

PLANNING OF DOCUMENTATION SERVICES IN UNIVERSITY LIBRARIES OF ASSAM IN IT ENVIRONMENT

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Abstract: *The rapid growth and availability of variety of information has created difficulties for user community of the universities to keep them up-to-date. That is why there is a need for proper way so that their specific needs can be fulfilled at right time. In this context, documentation service can be one of the best ways to overcome this problem. The present paper focuses on meaning and types of documentation services and parameters for planning of documentation services in university libraries. It has also described the different steps of planning of documentation services in university libraries in Assam in IT environment with a flowchart.*

Key Word: - Documentation service, IT environment, DDS, CAS, SDI

Introduction

With the tremendous growth of knowledge and wide variety of information available, it has been presently difficult for the users to keep themselves up to date. This problem can be overcome with proper keys or aids to access the vast amount of available information. In this context documentation services is one of the key areas of concern to the library service in modern age of information explosion which is denoted by the term *information overburden*.

Documentation is the art or an instance of supplying of documents. Documentation work and services by its definition and scope cover all the activities and services practised to make a

specialized users or group of users abreast with the recent developments in his/her or their specialization. Documentation is necessary in university libraries to keep themselves up-to-date with the development all over the world. Any piece of information that is not reached to its right users in right time loses its value.

S.R.Ranganathan, defines “Documentation is the complex of processes involved in pinpointed, exhaustive and expeditious service of nascent micro thought to specialist” (Chatterjee, 1983). According to him documentation lays stress on three aspect namely-a) nascent thought, far more than on old thought, b)micro thoughts, c)specialist readers, far more than on general readers.

Documentation services

Documentation service is one of the important services that the libraries are to give emphasis. Earlier the problem of documents was very limited. At present, the documents are produced in large numbers and in varieties of forms. So, it is not possible for the specialists and research workers to go through the all available literature and find out the pertinent information by themselves. Therefore, documentation service is required to identify, collect, organize and disseminate relevant information which are scattered in various documents so that these are readily available for effective use.

Types of Documentation services

- Current Awareness Services (CAS)
- Selective Dissemination of Information (SDI) Service
- Bibliographic Service
- Indexing and Abstracting Service
- Translation Service
- Document Delivery Service (DDS)
- Reprographic Service
- News Paper Clipping Service

Planning Documentation Service

Planning is a continuous process requiring constant appraisal. It is not an end in itself but means to agreed aims and objectives. Planning is a prerequisite for the purpose of proper functioning of any system. While planning of

documentation services in University libraries the following parameters needs to be considered-

(a) Types of users and their information requirements

While planning documentation service for the users it should keep in mind the area of interest and informational needs of the users.

(b) Subject Coverage

Recognition of user's information needs identification of the users, and the obtaining or acquisition of relevant documents is vital factors which should be considered before the planning of documentation services in an organization.

(c) Services to be extended

One of the primary aims of documentation service is putting the knowledge to work. In order to put the knowledge to work, not only one has to understand the characteristics of knowledge, but also to understand how knowledge is absorbed and assimilated, the motivation it induces and how it must be channelized for more effective utilization. Thus, dissemination of information is an important parameter in planning of documentation service and needs much attention. Towards this end, planning should be undertaken to see that whatever relevant information is presented, it should be in a digestible logical sequence and be easily assimilated.

(d) Staff requirements

The process of planning involves following two phases (a) the identification of the user's needs and designing of appropriate service, (b) Execution of the services is to be undertaken

rapidly and rationally. The execution of any plan will not take place if suitable strategy to ensure effective execution and optimum use of the available human and material resource is not evolved.

(e) Budget provision

It is difficult to evolve patterns to identify expenditures, analyze cost and determine sources and ways of financing it, especially in relation to documentation services. For this it is necessary to maintain library statistics and it will provide careful planning data.

Apart from these parameters, the success of the planning of documentation service will depend mainly on –

- i. The technical knowledge and professional approach of the documentation.
- ii. Specification of the aims and objectives of documentation services which in turn is based on the aims and objectives of the parent body.
- iii. A programme which directs the resources into action, to realize the objectives.
- iv. Resources.
- v. Development of proper relationship with all the beneficiaries of the documentation services, so that services can be evaluated and revised to meet the actual needs.

Use of ICT devices in extending documentation services

The day is the marked as the transitional period where traditional libraries and the electronic library are found to be in existence. In that situation, ICT devices are used to a large extent for availing sufficient benefits in working and services of a library establishment. The universities libraries of Assam have witnessed a changing environment where ICT devices are being used in performing library jobs. Different activities that were being performed manually have now been performed through automation. At the same way services are also been automated. It is in this context the documentation service which is one of the very important services in university library system need to be extended by using ICT devices.

Mention may be made here that bibliographic service, which is premier service of documentation service can be extended by using computers irrespective of users approach like author, title, subject, etc.

Again, the current awareness service like inform the users about latest collection printed and non-printed; books and journals can be extended using computers. This situation is also can be viewed in case of SDI service. Online information resources are very much available in different college libraries by way of alert, email and such other new process services can be rendered with full satisfaction of users with almost no time required.

