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Internet and its Impact on Library Application: An Overview

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Abstract

Internet is the most revolutionary development in the field of information Science. It has opened up new opportunities for the information professionals to meet the growing challenges being faced by them under the fast changing scenario. The paper traces the history of 'Internet' and its entry into Indian Library Culture. It emphasizes the need and importance of adopting the 'Internet' by libraries in India to expand the information base and to meet the ever-growing demands of their users. Provides information about important Internet Services Providers (ISPS) in India. Discusses the Service being offered by Internet in libraries in India.

Introduction

'Information' is the most vital resource for any kind of activity but is difficult to define. According to Newman and Newman, "Information is that which destroys uncertainty" Today we are passing through a phase in which information is of key importance. It has been recognized as the fourth resource that has become one of the basic elements to determine the quality of life, the other three being men, material and money. Although, information has always been the basic need of the society but at no point of time. It has played such a crucial role as it is playing today. Inception of computer and communication technologies has brought revolutionary changes in the whole system of information, particularly during the last one decade. In the information age, the element process is communication Recipients state of knowledge is alerted by informative communication. Information gamut is felt everywhere. Presently technology has been a marvelous tool to have access to governmental information, grey literature, trade reports, technical reports, technical reports, etc, and other unpublished and which is not supposed to be published i.e., the electronic journals. This tool has enabled us to communicate between anyone, anywhere in the world without any discrimination of status. This tool is nothing but the talk of the present world "Internet".

What is Internet

The global network of networks called 'Internet' is information super highway that allows information to flow to unimaginable distance at an incredible of large and small interconnected computer networks, extending all around the world.

The Internet is a network of networks, a giant agreement among thousands of computer systems to connect together. Internet is the network of 'networks' spread worldwide. It connects people world wide to have access to remote database, allow personal communication, and group discussion.

In other words, Internet is another telecommunication network Majority of connections for the Internet run on standard telephone lines. The concept behind the internet is 'Resource sharing' Internet paves the way to Universal Availability of Publication (UAP). Researchers from all Corners to the earth are finding that their work is thriving in a network environment-immediate access to the work of colleagues and a vital library of millions of volumes of paper-afford them the ability to

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incorporate a huge amount of knowledge hither to unthinkable Internet has the philosophy of sharing information (mail, documents, programme, data and graphical and the perspective dominated now the system work today.

Internet Growth

Presently, Internet is growing at a very fast rate, spreading its roots at an unimaginable speed and becoming an integral part of our lives. No one had ever, imagined that Internet would become so integral to the world when it started as a simple communication tool for defense personnel in sixties. It was just plain text, text and text. Today, there are moving pictures, graphics and sound that one never imagined off. All these developments have revolutionized the presentation of the information on the Net. There are over 140 million Internet users in the world hooked to over a 12 million host computers connected to the Net, and this number is growing today.

During 1990, the Internet was supporting commercial activities and the network was growing fast to include more and more sites. By the end of 1994,over 3.5 million hosts were connected and over 9.4 million by Jan 1997.Growth of Internet in India has been slow as compared to Western Europe and South East Asia. However, it has been assumed that Internet access in India will grow at the rate of 164% in the next few years as compared global rate of 59%.The traffic on the Internet is doubling every hundred days. The Internet has undergone a virtual explosion, due to the enormous popularity of World Wide Web. At present more than 4000 Indian users have access to Internet through VSNL, and 7000 users from education and research community through ERNET, It accounts to a very small fraction of total population of India. Dept. of Telecommunication (DoT) and VSNL are the two key public sector bodies controlling Internet till date.VSNL has presence only in 16 cities all over India.

Internet Service Providers and Popular Networks in India

Internet service provider (ISP) is the bridge between Internet and the customers with a point of presence on their network. The customers should have connection to one of ISP's server either through dial-up or lease-line. Until early 1990's Internet access was possible through some kinds of dedicated line connection. Later with the introduction of various Internets access providers, dial-up accounts became available. By early 1994, more then hundred dial-up commercial Internet access providers were offering services in North America along. Now there are various ways to get Internet connectivity, ranging from dial-up facility to satellite links.

Internet Connection

Basic Requirements to get into the Internet are:

(1) Computer

(2) Modem

(3) Communication link (Dial up or lease line access)

(4) Password or login address

Internet Service Provider

Today's information networks have broken down all the barriers of time and space enhancing users expectations continuously and creating the dements for more and more sophisticated, high quality Information products and service. Today in India there are various networks offering online services through Internet. Some of them are as follows:

Ernet

In Nov. 1986 ERNET was started by Dept. of Electronic (DOE) with the financial support at govt. of India and a United Nation Development Programme (UNOP).

The educational and research network (ERNET) implemented by Department of electronics (DOE) has over 400 organizations connected with in India and neighboring countries. These institutions are mainly academic and research organizations non-governmental organizations and to a limited extent private and international organizations. Several backbone its support ERNET, covering Doe (New Delhi), IIT (Chennai), and IISC (Bangalore) IMTECH (Chandigarh),VECC (Kolkata), IUCAA (Pune), NCST (Mumbai) and University of Hyderabad, which enable organizations located at different geographical locations to access various services

of Internet.

