

# Web based Library Services the Needs of Users in Academic Libraries

Vipan Kumar

Research Scholar, Department of Library & Information Science, Dravidian University, Kuppam, Andhra Pradesh, India

## ABSTRACT

The purpose of this paper to explore how library users are accessing their desired information in new era of web technology. New technology has change the services of the libraries, as well as the user's behaviour boost up physical to digital to retrieve the information its users and changed the environment of libraries and resource centres. With speedily development of the internet and the World Wide Web (W3) services, information exchange and information sharing can be changed either by disparate formats or by dynamic channels. The web technology or web based services has changed the way of information that is stored and communicated in the libraries. Today's libraries go towards providing their services in a digital environment the enhanced access to library collections is making the use of virtually and more attractive information through e-resources and services. The use of the web based library services, what are library services, why it is necessary and why it is so popular among the users with their advantages and disadvantages are focused and different web based resources have been highlighted in this paper.

**Keywords :** Web based library services, resources, new technology, Information Era, Library Users needs & taste, Information Resource and Services.

## I. INTRODUCTION

Due to the tremendous growth and continuous development of new technology globalize, Library and information service centers have changed all the traditional methods. Developments of technology have affected not only the format and sources of the information, but also demands and expectations of users have changed drastically. In this new scenario, more and more libraries and resource centers in the world are exploring and offering new web-based library services such as web recommendations, web catalogues, web search engines, web forms, web learning to satisfy the library and information needs of its users. The needs revolve around the changing methods of teaching and research as well the growing information of technologies. Library users value the services that they access from their own systems because the services save the time and users expecting

to access through the net at their convenience. The rapidity growth of new technology innovation in libraries has gradually accelerated over the previous times.

Due to innovation of internet, world wide web, information communication and technology applications usage, computerization of libraries, library networks, advancement in databases, web and libraries services, web 2.0, blogs, wikis, RSS feeds, videoconferencing, etc. the libraries are in a growing stage to either support the existing services and go for new innovative and remarkable services to the users.

### Advantages of web based services:

Every user wants information within few second; internet is the tool which gives the desired information on one click. Time is very precious thing in the world that has passed will never came again. As

we are living in the information society so the users want the information without any delay. The world is shifting globalize from traditional to modern, as well as the libraries and resource canterers are also changing such a services, format, and user oriented, technology adopted. So the different types of users demand the different types of information mostly in web or digital form. Technology is the main concern in the changing the role of library users, because everybody wants to expert in the profession. As we are focusing in library, so the users need the extra and unique information by the help of technology so that they may shine their names. Information communication technology has changed the libraries a lot in each area, so users also want to change according to the technological demand in society, so due to these issues of users regarding their changing roles in library and information centres, while they are retrieving information on various online resources.

### Different Experience of Users:

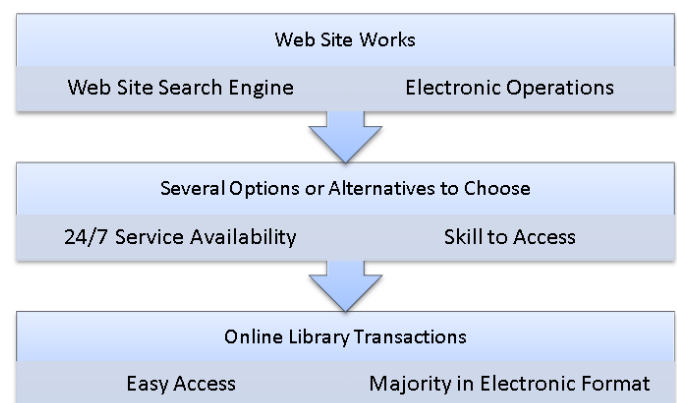
The use of instinctive, useful methods was apparent in many contexts, including the entry of URLs to access. Web sites and the location of information in books by simply flicking through the pages. Some users try to find the desired information through internet only with the help of Google, or other search engines. Some users use the search engines of their subject areas and find their indeed information. Some user's intent on retrieving sufficient information to gather the needs, consulted more than a few sources for getting the extra information, they think why we suffer as we found the needed information in one source. Some users consulting the contents.

In the past library users was depend only on the print collections and resources, but now time has changed into the new technology and every user wants filtered and updated information. Now goes through with print sources as well as electronic resources, databases, reference sources and services etc. to find the exact and unique information.

### Different Needs of Users:

Best services are tools and techniques to changing the environment of the users; especially research scholars want the quality web based online resources and services for their relevant areas. There is need to development and use of digital materials by users such as, faculty, staff and students of the academic institutes to boost information provision to carry the study, teaching and research. Therefore a quiet reading environment is still needed to concentrate, the demand for space where library users can meet and hold discussions is one of the recent changes.

