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User’s Service in University Library

5.1 User’s Service in University Library

Effectiveness and efficiency of a university library services is governed by the quality of its collection. Collection development in university library aims to develop the collection that supports students, faculty members, research scholars for their research and developmental activities and fulfils the objectives and goals of university collection development and management meant for selection and acquisition of library material, housing, preservation, storage, fiscal planning, collection evaluation user liaison, resource sharing and cooperative collection development. Collection development plays a vital role in maintaining a good library. It is an important activity of a good library. It certainly brings great personal satisfaction to the librarian if the material needed by a particular user can be provided to him immediately. Collection development should be based on certain policies and principles.

5.1.1 Reference Service in the Digital Environment:

Reference librarian job is to provide information to user or in group to aware him with information resources and become independent to handle access information, librarian also create web pages to local users. Meetings are arranged with clients spending considerable time to know his problem and guide him with latest access to domologise to solve his research problem. Reference librarian assists the users on his demand or point of need. Today is remote reference service based on interactive method.
Business world recognize interactive reference service and provide online interactive help. More weightage should be given to online reference service. This will ensure privatization of library function on higher level.

5.1.2 Floppy Based Information:

A few current awareness publications by commercial agencies firms are now available in the computer readable floppy form. The ‘Current Contents’ publication of Institute of Scientific Information, Philadelphia, is now available in both i.e. print form and floppy form. This is the change in the physical form of commercially available current awareness publication. Some libraries are subscribing to the ‘Current Contents’ in the form of floppy. Many more such commercially available current awareness publications are likely to be issued in the form of floppies. This will necessitate many libraries to go in for the purchase of required computer hardware. But the problem faced in storing the information in floppy has discouraged their use. Compact disc is preferred than floppy in libraries.

5.1.3 Databases Development in India:

In some university libraries, the information services are being rendered by the computerized databases. The example of the National Information Centre of SNDT Women’s University, Bombay, NCSI, Bangalore and all the sectoral information centres of NISSAT could be cited. Apart from these, a few libraries/information centres are also rendering the information services through the computerized databases. But in the 21st century it is anticipated, that the information service will be rendered only through the computerized databases. The information service will totally depend on the computer database. The computer technology and communication technology have changed the overall structure of the information services. To quote Rajagopalan, “Computer Communication, micrography and audio-
visual technologies have made a tremendous impact on the organizing body and provision of library and information services”.

5.1.4. **Impact on Library Services in University Libraries:**

Higher education in India is a tradition that can be traced back to the ancient times. There are examples such as Taxila and Nalanda widely known as places of higher learning. The establishment of universities at Calcutta, Bombay, and Madras in 1857 under the British rule is an important landmark in the educational system in India. After independence, the great visionaries and research in the development of the country and a large number of universities, R&D institutions and centres of higher learning were established. In addition, recognizing the significance of technical education as a crucial factor for national development, the five IIT at Bombay, Delhi, Kanpur, Kharagpur and Madras were set up. These and such other institutes including Indian Institute of Science at Bangalore have gained recognition as Institutes of National Importance.

The academic and research institutes largely depend on libraries for their information requirements. Libraries play vital role in maintaining the academic and research activities of the respective organizations and provide an important link in their quest for information. Libraries’ participation in the educational mission by providing appropriate information services accelerates the progress of learning and research process

The role of librarian is just open and understandable to all the information seekers. Computer support and network has also made it possible to make it visible to patrons. Cooperative efforts have made patrons more conscious to handle information management on their own. But the importance of librarian can not be overlooked. The users and administrators should understand the functions of a librarian administrators cut library budgets which restrict librarians’ jobs. Computer can not replace human
beings. Software is handled by a human and produces electronic publication and directs the computer to work according to his guidelines and instructions.

**5.1.5 Information Seeker**

Every information seeker is blocked cognitively while controlling the situation and goes further for seeking answer of his questions. Information seeker has become successful in using non-human resources. It depends on many factors:

- How much they know.
- What resource they know
- What resource they are consulting.
- Whether resource are organized.
- How to query the resource
- How far they are aware about the vocabulary to represent the question.

There are different ways to provide face to face reference service. He should know where the patron is to serve. Librarian has to move their office shifted to user working place to help and guide him personally or online. The latest patrons are reading, hottest information emerging in clients work. Their views are changed timely and translating is the work of the library. The librarian should not wait for patron question but he should search or understand the problem of the client and make efforts to solve them in advance. Librarian becomes a partner of client and co-operate with him with all the information tools to apply. There is no fixed yardstick of the client. He needs help and co-operation which a referenced librarian works as information provider.

