Web based Library Resources and Services Library and Information Science

Dr. Siddhqui Eraj[1]; Vaishali Yeshwant Wankhede[2]

Dr Rafiq Zakaria College for Women, Navkhanda, Jubilee park Aurangabad[1]; Ph-D student Dr. Babasaheb Ambedkar Marathwada University, Aurangabad, Maharashtra, India[2]

ABSTRACT

With the emergence of the internet and associated technologies, in particular the World Wide Web has opened up an entirely new medium for providing improved information services and resources for the users. Library services provided by using web technology are referred as web based library services. The present paper mainly discusses that what are the web based library services, their features, advantages and disadvantages. Different web based services i.e. library webpage, Web OPAC, ask-a-librarian, email have been highlighted.

KEYWORDS: Web Based Services, Electronic Reference Services, Library Web page, Web OPAC, Ask-A-Librarian**.**

INTRODUCTION

The day by when the Internet is emerged, more specifically the World Wide Web which is one of its major services has completely revolutionized the way to communicate, studying, teaching, business, employment, education, healthcare and more. It has a major impact on the publishing and information delivery system in 21st century similarly in case of libraries too, applications of internet and web technologies have changed the way the libraries operate and provide information services to users. Libraries are playing a vital role for the promotion of education and research. With the application of this technology it became possible to have access to various information sources and databases available in various parts of the globe traditionally, the library services were static. To access the library users needed to go to the library physically during the library opening hours only. But in web era, library services have become dynamic. Now a day the users can access the library at anytime from anywhere. No need to go to the libraries physically and no time restrictions. With the advent of information technology and web based services, contents are now available to users on their desktop. Digital Library Services, Internet Library Services, Electronic Library Services are the terms used interchangeably for Web Based Library Services. According to there are four generations have passed from traditional online services to today that assist users in searching the World Wide Web.

The first generation of information retrieval tools was designed for use with bibliographic databases. The second generation of tools attempts to collect and index resources as an automation function. The third, generation deals with World Wide Web Meta search engines. The fourth generation involves new ideas such as search agent technology currently being developed to search for information on the web.

Web Based Library Services are mainly provided through the library portal which is a special kind of gateway to web based library resources. It provides integrate access to the metadata of a library's multiple databases. It gathers a variety of useful information resources into a single webpage that allows users to customize their information resources by selecting and viewing information they find personally useful (Jackson, 2002). Some of the commonly used web based library services are library webpage, web OPAC, Bulletin Board Services, Ask-a-Librarian services, web forms, digital reference services, online document delivery, interlibrary loan, online help and information skill tutorials, online current awareness bulletins, e-mail based services, online reference services, electronic journals (UGC-INFONET digital library consortium), online circulation service, electronic SDI services, online acquisition, electronic article alert service, etc.

What is WEB?

WEB is popularly used as the synonymous term of World Wide Web or Internet or Online. The Internet and its "publishing arm" the WWW are important components in the communication process. The web is a client or server system used to access all kinds of information to anyone on the net. The information can be in the form of regular text, hypertext , pictures, sounds, Usenet newsgroups and other types of data. To access this information, use a client program called browser. Within the web, the information is stored in pages. Each page can hold not only information but links to other pages. In each page a particular word or sequence of words highlighted item and the other information related to that words in some other pages. This means that there is a link between the highlighted item and the other information, the service is called hypertext. When anyone wants to follow a link, the browser will find out where it is and connect the web server at that location, request the new page and then display it on the screen.

What are the library services?

Library services refer to facilities, which are provided by a library for the use of books and dissemination of information for the need and meet the users' requirement. The well known existing library services are cataloguing, classification, circulation services, reservation, renewal, new arrivals, current contents, current awareness service, selective dissemination of information, indexing and abstracting, reference service, document delivery, inter library loan, externally purchased database, CD-ROM databases, access to other library catalogues, access to online databases, internally published newsletter, reports and journals, bibliographic services, and so on. All these services have changed its mode to an extent with web environment.

Web Based Library Services

Ensuring the needs of users and the accessible information sources are suitable matched at all times

Delivering those information sources to the users in a timely and appropriate fashion

Ensuring the information provided is high quality, accurate and appropriate

Assisting the user in interpreting the materials, if necessary

Promoting user awareness of new services and information sources as they develop

Providing users with individualized guidance and support as they build their information research and application skills

Library Webpage

Library webpage can be defined as gateways for searching information about the library. It provides integrate access to the metadata of a library's multiple databases, e-journals and library catalogues and deliver detailed information about a library and also provide access to all computer based services like library collection, library timing, library working hours, list of subscribed online journals, CAS/SDI/Reference services, popular documents based on circulations, reservations, user feedback, etc offered by a library. With the help of library webpage, library can easily propagate its services and facilities to the academic community worldwide

- Keep informed about library activities and new services
- Saves the time of the user
- Allow easy bridging of distances
- Gateway to networked information services

Web OPAC

Web OPAC is a library catalog on the web. Users can search the required information by connecting to Uniform Resource Locator (URL) of Web OPAC at anytime from anywhere in the world. It facilitates the users to access the bibliographic details of holdings in the collection of particular library. In this system the library books and other reading items are arranged according to the subject content that is given a call number. Some of the major services available through Web OPAC are library catalogue, search facility on entire database, group wise restricted access for users and guest.