NICNET

The National Information Centre Network (NICNET) is operational since 1987 NICNET covers all district head quarters, states/UT capitals and national capital. Internet connectivity through NICNET has been made available via VSNL since 1995. It provides services to govt. organizations in the country by using satellite base data communication of national informatics centre (NIC). NICNET has been offering Internet Connectivity through dial-up mode under the service name RENNIC (Research and Education Networks) to academic and research organizations. It is estimated that more than one million users (8000 institution) are using NICNET facility in India. NICNET has become an important network facilities decision-making in the govt.

(VSNL (Videsh Sanchar Nigam Ltd.)

In India, Videsh Sanchar Nigam Limited (VSNL) started the internet service in is August 1995, till that time it was the only ISP.

It acts as the gate keeper to Internet Connectivity.

Softnet

The Dept. of Electronics, Software Technology Park of India (STP) launched SOFTNET in 1993, which has started offering Internet service in collaboration with Section Service, India for software development companies. STP has six centers located Bhubhaneswar, Trivandrum, Hyderabad, Gandhinagar, Noida and Bangalore.

Satyam

Satyam Online was launched in December 1998 as a first private Internet Service Provider to announce the Internet service in 12 major cities in India. It proposes to cover more then 40 cities.

Mahanaga Telephone Nigam Ltd. (MTNL)

MTNL was launched in March 1999 in Mumbai and Delhi to provide Internet service to general public.

Internet Access Services

The Internet has enabled global connectivity of computers and develops various tools and techniques for networked information provision and access. The various services offered by Internet are as follows:

Gopher

Internet gopher was developed at the University of Minnesota. Gopher is a menu-based programme to browse the resources of the Internet without having any idea of its location. Gopher server accepts simple query and provides the clients a list of documents. It is a menu driven application that allows the users to access data residing on multiple best and server as a distributed documents delivery system. Gopher actually gives out, gets the information that one wants, and puts the information on the computer.

Vronica

Veronica stands for very common Rodent-Oriented net wide Index to Computerized Archives. It is a programme accessible Gopher. It allows quick access to information of Gopher to reach particular files and directories.

File Transfer Protocol (FTP)

The Internet programme FTP is used transfer files from one computer to another, regardless of the storage format or operating system. Through FTP one can copy files available on Net from anywhere; FTP requires specific address to th remote machine from where the File has to be retrieved.

Telnet

Telnet is a simple programme created by the NCSA that uses the communication protocol of the Internet TCP/IP to provide a connection into another computer. One can use Telnet in huge databases to do research or even Telnet can be in libraries around the world to check if they have a certain book that one is looking for.

World Wide Web (WWW)

Also known WWW, Web W3 is the most powerful navigation tool on the Internet. It is based on a concept and technique called' hypertext'. Words in one document are linked to another document from the home page on web. One can go from one item of interest to by selecting hyperlinks in the documents. Web provides access to information in the form of text, graphics, pictures and even sound. The major features of the Web are:

- It is a hypertext system;
- It is a multimedia system;
- It incorporates other internet tools such
- as FTP, Telnet gopher and wais, etc.
- It is a distributed system; and
- It provides an interface to other database system.

The most important concepts required to understand the underlying mechanisms of the web are-Client Server Architecture, the Hyper Text Transfer Protocol (HTTP), Hyper Text Markup Language (HTML) and Uniform Resource Locators (URLs) and others.

Wais Wide Area Information System

Wais is full-text indexing software, used to index large text file, documents and periodicals.

Archie

It is a directory service available for searching the address of ftp servers around the world and one can telnet to the Archie server.

Internet Resources

Electronic Mail (E-MAIL)

E-mail meant for exchange of electronic information. is the most popular feature of the Net. It is cost-effective and fastest module of communication wherein one can correspond electronically with anyone, anywhere in the world. Mail is passed from one machine to another to reach its destination. For this purpose, person on receiving end must have an e-mail account. Messages can be sent or received in the form of text, graphics, images, photos and sounds.

Online Catalogues

Internet provides access to catalogues of far located libraries and one can come to know the availability of the particular information in particular library. Catalogues of many libraries are available on Net.

Database

Vast and in-depth information is present in databases, available on Net. Through Internet, one can get access to different databases of any library in this way, Internet I an ocean of information.

Discussion Group

Discuss on a desired topic or required can be done on internet various newsgroups, discussion forums are available on net which provides information on a particular subject field.

Services of Internet

1-It enhances the ease and speed of communication through e-mail.

2- It provides common platform like list serves for discussion and these type of common platforms are considered as electronic vehicle. These electronic vehicles include using the internet to share information on any subject of interest.

3- Internet is supportive towards reference services of any kind because it searches the entire database available on the net. To satisfy the user need of difficult queries, it conducts co-operative approach.

4- It exploits the catalogues of libraries which are not available locally and may offer access or search.

5- Regarding SDI services, it gathers information from users to create their SDI profile.

6- It makes locally produced database available to the remote users.

7- It evaluates competing online- systems for the purpose of selection.

8-It does various library related function like inter-library loan verification, request, document delivery, and consortia file

Sharing E-journals, image data and files of FTP and WWW sites, cataloguing, books-journals ordering.

9- It products homepages of libraries so that information regarding the library, its resources and services can be made available through out the world.

10- It provides the connecting facility among the libraries.

Advantages of Internet

Internet provide significantly more flexibility over the means of information dissemination including LAN'S ,WAN'S and paper based

publication internet offer the following advantage & benefits-:

1- As the internet uses the internet technology. It is easy to access the internal information using any web browses and it allow employees to deed us in internal information as they deal with external information.