**5.1.6 Internet Service**

Libraries are meeting our responsibility to make Information technologies available to all of its users, whether they come or not into the library, Library constitute of responsibility and provide reference service to patron as well. In
modern era there is no single library that can do it independently. It will take a coordinated effort to provide effective, responsive, interactive point-of-need service to remote users – whether they personally visit the library or the library is closed. Libraries will not only scan its users, but ensure the flourishment of diversity in information resources.

5.1.7 Cooperative Efforts

Information is a prime resource and is required at every stage of social development. The quantative increase in information generation at an estimated rate of 13% per annum has made the task of collection, storage and retrieval of Information very difficult being limited in resource. In addition, the escalating costs of information products and services have made it mandatory for libraries to automate apply modern technology in their services, and share the resources through networking. There are several constraints in financial resources in India. It can help in avoiding unnecessary duplication of costly books, periodicals etc.

5.1.8 Sectoral Information Systems

In India the creation of NISSAT (National Information Systems for Science and Technology) to coordinate with the sectoral information systems is a step towards cooperation in resource sharing, INSDOC is the national body to provide and promote information services nationally and internationally. Centralized acquisition of foreign periodicals (CAP), document delivery and compilation of union catalogue are the main contributions of INSDOC in the field of resource sharing. The NISSAT working under the Department and Industrial Research (DSIR) initiated a feasibility study for the automation and networking of several college and university libraries especially in Kolkata and Delhi.

The National Commission on Libraries and Information Sciences (NCLIS) in its National Program Document (1975) defines a network as:
“Two or more libraries and/or other organization engaged in a common pattern of information exchange, through communications, for some functional purpose. A network usually consists of a formal arrangement whereby materials, information and service provided by a variety of libraries and other organizations are available to all potential users. Libraries may be in different jurisdictions but agree to serve one another on the same basis as each serves its own constituents. Computers and telecommunications may be among the tools used for facilitating communication among them”.

5.2 ICT and Libraries:

The rapid development in Information Computer Technology (ICT) and advancement in scientific tools has made a surprising improvement and modernization in all spheres of life and as well in libraries new technology has effected the organization structure managerial developments and product marketing the library services has been more quick and fast. It has developed confidence among the patrons of library about resources and services. The concept of storehouse has been changed to electronic library. The manual library working has changed to mechanical functions smoothly with the help of Information Computer Technology. All functions method and systems have been renovated and developed to mechanical operation and easier and more quantum of work can be done in relaxed mode. University libraries are also affected by ICT. These libraries have come up to take steps to develop its functions on modern technology system. UGC is providing necessary finance liberally to establish ICT facilities and make the library digital based INFLIBNET has contributed with all its resource to make college and university libraries more modern and providing online services. It has encouraged and provided a platform to organize conferences, seminars, workshops and training programmes on various activities of university and
college libraries and equipped with ICT tools for providing better services to the academic community.

5.2.1 **Services:**

The purpose of digital library services is to enable the user to access the information required for knowledge enhancement. Library services include information about all the services, collections, digital resources, library instruction sessions and services. The specific services of digital library include providing remote access library resources—both printed and non-printed, service deliveries and generation information on library.

The access available as per by laws of the Universities could be limited to members, and certain resources like commercial database, where only members can access them through password.

5.2.2 **Circulation Service:**

The circulation service involves the use of library materials and the successful performance of the function can be measure of the effectiveness of library staff to which librarians devote themselves. The best-equipped library located in the most modern plant and staffed with the most capable librarians would be an unsuccessful to provide recorded knowledge in the absence of circulation service. The processes and services, which result in bringing users and library materials into productive relationship, are due to circulation service in libraries.

The lending services require suitable hours of service, circulation desk, lists of eligible members, and responsibilities of the borrowers, Loan periods, Charging Discharging procedures and renewal of books procedures.

Similar to the “recent additions” or “Monthly additions”, to the library, this service helps the users to become aware of the recent acquisitions. This facility can be
updated easily. Images of cover pages of the books can be kept, without having physically removed them from books. In addition, reviews of the books collected from various magazines can be displayed in these pages.

**5.2.3 Content Pages Service**

It is an important service in which content pages of the issue of journals are provided to faculty, research Scholars, and students both as an image, text, hyperlinks and also in abstract of the articles. This is a service giving latest information of the published articles relating to the researches and other requirements of the users.

