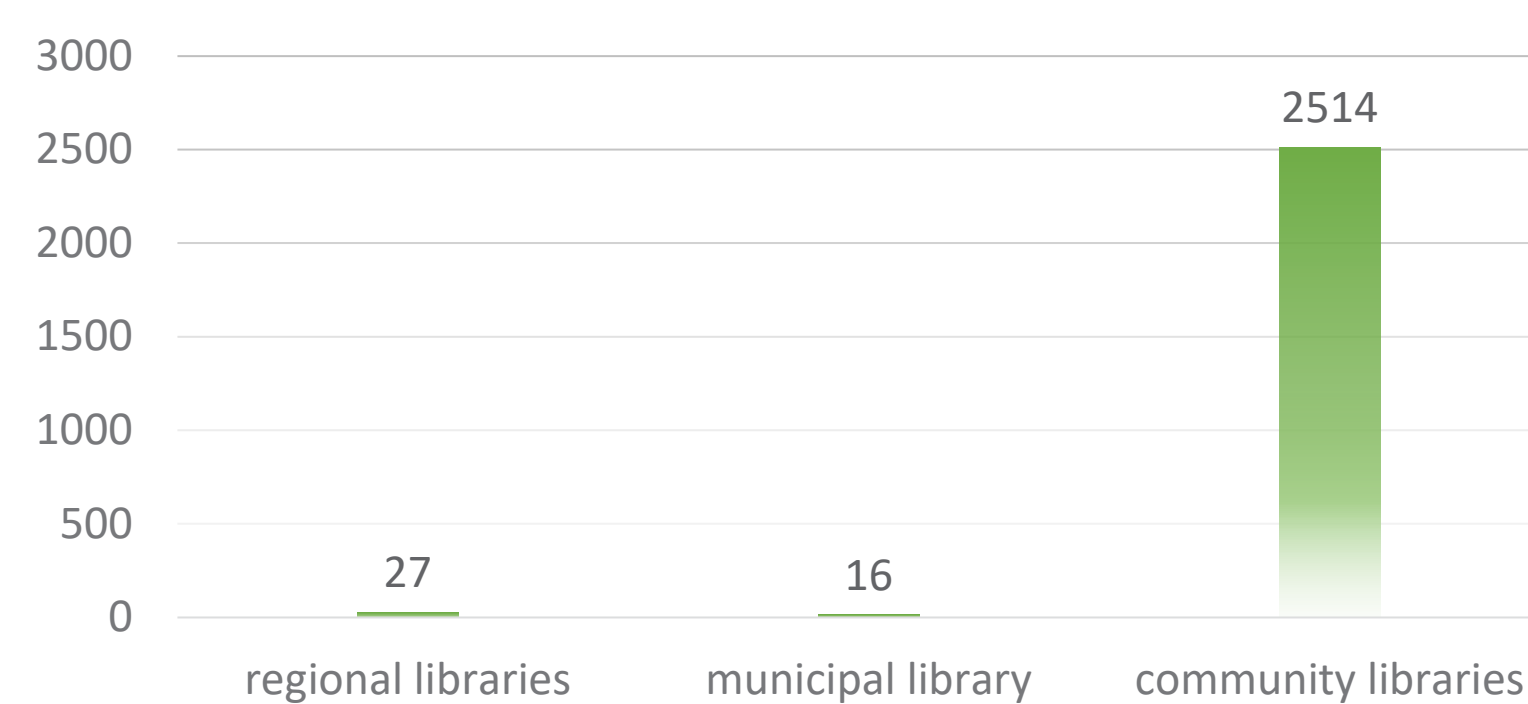
Methodology



The aim of the project is to explore the level of digital maturity of public libraries in Bulgaria and to establish the level of user satisfaction by identifying and adapting a set of indicators relevant to business organizations (type: small and medium-sized enterprises).

1. Desk research through searching, referencing and analyzing of information sources, legislative acts, normative documents, open statistical data.
2. Field research through observation and surveying. Set up of indicative maps for the analysis of observed objects. Production of questionnaires for identified target groups.
3. Construction of a database with the results of the field research. Statistical analysis of the results.

PUBLIC LIBRARIES IN BULGARIA BY TYPE



Conclusion

The study of public libraries in Bulgaria by adapting and applying successful business models will show whether the library organization is able to participate in the processes of digital transformation in society, what level of digital maturity it has and can achieve and whether it can digitally gain the trust of its users.