2- It is an egalitarian to a fault.

3- It provide simple and familiar interface

4- It entrances the communication

5- Increase employ productivity Information can be presented more attractively by using multimedia and hyper text technology.

6- It the internet us developed over the internet, then user can access the information from any where and at any time.

7- Individual wealth state powers do not have much signification.

8- Individual wealth, professional produced information already exits and is on the increase, relevant for research, education, business and entertainment.

Disadvantages of Internet

Though intranet offers many advantages and application, yet it has some problems also some of them are:-

1- Seems to be virtual mess.

2- Setting up and effective running of intranet requires skilled personnel,

3- Information sources of doubtful quality.

4- Maintenance is one of the big problems posed by intranets. The setting up an intranet is easy but proper maintenance and up dating is a difficult task.

5- It is difficult to navigate through.

6- Both the staff members and users should be trained properly for effective use of intranet.

7- Difficult to control non productive use.

8- Security is another important problem posed by the intranet. Care should be taken that users are misusing the intranet.

9- Slow response line

10- Noise in telecommunication.

Impact of Internet on Library Application

Internet is playing an important role in discharging the function of libraries. It is changing the ways of organizing, managing and disseminating the information. With more documents getting published electronically and internet resources growing fast. Libraries of 21st century have to shift towards electronic means of acquiring, processing and disseminating the information. Internet is a bone of information profession where main aim is provide information to their clientele. It is greatly influence the practice of librarianship.

Today all sorts of library services from membership registration to document delivery can be offered through the internet. Some of the important library services that can be offered through the internet are as follows:

Collection Development

Collection plays very important role for the users of Internet has given new meaning to the process of collection development as there is a clear shift from the concept of ownership to accessibility. Large numbers of documents are accessible on Net few of them are available free and rest against payment. Extensive access to information resources has proved to be very helpful for financially starved libraries. With internet access the libraries are able to achieve economy, as they are shifting towards consortia approach to acquire access and subscribe the material they need. Acquisition of documents in e-form is becoming the order of the day.

Acquisition of Document

With the application of internet the acquisition process has become much better and many of the problems related with the acquisition have been solved. Todays most of the publishers and booksellers have their web sites on the internet and place their regular catalogues and leaflets of new publication. Some of the publishers of primary journals like American Chemical Society, IEEE (USA) Elsevier Science publisher, are providing their journals online. The IDRC, Canada is providing books on research and development that can be ordered online through the URL http://www.idrc.co/book have It also publishers its best reports online which are also available at web site http://www.idrc.co. : CAB

publishing has recently launched a series of subject online communication catering to the needs of librarians and researchers; each community features a comprehensive abstract database with 25 years archive. Examples of some of the useful set of links available through the Internet for acquisition are:

1-Association of learned and professional society publishers;

http://www.alsp.org.vk/member.html:

2-Ingentia journals, provides access to bibliographical information from more than 550 journals from academic press, Royal Geographical Society, White House press and hardwood Academic, etc. and searched without restriction from http://www.ingentia.Com.

3- ARL Directory of Electronics journals product by association of Research Libraries gives Information on electronic journals and newsletters along with details of the subscription.

4-Britannica online offers the world's first online encyclopedia. The libraries can provide access to the readers by paying some registration fee. The Britannica online has advantage of accessing articles not yet in print, and Britannica book of the year http://www.ep.com/.

5-Amazon.com books w web site provides access to greater selection of books with over one million titles which is searchable by keywords, author title or subject. The site also has the provision for purchase, via Netscape's secure commerce server or over the phone. Its address is http://www.amazon.com.

The library and information professionals can easily browse through the current publications available on various web sites in their area of interest, confirm the prices, etc. and place the orders online. Any discrepancy in the invoices or bills, edition of books, printing etc. can be clarified within minutes through e-mail and much of the work is reduced. It is expected that in near future, the Internet will become the mechanism for distribution of three fourth of the specialized journals and also the major medium for transfer of research information.

The librarians will thus need to change their attitude towards collection development, as the technology advances in future; it will encourage access to document rather than ownership. In future, virtual libraries may replace a traditional rather than the source.

Tecnical Processing

Preparing standard catalogue without much effort has become possible due to Internet and the World Wide Web Librarians can check-the catalogues of other libraries like that of Library of Congress and confirm the information required for a record which can be easily ascertained from the original document. The library professionals can also access Internet resources for a record which can be easily ascertained from the original document. The Library professionals can also access Internet resources for verification and downloading the bibliographical information from other institution OPACs via Internet have become a popular source of bibliographic information. Libraries can make use of other institutions by OPACs to get information they need to organize knowledge Databases of bibliographic utilizes will become more comprehensive source of information than has been so far possible by their present catalogues. With advance information retrieval facilities, the libraries in future will have added value by using catalogue of journal articles.

The librarians can provide the bibliographical data through internet access via OPACs of other libraries in the world. The electronic documents can be supplied to the users on demand through the network. According to Schmidt, "access to OPACs will be increasing from outside the library. The boundaries between the cataloguing of libraries holding and cataloguing of information will be more difficult than today, in my opinion they will vanish completely when networks have reached a certain technical capacity."

Internet has also affected the traditional classification system of our libraries. Several libraries are opting the cyber Dewey Decimal Classification Summaries as a way to organize and navigate resources on the www. The Cyber Dewey website includes alphabetical index to Dewey. The Dewey home page (http://www.oclc.org/pp) division contains links to some of these systems. Joan Mitchell, the editor

of DDC says, "it is exciting time to be Dewey user because we have a commitment to keep pace with knowledge to help our users classify efficiency and help our users extend from the shelves of their libraries into the electronic environment."

