

VIABILITY OF BIBLIOGRAPHIC RESOURCES FOR INNOVATION OF THE CURRENT  
LIBRARY IN A SPECIALIZED LANGUAGE (BEL) FOR THE ESCUELA COLOMBIANA  
DE CARRERAS INDUSTRIALES (ECCI).

DISSERTATION PROFESSIONAL COURSE

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## Glossary

The following concepts are cited as they are important concepts in connection with this research.

All these terms are found throughout this document. According to (Diccionario Virtual de la Real Academia de la Lengua Española, s.f.)the significances of each of these words are:

**BEL:** Biblioteca Especializada en Lenguas.

**Library:** Place that contains a collection of books, periodicals and other documents organized according to systems to serve people.

**Staff member:** Person responsible for the care of a library.

**Specialized library:** It is responsible for the organization, gathering, selection and conservation of library collection specializing in different subjects.

**EAN:** Escuela de Administración de Negocios.

**ECCI:** Escuela Colombiana de Carreras Industriales.

**Survey:** Method or technique that is to find out information about a group of individuals.

It can be oral (interview) or written (questionnaire).

**Equipment:** installed system, controlled by a computer located from a master, which helps with different types of learning activities such as listening, pronunciation and grammar.

**Scale:** Progressive distribution of different values or measures.

**Student:** Person who studies in a place where it takes knowledge.

**Language:** System of oral and written signs used by a community of speakers to communicate.

**Language laboratory:** Space for academic support faculty, students and staff members, with sufficient material and equipment for scheduled.

**Method:** General procedure to be adopted for achievement of an objective. Way of approaching a research problem.

**Methodology:** Different techniques, instruments and procedures used in an investigation.

**Monitor:** Person who guides the learning and teaching a technique or sport or cultural activity.

**QUASAR PC:** A program that runs different activities of listening and pronunciation.

**SAUDEL:** Sala de Auto Aprendizaje de Lenguas.

**Multicultural:** The existence of different cultures in a same geographic and social space.

**Multilingual:** Person or community that is expressed in several languages.

**Multiethnic:** Is that society is composed of ethnic groups, regardless of culture, race and history.

## Abstract

The research project was performed looking for the importance of having a specialized languages library for the Faculty of Humanities at the Escuela Colombiana de Carreras Industriales (ECCI), it searched to explore different point of view of the students, similarities and necessities about BEL (Library specialized in languages); in order to generate changes in the current library and thus benefit students of different programs and faculty of the university. A library for students, which has bibliographic and technological resources for teaching and learning of academic training.

The importance of strengthening and implementing a BEL was specified in the introduction and rationale. In the reference framework was consolidated a research theoretical framework (the contributions, theories and studies about the importance of specialized libraries), a historical background (history of libraries throughout time) and a conceptual framework (definitions and concepts that were collected from different authors about the library).

In addition, the methodological design adopted for this study is qualitative, descriptive and exploratory type of study and four (4) data collection techniques were employed: surveys, focus groups, audio recordings (to finding the staff members similarities between universities libraries visited), in order to triangulate the information obtained during the investigation, as well the categorization of the most common factors according to the information collected which were: points of view, similarities, and content of the necessities.



Finally, conclusions and recommendations were taken as action plans for consideration to be used at ECCI.

**Keywords:**

- Specialized Library.
- BEL.
- ECCI.
- Creation.
- Students.

## Introduction

In a multicultural society, multilinguals and multiethnic it is an evident need to open horizons, is there where the language plays an essential role for this process, through a foreign language it can expand and reach aims; acquiring a major knowledge.

This project arises from the need to strengthen the program of Modern Languages at ECCI University of Bogota, where a number of needs were evident in the languages section of the current library at ECCI University through research previously conducted, to identify the strategies to carrying out was designed a survey to the students of modern languages from first semester to fifth semester of the evening shift , it showed the specific opinions of students on their experience during the searches to the ECCI university library. Once analyzed the results, interviews were made to the staff members of the universities such as Universidad ECCI, Universidad Nacional de Colombia, Universidad Pedagógica Nacional de Colombia (of public character), Universidad EAN, Universidad de la Salle, Pontificia Universidad Javeriana (of a private character), the institute Alianza Colombo Francesa and Goethe; and the services that it gives (services focused on the area of languages, infrastructure and bibliographical resources).

Through this project and the results it wanted to implement strategies that promote the viability of bibliographic resources for innovation of the current library in a specialized language (BEL) for the Escuela Colombiana de Carreras Industriales (ECCI); generating proposals in this

area to the directives to optimize the academic training of students, teachers, staff members and community educative administrative in general.

This project was carried out in seven months. This is a descriptive exploratory study. It was applied to analyze, investigate and obtain opinions through a survey carried out students of Modern Languages about the expectations of the BEL, interviews to the universities staff members, focus group and audio recordings were made to coordinator library and coordinator of the program.

The thesis aims to give results in this area and change the current perception of the ECCI community in short term.

## **1. Title of the project**

- Viability of bibliographic resources for innovation of the current library in a specialized language (BEL) for the Escuela Colombiana de Carreras Industriales (ECCI).
  
- The opinions of the community at ECCI University about the specialized libraries.
  
- Opinions of at ECCI community about of the BEL for library of the university.

## **2. Description of the problem**

The object of this research is explore the views that ECCI community has about at BEL for the Faculty of Humanities of Modern Languages, that allows to improve processes of learning and teaching for the Modern Languages program, as in other careers. Similarly, interviews with staff members visited in the city of Bogota were a tool to gather information, and to know advantages and disadvantages of specialized library in modern languages.

### **2.1. Statements of the problem**

Escuela Colombiana de Carreras Industriales (ECCI) began operations in 1978 as Resolution No. 15572, issued by the Ministry of Education and today offers technical, technological and professional education programs for Modern Languages, Bioenergy, Electronics Engineering, Industrial engineering Plastics engineering and Systems Engineering, Foreign Trade and International Business among others.

Although the rise of communications and the importance of the study and knowledge of other languages, information technology, communication, business administration and marketing focused on organizational performance that make a number of useful tools for working in the world today, increasingly globalized, it provides the ability to instantly search for information, in order to perfect each and every one of the processes of language learning for the benefit of the university community, it is necessary to study the views of the ECCI community to change the

current library in a BEL, enabling students' knowledge of another language and the development of competition, with students leaders of development and autonomy, thanks to its multilingual and multicultural training, to confront globalization on a national and international context.

## **2.2. Formulation**

What views does modern languages community have about a BEL, for the Faculty of Humanities at the ECCI University?

## **2.3. Systematization**

From the research question the following concrete sub-questions are derived to help fix precisely the development of this project:

- Which are the points of view of the students of Modern Languages about BEL?
- What are the similarities between ECCI community and the universities Staff Members about BEL?
- Which are needs of the ECCI community about BEL?

### **3. Research objectives**

This project seeks to investigate about the opinion of first - fifth semester students of the evening shift of Modern Languages at ECCI University about of the BEL for university community.

#### **3.1. General objective**

Explore the views that ECCI community has about at BEL for the Faculty of Humanities of modern languages.

#### **3.2. Specific objectives:**

- Classify the points of view of the students of Modern Languages about BEL, to identify knowledge and lack of knowledge about the BEL.
- Compare the similarities between ECCI community and the universities Staff Members about BEL, regarding to prospects and differences about BEL
- Classify the needs according to the feasibility and not feasibility of the ECCI community.
- Propose since the needs and points of view of the ECCI community a structure for BEL.

#### 4. Rationale

Participants that made the corresponding survey were students from first semester to fifth semester of the night shift of the program of Modern Languages at the ECCI University, these students were selected to have a journey through the university and have visited other libraries, which allowed the research to have objective opinions on a BEL in ECCI.

This research is necessary for the ECCI community, because with this research different points of view help to highlight points of interest and needs of students not only from the Modern Languages program but all the people who need and want to learn all kinds' foreign languages.

A BEL at ECCI University can be a great help when receiving new students, who may choose the university by its services and higher education that it provides. A specialized library will attract new students and students from other universities for innovation and will provide different resources for all types of researches.

But no doubt the program would benefit as it is of vital importance have a space endowed with a wide variety of library resources in English, François, Deutsch and Spanish, where the entire educative community profits by making use of these; for this reason is to create a space for academic support, designed to support all projects that the Department and the University



developed, with the aim to improve each and every one of the processes of comprehension and production of foreign languages for the benefit of the university community; generating the appropriate conditions for the full compliance of the process of (self) teaching and learning of users.

BEL study arises from the need for students to have a different space that specializes in the university library ECCI, to interact with other people and practice languages in English, German and French, with bibliographic material for self-learning and develop foreign languages at work.

The ECCI university, has no studies about the innovation approach of BEL in its spaces, there is no wide knowledge of specialized libraries in foreign languages; therefore this project will generate greater prestige and recognition by the community, competing directly with other universities.

This study will provide the guidelines for decision making regarding the optimization of the current library in BEL that positions the university as one of the best in offering Modern Languages program.

## **5. Reference framework**

### **5.1. Theoretical framework**

The research was consolidated from a theoretical conceptual view, a series of background made by different authors with the intention of objectively know reality, especially regarding the subject of study, all sources that are related were raised research theme, focusing on theories and studies about the importance of a specialized library and benefit to users, these previous research studies will be useful to carry out the proposed project on the subject.

#### **5.1.1 Specialized libraries**

In this line of work, we had defined the specialized libraries, like those places of academic support, which are aimed towards specific subject or similar subject with the object to attend the necessity of members of an entity.

Studying some options of staff member that have made important contributions to the development of big libraries and projects for the improvement of our language, the document of, “specialized library established library maintained and managed by a commercial company, a private corporation a partnership organism statute and other group or entity that have the interest for a specific subject to attend the need of information of its members or personal and to reach the objectives of the organization. The ambit of the collection and the services is limited to the interests of the subject in the organization that keep the library”. (Heartsill, 1998)

To support the definition of Heartsill, he said that the specialized library is a space that relates toward a subject and specific purposes; specialized libraries cover staffing needs of a particular entity, differing by the place where they are, focus on a single topic; the profile must have specialized staff that will provide specialized library with information recently. Meeting needs such as consulting, culture, general information on various topics, and recreation and cultural use of free time for users. (García Aylurdu, 1998, pág. 380)

Luisa Orera said that “the specialized libraries are those libraries, center of documentation or center of information that try and spread the relative information to the theme or a group related themes.”(Orera, 1998)

The specialized libraries are very important because they are designed to support those projects aimed at specific topics or subjects, thereby generating appropriate to fulfill the teaching-learning process in the development and refinement of new ideas freely, which may contribute to the betterment of society.

According to Arteaga Fernandez “The library depends of a research organization industry or commercial, of cultural society, government organization, educational, bank, etc. That has a bibliographical patrimony limited to one or some parts of the human knowledge are the specialized library.”(Fernandez, 2000)

Also it is expressed that the current progress of science and technologies gathering more and more amount of information, establishing areas of knowledge more and more specific and the specialized libraries try to concentrate the information of each area of the knowledge deeply and specific. The specialized libraries answer to the development of the current technological, and at the same time demands highly human resources to give a specialized service. (Lacal Seijo, 1995)

Buonocore Domingo said that: “the concept of the specialized library is contrary to the general library or encyclopedia, but this is not enough to define that, first of all the first term of this library is modern, current and is easy warning his origin is linked to the principle division of intellectual labor, which has corresponding given an more demanding and growing in a field of human knowledge particularism.”(Domingo, 1980).

Buonocore Domingo expresses that “the three important elements to conceive a specialized library are: the user, the collection and the objective. Finally, a specialized library is responsible for organizing, collecting, sorting, distribute and conserve of library specialized collection in different areas and library materials”.(Domingo, 1980)

Considering the Buonocore’s opinions, he said that specialized libraries are identified by the nature and the character of the collection, the type of use that the user gives to the collection and the staff member function that library keeps. It can be said that a specialized library is one that has bibliographic material in a specific subject, and special character of dynamic users, where

people can interact and receive information simultaneously. A specialized library is not just a collection of books, also has a special physical structure, which should be nice and to provide services of interest to users, in addition the specialized libraries must be updated frequently to retain users and get to meet their information needs.(Medina Naupari, 2006)

#### **5.1.1.1 Fundamentals of Specialized libraries**

Foundations to be taken to make a specialized library are: Initially, it must determine the purpose for which the library will be created and directionality it will take. Following this, the specialized library must choose to receive personnel with an appropriate profile and be helped by expert assistants. (Calvo, 2007)

The specialized staff member will have certain qualities as are a helpful attitude, also who can handle all types of users and let them know of your desire to serve faithfully; you must also have the ability to be agile and accurate service. A good staff member can approach a problem from different points of view and it will feature a technical knowledge which specialized library. First, the staff member must maintain good relations with the heads of the establishment, in order to make a good selection each bibliographic material required.(Universidad Autonoma de México, 2002)

The intention with specialized libraries can directly influence the economic, social and political aspects within societies.

### **Characteristics**

Below are named some characteristics that have libraries, collected from different bibliographic sources:

- Libraries are synonymous with education and offer countless learning opportunities that can fuel economic, social and cultural development. (White, 2012)
  
- In addition to lending books, libraries are also involved in copying materials for research or private study purposes. Students cannot afford to buy every book, or pay for every television broadcast or journal they need to access for their studies. They therefore rely on the services of a library. (Vicerrectoria Académica, Universidad del Valle, 2002)
  
- Libraries are rich repositories of historically and culturally significant collections, many of which are not available anywhere else in the world. Without an appropriate copyright exception, a library could not preserve or replace a damaged work while it is still covered by copyright.(Correa, 2005)

- A Library created a new and diverse ways for students to access and interacts with the National Library's collections and services, creating a distinctive, innovative and important knowledge place and space, accessible to all - onsite, online, and on the road.(Gomez., 2000)

#### **5.1.1.2 Services that offer the specialized libraries**

This research takes into account the appropriate characteristics of a specialized library, studying the main services offered; in the next paragraphs some of them are described:

The services that must be offered in the specialized libraries must include the services of reading and borrowing of bibliographic resources, so like the use of the database and a platform, where the user can interact with a password or code.

