

Planning of Web Based Library Services at SNDT Knowledge Resource Centre, Pune

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Abstract: - *Web-based library services are the services where interaction between users and library professionals are made through electronic means. This paper presents the potential for web-based library services including the need to attain high-quality services over and above what the traditional library can offer. This paper looks at some steps taken by the SNDTWU Knowledge Resource Centre in this regard, and the outlook for the future.*

Keywords: Web based services, Knowledge Resource Centre, Online Library Services, E-Services

Introduction

Libraries are taking library services closer to users. Rapid changes initiated by emerging technologies have the potential to deliver a significant impact in society and in academic libraries. The Internet and Web have provided a platform for them to provide a range of services. Web-based library services are the services where interactions between users and library professionals are made through electronic means. The central purpose of libraries is to provide a service: access to information. Modern information and communication technologies, especially computers, information networks and software applications, are making it possible for libraries to provide a variety of library and information services to their clients. Connecting

to networked information resources has made it possible for library users to access more electronic information resources than those actually owned by their libraries.

Review of Literature

With the introduction of technology and the Web, academic libraries extended their services to users with Internet connection and portable electronic devices. An analysis of related literature in Library Literature and Information Science Full Text, Proquest Dissertations and Theses, using the terms web-based instruction, bibliographic instruction, academic libraries, Web based library services was conducted.

Many research studies of types of web-based library services exist. Nancy H. Dewald (1999), examined library instruction modules by

reviewing 20 web-based library tutorials. She identified interactivity as the hallmark of good web-based instruction because it distinguishes between a program that simply presents information and one that is a learning experience. She described the kinds of interactive experiences possible in 10 web-based library instruction modules. So Interactivity is a key feature of other successful web-based services as well, such as circulation modules that allow patrons to manage their library account.

The results of the study, “Analysis of Web Based Library Services” by Borasky demonstrates that a broad range of web-based services are offered by academic libraries. Most libraries offer a minimum of basic, text-based services and offer web-based access to the mainstay of library services, the online public access catalog (OPAC). Fewer libraries offer more advanced services, such as online request forms, bibliographies, innovative services such as digital collections and cross departmental services. Advanced web-based services exploit the most useful features of the web which include the ability to hyperlink, the use of a simple graphical interface, and the ability to connect from any location. Such features allow libraries to improve existing services and develop new services.

According to Madhusudhan and Nagabhushanam (2012) many of the surveyed university libraries are yet to exploit the full potential of the web. In fact, by looking at what other libraries have done, librarians can discover new ideas and learn how to develop and implement such web-based library

services, for example, instant messaging reference services, weblogs, and wikis represent the new ultimate level of power for web-based library services. This study is significant because it represents one of the earliest works to shed light on the current level of adoption and use of web-based library services in select university libraries in India.

SNDT Knowledge Resource Centre, Pune

The SNDT Knowledge Resource Centre, Pune supports the teaching, research and extension activities of the University by providing to students, faculty and staff, information and documentary resources and services, relevant to their needs. Members include students, faculty, university staff and guests Membership privileges include use of reading room, audio-visual facilities, borrowing rights and reference services.

Web-Based Library Services

Inspirations for web-based library services include the need to attain high-quality services over and above what the traditional library can offer. Traditional services will often be integrated with web-based services. However, whether services are web-based or a hybrid of web and traditional services, it is important that patrons receive an acceptable quality of service. The application of web-based services requires skilled staff with sufficient space, furnishings, hardware, software and good library websites, high bandwidth (internet speed) to accomplish their work. Moreover, it is important for equipment facilities

such as computers, servers, scanners and network hardware to be made available to maintain efficacy. In addition, staff should be given the time and resources for training and continuing orientation to ensure effective service. Planning for the provision of web-based library services should include a promotion strategy.

The web based library service mainly include:

Acquisition Library Services

The web-based acquisition library services by the libraries will include: online list of new arrivals, provision of alert services for new additions, electronic reserves (digital documents), online acquisition staff list, online acquisition policies, online status of items etc. This will help the librarian to create good communication with the users and enrich the quality of library collection in every subject.