Circulation

The Internet has made the circulation of in house document much easier. After the technical processing the new books document can be placed in the OPAC on the day acquisition itself and readers with Internet connection at home or at university can browse and reserve the books sitting at their offices or at home, within seconds after arrival of the book in the library.

Further libraries subscribing to electronic journals need not necessarily provide, with a user ID. The reader by enquiring the user ID from the circulation section can access the journals from their departments or offices without taking pain of visiting the library.

Through Internet the libraries can also provide bibliographical databases via OPACs from libraries of other institutions worldwide. The OPAC may be searched from a terminal located at a remote place. Some of the examples of online catalogues are:

1. Library of Congress.Locis.loc.gov.
2. Catalogues-Catalogue Guide to several OPACs

   ftp;funet.fi;path:/doc/library
3. Library, University of Southampton

   http:/ww.soton.ac.UK/library
4. Library, University of Newcastle.

   http://www.ncl.ac.UK.//library

The electronic documents required by the readers can also be supplied on demand through the network.

Information/Reference Service

Current Awareness Service (CAS) and Selective Dissemination of Information (SDI) services are the most useful services of any good library. Internet is playing a very significant role in providing CAS/SDI services to its users. It has widened our information resources base extensively by providing access to global information. One can access abstracts, citations bibliographic and full-text databases, library OPACs or other sites wherever the information is available.

Libraries using Internet can provide for better information services, much wider in scope at minimum cost and time. Reference sources like encyclopedia, dictionary, directories, bibliographies, index/abstract, gazetteers, maps and available with up-to- date information.

Resource Sharing

Due to multiplying cost of material, resource sharing has become an important facility where Internet is being used heavily. Through internet, users of one library can know what is available in the collection of other libraries. It creates a cooperative network that is very useful for fund starved libraries. Under this programme all networked libraries make their resources available on the Net to be used by other libraries.

Inter-Library Loan (ILL)

The traditional inter-library loan operations are quit time consuming and labour intensive. With the advent of technology, the electronic documents and various inter-library management tolls such as software like Ariel and Avis have facilitated the libraries to share their resources effectively and efficiently.

Ariel software opens the window on internet document transmission. The Ariel workstation developed by Research libraries group lets users send and receive crisp clear copies of document over the Internet with speed and ease of fax. Avis is another Canadian product developed at the University of Waterloo and refined with the cooperation of interlibrary loan practitioners in libraries across Canadian and USA. Avis is PC based software designed to manage all aspect of inter-library loan process. The inter-library loan office can network multiple Avis workstation on local area network .It offers the following benefits:-

* Single comprehensive solution for the management of all ILL activities.

* Effective management of the paper work and record keeping acquired in borrowing and lending an item.

* Status tracking of request at all stages of the

ILL process.

* Integration of bibliographic and location information from CD-ROM catalogue and online union catalogue.

* Transparent electronic transmission of requests and messages through the Internet.

Thus with the help of these software, inter-library loan the Internet has become of great help in the inter-library lending and borrowing. Retrieval has become easier and transaction much quicker as the request can be sent through e-mail.

Communication

Internet has become the primary mode of communication which carries more than the combined total of the postal services of all countries in the world. It is an important means of communication which provides a cheap and efficient means of mail transfer. Libraries can use this facility extensively to communicate with the publishers, book sellers and vendors of the other library products and services with scholars librarians and users across the globe. The most popular means of commutation on the Internet is e-mail, like the regular mail; there are also mailing lists to user groups of people. These mailing list often called listservs, can serve a valuable resource for the librarians. A more public electronic forum for discussion on the internet is called the Usenet News. Usenet provides large numbers of news groups or conference that have open participation which can be used by the library users and library professionals.

Conclusion

The emergence of computers, communication technologies, sophisticated network technologies, affordable telephone connections and certainly the positive attitude of information professionals has brought a sea change in the world of information .All these developments have given a boost to the new library culture of accessibility than ownership. Change is inevitable and to make-up one needs to know acquire and update oneself with the change. Although the change is so rapid that one become out of date very soon but tuning up with the latest technology is the only answer .It is a high time to rebuild, redefine the objective of libraries and the function of the Information professionals" The libraries have to develop skills to cope up with the changing scenario. Their skills classification of, cataloguing, indexing, etc are to be remolded for data analysis data structuring, data organization, packaging, repackaging and for providing value added services.

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Knowledge Portal : An Emerging Tool for Libraries (Practical Approach of MPKV Library, Rahuri)

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Abstract

Revolutionary changes are taking place with the advent of Information Technology. It is now easier and faster to search information through electronic media like Internet, CD ROM Databases, E-books, E-journals Online Journals etc. and Libraries are now acquiring, storing E-resources and making them available through portal . Portal allows user, the access of library services and resources over internet . This paper discusses the advantages and different types of portals. How to design and develop it, the content and features of portal, format for databases etc. Also discussed how the MPKV Library has developed Knowledge Portal to render value-added services to users.