When the specialized libraries offer their services must be considered the demand of the beneficiaries. (Salvador, 2006)

So then bibliographical sources most used by users of a specialized library to complete research projects will be named, as they are updated scientific interest and query databases in the library on a specialized magazines specific topic. (Stephen, 1997)

### 5.1.1.3 Functions and benefits of the specialized library

The most important function of libraries is to supply the information efficient, distribute the bibliographic resources by sections to make easy the search of information, checking constantly the inventory and do changes about this, besides the specialized library must be spread about the media library information must be supported to access databases of other libraries. (Litton, 1974)

To spread information according to preliminary elaborated profiles of interest:

- To compile bibliographies
- To diffuse recent information by means of bulletins of alert, of new acquisitions, indexes, etc.
- To make translations of the foreign publications.
- Set up agreements of interlibrary lending.
- To have the equipment adapted for the reproduction of reports.
- To elaborate summaries of articles.
- Physical recovery of the information.
- Level of efficiency very much bigger than other libraries.(Fuentes)

The libraries are orientated to support the learning of the society. In addition, they promote relations between the individuals who shape a community, favoring the communication and reading habits, considering that the library has a fundamental paper to contribute to the peace and to the democracy. A library favors the preservation of cultural and historical local traditions; it promotes the relation between persons and organizations of the community; and enhances the



feeling of belonging to the community and the importance of belonging to the same one.(Alabau, 2000)

The library is the principal managing entity of knowledge, is the key entity for the organization of the knowledge in the network, it creates and applies systems structured of recovery of information. Nowadays, the incorporation of electronic materials they do that the function of a library increases its complexity, though the digital age takes its course, the traditional resources they will continue being sources and supports of knowledge for the different users of the libraries. (Riveros Guerrero, Salamanca, & Moreno Torres, 2012)

The libraries have a paper very important that to fulfill inside the world of the information more concretely, in the area of the information, training, development of the culture and to create habits for the reading. (Riveros Guerrero, Salamanca, & Moreno Torres, 2012, pág. 14)

#### **5.1.1.4 Organizational structure of the specialized libraries**

The American Library Association advises the following: An ordered collection, having space and appropriate service information, links to national and international libraries, updating the library collections and systematization of the management of resources. Taking this aspect like starting point, it is possible to indicate a series of differences between the specialized libraries and other types of libraries. Since the collection has a specializing character regarding thematic

contents, it is possible to separate it from the specialized libraries, in which the distinctive feature be part of the supports as, for example sonorous recordings, movies or in the users.(Litton, 1974)

The level of the services staff members will depend on their organization, on the amount of resources and on the preparation of the personnel, nevertheless any academic library will have to offer the following services(Heartsill, 1998, pág. 404):

1. Schedule
2. Access
3. Lending
4. Services of consultation
5. Facilities for the study
6. Statistics

The services may to adapt to the characteristics of every University and to the specific needs of the users. The services come from to stem from the local conditions, types of programs and fields of research. (Cadavid Arango, 1996)

- Schedule

The library must offer a minimal schedule of opening according to the educational complete schedule along the academic course. A recommendation to extend it depends of the needs of the university community, especially in epochs of test.(Fernández, 2008)

- Access

The library must accessible for the whole university community and for any other member of the society, who shows a legitimate interest in the use of the collections, in favor of the research or the social and cultural development. (Gavilán, 2008)

- Lending

About that to the users it agrees to have different categories to help to all the members of the university community, to the graduated people and researchers of other institutions: The library must establish a flexible politic of lending their evaluated the type of collection, use and users' categories. (Gavilán, 2008)

- Services of consultation

The library should have a service of consultation with a basic collection, as well as bibliographical and documentary sources of general character and specialized in diverse formats.

As well as, the library have been provided with technological tools to satisfy informative complex and specific, both national and international request. (Pedro, 2009)

- Facilities for the study

The library, like extension of the academy, will offer the necessary and sufficient conditions to facilitate the study, the research and the recreation across the reading. For the recovery of the information in different formats, the library will rely on the technological resources that they should allow a fast answer to the user their needs.(Thomson & Carr, 1990)

- Statistics

The library created statistics of the use of the services in their diverse areas, like:

- Assistance
- Consults
- Internal Lending
- External Lending
- Periodic Publications
- Databases
- Internet

- Reproduction
- Digitalization

#### **5.1.1.5 Bibliographic Material**

The references found in specialized libraries is diverse, you can find books, electronic, visual and sound documents, among others. The collections that make up a specialized library are of three types : the first group refers to all newspaper publications, research and patents as well as reference works, the second group collects all studies, projects and reports made by the entity where is located the specialized library and finally there are the catalogs and databases of other institutions. (Gómez Hernández, 2002)

Bringing together the three groups mentioned they ran the most popular documents are: newspaper, gray literature, monographs, patents and standards, reference works and publications. In specialized libraries have collections that are new and recent, are updated as they begin to become old editions, to improve specialized libraries these documents are not discarded but are exchanged with other schools or institutions. (Gómez Hernández, 2002, pág. 9)

#### **Collection**

The collection of books is making form by the obligatory and complementary bibliography needed for the given careers, in addition to an interdisciplinary collection for the integral formation of the users. (García Aylurdu, 1998)

- General collection: bibliographical material of complementary reading of the different courses given by the University.
- Reserves collection: It is the collection trained with materials of wide demand or of obligatory reading, of the different courses given in the University.
- Reference collection: formed by encyclopedias, dictionaries, manuals, almanacs, directories and other source of consultation, to solve varied needs of information.
- Newspaper library collection: collection shaped by specialized magazines, diaries, bulletins, supplements and periodic publications in general.
- Special materials collection: constituted by material in special formats like compact disks, maps, videos and others, these can be consulted in the room.
- Thesis of collection: shaped by the theses presented by students, to choose to a professional degree or academic degree (Technician, technologist, professional and specialist). (Gerding, 2011)

## 5.2. Historical background

“The existence was formally recognized as entering the twentieth century when a group of American staff members, gathered together to discuss common problems and aspects of their work adopted the term *"specialized library"*(Litton 1974)”.

The appearance of specialized libraries is relatively recent, the United States pioneer the creation of companies specialized libraries, Canada and England, they continued with the creation of organizations to continue contributing to the study and reflection; establishing the

Specialized Libraries Association or the United Kingdom Aslib Association of Special Librarianship and France Association des Documentalistes et bibliothécaires Spécialisés. (Ráfales, 2003)

In Mexico began to emerge specialized libraries 50 years later (first half of the twentieth century) initially in private companies, financial institutions, government departments and research centers. (García Aylurdu, 1998, págs. 423-424)

### **5.2.1 Ancient (*antiquity*)**

In ancient times, libraries were created to preserve the customs, beliefs, education, how to market and how to transmit culture through education acquired in these spaces for registration and allocation of resources. (Hernández, 1983, pág. 183)

“The Specialized Libraries were born in the temples of the Mesopotamian cities, which had a main function to sign the facts connected with the religious, political, economic and administrative topics, in the service of a caste of scribes and priests.” (Spoon, 1999)

In Ancient Egypt there are two kinds of institutions: Center of Books, which were for administrative files and documentation Houses of Life study, centers for the scribes and had collections that could make copies. The writing had many forms, hieroglyphic, hieratic or demotic, was collected on papyrus scrolls. (Encarta, 2006)

In ancient Greece the book and libraries were prolific. Libraries adopted forms that can be considered as background current.

### **Cataloging – Organization**

The library organization system designed by Callimachus in ancient Greece is very similar to our library of congress cataloging system. Sometime around 296 B.C. in Alexandria, Callimachus designed the first cataloging system (alphabetical subject classification) this particular system was in continuous use during the third century BC throughout the Roman Empire. His blueprint for library organization had “6 main divisions of poetry (epic, elegy, iambics, melodrama tragedy, comedy), and 5 in prose (history, rhetoric, philosophy, medicine, law). When an author was unknown a book was classified under a symbolic author. (Encarta, 2006)

### **Decoration**

Libraries, public as well as private were ornately decorated inside and out (for example Celsus Library, cover picture). Beautiful decorations had adorned the libraries of Rome. When found *in situ* statuary and portraiture would help to identify the remains of a building as a library.

Libraries often contained a statue of Athena, the goddess of wisdom and the arts. A Colossal statue of Athena stood at the north wall at Pergamum. As well as statues of Athena, portraits of renowned philosophers and authors are typical of library statuary. (Abbam, 1994, pág. 314)



## **Staffing**

The libraries of ancient Roman Empire were the core of all knowledge. The individuals who worked in them were some of the most respected persons in the Empire. The buildings, large and impressive, must require large numbers of trained staff. Those staff persons who worked in the ancient libraries were for the most part slaves. In the palace of Actium there were such a large number of personnel that the slaves formed collegiums (a union of sorts). Private as well as public libraries had large staffs of slaves. (Alejos Aranda, 2009, pág. 25)

## **Acquisition**

Not all books were acquired by such dastardly means. Copying books was big business. Staff members in Antiquity consulted specialized bibliographies. Bibliographies published by authors and grammarians, such as Atremon and Telephos of Pergamum, Herennius Philon of Byblos and Bythynian Damophilos advertised new acquisitions to purchase. Bookshops abound in the Roman forum during the reign of Caesar. (Alejos Aranda, 2009)

## **Private or Specialized Libraries**

Just as libraries today specialize, the corporate library, the University library or the government document archives, so too did ancient libraries. During the 5th century BC, outside the city of Pergamum on the island of Cos, the great sanctuary of Asclepius, a medical school complex was built and with it came the library. The first medical school known to have existed, it could be credited with the first specialized library. (Ráfales, 2003)

## **Public libraries**

During the time of Constantine Rome possessed 28 public libraries many of these libraries would have been found in a gymnasium. A gymnasium was much more during the time of the ancients than what we think of them today. A gymnasium was equivalent to our idea of a university. A gathering place for scholars and their pupils, complete with a library. The gymnasium library is somewhat equivalent to our idea of a public library. In later times two libraries were the norm, a Greek and a Latin library. (Dr V. K. Thomas, 2010)

### **5.2.2 Middle age**

As European monastic communities were set up (from as early as the 2nd century AD), books were found to be essential to the spiritual life. The rule laid down for observance by several monastic orders enjoined the use of books: that of the Benedictine order, especially, recognized the importance of reading and study, making mention of a “library” and its use under the supervision of a preceptor, one of whose duties was to issue the books and take daily inventory of them. Scriptoria, the places where manuscripts were copied out, were a common feature of the monasteries—again, especially in those of the Benedictine order, where there was a strict obligation to preserve manuscripts by copying them. (Drucker, 1998, pág. 86)

In medieval times, with the barbarian invasions and the fall of the Western Roman Empire, the culture goes step back and takes refuge in monasteries and cathedral desktops, one of a kind places worthy of the name. These centers which Christian and classical culture are keeping to the

service of religion. During the Middle Age the universities were created. Then with the invention and diffusion of the press the new university libraries are created, even the book reaches to new sectors of the population. (Drucker, La Sociedad Post-Capitalista, 1998, pág. 89)

In addition the Arabs created their libraries associated with the mosques and the centers of education Koranic, called Madrasas.

It is important to stand out the major ones libraries of their time as that of the caliph Al-Mamun in Baghdad or Abd-al-Rahman III and her son Al Hakam II in Cordova.

Is very important to know the evolution of the libraries through the years because at the beginning only a few people have the permission to read the books and somethings they have the power because they have the knowledge. But the time has change and many people now can have the possibility to read, learn and obtain more information through the books. (Alejos Aranda, 2009, pág. 26)

### **5.2.3 Modern age**

The Renaissance were the movement to the culture and science for the evolution of the arts, philosophy and the technologies, the humanist have the passion to the buy much books. Also it was a fashion for another hand, was the creation of the private libraries.

The public library appear, thanks to the big Italian traders (Medici, Orsini, Pizza) and also to the humanist (Tetrarca). The bibliophiles transformed the libraries in places for the culture where the students were free and don't have the need to pay. (Orwell, 2005)

The Renaissance prominent by the invention of the press, Johannes Gutenberg's creation, and the fights come from the Protestant Reform, thanks to the ideal humanists, a new model of princely library. (Castrillo, 2002)

This current has an origin the appearance of royal libraries and of the high nobility, privilege to the new values they are opened for a public of scholars and experts. (Abad, 2006)

In the 17<sup>th</sup> century were created expert libraries as the Bodleiana in Oxford, the Ambrosiana in Milan or the Mazarina in Paris, of which he was a staff member Gabriel Naudé author of *Advispoudresser a bibliothequè*, considered the Father of Libraries (also known as Library).

The internet is a change in a world of consumption and the creation of new forms of communication; obviously these effects created new point of views into the society and get connecting quickly. (Abad, 2006)

Consequently, libraries have had to change in the same way, to go ahead with the user, and in 2005 joined library system and its characteristic terms in editing in word press, wikis, as well as possible ways interact in forums and social book marking creating equally bibliographic resources on Scribd, YouTube and even social networks like Facebook or Twitter. Specialized

Libraries today must be able to meet the needs of researchers, students, and others. They must live with all kinds of resources (print, digital, online) must be able to lead the user to the information they need in a practical and efficient manner.(Orera, Primer Congreso Universitario de Ciencias de la Documentación, 2006)

Thanks to the Renaissance the libraries has an evolution and in these age we can see the passion of the humanist also is important stand out the appeal of the public library and the students didn't have to pay, these part is the same at this time cause the libraries continuing free.

