Appendix C

Glossary of Terms Used

**Caste Studies**: Are used to collect in depth information about the experiences of a programme on a single participant or site. A case study can simply be the story of one person’s experience related to a programme.

**Evaluation**: A systematic process which assesses the efficiency and effectiveness of certain activities and offers a value judgment of their value in terms of some criteria (such as goals and objectives). The process of identifying and collecting data about an organization or its specific programmes, operations and/or services.

**Users Satisfaction**: The reaction to a users subjective assessment of the degree to which the organisation’s performance met or exceeded some standard internalized by the user.

**Quality**: The totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs.

**Aggregator**: An intermediate service which offers subscribers electronic titles from different publishers through one interface.

**Alta Vista**: Search engine created by Digital Equipment Corporation. Accessible via any standard web browser.

**Bookmark**: Facility which permits users to add an electronic address (URL) and associated name to a local file to which a user can subsequently refer. The file contains direct links to selected electronic addresses of previously viewed documents.

**Digital Library**: A collection which combines bibliographic description and full-text or image representations of published works.

**Electronic Library**: A general reference product available on the World Wide Web which provides access to full-text newspapers and magazines, news wires, television and radio transcripts, and electronic reference works.

**Electronic Mail**: System which allows for the sharing of online electronic messages among individuals or groups of individuals or groups of individuals via a computer network.
**Hypertext**: Text that contains links which allow readers to move easily from one document to another with the aid of an interactive browser programme.

**Interface**: A means by which two systems communicate. It can be a piece of hardware or a protocol used to facilitate communication between two software systems.

Internet: A worldwide computer network which connects many smaller networks worldwide.

**Internet Public Library**: A virtual library with the mission of finding, evaluating, selecting, organizing, and creating quality information sources.

**J-STOR**: Product originally produced by William G. Bowen, President of the Mellon Foundation, as a solution for libraries which lacked adequate space to store back issues of scholarly journals.

**Lycos**: Search engine created by Carnegie Mellon University and late spun off for further development through Lycos Inc. One of the more popular and well known search engines.

**Local Area Network (LAN)**: A network of computer terminals or microprocessors typically limited to one building or a narrowly defined geographic area.

**Network**: A communication system that relies on hardware and software.

**Online Public Access Catalogue (OPAC)**: A computerized catalogue of a library's holdings. It is typically an automated version of the card catalogue. Now more frequently known as Library Information System.

**Project Guternberg**: An electronic book project founded by Michael Hart which was created with the goal of making texts available in the simplest and easiest to use forms at affordable prices. Texts are made available in ASCII.

**Project Muse**: An experiment which makes available to libraries scholarly electronic journals published by John Hopkins University Press.

**Pro-Quest**: A service from UMI that offers full-text or full-image documents, or can combine searchable text with graphs, charts, maps, and photographs.

**Search Engine**: A programme which permits users to do keyboard searching on the Internet.
Uniform Resource Locator (URL): Protocol used to specify the location of an object or site on the Internet. Commonly referred to as a “Web address”.

(The) University Licensing Project (TULIP): A collaboration between Elsevier Science and a number of American universities. The project’s goal was to jointly test systems for networked delivery to, and use of journals at, the user’s desktop. The project ran from 1991-1996.

Virtual Library: A set of links to various resources on the Internet, such as documents, software, or databases. The links are transparent to users, and they are provided with one interface to information.

Wide Area Information Server (WAIS): A distributed information retrieval system which can retrieve information from the Internet using natural language searching; allows users to search a number of sites simultaneously. Originally released in 1991; designed specifically for maintaining and searching databases.

World Wide Web (WWW): A client-server application which is part of the Internet. Relies on hypertext to provide access to documents and to navigate between documents. It also includes audio and video capabilities as well as ability to transmit images.

Yahoo: Database of links to the World Wide Web and Internet resources, organized as a hierarchical subject-oriented guide. The search engine Alta Vista is used to search Yahoo.