



CASE STUDY

IZUM, Slovenia
 Training of staff of National Libraries

Customer profile

Customer name	National Libraries of Kosovo
Division	IZUM - Slovenia
City, state, ZIP Code	All Kosovo Regions
Industry	Public Sector
Services group	Basic Computing Training
Services offered	Training of staff of National Libraries throughout Kosovo for basic computer usage and Office applications
Project name or title	Training of staff of National Libraries

Institution profile

The main goal of libraries in Kosovo is to offer free and unlimited access to knowledge, thought, culture, information to all citizens integrated in the world of developing information, regardless of their age, nationality, race, religion, in order to enable them to value the scientific achievements, art, and cultural heritage in general.

There are some types of libraries in Kosovo such as National University Library of Kosovo, institutional libraries, public municipal libraries, local libraries, public school libraries, special libraries. Organization, procedures, and activities of the libraries are regulated by the law on Libraries of Kosovo.

Situation before the training

In the Kosovo Libraries the work system was based in registering and managing of books and clients manually. With the digitalization of the Kosovo libraries the need for training of staff countrywide has emerged in basic computer usage and managing their work digitally in order to help the librarians simplify their work and make it easier for them.

Solution

IZUM a public institution established by the Government of the Republic of Slovenia after donating computers to the Libraries countrywide has seen the requirement of organizing training for the librarians staff. In coordination with Cactus we have designed the training program that will help the librarians for using the office applications for their work.

During this project more than 120 librarians were trained successfully from Cactus.

Benefits

Libraries have now a digitalized system for managing the daily processes and records that was done manually in the past with was very time consuming. The training of librarians at Cactus has helped them increase the productivity and save time during their daily work with their client and book records.

CACTUS Kosovo

Rexhep Mala nr.29, Aktash
 10000 Prishtine, Republic of Kosova
 Tel: + 381 (0) 38 24 68 88; 38 24 86 86
 Fax: + 381 (0) 38 22 63 61
www.cactus.com

CACTUS Albania

Sheshi Willson, Pallati i Sigmes, Kati II
 Tiranë, Shqipëri
 Tel: +355 (4) 253 918
 Fax: +355 (4) 264 878
info@cactus.al

Products and services your company used

- In Classroom Instructor led training
- Training manuals and printed handouts
- Audio and visual presentation
- Hands-on practice and usage of operating system and office application

Customer Testimonial

“The project of training of Kosovo Librarians has helped us to increase our capacity of using modern and up-to-date computer technology and applications for our daily work.

People at Cactus have done a remarkable job in training Kosovo librarians and getting them prepared to successfully manage their work. The excellent trainers and services offered from Cactus without a doubt have opened the opportunity off maintaining of future corporation for our needs to train people in the It field”

Ramadan Beshiri – project coordinator

Company	CACTUS
Department	Training
Address	Rexhep Mala 29
www.cactus.com	10000 Prishtina KOSOVA
Phone number	+381 (0)38 246 888; 246868
Fax number	+381 (0)38 226 361
E-mail address	training@cactus.com
Web	www.cactus.com