The traditional library is becoming old, must change and created new services where them can be interact, collect, study, work and exchange ideas with other users through technological means. (Riveros Guerrero, Salamanca, & Moreno Torres, 2012)

*“Public Libraries as We Know Them Today”*

Throughout history, public libraries had always been significant to societies. However, it wasn't until after the golden age of libraries that they reemerged permanently and became primary establishments in communities around the world. (Alejos Aranda, 2009, pág. 17)

*“England’s creation of the modern public library”.*

In England, one of the first public libraries used by those who were not members of an institution such as a cathedral or college was Francis Trigge Chained Library in Grantham, Lincolnshire in 1598. (New World Encyclopedia, 2007)

The Trigge Library is considered a forerunner of later public library systems. However, it wasn’t until the Public Libraries Act in 1850 was created by the U.K. Parliament and mandated that cities populated with 10,000 or more were asked to pay taxes in support of public libraries. (Alejos Aranda, 2009)

After the Libraries Act -and the 1870 Public School Law that helped to increase literacy- were enacted, the demand for libraries skyrocketed so that by 1877, more than 75 cities had established free libraries. By 1900, that number had grown to 300. (Alejos Aranda, 2009, pág. 30)

*“Public libraries expanded in the U.S.”*

In the United States, there were tons of examples of libraries that weren’t quite considered public, yet were very significant. For instance, the Library Company of Philadelphia, an independent research library that focused on American society and culture founded in 1731 by

Benjamin Franklin, was considered to be the first successful lending library. (Alejos Aranda, 2009, pág. 31)

#### **5.2.4 Contemporary age**

The French and American Revolution, they gave like initiate the extension for Europe and America of new democratic principles and the birth of a real will to make the culture and the education accessible for all. (Escolar Sobrino, 1990)

There arose the birth of a fever that spread over the whole continent and that give to the society an immense bibliographical exchequer proceeding from the institutions of the Former system, singularly the Catholic Church. (Baena, 2008)

Nevertheless, the desire to bring the culture over to the whole society made reality until middle of the 21<sup>st</sup> century, with the appearance in the Anglo-Saxon world of the public library.

##### **5.2.4.1 Libraries in contemporary Latin America**

Libraries in Latin America have traits that identify and unite the details, though it is clear that there are differences between them. The common features are grouped from the geographical context to cultural beliefs.(Garcia, 1996)

According to researcher Estela Morales said in his book "Latin American Librarianship: an overview":

Campos said that "The library is developed in each country according to specific characteristics, however, regardless of the level of development in each nation ...there are phenomena, problems, situations and solutions that are common to those of other nations, especially when they show similarity in the cultural, linguistic, historical and social aspects".(Campos, 1989)

The perception of the world with regard to Latin America according to the economic sphere is that it is a set of developing countries, so automation and innovation in libraries is scarce.

The difficulties are examples show of each country. Some rooms have modern techniques to interact with library resources, while others handle ancient systems for information. The countries with developing an automated their libraries are: Argentina, Brazil, and Colombia (in Medellin group specialized libraries is currently comprised of libraries: EPM (science, environment, industry and technology) and the Centro Colombo Americano library, the latter is also in Antioquia. (Garcia, 1996)

The Departmental del Valle del Cauca library has an endowment of 16,000 titles and Pública Piloto de Medellin library has a staff of 11,000 titles, likewise, have enrollment interest



magazines and staff members are trained in the handling and use of libraries), Costa Rica, Mexico and Venezuela. (Fernandez de Zamora, 1990)

Regarding Latin American specialist libraries, there is no record the last decades of the updated list of libraries found in Latin American countries since 1987 according to the annual UNESCO, by various factors from that year, to finish such libraries may now exist new specialized libraries but have not yet been registered in UNESCO.

During the analysis, taking of reference the updated Guide to the World Library and others resources rescued through the data base INFOBILA (American Librarianship Information), the following data table identifies the specialized libraries in Latin America (Morales Campos, 1995):

<b>País</b>	<b>Num. De Bibliotecas</b>	<b>Volúmenes (Miles)</b>
<i>Argentina</i>	93	3,867,297
<i>Barbados</i>	1	-----
<i>Belice</i>	1	116,000,000
<i>Bermuda</i>	1	20,000,00
<i>Bolivia</i>	6	2,470,000
<i>Brasil</i>	1,494	12,854,000
<i>Chile</i>	27	6,252,000
<i>Colombia</i>	39	1,155,000
<i>Costa Rica</i>	9	411,000
<i>Cuba</i>	29	687,465
<i>Ecuador</i>	7	844,000
<i>El Salvador</i>	11	82,900
<i>Grenada</i>	1	3,000
<i>Guatemala</i>	6	273,000
<i>Guyana</i>	3 2	102,000
<i>Haiti</i>	4	75,200
<i>Honduras</i>	2	55,00
<i>Jamaica</i>	3	44,500
<i>México</i>	180	4,300,00
<i>Nicaragua</i>	3	43,000
<i>Panamá</i>	6	39,500
<i>Paraguay</i>	3	50,000
<i>Peru</i>	32	848,000
<i>Puert o Rico</i>	6	166,000
<i>St. Pierre</i>	1	10,000
<i>Trinidad Y Tobago</i>	3	109,600
<i>Uruguay</i>	29	1,379,000

**Table 1 Country - Number of Libraries – Quantity (Saur, 1995)**

According to data table can be wind up that the three countries with the highest number of libraries in Latin America are Brazil (1494), Mexico (180) and Argentina (93). On the other

hand, Colombia take up fourth in the list of UNESCO, 1989, a total of 39 specialized libraries, is considered within the less developed countries in terms of specialized libraries.

Some reasons of the brief age of libraries in these countries may be due to their economic, political and cultural situation, as well as the size of the country.

The specialized library fulfills its function when it serves the community and supplies required for materials research being carried out by disseminating new knowledge in this and to other societies.(Ráfales, 2003, pág. 9)

Therefore, Ricardo Gutierrez states the following with respect to libraries: "The library can only be socially use operations are derived and are harmonized with understanding modes as knowledge is generated and flows through the channels of communication in an organization social and intellectual constantly evolving, and it is this changing social structure that largely determines how knowledge is translated into action." (Gutierrez Melendez, 1983)

### 5.2.5. Classification of the libraries according to the UNESCO

TYPES OF LIBRARIES	FUNCTION	FINANCING	EXAMPLES
• Public Library.	Satisfy the needs of the Clients	It comes from the local authorities.	Luis Ángel Arango Bogotá, Virgilio Barco Bogotá.
• BEL	Answer to the needs of Certain professionals	Companies, firms, organizations in specific institutions.	Biblioteca del Departamento de Lenguas Extranjeras (Universidad Nacional Bogotá).
• Academic Libraries	Complement The program of the institutions that belongs.	Academic Institutions	Biblioteca del centro comunitario San Blas (Bogotá).
• Libraries Not Specialized	Scientific and scholarly character.	Regions	Bibliotecas regionales.
• University Libraries	Libraries of faculties, help to the students and support the education programs of the institutions.	Higher Education Institutions.	Biblioteca Central de la Universidad Pedagógica Nacional Bogotá.
• National Libraries.	Provide bibliography research material for any discipline.	Public funds	Biblioteca Nacional (Bogotá).

**Table 2 Classification of the libraries according to the UNESCO. (Temario de Bibliotecoeconomía, 2006)**

### 5.2.5.1 Specialized Libraries in Bogotá

According to information collected from the Banco de La República, a compilation of specialized libraries in Bogotá was made to express the focus and services offered in every library.

SPECIALIZED LIBRARIES	FUNCTIONS
ICANH (Instituto Colombiano de Antropología e Historia) library	This space brings a wide collection of reports on archeology and anthropology in Colombia.
DANE library	This library has books on censuses and the statistical information of those censuses.(Biblioteca Virtual DANE, 2009)
Academia Colombiana de la Lengua library	Specialized literature and Spanish language, it counts with newspaper archives and magazines.(Academia Colombiana de La Lengua, 2012)
Academia Colombiana de la Historia library	The library has collections; some of them are from the eighteenth and nineteenth centuries.(Academia Colombiana de Historia, 2010)
Congreso de la República library	It features library resources of the nineteenth century, just has a database that collects the library inventory.(Biblioteca del Congreso de la República, 2010)

IDEAM library	The types of publications that make this library are IDEAM reports.(Biblioteca Virtual IDEAM, 2011)
Fundación Rafael Pombo library	It is considered the best collection of the city with regard to children's literature.(Biblioteca de la Fundación Rafael Pombo, 2013)
CINEP Library (Centro de Investigación y Educación Popular)	This specialized library is focused on the social sciences.(Centro de Investigación y Educación Popular, s.f.)
IDU library (Instituto de Desarrollo Urbano)	The information found in this library is about the development of the road network.(Instituto de Desarrollo Urbano, 2012)
Instituto Caro y Cuervo Library	This institute is specialized in philology, linguistics and literature.(Instituto Caro y Cuervo, 2011)
ASAB library (Academia Superior de Artes de Bogotá)	It has 5,000 pieces related to art.(Academia Superior de Artes de Bogotá, 2012)
Cinemateca Distrital library	Has different library resources, such as video documentation, books related to the history and techniques of film.(Cinemateca Distrital, 2013)
Casa de Poesía Silva library	The home specializes in universal poetry. (Casa de Poesía Silva , 2010)

Biblioteca Nacional de Colombia	Has the most complete collection of bibliographic heritage of Colombia.(Biblioteca Nacional de Colombia, 2008)
Cámara de Comercio de Bogotá library	It consists of all documents relating to commercial companies in Bogotá.(Biblioteca Virtual Cámara de Comercio de Bogotá , 2010)
Jardín Botánico José Celestino Mutis library	Documents are related to ecology, landscape and botany.(Biblioteca Enrique Pérez Arbeláez-Jardín Botánico José Celestino Mutis , 2010)
Orquesta Filarmónica de Bogotá library	The specialty of this library is not protected by copyright can consult the general public scores.(Orquesta Filarmónica de Bogotá)
EAAB library (Empresa de Acueducto y Alcantarillado de Bogotá)	Has related engineering topics.(Empresa de Acueducto de Bogotá)
Instituto Colombiano para el desarrollo de la ciencia y la tecnología COLCIENCIASlibrary	In this library you can find all types of library resources regarding issues of Science, Technology and Innovation (COLCIENCIAS).

**Table 3 Specialized Libraries in Bogotá (Banco de La República, 2007)**

### **5.2.5.2 The internet and the specialized libraries**

The internet is a change in a world of consumption and the creation of new forms of communication; obviously these effects created new point of views into the society and get connecting quickly.

Consequently, libraries have had to change in the same way, to go ahead with the user, and in 2005 joined library system and its characteristic terms in editing in word press, wikis, as well as possible ways interact in forums and social book marking creating equally bibliographic resources on Scribd, YouTube and even social networks like Facebook or Twitter. Specialized Libraries today must be able to meet the needs of researchers, students, and others. They must live with all kinds of resources (print, digital, online) must be able to lead the user to the information they need in a practical and efficient manner. (Ordoñez, 2008)

The traditional library is becoming old; it must change and create new services where it can be interact, collect, study, work and exchange ideas with other users through technological means.



## **5.3 Conceptual framework**

### **5.3.1 Definition of library**

From the etymological point of view the library is defined as the place where they keep the books and complementing it with the Norma (UNE) is defined “any collection organized of books and publications in series printed, other types of graphics or audio-visual available documents, for the lending or consultation”.(Temario de Bibliotecoeconomia, 2006)

The definition of library is a concept with different connotations and difficult to unify in a single global concept, especially when it is a dynamic entity and therefore changeable.(Pérez, 2002) All the definitions about the term library are interrelated, such as: the information, organization, staff members, because each aspect fulfills a function determined inside the functioning a library.

Nevertheless, each class of library has different objectives; what establishes a structure, personal and specific different needs, even bearing in mind that exists a relation between the different types of libraries and a basic idea that identifies each of them. Some libraries have objectives that are common to organize and disseminate any knowledge that one finds in any condition, having as intention generate in the culture of the community new knowledge, being the big libraries issuers of the change in the social, economic, political, religious context, among others. (Burge, 2011)

## **6. Research design**

In this chapter the method which was used for this research is described as well as the type of study and techniques of data collection employed in order to address the objectives and give its respective process within the document.

### **6.1. Research**

When starting the research project was delimited and defined the object of study, then a question for the project approach was formulated; this followed a methodological design was created and a preliminary preparation for data collection, to serve as a tool to contextualize the issue finally analyzed and results are obtained by following the steps in exploratory research was conducted. This study served to study thoroughly about BEL in Bogotá and some language institutes; to address the current context of the library in the ECCI. There have been no studies of the subject studied and researched, so research approaches are given in general form.

Qualitative research was used because it is needed to investigate where the current situation is met in the library of the university, describing the facilities, library resources, the staff member who work there, recognize and identify general opinion, among others; seeking to identify the limitations in this area. The research study was made by means of a method of type:

**Qualitative:** According to Papa and Mays, "The goal of qualitative research is the development of concepts that help us to understand social phenomena in natural environments (rather than experimental), paying due attention to the meanings, experiences and points of view of all participants." (C. Papa, 1995)

Qualitative research was used because it investigated, it explored, and it recognized the views, needs and interest, feasibility and possible suggestions for innovation of the current library for the Modern Languages program at ECCI.

The research it focused on understanding the social environment of the phenomenon of interest, giving meaning to the interpretation of the views of the people involved. Qualitative research involves the use and collection of a variety of materials describing situations usual meanings and problems in the life of people.

**Participants:** The survey was conducted through a structured written questionnaire, an instrument that had a series of open and closed questions, was aimed at 85 students from first semester to fifth semester student of the evening shift of Modern Languages at ECCI community, knowing the different point of views and interests of the community, in order to know the general opinion and interest with content likely can be carried out. Likewise this aspect should mention the help of staff members visited libraries at universities such as the Universidad Pedagogica Nacional, Universidad Nacional, Universidad de La Salle, among others.