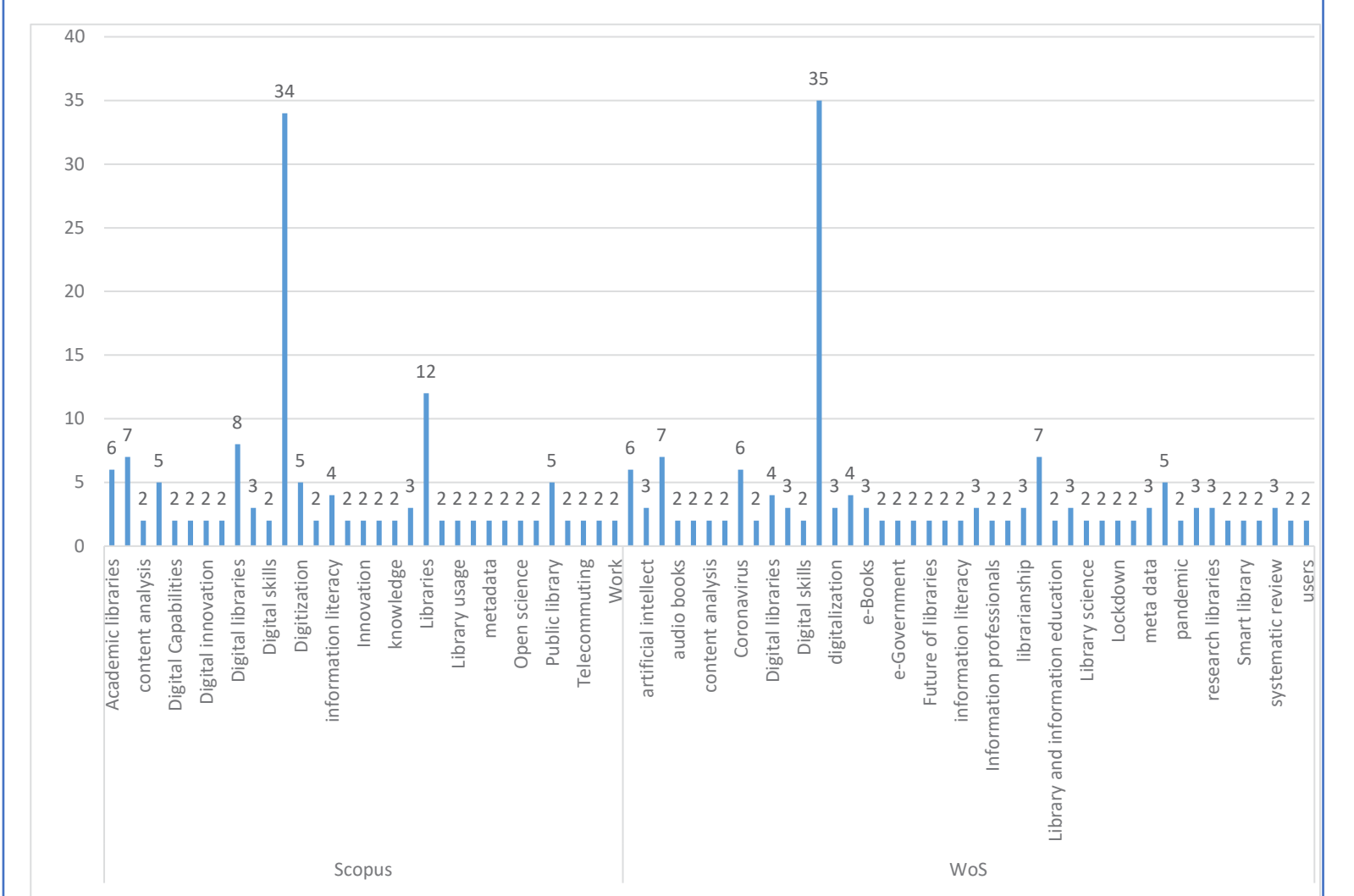
As a subsequent benefit of the conclusions and observations is the creation of an innovative approach to evaluate and support the successful involvement of various cultural institutions in Bulgaria in the processes of digitalization of the public sector.

- Creating an innovative approach to evaluate and support the successful involvement of various cultural institutions in Bulgaria in the processes of digitalization of the public sector.
- Adaptation and application of established business models to explore digital maturity and levels of digital transformation to non-profit organizations.
- Transfer of models, methods and indicators and their adaptation to a wider share of socially significant organizations and infrastructures.
- Establishing the level of need for changes in the regulatory framework affecting the digital transformation of cultural institutions in Bulgaria.
- Modeling of a new indicative tool for observation and analysis based on cross-sector research and knowledge extraction about the behavior and degree of readiness of public libraries in Bulgaria and their competitiveness in information provision to the entire public sector.

Achieved results at the first stage of the project

- Creating a shared space with working materials and project results.
- Defining of indicators for selection of valuable sources for information retrieval and criteria for information retrieval and selection of the most appropriate scientific papers whit high level of impact on the topic.
- Conducting of an Information retrieval by defined criteria, analysis and selection of information resources.
- Organizing and filling a bibliographical database.
- Perpetrating of an analytical overview of selected sources.

Analysis of the keywords with results for "digital transformation" (Topic) in the field of library and information science for the period 2019-2023 from Web of Science Core Collection and Scopus.



Analysis the top 25 categories with results for "digital transformation" (Topic) for the period 2019-2023 from Web of Science Core Collection by "Web of Science Categories" field



- **Conducting a scientometric analysis of major publications for terminological clarifications, identifying the context of the topic and the degree of its coverage.**
- Structuring and building of a statistical database.

Final selection of criteria for the survey based on the analysis of the statistical date and bibliometric observations.

Search, analysis and identification of a targeted forum for disclosure of the working hypotheses and the initial results of the project work. Preparation of annotation, submission of application for participation in the 16th Qualitative and Quantitative Methods in Libraries International Conference (QQML2024), Chania, Crete, Greece, 28 May - 1 June 2024 (<http://qqml.org/>)

Preparation of the text of a report / preparation of a first publication (inclusion in a continuing collection/series indexed in WoS).

Chania, Crete, Greece
28 May - 1 June 2024