In case of SNTD knowledge resources centre, Pune, we are providing these services, like list of new arrivals in the form of quarterly List of Additions in print form. So in future we are planning for the web based Acquisition library services.

Online Catalogues

One of the innovative library services that have been hatched by the Internet and the Web is WebOPAC. ICTs have helped libraries to transform their traditional catalogues such as card into catalogues that can be accessed by the users on line. Catalogues are the windows to the collection of the library. This helps the librarians

to get access to catalogues of different libraries all over the world.

Here SNTD Knowledge resource Centre is providing WebOPAC for the books and the journals we are subscribing to. In future we are planning to supply search multiple catalogues (federated search) as a part of web based services.

Online Circulation

Online access to user accounts means that users can access their personal information about items checked out, over-due dates, at their convenience. The more advanced services, like renewals and holds, mean that users can operate and interact with the circulation system without having to come to the library, wait in line, or talk to a staff member. The different web-based services which will be presented in the circulation with the help of web-based library automation software via library website are: online circulation (issue/return), online availability of a particular document, online renewal of loan document, overdue details of user, online user account status, (view information only) etc.

With the help of SLIM 21 Software, SNTD Knowledge Resource Centre is providing the circulation services to the users like issue/return of books, renewal of books on telephone, e-mail, messages etc. So it will be a future plan to provide these services using the Web.

Ask a Librarian

It is an extension of reference service where users can communicate/ chat with the library

professionals for any help/ requirement. A good library instruction should include the option of asking the librarian for help at any time. At SNDT the reference service is provided on demand to the students and teachers through email. But it will be very effective if it is provided through the web. It will save the time of users.

Online Reservation of Information Resources

Web based library services will allow the user to reserve information resources on-line; without going to the library. The user can check status of reserved documents, and also online cancellation of reservation of document. All they need to do is to log in into the Library Management System of their library, search for material, and place it on hold if it is being used other users so that when it is returned, the library staff will inform the user to go and collect it.

SNDT is supplying this service of reservation of the book to the students and faculty with the help of reservation slip supplied by the library. But now planning for the online reservation of the resources. It will help to get the required information resources in right time.

Current Awareness Services

The birth of the Internet and Web has changed the way libraries provide current awareness services to their users. Now a days, libraries can inform their users about the new materials acquired, inform users about change may be in the time a service is provided or update them about other

services available through ICT facilities a such as e-mails and Short Text Message (SMS). Library users with RSS reader software installed on their personal computers and mobile phones are able to receive updated information from the library. Social networking tools, such as Facebook and Twitter can also help libraries to inform their users about their day-to-day operations. In this regard, a library operating in this century needs to have Facebook and Twitter accounts where it should be posting announcements to the users. Many libraries are also providing online current awareness to their users through e-mails and social networking media such as Facebook and Twitter.

Currently SNDT is providing Current Awareness Service with the help of facebook, e-mail, Whatsapp to supply the required information to the user within very less time.

Electronic Inter-Library Loan

Electronic inter-library loan as the name suggests, is the service in which library users borrow information resources from another library that is participating in the library co-operation electronically. Inter-library loan service allows users to obtain materials which are not readily available locally. With Integrated Library Management Systems like Liberty, libraries participating in library co-operation can coordinate their catalogues and users can search and borrow the materials from partner libraries. The main suggestion of this arrangement is that it

is now possible for library users to get their articles requested through interlibrary lending systems within the shortest possible time.

We at SNDT KRC have the interlibrary loan facility to our users at local level, with the libraries situated in Pune. But as the need is concerned it will be very necessary to acquire Electronic Interlibrary loan Service for the books and e-resources.

Full –Text Access to the Electronic Information Resources

The implementation of library automation will enable libraries to provide full-text access to their electronic information resources stored in their repositories. Apart from showing what information resources are available in the library through Web OPAC, libraries do provide full text access to library e-resources.