Interviews with various staff member of some universities in Bogotá were also conducted to learn about the organization, operation and bibliographic resources available to these libraries.

This project should have an impact on the entire educational community in the ECCI, not only in the Modern Languages program, but to support the learning of other programs

The project took into account the views of the coordinator of the library and the coordinator of Modern Languages program, in order to provide information and analyze whether the project approach was right, for these reasons this project aims to explore the different views of the ECCI community showing the importance of having a dedicated space with a high level of efficiency in the field of Languages.

## **6.2. Type of study**

According to Bernardo Turnbull Plaza, it can be said the type of study conducted in the research was descriptive- exploratory, because it studied a group of people with similar needs to analyze different views of the participants according to the research. This type of study was used because it analyzes a topic or research problem that has been little studied, was used because the subject matter is investigated or new data are difficult to collect such as specialized libraries a national level.

Exploratory research is flexible because it can be used to answer research questions for (what, why, how). (Antonio Tena Suck, 2008)

### **6.3. Sources and techniques for data collection**

For the elaboration of this research sources of preliminary information from the universities of Bogotá which have specialized libraries in languages such as the Universidad Nacional de Colombia, Universidad Pedagógica, Pontificia Universidad Javeriana, Universidad de La Salle and Universidad EAN, Instituto Goethe and Alianza Colombo Francesa, were used also information from ECCI coordinators, web pages, magazines, some scientific articles flyers, and texts about the research process was used.

**Instrument for data collection:** Information is explored through a sample survey, based research in the book "Exploring Research" by Neil Salkind (Salkind, 2011), because it was made to a limited population, with specific questions, having options to respond in the affirmative or negative (response rates), multiple choice; to measure the true importance of optimizing the current library and know different perceptions about the importance of the BEL in the ECCI.

Questions focused on the needs of the educational community in the Faculty of Humanities, especially covering areas related to the different languages offered in the ECCI, as well as the

impact the functioning of a BEL at our institution were developed; contributions that considered important for the development of research.

As for the surveys, once the information was classified, analyzed and finally the present study was completed.

INSTRUMENT FOR DATA COLLECTION			
1.	Surveys	From first semester to fifth semester students of the evening shift of Modern Languages at ECCI University.	Open questions (1). Closed questions (9).
2.	Interviews	<ul style="list-style-type: none"> <li>Staff members of some universities in Bogotá:               <ul style="list-style-type: none"> <li>EAN</li> <li>Universidad Pedagógica Nacional.</li> <li>Universidad de La Salle.</li> <li>Pontificia Universidad Javeriana.</li> <li>Universidad Nacional de Colombia.</li> </ul> </li> </ul>	→ Open questions (15)  → Open questions (9)

	<ul style="list-style-type: none"> <li>• Institutes: Alianza Colombo Francesa Goethe</li> <li>• Staff Member: → Open questions (9) Coordinator CID library (ECCI): Lizandro Navarro. → Open questions (3)</li> <li>• Modern Languages Coordinator (ECCI): Luis Orlando Gutiérrez Sosa.</li> </ul>	
Focus group	From first semester to fifth semester students to evening shift of Modern Languages at ECCI University.	Structured, ten questions.
Recordings	Focus group evidences	Structured, nine questions.

### 6.3.1 Analysis of results

Below is all the information of the methodological design in a table that displays the main concepts of this chapter includes:

<b>Research method</b>	<b>Qualitative.</b>
<b>Kind of study</b>	Descriptive.
<b>Collection techniques</b>	Surveys and Interviews.
	Focus group.
	Recordings.
<b>Time</b>	7 months.
<b>Participants</b>	<ul style="list-style-type: none"> <li>• 85 students from first semester to fifth semester students of the evening shift of Modern Languages at ECCI University.</li> <li>• Staff members libraries</li> <li>• Coordinator's library of Modern Languages at ECCI.</li> </ul>
<b>Context</b>	<ul style="list-style-type: none"> <li>• Students from first semester to fifth semester students of the evening shift of Modern Languages at ECCI University.</li> <li>• Escuela Colombiana de Carreras Industriales "ECCI".</li> <li>• Universidad Nacional</li> <li>• Universidad Pedagógica Nacional</li> <li>• Universidad EAN</li> <li>• Universidad de La Salle</li> <li>• Pontificia Universidad Javeriana.</li> </ul>



	<ul style="list-style-type: none"> <li>• Instituto Alianza Colombo Francesa.</li> <li>• Instituto Goethe.</li> </ul>
<b>Data collection processes</b>	Defining the problem
	Design work
	Data Collection
	Data Analysis
	Method of research: inductive.

**Table 1** Research of study design

**Process for data collection:**

The first process for data collection started with the instrument of surveys and the focus group, after it visited some universities in Bogotá to meet and have detailed information on the characteristics of the BEL and its operation is subsequently performed the gathering information of students surveyed from first to fifth semester of evening shift of Modern Languages of ECCI university, to explore different views of the community about the BEL and interviews with some ECCI staff members, at the conclusion of these processes, the information is analyzed by the authors and instruments for collecting information to arrive at conclusions and to serve the research objectives.

The method used for the research was inductive, because it is a way that reasoning from the particular to the general, the generalization of the events is a process that serves to structure

different investigations, because initially these are based on the observation of a case or particular phenomenon and later investigations leading researchers to general conclusions are made. (Bernal, 2006)

In summary the process steps were:

- Defining the problem
- Design work
- Data Collection
- Data Analysis
- Conclusions, recommendations and questions for further research

#### **Process for data analysis:**

In this qualitative research, were used two instruments to collect information: the surveys and the focus group, with recordings of interviews with staff member libraries of some universities in Bogota and the ECCI as proof. With these instruments, the process of triangulation of information in order to determine whether responses are consistent as each instrument used. Therefore, in this study it wanted to verify the information they had given us the documents analyzed with observation and interviews with people who had directly participated in or knew each experience, to refer to the same subject or problem. (Serrano, 2004, page. 272)

When considering the content analysis as descriptive technique used in this research is presented below steps performed:

- An initial analysis was carried out of the study object, the problem is formulated and explained about the objectives we pretended get.
- It selected documents, surveys and interviews and undergoing analytical procedures, taking into account:
  - Relevance: the documents were adequate as a source of information.
  - Universities of Bogota that were studied.
  - Features detected, and a description of what is observed on universities that were studied in Bogota.
  - Understand the context surrounding the data collected
  - Interpret different points of view about BEL in the ECCI community.
  - Organization and classification of the information obtained.
  - Assessment and evaluation of the collected data. (Serrano, 2004, pages. 273-274)

## 7. Data analysis

In this qualitative research, there were used four instruments of compilation of information: surveys, focus group, interviews and recordings. With these instruments it realized the process of triangulation (Gómez-Restrepo, 2005) through information with the objective to understand the different points of view that the students have about of a BEL at ECCI University; these instruments determine if the answers are consistent with every instrument used in the process of information. In the variety of the information realized in order to modify the coincidence of the tests. Finally, what is sought with this triangulation is to increase the validity and consistency of the findings brings over of the opinions of the BEL.

The main purposes of analyzing the information in this chapter are:

- Gather all the information of the surveys, interviews, and recordings, to realize a description of the analyzed observations and find the similarities to answer the question of research.
- Organize and classify information through the instrument of compilation.
- Describe the opinions of the interviews as much as of the staffs of the universities visited as the staffs of the ECCI.

The objective of the analysis is to answer the research questions. In order to allow the understanding of these findings, the research questions are presented again:

## GENERAL QUESTION

What views does modern languages community have about a BEL, for the Faculty of Humanities at the ECCI University?

- Which are the points of view of the students of Modern Languages about BEL?
- What are the similarities of view between ECCI community and the universities Staff Members about BEL?
- Which are needs of the ECCI community about BEL?
- After analyzing questions and the data collected from 85 interviewees, 6 staff members of the universities visited and 2 staffs of the ECCI: the authors proceeded with the categorization according the aspects relation to the research questions which in this case were:

- 1) Points of View
- 2) Similarities
- 3) Necessities

According to analysis was finding the Categories and sub-categories for carry out the process of triangulation of information; that is to say the description of instruments and the participant's just like the Categories and sub-categories, besides survey questions of the students and the interview questions of the staffs. Such the case of the category number 1, which corresponds to the general opinion with its questions (3, 6, 7, 8, 9 and 10) in the questionnaire:

1. ¿Tiene Conocimiento de las BEL?
2. ¿Alguna vez ha visitado una BEL?
3. ¿Cree que a la ECCI le sería útil una BEL?
4. ¿Conoce los convenios que tiene la ECCI con otras bibliotecas especializadas en lenguas?
6. ¿Sabía usted de la existencia de diferentes BELS que encuentran en las universidades de la ciudad?
7. ¿Considera usted importante la visita de una BEL para su auto - aprendizaje?
8. ¿Si la ECCI tuviera una BEL, ¿Usted la consultaría?
10. ¿Cree usted que la universidad invertiría en la optimización de una BEL?

\*Chart No. 1 (The questionnaire of the students)

In the next chart it is shown the interview questions of the staff member and coordinator:

<b>( Staff Members )</b>
1. ¿Qué tarea realiza en su lugar de trabajo?
2. ¿Con que recursos cuenta la Biblioteca para el programa de Lenguas Modernas?
6. ¿Quiénes consultan el material de idiomas?
<b>( Coordinator )</b>
1. Cree usted que al implementar una BEL motivaría a los estudiantes al aprendizaje autónomo? ¿Por qué?

\*Chart No. 2 (The questionnaire of Librarian and Coordinator)

Afterwards of examined of the 3 categories (Points of View, Similarities and Necessities) it is found some subcategories in relation with the students and staff members responses. So in the chart are determined from the research questions:

<b>GENERAL QUESTION</b>		
<b>What views does modern languages community have about a BEL, for the Faculty of Humanities at the ECCI University?</b>		
<b>SUB-QUESTIONS</b>	<b>CATEGORY</b>	<b>IMPORTANT INFORMATION OF THE SURVEY</b>
1. Which are the points of view of the students of Modern Languages about BEL?  2. What are the similarities between ECCI community and the universities Staff Members about BEL?  3. Which are needs of the ECCI community about BEL?	1. Points of view. 2. Similarities. 3. Necessities	a) Knowledge
		b) Interesting
		c) Importance
		d) Feasibility

\*Chart No.3 General Question

<b>SUB – QUESTION 1</b>		
<b>1. Which are the points of view of the students of Modern Languages about BEL?</b>		
<b>QUESTIONS</b>	<b>CATEGORY</b>	<b>SUBCATEGORY</b>
In the surveys: <b>1, 2, 3,4,6,7, 8, and 10.</b>	1. Opinions about the importance of BEL.	a) Knowledge
		b) Lack of Knowledge

\*Chart No.4 Sub-question 1(Point of views)

SUB – QUESTION 2		
2. What are the similarities between ECCI community and the universities Staff Members about BEL?		
QUESTIONS	CATEGORY	SUBCATEGORY
In the survey: <b>1, 2, 3,4,6,7, 8, and 10.</b>  <b>The interview questions of the staff member:</b>  <b>Staff Members :1,2 and 6</b>  <b>Coordinator : 1</b>	2. Similarities about of BEL.	c) Prospect
		d) Differences

\*Chart No. 5 Sub-question 2 (Similarities)

SUB – QUESTION 3		
3. Which are needs of the ECCI community about BEL?		
QUESTIONS	CATEGORY	SUBCATEGORY
In the survey: <b>4, 7, 9 and 10.</b>  <b>The interview questions of the staff member:</b>  <b>Staff Members :1,2 and 6</b>  <b>Coordinator : 1</b>	3. Necessities of community about BEL.	a) Feasibility
		b) Not Feasibility

\*Chart No. 8 Sub-question 3 (Necessities)

The last scheme helps to explain the analysis of each category and a general analysis. This includes needs of the ECCI community. Furthermore, in each one category it showed objectives and the research questions. The categories are:



**GENERAL OPINION:** Express the point of view of people involved about of a determinate topic or specific subject. In this category it found the general objective: What views does modern languages community have about a BEL, for the Faculty of Humanities at the ECCI University?

In the scheme below, a brief summary of the 85 student's surveys was made. The man points detected by the researchers are set.

CATEGORY	RESPONSES (SURVEY)
<p><b>Which are the points of view of the students of Modern Languages about BEL?</b></p>	<p>The general perception is positive.</p> <ul style="list-style-type: none"> <li>• It is infer in this response the interest of the students at ECCI community.</li> <li>• It is consider that is useful for self-learning of Languages.</li> <li>• Improving the level of English.</li> <li>• Experiences and knowledge of other viewpoints</li> <li>• Interact with different classmates of the career of modern languages and maintain a conversation with the learned languages.</li> <li>• Strengthens language they are learning.</li> <li>• Learn more vocabulary.</li> <li>• Investigate about the culture of each language.</li> <li>• It is a tool to improve the level of each learned language.</li> <li>• Learn at university is a tool accessible from anywhere and saves time.</li> </ul>





	<ul style="list-style-type: none"> <li>• Our Classmates can express more openly.</li> <li>• To improve our level of listening.</li> <li>• With Implementation of a BEL encourages student participation.</li> </ul>
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**\*Chart No. 9** Category listing of general opinions

Immediately afterwards are mentioning the responses of the two subcategories:

- 1) a. Knowledge regarding the BEL
- b. Lack of knowledge about the BEL

The colored markings identifying the participants are:

<i>Participants</i>	<i>Color</i>
Respondents who did not complete personal data	
Student	
Staff Members	
Coordinator	

**Question No. 1:** ¿Tiene conocimiento de las BEL?

**1) a. Knowledge:**

Regarding the positive opinions, only 8 students are clear about what is a BEL, the opinions are:

<b>Respondent No.1 :</b>	<i>Si</i> <u>  x  </u> <i>No</i> <u>  </u>	<i>November 18<sup>th</sup> 2013, student</i>
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<b>Respondent No.2:</b>	<i>Si__x__</i> <i>No__</i>
<i>November 18<sup>th</sup> 2013, student</i>	

<b>Respondent No.3:</b>	<i>Si__x__</i> <i>No__</i>
<i>November 18<sup>th</sup> 2013, student</i>	

These responses can be inferred to the knowledge with respect to the specialized libraries in others universities. Perhaps students considered that a BEL is a innovating tool for the ECCI Community. I mean, it is analyzed that the general perception is positive, also there is interest of the students at the ECCI community for a BEL and that is useful for self-learning of Languages. The other hand the students time for will be visit the library one day in the week since didn't have time due to their works.