- No limitation of space and time for search of any information. Any person can search not only
- Information of its own library but also can access any networked library.
- No limitation of space and time for search of any information. Any person can search not only
- Information of its own library but also can access any networked library.
- Make easier to access catalogue data in the form of bibliographic records
- Make easier to access catalogue data in the form of bibliographic records

E-mail

E-mail is a web based excellent media that the librarian can use for various purposes specifically for delivering some web based services like electronic document delivery service, table of contents, RSSfeeds, etc. It serves as an excellent current awareness service to the scientists. It is widely used service by publishers and researchers

Search Engines

Search Engines are huge databases of web page files that have been assembled automatically by machines where as the subject directories are human-compiled and maintained. Search engine indexes every page of a website and subject directories linked only homepages. Search Engine is the popular term for an information retrieval (IR) system. A search engine is computer software that searches a collection of electronic materials to retrieve citations, documents, or information that matches or answers a user's query. The retrieved materials may be text documents, facts that have been extracted from text, images, or sounds. A query is a question phrased so that it can be interpreted properly by search engine. Depending on the type of software, it may be a collection of commands, a statement in either full or partial sentences, one or more keywords, or in the case of non-text searching, an image or sequence of sounds to be matched.

Subject Directories

Subject directories differ from search engines in that search engines are populated by robots that finds and index sites whereas humans making editorial decisions that populate subject directories. Subject directories are basically index home pages of sites and can be classified as general, academic, commercial or portal. Among the well known subject directories are the Argus Clearinghouse (www.clearinghouse.net) and Yahoo (www.yahoo.com). Strengths include relevance, effectiveness and relative high quality of content. Weaknesses are that they lack depth in their coverage of the subjects

Gateways

A gateway is defined as a facility that allows easier access to network based resources in a given subject area. Gateways provide a simple search facility and a much-enhanced service through a resource database and indexes, which can be searched through a web based interface. Information provided by gateways is catalogued by hand. Gateways cover a wide range of subjects, through some areas, such as music and religious studies, currently lack subject gateways. Some well-known gateways are as follows:

- Internet Public Library (IPL),
- Bulletin Board for Libraries (BUBL),
- National Information Services and Systems (NISS),

NEW WEB BASED LIBRARY SERVICES

Virtual Library Tours

Websites of libraries provides virtual library guide to the physical facilities including collections, services and infrastructure available in the library. The combination of library maps and floor plans, library departments and photographic views are used for the tour. Virtual library tours are also using new technologies such as QuickTime movies etc and are beginning to replace image maps on main campus Web sites.

Ask-A-Librarian

Ask-A-Librarian services are Internet-based question and answer service that connects users with individuals who possess specialized subject knowledge and skill in conducting precision searches. Most "Ask-a-Librarians" services have a web-based question submission form or an e-mail address or both. Users are invited to submit their queries by using web forms or through e-mail. Once a query is read by a service, it is assigned to an individual expert for answering. An expert responds to the query with factual information and or a list of information resources. The response is either sent to the user's e-mail account or is posted on the web so that the user can access it after a certain period of time. Many services have informative web sites that include archives of questions and answers and a set of FAQs. Users are usually encouraged to browse archives and FAQs before submitting a question in case sufficient information already exists.

Real Time Services

A new and exciting method of digital reference service that libraries are attempting to provide more and more now is live reference. These are real-time, interactive reference services in which the users can talk to a real, live reference librarian at any time, from anywhere in the world. User and librarian can interact using chat technologies, and unlike with email reference the librarian can perform a reference interview of sorts by asking the users to elaborate or clarify if needed before proceeding to answer the question. The librarian can perform Internet searches and push websites onto the user's browser, and can receive immediate feedback from the users as to whether their question have been answered to satisfaction

Bulletin Boards

A bulletin board is an electronic communications forum that hosts posted messages and articles connected to a common subject or theme or interest. It allows users to call in and either leaves or retrieves messages. The messages may be directed to all users of the bulletin board or only to particular users. But all messages can be read by all users. Several libraries are using bulletin boards for their web-based library services. The bulletin board system is also used as an interactive interface to invite suggestions on activities and services of a library. It can also be used as an interface to distribute library services.