### Present Need of Services



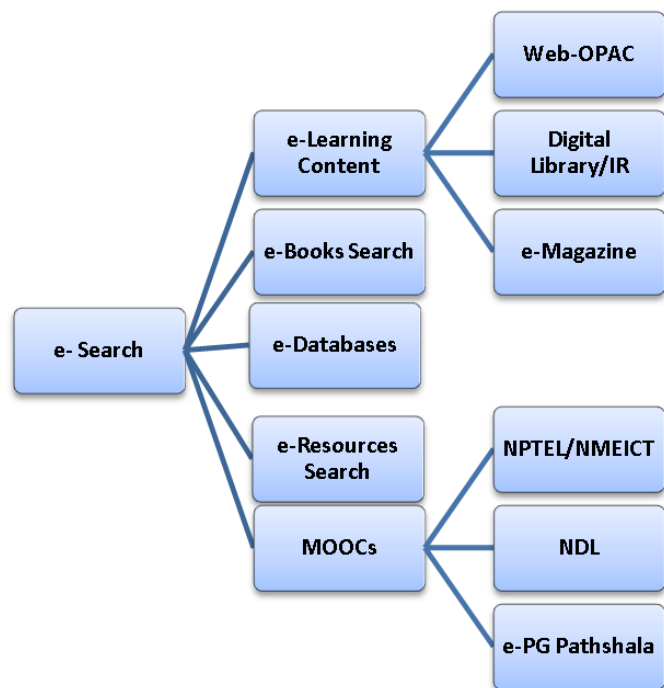
### Service during the Entire Times:

The start point in libraries is the document procured and the vast array of handling processes to made it ready and easily available to the users both Print and Electronic resources.



## Library Website Contents

Analysed the below contents available in academic libraries websites and the extent of library information hosted on the websites. Uses of regular internet by users and their frequency of visit to websites and identify the library transactions that users wish to carry out using the internet.



## Web Based Library Services:

- Online Library Rules & Regulation
- Online Library Timing
- Web-OPAC
- Electronic Research Guides
- Online Membership Form
- Online Recommendation Form
- Digital Collection
- Online Overdue Status
- E-Journals
- Digital Library Consortium
- E-Databases
- Open Access Journals
- Alert Service
- Web-Based Table of Content (TOC)
- E-Mail Based Services
- Online Library News Updates

- Online Feedback Form
- Online Subject Support
- Online Help Desk Services
- Ask-a Librarian
- Online Map of Library/Virtual Library Tour
- Web-Based FAQ
- Web-Based User Education
- Whatsapp Group, Twitter, Facebook,...etc.
- Online Suggestion Box
- Library Blog
- Online Library Bulletins

## II. CONCLUSION

Information and communication technology (ICT) challenges the professional expertise. One such expertise which is often highlighted in present-day society is information seeking expertise broadly defined. The ability to seek, evaluate and use information is regarded as highly significant not only in educational practices, but also in forthcoming occupational practices. New era changing as in accessing, retrieving, query, discussion and many other role they are playing. This is the direction towards changing environment, changing world. New service paradigms for librarians and library professionals are emerging as a result of technologies available for information access, processing and transmission. The library users are technology ability and constantly moulding towards the digital environment and able to search internet. The internet helping to surfers access the appropriate information and develop the right skills for its evaluation and use. The constant shifts in the ways of production, processing, distribution of content and largely by the way of user perception, dynamically and drastically change the screen savers of the libraries and information centres. In future, libraries will reinvent themselves by perfecting the path that they have now begun.