### **1) b. Lack of knowledge about the BEL**

In general, the opinions are negative because the students are not sure about what is BEL. The lack of information. In this case it is deduce that the library must to use strategies of information such as: Networks, brochures and website. Furthermore some students don't have time for visited the specialized libraries since they must worked and study at night.

**Question No.4** ¿Conoce los convenios que tiene la ECCI con otras bibliotecas especializadas en lenguas?

**Respondent No. 11:**

*Si* \_\_\_\_ *No* *x*

*November 18<sup>th</sup> 2013, student*

**Respondent No. 12:**

*Si* \_\_\_\_ *No* *x*

*November 18th 2013, student*

The last responses showed that the students believe that the library is not being given the necessary importance to the Modern Languages program. It can also be considered to be very obvious that engineering careers have more bibliographic resources in the library. Besides, students think that the publicity is a task of the library members of the university, where everyone make benefits.

**Question No. 7:**¿Considera usted importante la visita de una BEL para su auto-aprendizaje?

**Respondent No. 13:**

*Si* *x* *No* \_\_\_\_

*¿Por qué? Sería un gran apoyo para mi auto-aprendizaje.*

*November 18th 2013, student*

**Respondent No. 14:**

Si   x   No       

¿Por qué? Refuerza más los idiomas que estamos aprendiendo.

*November 18th 2013, student*

**Respondent No. 15:**

Si   x   No       

¿Por qué? Esto me ayuda a ampliar mi perspectiva en el aprendizaje de la lengua.

*November 18th 2013, student*

The student considered.

The visit to BEL, to encourage the self-learning, the students think that learning languages is importance to development: listening, speaking fluency and interpretation of texts or library materials that they provided. As it is a tool which teachers can make use of this dictating recreational classes and using the resources that this provides. In addition to the classroom spaces consider extra support like specialized library collaborate to perform better in any university.

**Question No. 10:** ¿Cree usted que la universidad invertiría en la optimización de una BEL?

**Respondent No. 16:**

Si   x   No       

*November 18th 2013, student*

**Respondent No. 17:**

*Si*   x   *No*       

*November 18th 2013, student.*

**Respondent No. 18:**

*Si*   x   *No*       

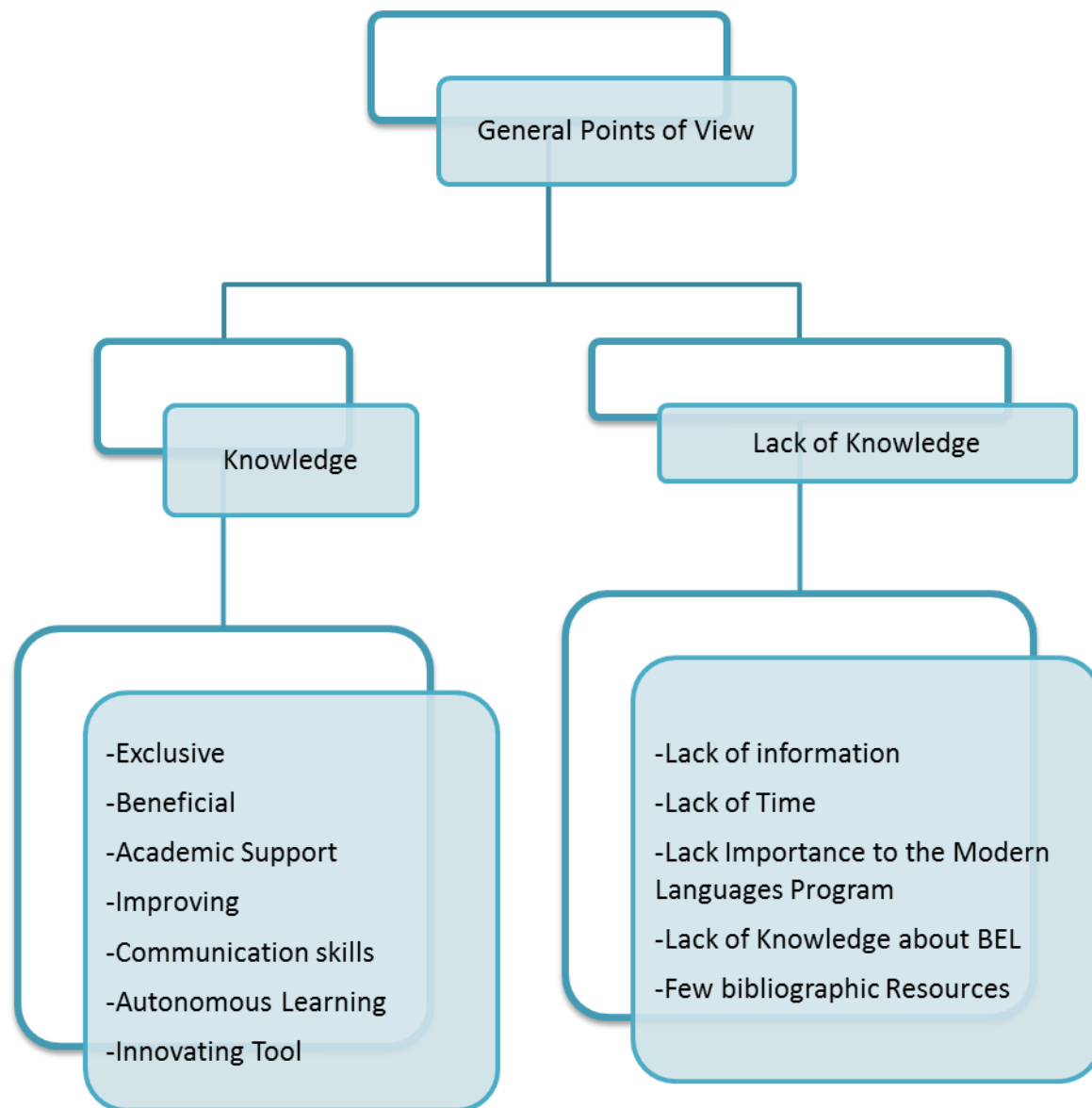
*November 18th 2013, student*

In general, the opinions are positive because students feel it is a good idea and can help them in different aspects, personal and academic labor. This can be understood as if the specialized library is optimized students can consider that the program has exclusive tools that support their requirements considering probably a more striking manner the Modern Languages program and all the ECCI community. This may also refer to that if more attention to the program is provided, and the more resources are given, the results can be positive.

With regard to this category, the objective and the research question are presented again below:





- **Explore the views that ECCI community has about at BEL for the Faculty of Humanities of Modern Languages.**
- **What views does modern languages community have about a BEL, for the Faculty of Humanities at the ECCI University?**

Below are summarized in a graph, the expressions or words most used by students to define each one of the subcategories:



**Figure 1 Scheme of General Points of View Category Number One**

The colored markings identifying the participants are:

<i>Participants</i>	<i>Color</i>
Respondents who did not complete personal data	
Student	
Staff Members	
Coordinator	

2) **a. Prospect about of specialized library:** In this subcategory, students, staff members and coordinator contributed with ideas that can be taken as inputs for the project

**Question No. 5:** Para el aprendizaje de un idioma, ¿cuál considera usted de las siguientes opciones las más relevantes?

**Respondent No. 20:**

- Cursos online.*
- Libros.*
- Páginas web.*
- Películas.*
- Música.*

*November 18th 2013, student*

**Respondent No. 21:**

- Cursos online.*
- Libros.*
- Páginas web.*
- Películas.*
- Música.*

*November 18th 2013, student*



**Respondent No. 22:**

*Cursos online.*  
 *Libros.*  
 *Páginas web.*  
 *Películas.*  
 *Música.*

*November 18th 2013, student*

It can be inferred that probably the online courses allowed students to have benefits in the workplace, because many of these courses provide users to learn a foreign language with native speakers, as provided diplomas and degrees, but this option can be counterproductive because there are cases where these courses only provide a learning space without a diploma that has a valid certification.

In addition students have the opportunity to choose their class Schedule with time efficiency for self-learning.

In addition, there are many applications that can be downloaded on cellphone and these making to learn more easily and also, there are tutorial videos, books, podcast, MP3, with their translations.

**Question No. 6:** ¿Quiénes consultan el material de idiomas?

**Respondent No. 1:**

*El material está disponible a toda la comunidad educativa y a estudiantes de otras universidades, con el propósito de servir al aprendizaje de manera autónoma, sin embargo los que más frecuentan SAUDEL son estudiantes de lenguas extranjeras.*

*March 20th 2014, staff member.*

**Respondent No. 2:**

*Los usuarios que frecuentan la biblioteca son estudiantes, docentes, funcionarios y personas externas a la universidad.*

*March 20th 2014, staff member.*

**Respondent No. 3:**

*Los estudiantes de todas las facultades hacen uso del material, puesto que es requisito que los alumnos vean los niveles de inglés que la universidad exige para las carreras.*

*March 20th 2014, staff member.*

These responses could be inferred that the staff members believe that the idea of a specialized library can to help the learning of the languages. Besides the ECCI community and other universities can interact at this library for potentiate their knowledge and acquire more strength

and also it can motivate current and future students. Additionally, this can be taken as an open place for students to practice.

**Question No. 9:** ¿Existen funcionarios con un perfil especializado en idiomas?

**Respondent No. 4:**

*El perfil que manejan los funcionarios que atienden a los usuarios en la sala es de referencistas profesionales, es decir, bibliotecólogos y archivistas o técnicos en el área de organización de bibliotecas y manejo de sistemas.*

*March 20th 2014, staff member.*

**Respondent No. 5:**

*El perfil de la persona que coordina la sala, debe ser egresado de la universidad y licenciado en lenguas extranjeras, con conocimiento del material, para poder asesorar a los estudiantes y docentes.*

*March 20th 2014, staff member.*

**Respondent No. 6:**

*La biblioteca se encuentra en un proceso de internacionalización para los funcionarios, el cual consiste en capacitar, según la necesidad y el nivel requerido.*

*March 20th 2014, staff member.*

Of these three answers can be deduced that probably a specialized library should have, staff member with knowledge in librarianship, archival, library organization, pedagogy, management systems, speak languages, having knowledge of the material found in the library, which have constant training to upgrade as needed and the level required to advise the external and internal community in general.

**Question No. 2:** ¿Con qué recursos cuenta la biblioteca para el programa de Lenguas Modernas?

**Respondent No. 4:**

*Cada facultad dispone de recursos económicos, para la adquisición de material bibliográfico necesario de acuerdo a la opinión y necesidad de los profesores.*

*March 20th 2014, staff member.*

**Respondent No. 5:**

*La biblioteca la financia el estado anualmente, por ser una universidad pública.*

*March 20th 2014, staff member.*

**Respondent No. 6:**

*La financiación para el mantenimiento de la biblioteca es realizada por la misma institución con el propósito de apoyar los programas educativos de investigación en que se encuentran integrados.*

*March 20th 2014, staff member.*

These responses can be probably mean that state funding to libraries are financed by the university according to the need of each program; for the purpose of supporting the educational programs.

**Question No. 3:** ¿Cree usted que el implementar una BEL le daría más prestigio a la universidad? ¿Por qué?

**Respondent No. 1:**

*Es una herramienta que atrae la atención de los estudiantes, debido a que las clases no se desarrollan de manera magistral, aunque las clases son presenciales y en ocasiones se utilicen medios audiovisuales convencionales como el Video Beam, grabadoras, computadores, entre otros. El estudiante encuentra en esta universidad un lugar de estudio, donde se le brinda espacios como los laboratorios y la incorporación de una BEL en el futuro.*

*March 20th 2014, Coordinator.*

This response agrees that specialized library is a support for all academic activities, besides it collaborates to the development of communication skills. It can be said that students probably need to learn a language efficiently with different tools.

A possible interpretation of this is about learning and how this specialized library could help improving all the knowledge acquired in classes. Finally, it can be concluded at this point that the coordinator consider this Project as an innovative and exclusive option, creates a differential

factor of the program of other programs within the university and at ECCI over others institutions of higher education.

**2) b. Differences between the points of view of the ECCI community about BEL:**

This subcategory, responds to the second specific objective, “Compare the points of view of the ECCI community about BEL”

The category number 2, which corresponds to the differences, is answered by analyzing questions:

- 5 and 8 students.
- 5, 7 and 4 staff member.
- 2 coordinator.

This point can be confirmed with the next participants who have different opinions:

**Question No. 5:** Para el aprendizaje de un idioma, ¿cuál considera usted de las siguientes opciones la más relevante?

**Respondent No. 50:**

- Cursos online.*
- Libros.*
- Páginas web.*
- Películas.*
- Música.*

*November 18th 2013, student*

**Respondent No. 51:**

*Cursos online.*  
 *Libros.*  
 *Páginas web.*  
 *Películas.*  
 *Música.*

*November 18th 2013, student.*

**Respondent No. 52:**

*Cursos online.*  
 *Libros.*  
 *Páginas web.*  
 *Películas.*  
 *Música.*

*November 18th 2013, student.*

For these students the most important thing is probably to find playful and interesting activities to enrich their knowledge and that these can help what they have learned at the university in person, it could be that maybe, time or intensity does not permit learn languages completely because to learn two or three languages at the same time is difficult, the study period is less and need activities to promote learning in a dynamic way so that this does not become tedious or monotonous, is why they come up with ideas all based on interactivity.