**5.2.4 Web-page Service**

The technical library can compile a Web page service giving information about the recent release of books that users would be interested and might suggest them to be acquired by the library. Such information can be collected from the catalogue or web sites of the publishers. This greatly helps the library collection to be up-to-date.

**5.2.5 Online reservation facilities:**

In case a document has been loaned, then a user, who needs it, can get it reserved. So that when the documents are returned then the user can be informed and he/she can get it issued. Online reservation facility should be there as many users need not come to the library to reserve a book; in that case online reservation facility helps them a lot.

**5.2.6 Documentation Service**

Documentation is an art of collecting, classifying, organizing and dissemination of information. It consists of documentation work and documentation service. Documentation work is the process of preparing documentation list. It is provided in anticipation of demand, whereas documentation services are provided on demand only.

**5.2.7 Inter-Library loan Service**
It is an inter-exchange service providing library resources among the libraries so that a researcher in the university may have all facilities for the usage of materials, which the university library does not own. Copies, rather than original materials, may sometimes be supplied.

5.2.8 Online Search Service

The ideal technical library should provide customized searching of computerized databases. Through online vendors, the library can access various types of databases, covering a variety of subjects. The databases have access to journals, books, conference papers, reports, government documents, and other sources. It renews mostly a printed counterpart and the online files but few databases allow online searching only.

The service university and college library have designed their need of its academic community as per the order of priority.

5.2.9 Referral Service

Normally reference staff attempts to bring users in contact with documents likely to contain required information. Similarly, reference staff can tell about the persons and institutions which may be able to provide information to the users seeking information.

5.2.10 Indexing and Abstracting Service

Indexing and Abstracting, which follow preliminary selection and acquisition of documents, involve the process of assigning descriptors to each document to identify the data or information. This would involve a comprehensive and highly condensed presentation of information. This result in indexing and abstracting services/products that indicate to a user the type of data/information contained as well as parameters of data points. Some of the products emanating from these services are, Abstracts of
technical papers, Patent abstracts, Digest for management, Digest for technical division, digest for Operator, Technical note etc.

5.2.11 **Current Awareness Services (CAS)**

Current Awareness Services are devices meant for the speedy announcement of newly acquired information or documents. Up-to-date and time is the essence of this service. It is also called Alert Service. The main objective of this service is to keep the research, development and management personnel of the university and other interested persons to get the current development in their respective fields of interest as quickly as possible. Current Awareness Services are to be designed with the main emphasis on speed of announcement, ease of use, and minimum time required for compilation work.

Some of the Current Awareness Services that have been developed are: current Titles, Research-in-progress bulletin, Selective Dissemination of Information (SDI), Newspaper Clipping Service, etc.

5.3 **Selective Dissemination of Information (SDI)**

H.P. LUHN introduced this service and defined as selective dissemination information service is rendered within an institution which links its services with new items of information concerns itself with channeling of new items of information within the organization where they can usefully serve someone’s interest. It endeavors to prevent indiscriminate distribution of new information and avert the resulting danger of not communicating at all”. The basic concept behind SDI consists of matching Information/ Documents with the profile (Interest) of each individual of clientele. The profile can be a single user or a group working on the same project or some limited subjected field. Those item matches are brought to the attention of the user. In an automated system, this service can be performed effectively. Its objective
is that user should neither be provided too much information, nor made to miss information essential towards his requirements. The steps involved are:

(a) User Profile,
(b) Documents Profile,
(c) Matching,
(d) Notification,
(e) Response or Feedback,
(f) Readjustment or rejuvenation of Profiles.

5.4 Translation Service

The non-English Option of the world’s scientific and technical literature required by scientists, engineers, and technologists probably amounts to as much as 50 percent. At present, the most expedient way to make this body of foreign language material available to the scientists and faculty of the system is by the provision of a translation facility.

5.4.1 Scope of Technical Transmission

The technical translation activity would have the following objectives:

- Establishment of a Translation abstracting service,
- Provision of an adequate responsive and anticipatory translation service,
- Maintenance of a Translation Bank,
- Cover-to-cover translation of selected journals,
- In-service training for building up a cadre of highly skilled specialized translators,
- Establishment of cooperation and coordination with International Information Systems.

5.5 Reprography Service
The method of document producing duplicate copy of document or reproduction broadly is known as “Reprographic Methods”. It is a basic necessity in every aspect of modern life, more so in the field of communication and dissemination of information.