Keywords: Portal, E-resources, CD ROM Databases, Internet, e-books, e-journals, CAS, Portal design and Management

Introduction

Library plays a pivotal role in providing valuable services to the academic community by selecting and organizing information resources that support research, education and extension activities of the organization. Information is the base of knowledge and research. Information is power and providing right information to the right user at the right time is an integral part of library sciences. With the advent of information technology, revolutionary changes in the conventional

services are taking place. Internet, intranet, extranet, electronic databases, search engines, web directories, web portals etc. are modern tools

which make services faster and easier to save the time. The user does not need to come physically in library but anybody can find thousand of references on a particular term by just one click, any time and anywhere and from any respective desktop. Internet access have altered users' expectations about information retrieval and as the use of e- resources such as CD-ROM Databases, Online Journals, OPAC etc.

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have grown, libraries need to host portal or gateway systems online to provide some of these services in the digital realm. Library portal enhances the value of electronic resources with functions such as resource description and discovery, combined searching of multiple resources, context-sensitive linking.

Portal

Portal is emerging as modern significant tool for retrieving and delivering the contents of e-resources more quickly, efficiently and effectively through Internet. A portal is a web site that acts as a single source for all information on a specific domain. An effective Web portal offers the user a broad array of information, arranged in a way that is most convenient for the user to access. When designed, implemented and maintained correctly, a web portal becomes the starting or entry point of a web user introducing him to various information, resources and other sites on the internet. Popular Portals are Yahoo, MSN etc.

The Sun and Sun (2002) described, a portal as "A web page that serve as any entry point or gateway to resources and services"

According to Denis Howe, a portal is "A website that aim to be an entry points to the world wide web, typically offering a search engines and /or links to the useful pages and

possibly news or other services.

The defining characteristics of a portal is the user-driven customizability of websites content. A portal is only possible component to the library's web presence. Library portal is a web tool that allows library user access to library services over the internet.

Advantages

* It disseminate various types of information (events, reports, and programs) knowledge, ideas, messages and data.

* The available resources can be used remotely for education and research,

* It reduces the time for searching required information as compared to traditional way.

* Improves the knowledge, manage and offers experience of individuals or group of individuals that is the key assets for the future generations

* Knowledge portals improve the learning process and developing the learning environment in organizations.

* The portal allows sharing all the internal documents, best practices, policies, procedures, expertise and experience of individual and external documents,

* The portal improves the security of the content because it allows access on single platform which is protected to view or manipulate,

* It allows to integrate various applications into the single database so that the relevant information can be obtained as and when required,

* The portal provides various documents' contents in a single platform.

* It improves decision making through accurate information

* It reduces the labor cost, paper based documents in the organizations or institutions

* It helps in day-to-day routine work

Types

There are actually many, different types of portals; each one tailored to meet a specific business need.

Vertical Portals (Vortals)

These are web portals which focus only on one specific industry, domain or vertical. Vertical portals or vortals simply provide tools, information, articles, research and statistics on the specific industry or vertical. As the web has become a standard tool for business vortals provide an ideal gateway for businesses to market their products & services and to gain exposure within their vertical by developing and using vortals. Classic examples of vertical portals are cnet.com which focuses only on computer and related issues, mp3.com only on mp3 audio etc.

Horizontal Portals

These are web portals which focus on a wide array of interests and topics. They focus on general audience and try to present something for everybody. Classic examples of horizontal portals are yahoo.com, msn.com etc which provide visitors with information and on a wide area of topics.

Intranet Portals : Enterprise Portals

An enterprise portal (sometimes called a corporate portal) provides personalized access to an appropriate range of information about a particular company. Initially called intranet portals - enterprise portals existing for the benefit of the company's own employees, this set of technologies has developed to assist and provide access to a company's business partners (suppliers, customers) as well. More advanced enterprise portal solutions provide access via mobile devices, such as cell phones, PDA's, handheld PC's etc. facilitating on the road work, decision making and business processes.

The most common implementation of enterprise portals focus on providing employees with this information on a regular updated manner along with document management system, availability of applications on demand, online training courses and web casts etc along with communication in the form of emails, messaging, web meetings etc.

Knowledge Portals

Knowledge portals increase the effectiveness of knowledge workers by providing easy access to information that is necessary or helpful to them in one or more specific roles. Knowledge

portals are not mere intranet portals since the former are supposed to provide extra functionality such as collaboration services, sophisticated information discovery services and a knowledge map.

Market Space Portals

Market space portals exist to support the business-to-business and business-to-customer e-commerce. E-commerce or e-business portals facilitate the sharing of information to external partners, customers and suppliers. They usually have a transactional processing component, provide information on products and services

which include supply chain management features. E-commerce portals aim to increase the value of the relationship whilst lowering the cost..

Self-Service Portals

Self-service portals allow employees, customers or suppliers to access information about themselves and to carry out certain business processes in a way that is suited to their own needs. Portals are usually justified in terms of removing hard cost from the business through self-service options. The employee self-service (ESS)portal in relation to human resources, IS or financial services, is an obvious starting point for many.

Business Intelligence Portals

Business intelligence portals or decision portals empower users in their decision-making process. More than just allowing users to query and report across multiple data stores, business intelligence portals have built-in tools that provide targeted reports to end-user groups and individuals.

Collaboration Portals

Collaboration portals enable a geographically dispersed workforce to interact around projects and business-as-usual tasks through a common access or rallying point. Collaboration portals offer generic tools such as chat, white boards and threaded discussion streams along with ways to share objects such as maps, documents.

e-Learning Portals

No longer the domain of academic institutions alone, e-Learning portals focus on guiding students in the broadest sense through a structured learning experience. E-learning portals test abilities and provide feedback to the student in a personalized and confidential manner. They may also interact with other systems and business processes to provide in-context training and help.