**Question No. 8:** Si la ECCI tuviera una BEL, ¿usted la consultaría?

**Respondent No. 59:**

Si  No

*¿Con qué frecuencia la visitaría?*

- Una vez a la semana.*  
 *Una vez al mes.*  
 *Cada tres meses.*  
 *Nunca.*

*November 18th 2013, student*

**Respondent No. 60:**

Si  No

*¿Con qué frecuencia la visitaría?*

- Una vez a la semana.*  
 *Una vez al mes.*  
 *Cada tres meses.*  
 *Nunca.*

*November 18th 2013, student.*

**Respondent No. 61:**

Si  No

*¿Con qué frecuencia la visitaría?*

- Una vez a la semana.*  
 *Una vez al mes.*  
 *Cada tres meses.*  
 *Nunca.*

*November 18th 2013, student.*

In general, the opinions are positive because students could consult a BEL at ECCI University. Likewise, the students believe this specialized library can be help at the development and learning of languages. However, the students said that they don't visited a specialized library could be that student feels there are gaps in his learning process and they do not have



much free time for to visit, besides, they may believe that the specialized library has not the necessary bibliographic resources for students of Modern Languages program.

**Question No. 5:** ¿Qué perfil deben tener los funcionarios que atienden a los usuarios en la biblioteca especializada?

**Respondent No. 1:**

*El perfil de la persona que coordina la sala, debe ser egresado de la universidad y licenciado en lenguas extranjeras, con conocimiento del material para poder asesorar a los estudiantes y docentes.*

*March 20th 2014, staff member.*

**Respondent No. 2:**

*El perfil que manejan los funcionarios que atienden a los usuarios en la sala es de referencistas profesionales, es decir, bibliotecólogos y archivistas o técnicos en el área de organización de bibliotecas y manejo de sistemas.*

*March 20th 2014, staff member.*

**Respondent No. 3:**

*La biblioteca se encuentra en un proceso que se llama internacionalización para los funcionarios, el cual consiste en capacitar según la necesidad y el nivel requerido, por ejemplo el área de servicios tiene que obtener un nivel B2 según el Marco Europeo, el*

*área de desarrollo de colecciones que deben trabajar constantemente con fuentes, bases de datos para brindar la información vía páginas web.*

*March 20th 2014, staff member.*

These responses could be inferred that the staff members believe that a specialized library should have professional staff member with knowledge in librarianship, archival technicians in the area of library organization, management systems, have constant training on the bibliographic material and should be graduated in foreign languages, in order to advise the community, which need information.

**Question No. 4:** ¿Qué tecnología usan actualmente?

**Respondent No. 4:**

*El laboratorio tiene 30 cabinas contraladas de un computador, ubicada en el master, con un programa llamado “OUASAR P.C”, que permite dirigir actividades que el profesor lleva al laboratorio de escucha y pronunciación.*

*March 20th 2014, staff member.*

**Respondent No. 5:**

*La biblioteca de La Salle, cuenta con una colección de libros para lengua castellana, inglés y francés, disponible para todas las carreras, con un sistema llamado “SIBILLA”, el cual es un catálogo en línea de los libros que se encuentran actualmente disponibles en los servicios de reposición de libros y bases de datos que tiene la biblioteca.*

*March 20th 2014, staff member.*

**Respondent No. 6:**

*En este momento se maneja el software especializado “TELL ME MORE”, es el único programa para el área de lenguas modernas, donde los estudiantes y funcionarios, pueden aprender de manera autónoma.*

*March 20th 2014, staff member.*

At this point it can be seen that the interviewed staff members, believe that the technology in the specialized library may bring benefits to the program, interesting and achievable idea for the ECCI community in general and professional projection, besides, it would be interesting in having access to this specialized library with new software what makes this feasible and most students would join and it to encourage the self-learning about foreign languages.

**Question No.7:** ¿Qué tecnología se ha pensado implementar a un futuro para lenguas modernas?

**Respondent No. 1:**

*Cambiar los computadores para actualizarlos con los nuevos programas de software en inglés y francés, para ser utilizados por los docentes y estudiantes de manera interactiva.*

*March 20th 2014, staff member*

**Respondent No. 2:**

*El objetivo del departamento es hacer una reestructuración del laboratorio, para que cada estudiante en su cabina tenga un computador y equipo de sonido, porque en este momento los estudiantes trabajan sólo con los speakers, no con las caseteras que tienen actualmente; se busca un nuevo laboratorio con nuevos equipos para que los estudiantes puedan optimizar el uso de esas tecnologías.*

*March 20th 2014, staff member.*

**Respondent No. 3:**

*Gracias a los avances de la tecnología, se está transformando la biblioteca tradicional en un centro de información de vanguardia.*

*March 20th 2014, staff member.*

One possible interpretation of the responses of these staff members is that they are watching the project beyond learning. That is, they are maybe including the potential benefits part of effective business contacts, and possibly see this new technology as point to connect

interactively with other students not only in the university but students from other universities to strengthen languages.

**Question No. 2:** ¿Con qué recursos cuenta la biblioteca para el programa de lenguas modernas?

**Respondent No. 2:**

*El laboratorio de idiomas tiene material bibliográfico en español, inglés, francés, portugués, italiano y alemán. Además tiene variedad de libros como: métodos, literatura, práctica escrita, diccionarios, audio libros, CD's, cassettes, videos, películas para DVD y VHS.*

*March 20th 2014, staff member.*

**Respondent No. 3:**

*Cuenta con libros sobre: lingüística, inglés-inglés, inglés antiguo, lenguas germánicas, alemán, lenguas romances, francés, italiano, romano, lengua española, portugués, lenguas itálicas, latín, lenguas helénicas, griego clásico y otras lenguas.*

*March 20th 2014, staff member.*

**Respondent No. 4:**

*La Alianza Colombo Francesa cuenta con una mediateca en cada una de sus sedes, sus colecciones incluyen obras generales, literatura francesa, obras de referencia, DVD, juegos didácticos, suscripciones a revistas francesas (actualidad, pedagogía, arte,*

*música, revistas infantiles, juveniles y una colección de historietas).*

*March 20th 2014, staff member.*

All these answers agree with the fact that this specialized library is a support for all academic activities, plus it collaborates to the development of communication skills. It can be said that ECCI community probably need assistance because they believe that they need to learn a language efficiently with different bibliographic resources, taking into account the interactivity and technology as important factors in the academic development, this means that probably the main flaw is the lack of academic aids in the library.

**Question No. 2:** Al implementar una BEL, ¿usted cree que debe contar con personal especializado en lenguas? ¿Por qué?

**Respondent No. 1:**

*Esta podría ser una fuente de empleo para nuestros estudiantes, aquellos que se encuentran cursando décimo, noveno y octavo semestre.*

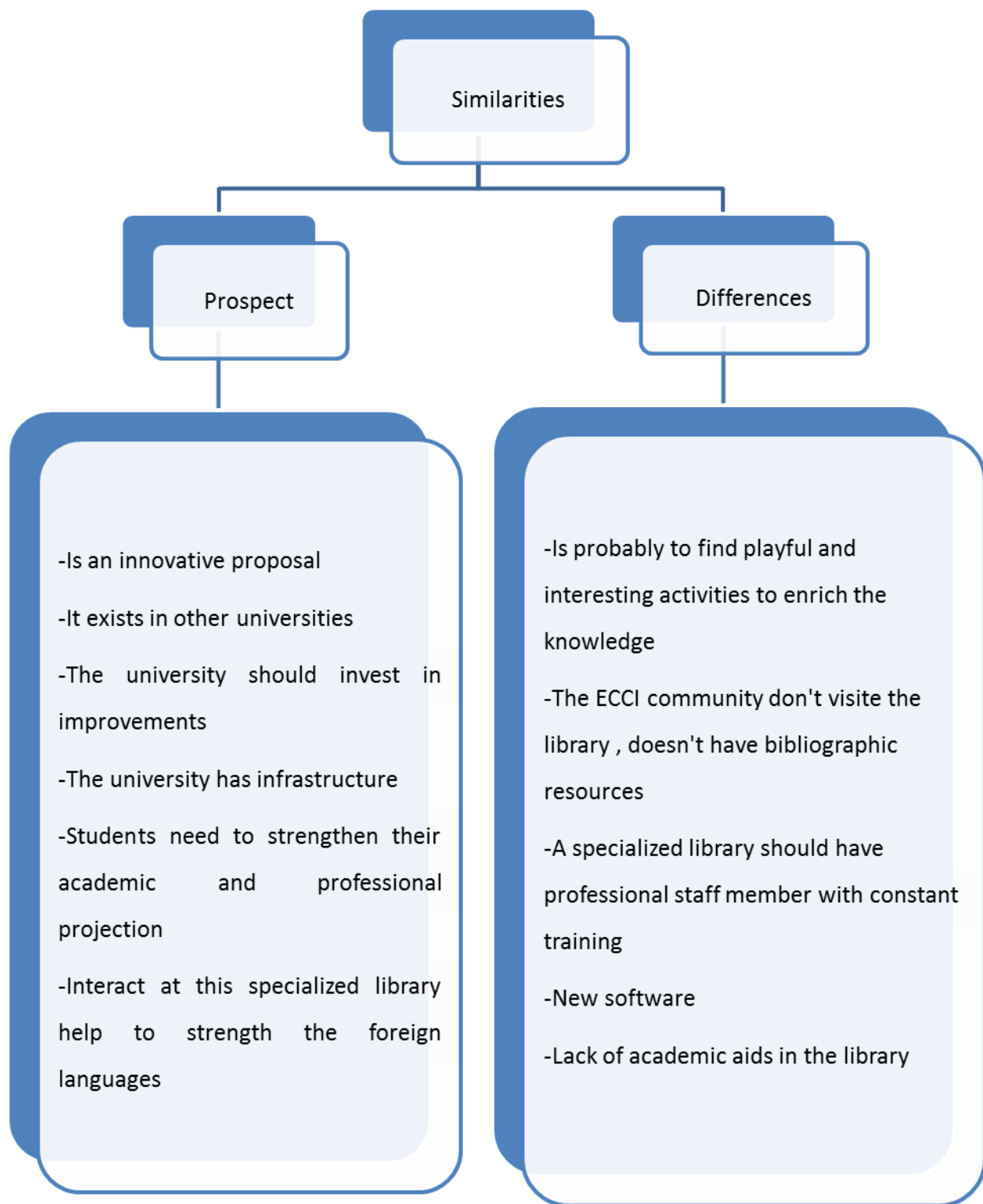
*March 20th 2014, Coordinator.*

According to the response from coordinator it can be inferred that the specialized library need staff members with knowledge of languages and this could be an opportunity, as an incentive to students of eighth, ninth and tenth semester of Modern Languages program to obtain better grades, generating work, motivation and practice with the languages. Beside it is also necessary

to have specialized staff members who can guide users in different foreign languages and help significantly to improve communication skills that all community must have.

According to the category studied previously,, the objective and the research question are presented again below:

- **Compare the similarities between ECCI community and the universities Staff Members about BEL.**
- **What are the similarities between ECCI community and the universities Staff Members about BEL?**



**Figure 2. Scheme of Similarities**



Immediately afterwards are mentioning the responses of the two subcategories:

- 3) a. Feasibility
- b. Not Feasibility

The colored markings identifying the participants are:

<i>Participants</i>	<i>Color</i>
Respondents who did not complete personal data	
Student	
Staff Members	
Coordinator	

- 3. a. Feasibility:** This subcategory, responds to the third specific objective, “Propose since the points of view of the ECCI community a structure for BEL”

The category number 3, which corresponds to the necessities of community about BEL with answered by analyzing questions:

- 7,9 and 10 Students.
- 3, 4, and 7 Staff member.
- 1, 3 Coordinator.

Regarding the positive opinions, the majority students’ thinking that is important visit to a BEL, the opinions are:

**Question N°7:** ¿Considera usted importante la visita de una BEL para su autoaprendizaje?

**Respondent No.50:** Si  No

*¿Por qué? Al ser un lugar de interacción permite obtener mayor información, y una fuente de apoyo para el aprendizaje autónomo y continuo.*

*November 18<sup>th</sup> 2013, student*

**Respondent No.51:** Si  No

*¿Por qué? Una BEL sería una herramienta productiva para fomentar el crecimiento individual y obtener mejores resultados en el desarrollo de la Carrera.*

*November 18<sup>th</sup> 2013, student*

**Respondent No.52:** Si  No

*¿Por qué? Se tendría acceso a nuevas técnicas de aprendizaje, relevantes en el proceso de formación, esto implica que al consultar la información favorecería las cuatro habilidades comunicativas.*

*November 18<sup>th</sup> 2013, student*

There is concluded that the majority those students are agreement with a BEL visits, since this promotes new such relevant technologies skills of learning for the development of the career. Also they would like to consult the material, and strengthens the subject matters already in class. The practice is important enough in the present career, so this space would help the students in their process of formation in the work self-taught.

**Question No. 9** ¿Aportaría documentación virtual o física a la BEL?

Regarding the positive opinions, the majority students' give to documents for the BEL, the opinions are:

**Respondent No.55** :Si\_x\_\_ No\_\_

*November 18<sup>th</sup> 2013, student*

**Respondent No.56**:Si\_x\_\_ No\_\_

*November 18<sup>th</sup> 2013, student*

The students would be agree with contributing material so much virtually as physicist, for the strengthening of the BEL, in addition to is necessary to inspect in mind of the donations that already are realized, and classify the material that fits perfectly in the BEL. It would be very important to realize campaigns in the university to receive any kind of help.