The advantage of reprography has found innumerable applications in information centres and their scope is practically unlimited. The advantages are:

- Procuring copies of out-of-print material or unpublished work such as laboratory notes;
- Securing the contents of valuable documents;
- Publications in limited editions;
- Saving storage space;
- Acquisition of copies of portions of books, periodicals, etc. without having to acquire the whole of the original etc.

5.6 Instruction Service

It is also known as User Education Service. The objectives of user education are:

- Orientation of facilities and resources
- Basic research ability and strategies
- The teaching of the institutions of the literature in different manners, as well basic reference tools in each discipline.

The objective is achieved which facilitates recognition on the part of users of their own information needs as formulation of those needs. The user education constituted of the four interrelated components as under:

- User awareness service,
- Library orientation programmes,
- Interest profiling system,
• Bibliographic instruction service.

Once under orientation program it makes the users it makes the users aware about primary resources available in libraries. They should orient library service. Thus, it can be said that user awareness is an initial report. It should be profiled with bibliographical instructions, Library orientation and bibliographic instruction from the basic components of user education. Library orientation precedes bibliographic instruction.

5.7 Bulletin Board service

Very often, researchers and academicians need to discuss their individual findings and study with fellow academicians. The quickest and easiest way of doing this would be to have a type of Discussion Forum and Bulletin Board Service on the Internet, which would be a kind of bulletin board for members to “pin their notes” for others to see. Generally Bulletin Board Service is used to invite people’s interest in special resources and services: to house interests in selected books on a particular topic; to present short, graphic summaries of important national and local news; and to announce programs and lectures. The bulletin boards should be installed in places where too many readers come.

5.8 Special Collection Service

The university and college library provide access to its special collection. These collections of resources are acquired, organized, preserved and made available to researchers. All the book materials in the collection are catalogued and accessible through the online catalogue. The original records of documents in the archives, collections of personal papers, business records, political papers, oral histories, and maps are supplied in access etc. by indexes and findings aids in the unit.

5.8.1 Online Book Suggestion Service:

This is a good service usually offered by the university library one can
Suggest a book for the library to acquire via e-mail. E-mail facility is required for this service. The user should provide the following items of the documents to be acquired.

- The name and department of the user who is suggesting.
- The status of the user (e.g. undergraduate, graduate, faculty, staff) with e-mail address.
- For each item suggested, one should provide author (required), Title (required), Publisher, Year of publication, Price, ISBN number.

5.8.2 **Access to Internet and E-mail Service:**

This is a new and good service and provided by the libraries having Internet connectivity. Users are also allowing to access resources through internet, the information of their interest. It also allows E-mail to communicate with each other. Through E-mail renewal facility, the library can open reservation facility. If users are familiar with Internet then they can be allowed to access Internet.

5.9 **Resource Sharing:**

Resource sharing is means to share the library resources on mutual understanding.

- The sharing of the current holdings
- Free access to holdings
- Ability to provide access to all formats for all communities through copying and lending of material
- Technology is shrinking the country and impacting on delivery mechanisms and the types of formats available
- Making the best use of the resources.
- Think about facilities of the users
- Resource sharing is a sharing minds
- Standards are necessary and its implementation
• Collection rationalization
• Publisher issues, including intellectual property
• Need incentives.
• Governments agency work for playing field
• Inter-library law
• Distance learning are having an effect
• Change in client needs and their priorities
• Electronic journals and licensing are necessary to consider

5.9.1 Characteristics of Clients:
• There is a rising consumerism
• Expectations of efficient services is based on IT
• There are a huge number of users of internet access
• Of high level of users
• Impact on global village
• There are many user who agree to pay fee for library service
• Multilingual communities are the part of client base
• People working from home or taking distance education courses

5.9.2 Weakness of Resources Sharing Service to Clients:
• Union catalogue in a continuing effort to make it update and accurate or timely on CD-ROM catalogues and circulation and detailed holdings information isn’t available
• There are a variety of funding sources but it can not fulfill the gaps between them
• There are few libraries which have restricted their services to borrowing and rendering.
• Lack of alternative
5.9.3 **Resource Sharing Priorities**

Information technology facilitate the user to transparent the users information access and libraries are adopting these technologies to make its service more effective. The standards established for cost saving machines generated catalogues of e-resource and reference service help libraries in their smooth functions. There has been effort cooperation with other similar libraries. The new generation of professionals and digital environment has prepared resource sharing on priority basis. National guides of resource sharing strategy Io improve relation with vendors and suppliers. NLC should play a leading role in promoting resource sharing and financial provisions. Government association and organization should also come forward to support this program in colleges and universities. A national resource sharing policy should be framed and present a model of guidelines and standards for access and delivery of resources. Libraries need to exert their rights over publishers and adopting new technology in order to meet needs of patrons.