The university libraries have now initiated the process of digitization of rare documents. A large number of select documents have digitized extension of documentation service, collecting resources from those digitized items which will be one of the very important parameter in the endower.

Steps in planning of Documentation Services in University Libraries in Assam

Documentation service in a library provide to specific user or user group on nascent thought. It is not for all types of users. Therefore, there should be provision for a documentation centre in university library system so that it can satisfy the needs and requirements of special users such as research scholars, faculty members of the university and students who are engaged in special projects. Moreover, there is the need of one efficient documentation officer for smooth running of the services of documentation centre.

The planning of documentation service in university libraries of Assam in IT environment has been described with the help of following flow chart-

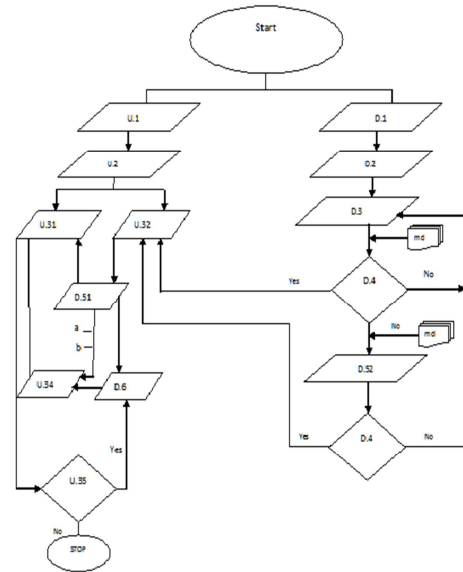


Figure1: Flowchart of planning documentation services

Description of the activities presented in flowchart

U.1 Notify: in order to initiate documentation service which is not in existence (as assumed) notification has to done address to all prospect users convent in university system in all teaching and r4esearch departments seeking for relevant information pertaining to their ongoing/ proposed research projects along with their user attributes. For this a prescribed format may be prepared so as together relevant data against the users and subject of interest for creating user/ subject profile accordingly. An empirical Performa for this purpose is given below.

SINo. Subject interest User attributes
(Project at hand and proposed)

Name
 Phone No
 Email

Accordingly following are the assumed data gathered for preparing and mapping the subject profile and user profile. For this, three subjects has been taken and each of the subjects has been divided into three main subject areas (main topic), which are point out from the main title of the projects.

Subject	Main Subject Areas	User Profile
CHE1	Ground water pollution	a) Name: XY
CHE2	Radioactive particles	b) Phone: ABD
CHE3	A biotic chemistry	c) Email:XY @...
PHY1	Atmospheric particles	
PHY2	Electromagnetisms	
PHY3	Internal combustion system	
BTC1	Carbon estimation in environment	
BTC2	Molecular technology	
BTC3	Nanotechnology	

Here, CHE: Chemistry, PHY: Physics, BTC: Biotechnology

U.2: Gathering feedback from the users' community in organized from on the basis of U.1. Here feedback means gathering relevant data against user and their subject of interest.

D.1: Identify the information sources for providing documentation service.

D.2: It implies establish channel of information flow.

U.31: Creating user profile based on U.2.

U.32: Creating subject profile based on U.2

D.3: scan micro documents and classify according to the users interest profile created in U.3 (U.31 and U.32)

D.4: Does it match any of the subject profile identified in U.32

D.51: Prepare bibliography (if required) or download and organize bibliography (informative bibliography)

Different micro documents might be poured into the documentation desk of a given time (or date) from different sources identified and channelized at D.2.

The probabilities of following kinds of documents are high-

- Micro documents in print only form needs preparation of informative abstract.
- Micro documents in machine readable form and online/ offline accessibilities with or without informative abstract available at the source
- Micro documents available in machine readable form accessible online or offline without informative abstract.

D.52: Scan micro items at hand and repeat D.4. If match go to D.51, else go to D.3.

U.34: Put contents prepared in D.51 at the mail box of the users. Once any subject profile match with a document, the user profile will be mapped automatically since there is already a mapping of

users profile attributes with the subject created in U.3 (U.31 and U.32).

U.35: View/ scan feedback of the user if full text needed?

D.6: Find bibliographic information from D.51 and gather full text for whatever sources (only for offline) and post the same in the mailbox. On the other hand which are available in online form, the user himself/ herself may download the full text since the URL of such document will be available in the first posting (i.e. D.51)

Conclusion

It is found that the literature growths in various formats are increasingly high. University libraries trying their best to procure such literature to what extent it is possible. At the same time because of use of ICT devices in different activities of university libraries and extending services properly documentation service is found to be very much essential. The standard of a library depends of among others each documentation services.

A coordinate effort has to be initiated in the university libraries for introducing documentation service in proper format. Instead of centralized library, decentralized library is the present day needs. Users are demanding their requirements in their own location which should be very much selective also. Because of use of ICT devices and also internet use CAS, SDI, web OPAC, bibliography and some of the facilities those can be rendered in ones' desktop.

References

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