**Question No. 10:** Cree usted que la Universidad invertiría en la optimización de una BEL?

Regarding the positive opinions, the majority students' thinking that the university invests to a BEL, the opinions are:

**Respondent No.59:** Si  No

*November 18<sup>th</sup> 2013, student*

**Respondent No.60:** Si  No

*November 18<sup>th</sup> 2013, student*

There is inferred that the majority of students believe that the university would invest in the resources for a BEL since though find material and laboratories, possibly due to their growth certain spaces can be financed in benefit of the Career of Modern Languages, owing to the fact that it is one of the recent and new careers and can be shape up in a good position in the future.

**Question No.3** ¿Con qué recursos se creó?

**Respondent No. 1** Solo con material bibliográfico, como: libros, revistas y demás, unos años después se implementaron los computadores como una manera de ayudar a los estudiantes a terminar sus labores académicas, por medio del software, desarrollando de manera autónoma su competencia en lengua extranjera.

*February 17 th 2014, Staff Member*

**Respondent No. 2** El laboratorio es un espacio en el cual los profesores de lengua extranjera (inglés y francés), realizan sus clases con archivos de audio y video. El laboratorio lo financia el estado anualmente, por ser universidad pública.

*February 17 th 2014, Staff Member*

**Respondent No. 3** Anualmente la vicerectoría académica destina \$7.000.000, para la biblioteca, este recurso monetario se divide internamente por facultades y por departamentos.

*February 17 th 2014, Staff Member*

It could be concluded that in the part of feasibility according to the answers of the staff members, that evidently the public universities are financed by the government while the private roads do it of their own resources, because of it is important to do emphasis in the part of

donations so much of the students and administrative of the ECCI as well as of other external entities.

**Question No.4**; Qué tecnología usan actualmente?

**Respondent No. 1** SAUDEL cuenta con ocho computadores, grabadoras y software; la sala de internet tiene dos áreas de video, con: televisor, DVD y VHS, de acuerdo al formato en que este el material, para que los estudiantes de manera autónoma hagan las consultas y ejerciten la lengua extranjera, inglés o francés.

*February 17 th 2014, Staff Member*

**Respondent No. 2** El laboratorio cuenta con un sistema instalado en treinta cabinas, controladas desde un computador, ubicado en el master, con un programa llamado QUASAR PC, que permite manejar actividades que el profesor lleva al laboratorio de escucha y pronunciación.

*February 17 th 2014, Staff Member*

**Respondent No. 3** La facultad es la que brinda el presupuesto para la adquisición de los documentos, sin la orden de ellos no se implementan más tecnologías aparte de las que se manejan en este momento como es el caso del software Tell Me More, que maneja diferentes idiomas como mandarín, inglés, francés, alemán e italiano.

*February 17 th 2014, Staff Member*

There is deduced that according to the answers of the staff members the libraries specialized in languages in spite of that someone spends for reexamine, have ideal conditions to replace the needs of the students who need the service. This mean that those libraries have antique technology, visual and auditory equipments even the program of TELL ME MORE that known good their cost is raised and is an excellent program for the learning of any language.

**Question No.7** ¿Qué tecnología se ha pensado implementar a un futuro?

**Respondent No. 1** Cambiar los computadores para actualizarlos con los nuevos programas de software en inglés y francés, para ser utilizados por los docentes y estudiantes de manera interactiva.

*February 17 th 2014, Staff Member*

These response is left only as example of analysis since the preliminary ones have total relation with this one, that is to say, they are connected. In this response are explained the interactive managing that is tried to give in the library, besides updating the already existing programs.

**Question No1** ¿Cree usted que el implementar una BEL motiva a los estudiantes al aprendizaje autónomo? ¿Por qué?

**Respondent No.1** Si, pues que es una herramienta muy importante para el aprendizaje autónomo y para el estudio que los alumnos hacen en su mayoría con relación a las lenguas. Con anterioridad se comentó que en otras universidades, que tienen Lenguas Modernas cuentan con una biblioteca BEL, ya sea como licenciatura o como en este caso la EAN y nosotros que nos vamos por el perfil de la administración, pero es una buena herramienta para el aprendizaje.

*February 17 th 2014, Coordinator*

It could be concluded that to implement a library specialized in languages in the university would be very important for the work self-taught of the students, independently that other universities already have one, undoubtedly the students would tell with more material that it would help to improve the level in each of the needed(asked) languages



**Question No.3** ¿Cree usted que el implementar una BEL le daría más prestigio a la universidad?

¿Por qué?

**Respondent No.1** Es una herramienta que atrae la atención de los estudiantes, debido a que las clases no se desarrollan de manera magistral, aunque las clases son presenciales y en ocasiones se utilicen medios audiovisuales convencionales como el Video Beam, grabadoras, entre otros, el estudiante encuentra en esta universidad un lugar de estudio, donde se le brinda espacios como los laboratorios y la incorporación de una BEL en el futuro.

*February 17 th 2014, Coordinator*

The fact of implementing a library specialized in languages in the ECCI, would be attract more students, since they are spaces necessary for the learning during the whole career, bearing in mind that also is going to be of benefit not only to the program of modern languages but to other careers.

**3. b. Not Feasibility:** This subcategory, responds to the third specific objective, “Propose since the points of view of the ECCI community a structure for BEL”

The category number3, which corresponds to the necessities of community about BEL with answered by analyzing questions:

- 4 and 10 Students.
- 7 and 8 Staff member.
- 3 Coordinator.

This point can be confirmed with the next participants who have different opinions:

**Question No. 4:** ¿Conoce los convenios que tiene la ECCI con otras Bibliotecas especializadas en lenguas?

<b>Respondent No.42:</b>	<i>Si</i> _____ <i>No</i> <u>x</u> _____	<i>November 18<sup>th</sup> 2013, student</i>
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<b>Respondent No47:</b>	<i>Si</i> _____ <i>No</i> <u>x</u> _____	<i>November 18<sup>th</sup> 2013, student</i>
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<b>Respondent No.50:</b>	<i>Si</i> _____ <i>No</i> <u>x</u> _____	<i>November 18<sup>th</sup> 2013, student</i>
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The question is focused on the students' knowledge of Modern Languages about of conventions that ECCI library has with other universities, people respond negatively to the knowledge of these conventions.

It can be inferred that people who responded negatively is because of the lack of information by the library staff members, should implement various communication mechanisms, such as: approach strategies with users by preparing newsletters operation and activities promoting the library, emails to students, posters in each of the floors of the various offices of the university so that users are aware of what is going to the library, and creating a tab dedicated to the library website ECCI university for students by this can renew books, check books that are available, accessing data bases for their queries from the computer for your home or workplace.

With the creation of this tab arise in students the need to enter the university website, where you can put information about the library with a striking image and a title that encourages students to click for more information.

The library can arrange a date by which students are motivated to claim a free student planner, which can be put as separator materials information tools offered by the library.

The low percentage of knowledge of the agreements could have been accomplished by the need to investigate an issue or because the agreements were initiated from the second semester of 2013, causing the necessary steps are not known to process entry permits libraries of related universities.

The first step that must be done to the process of an agreement is to fill out a form, then wait for a response for about 3 working days, which causes these days waiting students give up your request due to the short time between his student life and their work life.

These students probably think would use that the tools currently provide the ECCI university to help the learning of the languages of study in this program. Also students with a new specialized library are more slope with its new tools to access them and so can interact effectively in this BEL. Additionally, this can be taken as an open space for students to practice.

**Question No. 10** ¿Cree usted que la Universidad invertiría en la optimización de una BEL?

Regarding the negative opinions, only 14 students thinking that the university don't invests to a BEL, the opinions are:

**Respondent No.57 :**

*Si* \_\_\_ *No* *x* \_\_\_

*November 18<sup>th</sup> 2013, student*

**Respondent No.58:**

*Si* \_\_\_ *No* *x* \_\_\_

*November 18<sup>th</sup> 2013, student*

**Respondent No.77 :**

Si\_\_\_\_ No\_x\_

*November 18<sup>th</sup> 2013, student*

It is possible to conclude that the majority of the students have the perspective that the university would invest resources to help a BEL, since nowadays though important changes have been realized in the library it is necessary to have, especially for the career of Modern Languages; it is evident that more texts are for other careers, especially, those of engineering, nevertheless, already it is a reality the BEL

**Question No. 7:** ¿Qué tecnología se ha pensado implementar a un futuro para Lenguas?

**Respondent No.1:** *La facultad es la que brinda el presupuesto para la adquisición de los documentos, sin la orden de ellos no se implementan más tecnologías aparte de las que se manejan en este momento como es el caso del software Tell Me More, que maneja diferentes idiomas como mandarín, inglés, francés, alemán e italiano. Pero hasta el momento no hay planes que la biblioteca conozca sobre nuevos recursos a implementar.*

*March 20th 2014, staff member*

**Respondent No.2:** *La tecnología que se implementa, son las bases de datos, las cuales son interesantes, pero el ideal es tener más bases de datos que abarquen temas específicos, en este caso la carrera de Lenguas Modernas no tiene una base de datos exacta, pero las bases de datos con las que podamos contar se pueden aplicar también para que los estudiantes puedan realizar consultas sobre idiomas o de todas las carreras que tenemos en la universidad.*

*March 20th 2014, staff member*

**Respondent No.3:** *Cambiar los computadores para actualizarlos con los nuevos programas de software en inglés y francés, para ser utilizados por los docentes y estudiantes de manera interactiva.*

*March 20th 2014, staff member*

These responses would help the staff member at ECCI University to implement new strategies for the program of Modern Languages and tools to enhance the learning of languages. In different universities visited has a variety of grammar books in different languages, virtual programs for practicing these languages also have creative activities to practice with classmates, and a library with many practical books for the program of Languages modern.

With the innovation of the current library, the program and students will have a place with books and tools available for foreign languages; this can be taken as an open place for all

students to practice in different conversational activities, games, laboratories and with a range of books in where they can interact effectively in this new BEL.

**Question No.8:** ¿Existe alguna entidad que financie la biblioteca?

**Respondent No.1:**

*La mayoría del material actualizado con el que cuenta la sala, ha sido donado por algunos docentes del departamento de lenguas e instituciones como: el British Council, Alianza Colombo Francesa, que de una u otra manera han pensado en dotar los centros de lenguas con los que cuentan las universidades públicas.*

*Por otra parte la misma universidad asigna un presupuesto mensual, para recursos del departamento de Lenguas e implementar la sala de auto-aprendizaje SAUDEL y el laboratorio.*

*Como presupuesto está dirigido y manejado directamente por el departamento de lenguas por la jefatura y ellos determinan cual es la dirección de este presupuesto. Adicionalmente a eso si hace falta algún tipo de material didáctico requiere de un proceso para regular dicho presupuesto.*

*March 20th 2014, staff member*

**Respondent No.2:** *La financiación para el mantenimiento de la biblioteca es realizada por la misma institución con el propósito de apoyar los programas educativos y de investigación en que se encuentran integrados, la EAN tiene vínculos con la embajada de China, Italia, Brasil, Francia, Alemania y el Consejo Británico; recibiendo donaciones de material bibliográfico, con el fin de apoyar los diferentes programas académicos.*

*March 20th 2014, staff member*

**Respondent No.3:** *No, son recursos propios, son recursos que se manejan de un presupuesto asignado dentro de la universidad, debido a esto, se trabaja con este presupuesto y ejecutamos las compras con base en lo que nos aprueben en el departamento.*

*March 20th 2014, staff member*

**Question No.4:** ¿Qué tecnología usan actualmente?

**Respondent No.1:** *La tecnología que utilizamos al servicio de los estudiantes, son las bases de datos por suscripción, que adquiere la universidad, en este caso puedo mencionar algunos como: Scopus, Virtual Pro, Les Comes, Inexmoda, los estudiantes pueden consultar estas bases de datos. En el caso de la base Scopus es una buena herramienta de investigación que puede ayudar a los estudiantes y próximamente tendremos una nueva base de datos que se llama i.l.idro, la cual es transversal, aplica a todas las ramas del conocimiento y podemos ver contenido completo.*

*March 20th 2014, staff member*

**Respondent No.2:** *SAUDEL cuenta con ocho computadores, grabadoras y software; la sala de internet tiene dos áreas de video, con: televisor, DVD y VHS, de acuerdo al formato en que este el material, para que los estudiantes de manera autónoma hagan las consultas y ejerciten la lengua extranjera, inglés o francés.*

*March 20th 2014, staff member*



**Respondent No.3:** En este momento se maneja el software especializado “Tell Me More”, es el único programa para el área de lenguas modernas que la universidad utiliza, en algunos espacios de las áreas de servicio y en la zona 0, de la facultad y la biblioteca, donde los estudiantes y funcionarios, pueden aprender de forma autónoma durante las 24 horas, este horario permite que el material esté disponible por más tiempo en la biblioteca.

*March 20th 2014, staff member*

**Question No. 3:** ¿Cree usted que el implementar una BEL, le daría más prestigio a la universidad? ¿Por qué?

**Respondent No. 1:** *Es una herramienta que atrae la atención de los estudiantes,* debido a que las clases no se desarrollan de manera magistral, aunque las clases son presenciales y en ocasiones se utilicen medios audiovisuales convencionales como el Video Beam, grabadoras, entre otros, el estudiante encuentra en esta universidad un lugar de estudio, donde se le brinda espacios como los laboratorios y la incorporación de una BEL en el futuro.