Communication Portals

Communication portals aggregate various forms of messaging into a single place. Bringing together email, voice, mobile, web feeds etc in a way that allows access and control from multiple interfaces and locations at any time. The individual can then tailor this, choosing for example, to received and manage critical communications regardless of where they are or what type of device they have with them.

Design and Development of Portal

Research

* While designing portal, the answers to the following questions need to be kept in mind, then one can organize content, label it effectively, and describe it.

* What is the mission of organization and in turn, what is the purpose of the website.

* Who is the primary user of website.

* What content does the organization have to communicate via the website.

* Who in the organization will do the work to create and maintain the website.

* What task does user expect thewebsite to facilitate and what technical resources do they have .

Strategy

The strategy is website blueprint. While designing the web following points needs to be considered

After considering the answers to the research questions, some sort of plan can be framed by putting those answers into practice.

* Labeling be done according to the users' status.

* Apply sorting techniques for organizing the content and grouping into broader categories.

* Users want to accomplish specific tasks to do something else. I need a list of articles on….

Do your have the book whose title is… users need be considered and content be organized accordingly.

* Tree structure of the website need to be prepared. Create shallow and wide website if a website is not easy (User friendly interface) to use, then user won't use it.

* Boolean operator be used for searching metadata.

* Create database and describe it in a user centric manner. Organizing content in a rational database application is the key to implementing portal.

* Create a time table for implementation.

Implementation : Practical approach of MPKV Library, Rahuri

MPKV Library Knowledge Portal

MPKV Library knowledge portal is an important tool designed and developed for the benefit of the students and teachers in the University. The resources collected for the portal are classified as Online catalogues of holding, Online journals and databases subscribed. Useful websites on agriculture and allied subjects and e-resources like databases created by the library. The portal is hosted on local intranet of the University. General information can be accessed directly at URL: http://library/home.htm. However, the retrieval of databases or e-resources are restricted to the authentic members working in Central Campus of MPKV, Rahuri. Usernameand passwords are provided to the members.

Primary objectives of the portal are as follows

1. To provide overall information of the library.

2. To make aware of library holdings through online catalogues

3. To provide online access to the OPAC of Books.

4. To provide online access to the databases created by library .

5. To provide useful linkages on agricultural and allied subjects.

6. To provide online journals and databases subscribed

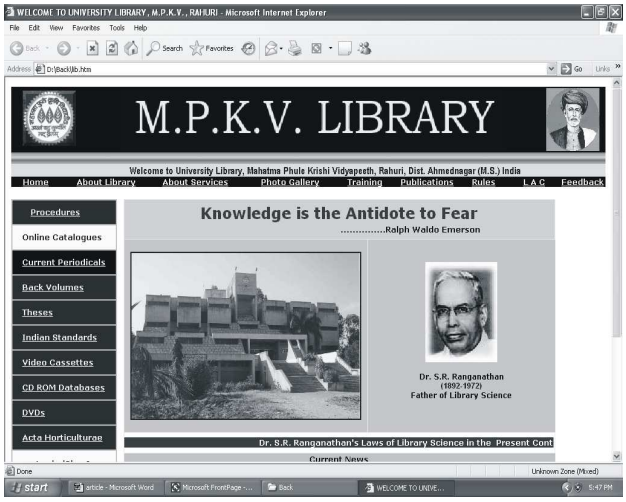
Content for Portal

Three types of content is need to be incorporated on Web

1. Information about library-staff, directories, sections, maps of building, hours

2. Electronic version of traditional library services-online tutorials, book renewals, interlibrary loan request and status report, request for purchase, online chat/reference, virtual tours of the building etc.

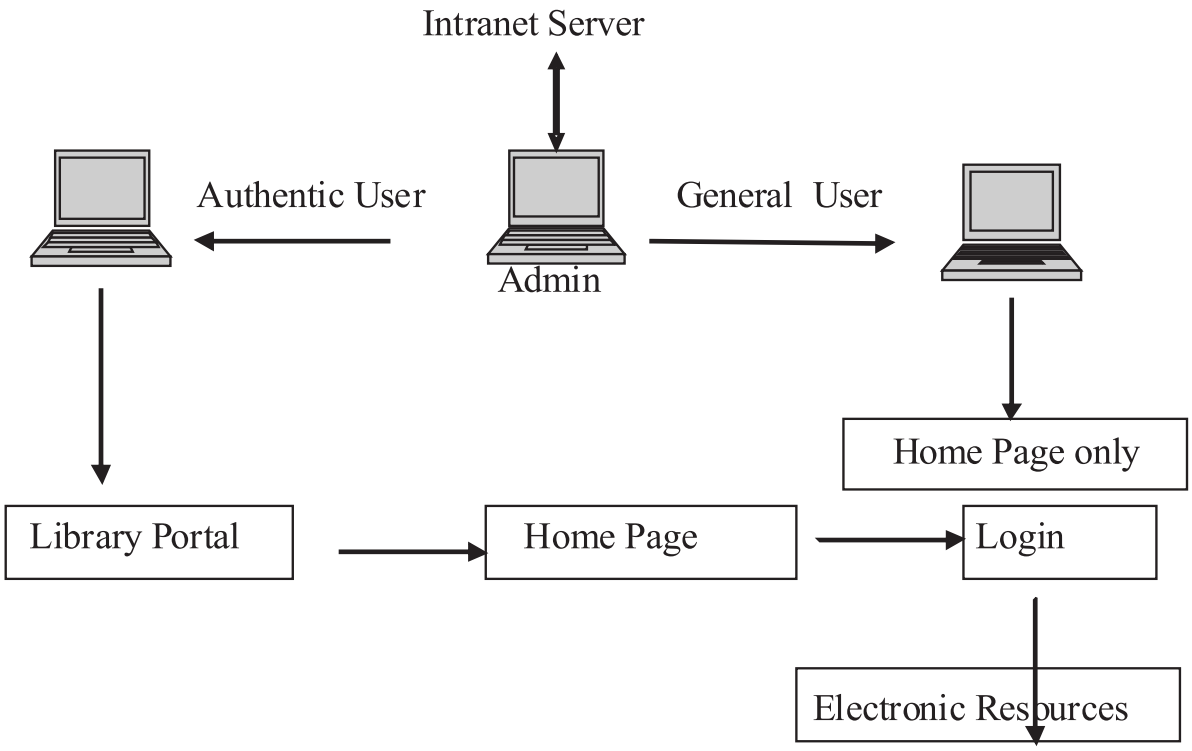
3. Access to library content- catalogues, indexes, full text magazines and journals, digitized special collections and free and commercial e books. Freely accessible internet resources, electronic databases.