### III. REFERENCES

- [1]. Bertot, J.C., Jaeger, P.T., McClure, C.R., Wright, C.B., & Jensen, E. (2009). Public libraries and the Internet 2008-2009.
- [2]. Bakker, T. (1999). Resource sharing in a virtual library environment: User oriented collection management.
- [3]. Arora, J. (2001), "Web-based digital resources and services: trends and innovations.
- [4]. Bhatnagar, A. and Deshmukh, V. (2006),"Web technologies for user education, January 22, 2011).
- [5]. Blair, J. and Level, A.V. (2008), "Creating and evaluating a subject-based blog: planning, implementation, and assessment", Reference Services Review, Vol. 36 No. 2, pp. 156-66.
- [6]. Chandra, H. (2002), "Web-based document delivery service at the central library of IIT Madras".
- [7]. Casey, M.E. and Savastinuk, L.C. (2007), Library 2.0: A Guide to Participatory Library Services, Information Today, Medford, NJ.
- [8]. Cordeiro, M.I. and de Carvalho, J. (2002), "Web-services: what they are and their importance in libraries", Vine, Vol. 32 No. 4, pp. 46-62.
- [9]. Chu, S.K.-W. (2009), "Using wikis in academic libraries", The Journal of Academic Librarianship, Vol. 35 No. 2, pp. 170-6.
- [10]. Dewald, N.H. (1999), "Transporting good library instruction practices into the web environment: an analysis of online tutorials", The Journal of Academic Librarianship, Vol. 25 No. 1, pp. 26-31.
- [11]. Foo, S. and Lim, E.-P. (1998), "An integrated web-based ILL system for Singapore libraries", Interlending & Document Supply, Vol. 26 No. 1, pp. 10-20.
- [12]. Ganesan, P. and Pandian, N.M. (2004), "Evaluating web resources, services and user attitude towards web-based information services at university of Hyderabad library – a study".
- [13]. Halub, L.P. (1999), "The value of web-based library services at Cedars-Sinai health system", Bulletin of the Medical Library Association, Vol. 87 No. 3, pp. 256-60.
- [14]. Hanson, K. and Cervone, H.F. (2007), Using Interactive Technologies in Libraries, Neal-Schuman, New York, NY.
- [15]. Kanamadi, S. and Kumbar, B.D. (2006), "Web-based services expected from libraries: a case study of management institutes in Mumbai City".
- [16]. Kim, Y.-M. and Abbas, J. (2010), "Adoption of Library 2.0 functionalities by academic libraries and users: a knowledge management perspective", The Journal of Academic Librarianship, Vol. 36 No. 3, pp. 211-8.
- [17]. Krishnamurthy, M. and Chan, W.S. (2005), "Implementation of library portals for information resources: a case study of the Indian Statistical Institute, Bangalore (ISIB)", International Information and Library Review, Vol. 37, pp. 45-50.
- [18]. Letha, M.M. (2006), "Library portal: a tool for web-enabled information services", DESIDOC Bulletin of Information Technology, Vol. 26 No. 5, pp. 11-16.
- [19]. Lukasiewicz, A. (2007), "Exploring the role of digital academic libraries changing student needs demand innovative service approach", Library Review, Vol. 56 No. 9, pp. 821-7.
- [20]. Li, L.L. (2006), "Leveraging quality web-based library user services in the digital age", Library Management, Vol. 27 Nos 6/7, pp. 390-400
- [21]. Mirza, M.S. and Mahmood, K. (2009), "Web-based services in university libraries: a Pakistani perspective", Library Philosophy and Practice
- [22]. Madhusudhan, M. (2007), "Model information technology orientation course for librarians", Proceedings of the 51st All India Conference on Libraries, Information Literacy and Lifelong Learning, Kurukshetra, December 16-18, pp. 41-7.

- [23]. Moyo, L.M. (2004), "Electronic libraries and the emergence of new services paradigms", *The Electronic Library*, Vol. 22 No. 3, pp. 220-30.
- [24]. Nielsen, H.J. and Hummelshøj, M. (2008), "What librarians need2know: instant messaging and chat as reference services in public libraries". Parida, B. (2004), "Emergence of digital library services in India".
- [25]. Pathak, S.K., Mishra, A. and Sahoo, G. (2011), "Future of web-based library and information services: an Indian scenario".
- [26]. Syed, S.A. (2002), "Managing change to enhance web-based services in the Arabian Gulf libraries", *Online Information Review*, Vol. 26 No. 4, pp. 265-70.
- [27]. Stephens, M. and Collins, M. (2007), "Web 2.0, Library 2.0, and the hyper linked library", *Serials Review*, Vol. 33 No. 4, pp. 253-6.
- [28]. Tobin, T. and Kesselman, M. (2002), "Evaluation of web-based library instruction programs", *INSPEL*, Vol. 34 No. 2, pp. 67-75.
- [29]. Toleva, S.-S. (2010), "Evaluation of web-based information systems: users' informing criteria", *Issues in Information Science and Information Technology*, Vol. 7, pp. 297-309.
- [30]. Tripathi, M. and Kumar, S. (2010), "Use of Web 2.0 tools in academic libraries: a reconnaissance of the international landscape", *The International Information & Library Review*, Vol. 42, pp. 195-207.
- [31]. White, M.D. (2001), "Diffusion of an innovation: digital reference service in Carnegie foundation master's (comprehensive) academic institution libraries", *Journal of Academic Librarianship*, Vol. 27 No. 3, pp. 173-87.
- [32]. Schrecker, D.L. (2008), "Using blogs in academic libraries: versatile information platforms", *New Library World*, Vol. 109 Nos 3/4, pp. 117-29.
- [33]. Xu, C., Ouyang, F. and Chu, H. (2009), "The academic library meets Web 2.0: applications and implications", *The Journal of Academic Librarianship*, Vol. 35 No. 4, pp. 324-31.