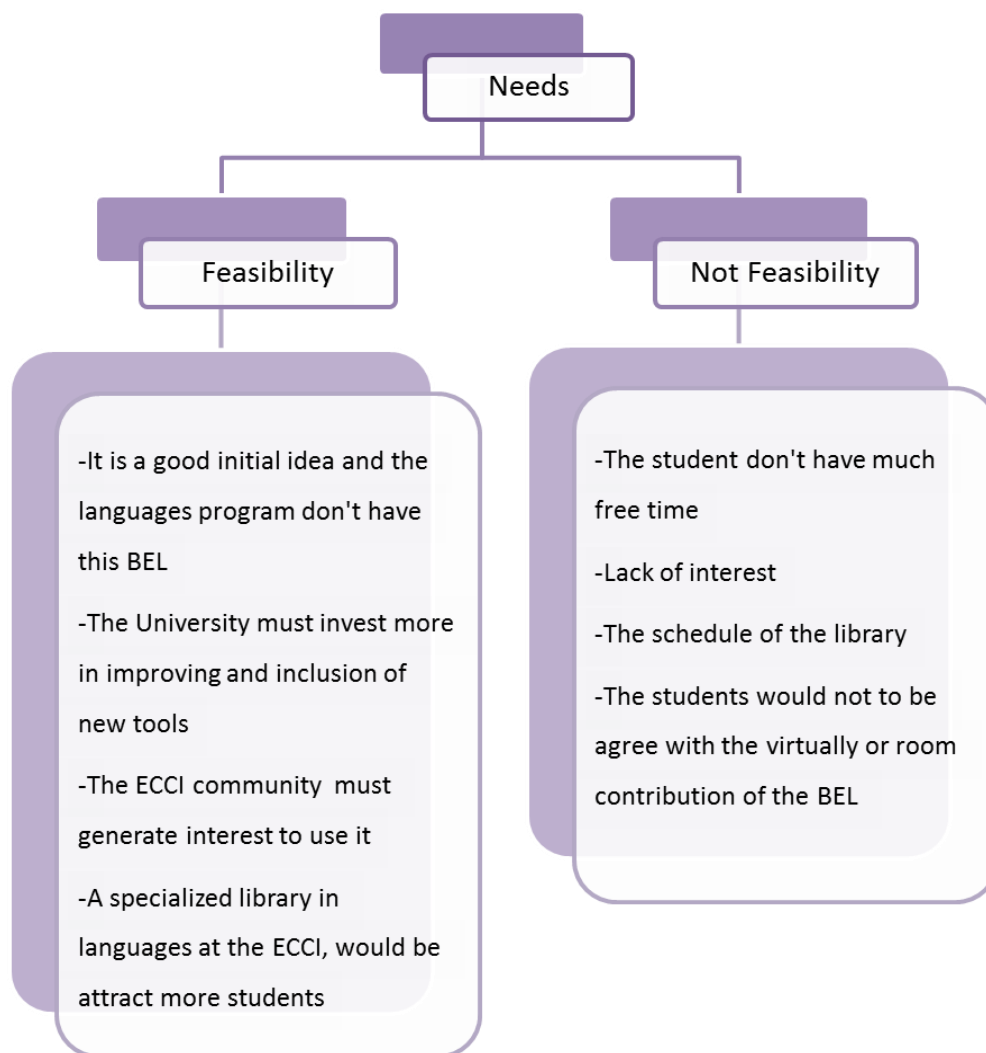
*Esto permite que la universidad tenga una buena presentación hacia los futuros alumnos y los estudiantes de postgrado, siendo un incentivo que tiene la universidad y el programa.*

*March 20th 2014, Coordinator*

According to the response from coordinator it can be inferred that the BEL specialized library is a fundamental tool for the Modern Languages program, resources to implement the languages is of interest to students of the ECCI university.

With regard this category, the objective and the research question are represented again below:

- **Classify the needs of the ECCI community.**
- **Which are needs of the ECCI community about BEL?**



**Figure 3. Scheme of Needs about BEL**

## 8. Conclusions

After analyzing the opinions and viewpoints that are enclosed in this research project, we were able to get clear answers to the problem formulation through triangulation of information obtained by three methods which are defined: surveys, interviews and recording derived from a qualitative study in which the surveys of 85 students of first - fifth semester of the evening shift of Modern Languages at ECCI University, two interviews at the staff members and recording of the 7 universities, considering the importance of the BEL in the ECCI university, it can be concluded that, with the data collection methods, different opinions both positive and negative of these students were obtained, which according to their own opinion and own arguments. Following there are the most important findings which the authors infer from the responses of students:

About the point of view of students, it can be said that:

- The program of modern languages at ECCI University is new and its students do not know the concept of a BEL, for this reason it is indispensable to offer to them tools that contribute to the development of its skills in the languages.
- The available schedule of the BEL and its bibliographical sufficient material for its tool of study and in turn being an environment of conversationally where one could interact with its schoolmate learned language.
- Currently the inclusion of a BEL in the ECCI University is a need for the students, where they reinforcement and practice anything seen in class and in which to develop

communication skills in foreign languages and maybe the specialized library can help to increase the sense of belonging among students with the program and the university.

- It can infer that the students see the implement a BEL, as an aid to improve communication skills to support and motivate the improvements, which the university can provide with these kinds of places.

About the similarities of specialized libraries, it can be said that:

- Are probably excited about having a specialized library where the community can interact and share ideas and information in general, resolving doubts and conveying important ideas. This way be because when it interacting by sharing ideas, the staff members believe that the students are learning more as well as enriching their vocabulary or because being connected with many people creates opportunities, contacts and interesting information.
- It can be seen that is necessary to have specialized staff members with knowledge in foreign languages, archival technicians in the area of library organization, management systems, have training on the bibliographic material which can guide and help users to improve communication skills.
- In the libraries of the universities visited, there are a variety of bibliographic resources that complement the academic tasks, improving the level of students academically at the same time to interact with many people with interests in common.

- This project is feasible and a very good idea, because today the university does not have this that would give added value to the program and that such tools exist in other universities, is an innovative approach which can be proposed to the university.

About the necessities of students, it can be said that:

- The students consider that the university needs a BEL, perhaps feel that it is not paying enough attention to the program and is responsible for the students to feel good, and that can provide additional spaces as a means that they can practice the knowledge acquired throughout extra activities that the specialized library can offer communities.
- The students believe that the idea of innovating the current library in a specialized language (BEL), that it is exclusive for the university. Innovating the library, as the student's claim, where everyone makes benefits. All members of the Modern Languages program can interact at this place to potentiate their knowledge, to strengthen their academic and professional projection.
- It is concluded that there is not a languages specialized library in Bogota because none fulfills the characteristics presented in the research project; on the other hand, specialized libraries were found in other subjects and university libraries that had a lot of bibliographic resources about foreign languages.
- One possible interpretation of this response is that the students believe that one of the weaknesses of the program of Modern Languages at the ECCI is that there is not enough bibliographic resources for the community in the library and there is not a specialized place, where users can interact, consult and practice languages, and this creates a sense of abandonment which weakens the program and possibly generates that students do not have

extra motivation, learning to study at this university, this can be perceived by the unconformity possibly manifested by their peers or because the students perceive the situation so currently.

- We can infer that students feel that they lack the specialized place to the ECCI community and probably this can be a very good option if done well, this desire for improvement may be because these students have sense of belonging to the university and are interested to be recognized, that same well, professionals can be seen in an excellent way.

## 9. Recommendations

Thus, the recommendations based on this research are presented, some based on the criterion of the surveyed students, the staff members and the recording with the universities visited, in order to help with future research:

### **From the surveyed students, for the University:**

- Students should have motivation with the career of modern languages with its good teachers but they are unmotivated with few tools that has the ECCI University in the library.
- Students should be informed all the time conventions that the university libraries have with other universities.
- It recommended to implement all kind of software related to foreign languages taught at the university as deutsch, french and english.
- The ECCI should continue the support for optimization of the current library in BEL that would be helpful to the process of academic and intellectual learning.

**From the surveyed students, for the project or proposal:**

- If the project were carried out, the students say there must be a staff member who helps and guide users with a competent profile and graduated from Modern Languages program.
- The ECCI would continue the support for optimization of the current library (BEL) that would be helpful to the process of academic and intellectual learning.
- It considered necessary training to the staff members of the current library in the ECCI to improve the services provided for it.
- It showed that a specialized library must be provided to different place of the other library, bibliographic resources far away of the other programs, which have a lot of resources such as: computers, DVD, Video Beam, recorders, dictionaries, audio books, CD's, movies and more.
- It can infer that the specialized library should use the website to inform the community of the services offered.
- Program graduates of Modern Languages could work in this BEL.



**From the authors of this project, for the university:**

- The ECCI would continue the support for optimization of the current library (BEL), that would be helpful to the academic process and intellectual learning.
- The authors recommended to the university create spaces where students can learn more about the languages and to have important at all instances.
- It recommended that the university to continue to support projects that improve the quality of spaces for the programs, helping to the development of professional integrity.

**From the authors of this project, for future research:**

- It considered necessary bibliographical sources used for research must be reliable and truthful.
- It recommended that the university library must manage good relations with the libraries of the partner universities, visits to streamline and get better service.

## 10. Questions for further research

Now the questions suggested by the authors of this project for future research are presented:

- Could invest the university in the innovation of the current library?
- Would be a BEL the solution at the needs of learning of the students?
- What could motivate students to visit a BEL?
- Is this project only feasible for students of modern languages?
- Which is opinion with the universities consulted about the implementation of a BEL in the ECCI?

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## **List of annexes**

Annex A. Surveys formatting for Students

Annex B. Interview for the Staff Members

Annex C. Interview for the Coordinator

Annex D. Sketch of the BEL.

Annex E. Recording of the Staff Member interview.

## ANNEX A. QUESTIONNAIRES FORMATTING FOR STUDENTS



FACULTAD DE HUMANIDADES  
DEPARTAMENTO DE LENGUAS MODERNAS  
ENCUESTA DE VIABILIDAD DE LOS RECURSOS BIBLIOGRÁFICOS PARA LA INNOVACIÓN DE LA  
BIBLIOTECA ACTUAL EN UNA BIBLIOTECA ESPECIALIZADA (BEL) PARA LA ESCUELA  
COLOMBIANA DE CARRERAS INDUSTRIALES (ECCI)

### ESTUDIANTES

A continuación encontrará una serie de preguntas que nos ayudarán a determinar las expectativas de una biblioteca especializada en la enseñanza y aprendizaje de lenguas (BEL), para la Facultad de Humanidades en la Escuela Colombiana de Carreras Industriales (ECCI).

1. ¿Tiene conocimiento de las BEL?  
SI \_\_\_\_ NO \_\_\_\_
2. ¿Alguna vez ha visitado una BEL?  
SI \_\_\_\_ NO \_\_\_\_
3. ¿Cree que a la ECCI le sería útil una BEL?  
SI \_\_\_\_ NO \_\_\_\_
4. Conoce los convenios que tiene la ECCI con otras bibliotecas especializadas en lenguas  
SI \_\_\_\_ NO \_\_\_\_
5. Para el aprendizaje de un idioma, ¿Cuál considera usted de las siguientes opciones las más relevante?  
\_\_\_\_ Cursos online.  
\_\_\_\_ Libros.  
\_\_\_\_ Páginas Web.  
\_\_\_\_ Películas.  
\_\_\_\_ Música.
6. ¿Sabía usted de la existencia de diferentes BELS que existen en las universidades de la ciudad?  
SI \_\_\_\_ NO \_\_\_\_
7. ¿Usted considera importante la visita a una BEL para su auto- aprendizaje?  
SI \_\_\_\_ NO \_\_\_\_  
¿Por qué?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
8. ¿Si la ECCI tuviera una BEL, usted la consultaría?  
SI \_\_\_\_ NO \_\_\_\_  
¿Con qué frecuencia la visitaría?  
\_\_\_\_ Una vez a la semana.  
\_\_\_\_ Una vez al mes.  
\_\_\_\_ Cada tres meses.  
\_\_\_\_ Nunca.
9. ¿Aportaría documentación virtual o física a la BEL?  
SI \_\_\_\_ NO \_\_\_\_
10. ¿Cree usted que la universidad invertiría en la optimización de una BEL?  
SI \_\_\_\_ NO \_\_\_\_

## ANNEX B. INTERVIEW FOR THE STAFF MEMBERS



ESCUELA COLOMBIANA DE CARRERAS INDUSTRIALES "ECCI"  
FACULTAD DE HUMANIDADES PROFESIONAL EN LENGUAS MODERNAS  
BOGOTÁ

1. ¿Qué tareas realiza en su lugar de trabajo?
2. ¿Con qué recursos cuenta la biblioteca para el programa de lenguas modernas?
3. ¿Existen convenios con otras bibliotecas que tengan recursos bibliográficos en idiomas?
4. ¿Qué tecnologías usan actualmente?
5. ¿Qué perfil deben tener los funcionarios, que atienden a los usuarios en la biblioteca?
6. ¿Quiénes consultan el material de idiomas?
7. ¿Qué tecnología se ha pensado, implementar en un futuro para lenguas modernas?
8. ¿Existe alguna entidad que financie la biblioteca?
9. ¿Existen funcionarios con un perfil especializado en idiomas?

## ANNEX C. INTERVIEW FOR THE COORDINATOR



ESCUELA COLOMBIANA DE CARRERAS INDUSTRIALES "ECCI"  
FACULTAD DE HUMANIDADES PROFESIONAL EN LENGUAS MODERNAS  
BOGOTÁ

1. ¿Cree usted que al implementar una BEL, motivaría a los estudiantes al aprendizaje autónomo, por qué?
2. Al implementar una BEL, ¿usted cree que debe contar con personal especializado en lenguas extranjeras, por qué?
3. ¿Usted cree que al implementar una BEL, le daría más prestigio a la universidad, por qué?

**ANNEX D.SKETCH OF THE BEL**





**ANNEX E. RECORDING OF THE STAFF MEMBER INTERVIEW.**

Additional file attachment in the thesis (CD)