Library Home Page

Services available

Catalogues	Current News	Photo gallery
Important URLs	Search Engines	OPAC
E- Journals	CD ROM databases	ETAD
On-line Indian Journals	On-line Databases	JMAU Abstracts database
Feed back	E-books	CAS
New Additions		



MPKV, Library Knowledge Portal Access Management System

Conclusion

With the advent of information technology, the role of librarian have changed. Most of the librarians have traditional library science background. It is the time for them to survive the profession in the IT environment by learning and adopting modern IT tools and techniques . Library professionals should accept this challenge to play proactive role in promoting IT based services in the libraries and work as knowledge manager or gateway. As portal is an emerging modern tool that allows user, access to library services over the internet, it will be note-worthy event to the librarians when they will design, develop and will host their library knowledge portals to render value added services to the users.

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Library Automation of Al-Barkaat Institute of Management Studies, Aligarh with help Alice for Window (AFW) Library Software

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Introduction

In the present age of information, it has been increasingly felt that information needs and users must become the central focus of attention, to serve users better. Success of information service is more likely to be achieved by adjusting the services to meet the specific needs of an individual rather than trying to adapt the individual user to match with the output of the information system.

Libraries play vital role in the educational, industrial and technological progress of a country. Progress of the nation depends upon advance knowledge gained by educationists, technologists, engineers and scientists of the country. Hence the role of libraries in Universities and then educational institutions is to active a free flow of information from the point of generation to the point of utilization of information efficiently and effectively. The present educational policy emphasizes on self-study, experiments, field study and research rather than classroom study. Therefore, library has to play vital role in the higher education to meet user requirements. Optimum use of resources is possible through networks only.

Al-Barkaat Institute of management Studies: a profile

Al-Barkaat Educational Society is dedicated to the memory of renowned Persian and Hindi Sufi poet, Syed Shah Barkatullah of Mahrehra in the District of Etah in Uttar Pradesh and it derives inspiration from the being and wisdom of a galaxy of memorable Sufis of Khanqah-e-Barkaatiya, Mahrehra Sharif. With a clear aim to culti vate wisdom and learning, the Society established Al-Barkaat Institute of Management Studies in 2004.

The Institute has all up-to-the-minute facilities, such as fully automated library, spacious classrooms, state-of-the-art computer labs, on-campus hostel accommodation, seminar rooms, conference hall, indoor & outdoor games facilities, canteen, gymnasium etc. The role of the Institute is to impart quality management education to equip young men and women of our country with knowledge, skills, and a positive attitude to help them to make a meaningful contribution to the economic well-being of the country.

ABIMS Library: an overview: The library is the heart of every educational institute which breathes knowledge and information into the minds of the students. The Al-Barkaat Institute of Management Studies has a well equipped Library with an elaborate collection of books, journals, project reports, Audio-Video materials and other resources to serve its users.

ABIMS Library is fully automated with using barcode technology to issue and return books with the help of Alice for Window Library software. The library aims at providing timely, reliable and comprehensive information on the contemporary and topical sphere pertaining to multifarious aspects of management.

ABIMS Library Collection summary:

Books	10,000
Journals	75
Bound Volumes	725
Inplant Training / Project Reports	500
AV-Materials	10
CD-Roms	335
Floppies	25
Charts	10

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Librarian, Al-Barkaat Institute of Management Studies, Anoop Shahr Road
Aligarh-202 002, U.P.
E-mail: al-barkaat@abims.ac.in

Library Staff: ABIMS Library has good team of qualified Professional, Semi-

Professional, Non-Professional Staff.

Library Services: ABIMS Library is providing the following services to its Users:

- Circulation
- Reference Service
- Current Awareness Service (CAS)
- Reprographic Service
- Audio-Visual service
- OPAC
- E-mail and Internet
- CD-Rom Database
- Inter Library Loan
- Book Bank

ABIMS Library has rich collection of books of Indian and International publications & has excellent collection of Encyclopedias, latest Journals (The Economist, Harvard Business Review, Vikalpa, Decision, IIMB Management Review, etc.), Magazines, and Newspapers. It has wide collection of Project Reports and Case Studies. The library maintains e-resources and has a digital library on GSDL, which can be accessed by any terminal in ABIMS campus. Along with this, library has subscribed some online journals also.