In case of e-resources the SNDT Knowledge Resource Centre is subscribing to 51 Databases, which cover a range of subjects. The login ID and Passwords are also given to the users so that they can access the required information anywhere through the Internet.

Online Facility to Suggest a Journal

The internet has left a great impact on almost all aspects of an academic library. It has its positive effect on the work processes, services, collection development, types of collection, users instruction programmes, readers services and preservation of

the intellectual record, online facility to suggest a journal to library.

At SNDT Knowledge Resource Centre the user can suggest a journal title of their respective subject to add in the library collection with the help of suggestion slip or email. The library is planning to start a Web based service.

Web Based Serials Control Service

Serials control is a very complex process involving a large number of publications and expenditure to be handled. Further, the problem of keeping track of receipts, reminders and non-receipt claims, periodicity change, merger of titles etc, is quite a task to be manually managed. Web technologies will make most of these tasks very easy and efficient. The various web-based library services are: Pro-active web-based table of contents, either prepared by the library or downloads from the e-journal publisher's site and sending the same to users of the concerned subject etc.

With the help of E-mail the SNDT Knowledge Resource Centre is providing the table of contents to the teachers of the respective subjects. But in future it will be provided with the help of web so that the time of user will be saved and it will develop current approach in user's minds and will promote quality research.

Electronic document delivery service

Electronic document delivery service is a method employing electronic technologies for receipt and

supply of documents, which are known as EDDS. It is very fast or almost instantaneous document delivery and simultaneous delivery of the same document to several requestors and ability to maintain the efficiency even with increased demands. The SNTD KRC is also planning for the Electronic Document Delivery service to save the time of users.

Web Based user Instructions

As part of the library's efforts to increase the Information Literacy skills of the readers the library offers orientation programmes to the readers. The main idea behind this is that the user should know all the details about the library and the information sources and materials in order to use of library efficiently. The basic information about the library is given including Introduction to the library, timings, layout of Library Building, rules, introduction to the staff , membership procedures , introduction to the Library's Catalogue, arrangement of the books etc and the Facilities available Borrowing of Library material, Photocopying, Inter library loan, A.V. Room, Reading Hall, Internet, Online databases, CD-ROM databases, Information Retrieval using search engines. The library is connected to a network that allows users to gain access to electronic products, services and databases.

In addition to this SNTD Knowledge Resource Centre must continually develop effective web-based information literacy programmes to provide a high degree of interactivity and flexibility to

enhance the quality of web-based library services they offer. So that the orientation programmes will help in laying the foundations of lifelong information literacy.

Other web-based library services will include online staff lists, online suggestion forms, online library news, online library holidays lists, online in-house library bulletins, web-based user education/virtual library tours, online integrated push-based services (e-mail based), online helpdesk services/Ask-a-librarian, e-mail-based services, online library chat, library forums (e-mail based), web-based FAQ, library blogs, library wiki, online contact address, online subject gateways, online mailboxes for user comments or suggestions, change password online, online general library policies, information about special exhibits, web-based library tutorials, and online map of the library.

Conclusion

Today's library users are asking for services closer to their doorsteps through the use of the Internet and Web. Libraries especially academic libraries should be in tune with these changes so that they continue to provide services that meet the needs of their users. Web-based library services will become more extensive and refined as the web becomes common place throughout the entire world. Librarians should be expert in holding the hands of the users who are moving towards a new communication paradigm shift from face to face human contact to human

machine interaction, from paper to electronic delivery, from text centered mode to multimedia and from physical presence to virtual presence. Library professionals must use Web 2.0 tools to offer traditional services in an advanced manner and address the information requirements of the techno-savvy users. To meet these challenges the librarians should play a leadership role in providing better web-based library services to their current techno savvy users. The librarians can discover new ideas and learn how to develop and implement such web-based library services, for example, instant messaging reference services, weblogs, and wikis represent the new ultimate level of power for web-based library services. So SNDT Women's University Knowledge Resource Centre is also taking some steps to plan the Web Based Library Services for the purpose of two – way communication with the students and faculty members of the University as the users.

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