Web-based User Education

Web guides and teaching tools are found everywhere on the Web because they are easily updated, accessed, and printed on demand. The web-based user education provides a high degree of interactivity and flexibility to the users. The library web sites can use web-based user education for imparting training to users in teaching the basic library skills along with glossary of library terms, using Library OPAC, locating books, magazines, biographical data and other library materials, understanding how to navigate the libraries website and how to select the most relevant database, instructions for searching CD ROM and guidance in locating web-based databases and other electronic resources and instructions on subject searching training, using Boolean operators and searching internet resources through search engines (How to make efficient search strategies).

Web Forms

Library web sites have some web forms for suggestions and comments on the Library Services. Different types of Web Forms are available on web that may be an Indent form for acquiring some publications, interlibrary loan request form for document delivery, Ask-a-Librarian forms, on line reservation form or user survey form etc.

Advantages of Web Based Services

- A large number of users can be helped simultaneously by using web based library services
- Less dependent on the library staff for getting the required information
- No need of library staff in large numbers to carry out library works and services
- Availability of information in different places and also in different formats
- Cut in Library Budget
- Fulfill information requirements instantly
- Operating costs are minimal
- Cannot be stolen or miss shelved
- Saves considerable storage space
- Immediate receipt of issue
- Fast publication

Disadvantages of web based services

- A huge volume of information is generated every minute
- No order or rules are imposed on the generation, distribution, access and use of this information
- No fully comprehensive record of the different documents is available at the moment
- Requires some training for users to use special equipment required
- Use is limited by copyright laws and licensing agreements
- Access is currently unreliable (URL problems, internet connection problems)
- Format is in the early stages of development

CONCLUSION

The first and foremost function of the library is to provide quality information service in order to satisfy their users with the right information at the right time. Web based library service is a trend. Although, we actively transfer library services but our central purpose remain the same, to serve and teach users to find, evaluate and use information effectively. To meet these challenges the librarians may play a leadership role in providing better web based library services to their techno savvy users. The librarians have to join the learning community as coaches and collaborators, guide the students, teaching them how to search effectively and helping them judge the quality and usefulness of the information that they meet with.

REFERENCES

[1] Encyclopedia of Library and Information Science edited by Allen Kent; volume 64 Supplement 27Marcel Dekker; 1999

[2] Borgman, C. (2000) From Gutenberg to global information infrastructure: access to information in the networked world, New York, ACM Press. (In from 'Introduction to Digital Libraries by GG

[3] Chowdhury and Sudatta Chowdhury. 2003, Facet publishing – London)

[4] .http://www.seoconsultants.com/search-engines/history/ accessed on May 27, 2005

[5] Chowdhury, G.G. and Chowdhury, Sudatta, Introduction to Digital Libraries by; London, Facet Publishing, 2003

[6] Encyclopedia of Library and Information Science edited by Allen Kent; volume 64 Supplement 27 Marcel Dekker; 1999

[7] Borgman, C. (2000) From Gutenberg to global information infrastructure: access to information in the networked world, New York, ACM Press. (In from 'Introduction to Digital Libraries by GG

[8] http://www.seoconsultants.com/search-engines/history/ accessed on May 27, 2005

[9] Hatua, SR. Seminar on web based library and information services, DRTC.

 (http://shatua.tripod.com/DRTCseminar.html)

[10] Jackson, M. (2002). The advent of portals. *Library Journal, 127* (15), 36-39.

[11] Jeyshankar, R. and Babu, Ramesh B. (2009). Websites of universities in Tamil Nadu: a webometric study. *Annals of Library and Information Studies, 56*, 69-79.

[12] Madhusudhan, M., & Nagabushnam, V. (2012). Use of web based library services in select

[13] university libraries in India: A study. *International Journal of Library and Information Studies, 2* Retrieved from http://ijlis.org/img/2012_2_issue_1/1_20.pdf.

[14] Pathak, S.K., Mishra, A., and Sahoo, G. (2008). Future of web based library and information services: An Indian scenario. 6th convention PLANNER-2008, Nagaland University. Retrieved from

 http://ir.inflibnet.ac.in/handle/1944/1156

[15] Sangale,D.B. (2015). ICT application and web based services in Library and Information Science.

[16] ASM's International E-Journal on ongoing research in Management and IT, 9-14.

[17] White, M.D. (2001). Diffusion of an innovation: digital reference service in Carnegie Foundation master's (comprehensive) academic institution libraries. *Journal of Academic Librarianship, 27*173-187.

_____