5.9.4 **Significance of Electronic Library Services:**
Every university and college has its curriculum of courses of studies and the libraries provide access to information in this regard and guide/assist the patrons in the process of learning and teaching and providing training and aware the users for library professionals. Libraries are also offering new ways and means of technologies to access information and documentation purpose. It is slogan of every government ‘education for all’ and it could be possibly operated or implemented if libraries play their crucial role in serving the clients with new technologies and new distribution channels to serve the academic community, libraries should also structure their activities as per the needs of the users. The present university education system is facing challenges and fundamental problems which are to be reduced like diversification of information transmission e.g., and a suitable format. It will need a change in content, bibliographical format and adopt a new education policy and technology.

Web became first a mean of information and then support for learning, the economic factor playing a determinant role. Whether we refer at the traditional learning or the remote and online learning as well as education and information need the electronic component. University and colleges are higher education institutes and centres of learning and teaching and rim the academic programmes and improve the standards for the benefit of academic community by framing the courses and running training programs. Its primary mission is to impart education by various methods, systems of information, technologies and other mechanism. These are cultural agents and assist the research projects. Libraries are the part and partial of higher education and contribute to educational programs by providing information on demand or need of the users. Libraries are knowledge centres and provide various resources available in libraries i.e. books, serials and online access service to its patrons.

Educational process must be regarded as a conjunction with economic, political and cultural content. In the modern knowledge based society every state has a plan to
provide new technology and skill in processing information every daywork. Information technology leads to systematic approach with emphasis on providing digital resources product and make the libraries more automated and modern in serving its patrons. I.T. also improves efficiency and quality of the education and create new field of library services.

We share the view of Ion Stoica who stressed on adapting information services to provide education: “The concept of distance education is fuller of tracks than those which send simple decoding of the two terms. In fact, contemporary man is frequently in a position to use sources of information, which go beyond proximity and offer specific tools and ways of access.”

The university role is to initiate, innovate educational patterns and imparting teaching and learning to support scientific research and to shape the society. Library contribute this objectives ‘Information Technology correlate the programmes and develop scientific methods and techniques and providing opportunity of modern library systems in an open atmosphere. Library cooperation in enhancing educational standards and connecting communication systems globally helped the colleges and universities in managing educational standards. Libraries provide electronic services, increasing access to information for researches and conducting continue training program. The emergence of electronic format reflects the changes taking place in libraries and information centres.

All university libraries keep the traditional services of information, gradually adding elements of remotely electronic access. Such a feature is Web-OPAC, which users can access from anywhere: from the library or from a terminal connected to the web page. Any user, teacher, student or researcher, who access bibliographic data in such a manner or skillful presentation can make other types of search on certain
keywords, topic, author, title, area with ease. Thus, a bibliographical structure can be organized by clear criteria.

Digital libraries have a wide scope to serve. Its service are not limited to fullest documents but beyond it. It allows access globally through hyperlink and to serve the digital products of university at college libraries. A project war developed by British libraries which defined that entity which will purchase, store, use, and publish e-products and other products in electronic format. Digital libraries give weightage to digital resources and manipulation of distribution format involves conversion into a standard format Optical Character Recognition, the creation and distribution of description, use special technique nontext materials. Digital data require evaluation and assessment of its authencity, university, and electronic library serve the community and cover information resources to meet the requirement of different ways of user.

"The integration of all types of sources primarily, printed and numeric information using convergence fund that documentary spectrum forever has, despite its formal diversity, became perhaps the most important contemporary mission of the info-documentary structures. They should continuously reconsider information products from the perspective of Integration into ends that meets the needs best."

University and college libraries have various types of resources but lacks in proper distribution channel. It should be determined to optimizing research by providing various information resources (databases, portals) and also work ability of users by adopting new research technique.

Digital libraries also understand the value of information and research, increase educational performance and learning process of the University and College, Libraries also form a special policy for professional recruitment and maintenance. It needs a thorough analysis of library organizational setup to carry library mission. University
and college librarians are forced to rethink about their responsibility and specialization which could make the academic standard high locally and nationally.

References:


