Rethinking Library & Information Services in Digital Era

Ms Suchita Noel Dsilva[1], Dr Hindurao S Waydande[2], Samruddhi Vishal Hawaldar[3]

Department of Library

Ph.D Scholar, JJT University, College of health Sciences, Salmaniya University of Bahrain[1]

Deputy Librarian, Central Library. Indian Institute of Technology, Powai, Mumbai[2]

Sr. Library Information Asst. Central Library,Indian Institute of Technology,Powai, Mumbai[3]

ABSTRACT

The most essential element in library information services is having the right people in the right place at the right time. To aid this process, library must rethink not just the value of individual positions within a service but the whole information services in digital ERA. A new generation of digital services platforms for libraries is emerging, designed to provide a more comprehensive approach to the management and access to all formats of library materials; such as print, electronic and digital media. These new systems involve a modernization of technology, embracing service-oriented structures, to discover interfaces that deliver access to library collections and services in a more unified and comprehensive manner. These new products, emerging in this era of cloud computing, have been designed for deployment through software as a service and rely on highly shared data models.

It is about rethinking what we know, and rethinking about how this knowledge can be best used to deliver better information services to our patrons by better utilizing our most important resource, staff etc. In this context this paper discusses rethinking of library and information services in digital era with practical experiences in both libraries. Also authors are designing applied research on this topic. This paper discusses the present services linking with digital era for its maximum utilization from end users.

KEYWORDS:

Change management, Digital Library, Impact of ICT on Library services, Librarian services in Digital era, Rethinking library services.

Introduction

Role of library has been changed. They are now learning centers and plays vital role in the academic community. Accordingly the concept of library and its services needs to be given thoughts for change. Because always change in any field is leads for better developments. In case of ICT applications in the library and digital library development, librarian and library manager needs to give attention for alteration of its services for the benefits of their user community. Consequently, librarians must redefine the profession and must demonstrate their ability to embrace change. With the advent of the Internet, the librarian's job of organizing and providing access to information today has become more sophisticated compare to earlier days. Librarian has to provide services in the both print as well as online sources. The face of library is being changed because of ICT applications in day to day in-house activities of libraries. University libraries are converting most of the collections in digital forms, though there are all publishers having all on-line journals. University libraries also have gone for archives of back volumes and asking universities to subscribe both e journals.

From the current proven technologies available, six essential elements have been chosen to help and lay the foundation for quality library information service delivery into the early years of the next millennium.

- Digital technical services
- Electronic resources in collection development
- Digital document delivery

- Cataloguing the web

- E-mail

- Staffing

Digital technical services

When libraries are shifting in to digital format, they need to take police decisions regarding following digital technical services. It includes:

- Metadata cataloging

- Scanning/digitization of documents

- Loading contents n to on-line platforms

- Technical maintenance of services including hardware

- Working or liaising w2i9th patrons without siding library end users

- Commotions or services and its editing time to time

Digital document delivery

Traditionally, document delivery services has meant the supply of material from one service center to another before it is passed onto the client. Advanced development in the digital technology now allow libraries to include the user as part of the document delivery process. The term document here covering all formats of information existing in all types of library. Librarians have always strive themselves on their commitment towards user service. But that has always been in a situation where the client comes to them. Certainly there are moderating conditions. Libraries are institutions which exist for the patrons so remain committed to concepts such as free service and equity of access. There is also a sense of the library's user

education role, whereby it is actually to the long-term benefit of clients if they learn how to access information.

Libraries must be willing to implement a system which will allow the user to directly request a document. Such a system would be able to distinguish between the hold of a local member, a common functionality in library management systems, and the request of an external user. A method of accepting payment would also need to be included for external users.

Not all documents need to be handled in a similar way. There is already a number of document delivery services specializing in the research articles and literature. Libraries could offer access to these services for their clients.

The advantage of offering the patron direct input into the document delivery process is that it meets the increasing need of patrons to have information delivered to them quickly in the way they want. The process involves the responsibility on the user to decide how much information they want under document delivery?

Due to the change in scenario of libraries now registered patrons could have information delivered directly to their home by searching library databases, deciding which documents meet their specific needs, all without the need to involve library staff.

Electronic resources in collection development

Digital collections will not replace the traditional library, but will enhance it. The debate about whether the digital library will replace the physical formats has been largely unnecessary, but at least it got people talking about libraries. Digitization is really only another way of providing information--this is what libraries do. Digitization simply provides a way to access and deliver that information which is best suited to this format, and the

traditional physical library will continue to provide and expand what is best provided in the physical manner.

E-resources represent an increasingly important component of the collection-building activities of libraries. The guide concentrates mainly on academic and research library purposes, but nonetheless will be of high value to many types of libraries. "Electronic resources" refer to those materials that require computer access, whether through a personal computer, mainframe, or hand-held mobile device. They may either be accessed remotely via Internet or locally. Some of the most frequently encountered types are:

- E-journals

- E-books

- Full-text (aggregated) databases

- Indexing and abstracting databases

- Reference databases (biographies, dictionaries, directories, encyclopedias, etc.)

- Numeric and statistical databases

- E-images

- E-audio/visual resources

Libraries have been including electronic resources in their collection development policies for many years. However as the millennium approaches we are confronted with even more types of this material. Decisions as to what to include then become even more critical as increasingly patrons requirements are met by limited budgets.

There are two primary issues to be addressed when collecting electronic resources. One is space problem and the other is user preference. Unfortunately the outcomes seem to point in diametrically opposed directions.

One of the great myths of electronic resources in libraries is that they require less space. This situation seems much worse when it is preserved by librarians themselves. To this space debate, the question of the number of users should also be contributed. A PC can access multiple CD-ROMs, but only one at a time depends upon its selection and policy decisions. A print edition could theoretically be used by as many as clients as there are in volumes. So the library must decide whether it has the space, hardware and software and technical support to provide and continue to be in future in a satisfactory method to the client. Because of these complex issues, many users prefer to use electronic resources.

There are some users who prefer to use an electronic resource when a print resource could satisfy their information needs. This issue is also intensified by the perceived status of the internet, where another myth exists, that the internet contains all human knowledge and it is all free and it is all easy to access. In this context role of librarian is very important in devising e-collection development policy, because he/she has to balance and satisfy their clients most efficiently. Librarians must be willing to continually monitor the situation and change as required. After all, any resource which is not used to its full potential is a waste far greater than its purchase price.

Cataloging the web

Most of the libraries have a web manager where as his job in-composes more time maintenance of webpage. In general such staff is always overburdened as, so many e-resources have to be downloaded and linked with web-page. They have to face problems like

link change, orphan page (no longer in use) where everyone has forgotten about, inconsistency in the particular page, inaccurate information, OPAC information is different from web-page etc. These probably are creating lot of problems while maintaining web-page and resources. Now time has changed .cataloging web-page will provide firsthand information, that is essential for end user and researcher to organize there query or research. Therefore while catalouging e-resources on web utmost care needs to be taken for applying international standards.

E-mail

The use of email in libraries will, perhaps more than any of the elements, depend upon the type of library service being discussed. A library with a closed membership, such as an academic institution or most special libraries, has the ability to incorporate email as a form of communication with much more authority than that of an organization with an open membership, such as a public library.

Email, as a form of communication offers libraries both a significant challenge and an exceptional opportunity. The challenge lies with the concept of the email reference question and the opportunity is in the marketing of the library service. Email is a faster means of communication and correspondence. With emails, librarians are reaching on globe for replying queries, faster communication as well as disseminating knowledge to the end users. Addition to this email document is faster than the fax information. In just a click of button can send information to any part of the world and the recipient gets the message instantaneously. Email not only saves the time also saves money as many documents that used to be sent through the mail at regular postage rates can be sent by email.

Email can be sent to multiple people & groups for at same time. Email can be used as collaboration or training tool. This may come in the form of surveyor request for feedback from the patrons. Through email a record of work can be maintained for future reference.

Staffing

The technology can be state of the art for any library where as the library software, which has super sophisticated and the fast telecommunications have positive impact on libraries. Where as the quality of library and information services can only be delivered to patrons most efficiently through well professional qualified, devoted and motivated to their profession.

It is people who are responsible for the accuracy of the initial data, it is people who evaluate the quality of the data and it is people who can best deliver the data. For this reason, the most essential element for library information services in the new millennium is having the right people in the right place at the right time.

Conclusion

To support these process libraries must rethink not just the value of individual positions within a service but the whole structure of the work itself. However the technology is more mature now and libraries may be in a better position to assess its impact on positions and procedures.

New forms of scholarship and publishing are radically and rapidly changing the relationships among those who create, store, distribute, and use information. The resulting advancements in scholarly research attitudes and skills needed by the librarians of tomorrow to develop the strong connections between the academic disciplines and research libraries that are essential

for library development in the 21st century. To prepare for the future, we need to be well prepared to accept new challenges.

References:

Beaubien, A. K., & Stevens, P. *Rethinking Resource Sharing. Resource sharing & Information Networks,* 19, no.1/2 (2008) 3-14. doi:10.1080/07377790802308581

Freitas, S., Beetham, H., & Sharpe, R. *Rethinking Learning for a Digital Age : How Learners Are Shaping Their Own Experiences. (*New York, NY: Routledge, 2010)

Hazen, D. (2010). **Rethinking Research Library Collections.** Library Resources & technical Services, 54, no.2 (2010), 115-121.

Huvila, I., *Information Services and Digital Literacy*: In Search of the Boundaries of Knowing. (Oxford, UK: Chandos Pub., 2012)

Thompson, S., *Student Use of Library Computers: Are Desktop Computers till Relevant In Today's Libraries?.* Information Technology & Libraries, 31, no. 4, (2012), 20-33.

Wang, Z., *Co-Curation: New Strategies, Roles, Services, and Opportunities or Libraries in the Post-Web Era and the Digital Media Context* (2013).

Waydande,H.S. *User Interface Towards Digital Libraries : practical experience of Central Library IITBombay IN INTERNATIONAL CONFERENCE ON DIGITAL LIBRARIES PROCEEDINGS, ICDL 2004)   TERI, New Delhi,V.2, 2004, p1081-1084,*

Zavalina, O., & Vassilieva, E. V., *Understanding the Information Needs of Large-scale Digital Library Users. Library Resources & Technical Services*, 58, no. 2 (2014), 84-99.