Automation of ABIMS library

In one word we can say when we use computer & information technology in library operations such as in Acquisition, cataloguing, Circulation, Serial Control, etc. that is library automation or an Automated library in which all the function getting done by the help of computer & information technology.

The automation of libraries and information centers in India started in middle 1950's till 1980's the concept of automation was centered on the use of computers & information technologies for housekeeping operations and information services by individual libraries. There are certain factors responsible for the automation of the libraries. Information explosion, increased user's demand, labor intensive nature of work, changing concepts of documents & the main thing is implication of five Laws of library science.

Al-Barkaat Institute of Management Studies is one of the best management institute in Aligarh which have a computerized Library. Computerization started since 2007 and built a complete database of over 10,000 books, 1000 Current and Back Volumes of journals and reports. Further we have Online Services provided to our users through our INTER LIBRARY LAN SYSTEM consisting of 5 terminals connected to the Main Library Server storing our database. The ONLINE PUBLIC ACCESS CATALOG (OPAC) is used to carry out online searches of library database by Author, Title, Keywords and Accession Numbers which enables users to provide good reference service to staff and students.

Need and Significance of Study

To fulfill the demand of five laws of library science automation has been essential for every library because automation satisfied the requirement of these laws which are pillar of library science. By the following point we can understand the need of library automation:

- Improve the quality, speed, & effectiveness of services.
- Improve access to other networks & systems, including the web.
- Improve the management of physical & financial resources.
- Facilitate wider access to information & dissemination of information product & services to the users.
- Provide easy & fast access to the library material.
- Lastly save the time of users, Library Staff & space of Library.

Issues of Previous System

There are many issues of previous system, which can be listed as:

- The process of issue and return of books is manual and time consuming.
- The fine calculation is manual and hence prone to mistakes.
- The interface for searching of books is not

user friendly.

- The book search facility is slow and does not always give correct results.
- There is no provision for the members to recommend any books.
- There is no provision for the members to reserve books.

Selection of library software

If a library wants to make a beginning; CDS/ ISIS is best suited as it involves minimum investment on both hardware and software. Once a database with bibliographic details is developed, the same data can be used for circulation activities. Here the selection of software becomes crucial because CDS/ISIS can efficiently handle only the cataloguing system. Following criteria might help the librarians to select the right software for other housekeeping operations. Who are the developers, whether an institution, or reputed company or few individuals. The preference is for institution and second preference is for the reputed company. One has to be skeptical about the software developed by individuals as there will be no continuity.

1. How many times the software has been revised since the time of its first launch.
2. How many parameters are available for each module? More the parameters better will be the flexibility and needs no or minimum customization.
3. Whether the software has facility to import and export bibliographic data.
4. Training and guidance after installation.
5. Whether available on major operating systems.
6. Whether it is web interfacial.
7. Whether it can be interfaced with the e-mail system of the campus network.
8. Whether it has taken care of Y2K compliant.

Library automation and networking software in India

In India many software packages are available for these activities and many libraries have automated their various functions. Some of these are integrated packages covering many functions while others concentrate on specific functions including cataloguing and management of information. There are many automation software in India such as: Alice for Windows, LibSys, SOUL, Granthalaya, CDS/ ISIS, PALMS (Prashad Automated Library Management System), WILISYS (WIpro Library Information SYStem), Suchika, Troondon, Sanjay. But ABIMS have selected Alice for windows.

Why ABIMS choose Alice for windows (AFW)

Alice for Windows is an international software package of Softlink International Co. and is marketed worldwide through various agencies based in USA, Australia, New Zealand, Britain, Iceland, Singapore, Malaysia, India and Sri Lanka.It is a complete, integrated library and information management system, which brings powerful automatic document and resource control within the reach of all organizations, regardless their size. The package is available in four versions, for school libraries, academic libraries, special libraries and public libraries, so that libraries can select according to their requirements. This package has some important features such as a rapid retrospective cataloguing module, GUI technology, compatibility with multimedia, and support for barcode technology. The most impressive beauty of AFW is that, it is multimedia supportive.

Alice For Windows: an overview

AFW efficiently and effectively assists in the management and control of library. It performs all the functions require in a library system. Alice is reliable and proven product. Over the last twenty five years it has grown and achieved the status of leading library automation software of the world.

Silent Features:

- Electronic Documents Cataloguing.
- Boolean Multiple Fields Search.
- Reminder Notice Via e-mail to member.
- Message popping for overdue of Resource.
- Bulletin Board Failed Search Records Automatic Keyword Generation.

- See and See Also Reference Library Map.
- Multimedia Live Demonstration Member Card Generation With photograph.
- Reservation and booking of Resources in Intranet/Internet Environment.
- Barcode Labels and Spine Labels from software database Printing by using laser printer (no need to purchase barcode printer). Random barcode generation is also possible.

Modules Description:

Inquiry or OPAC: AFW provides a powerful, yet easy-to-use, search interface to locate items in your library collection. The OPAC (On-line Public Access Catalogue) interface is often referred to as OPAC, Inquiry, or Search. We have customized the inquiry header, as you can see in below.

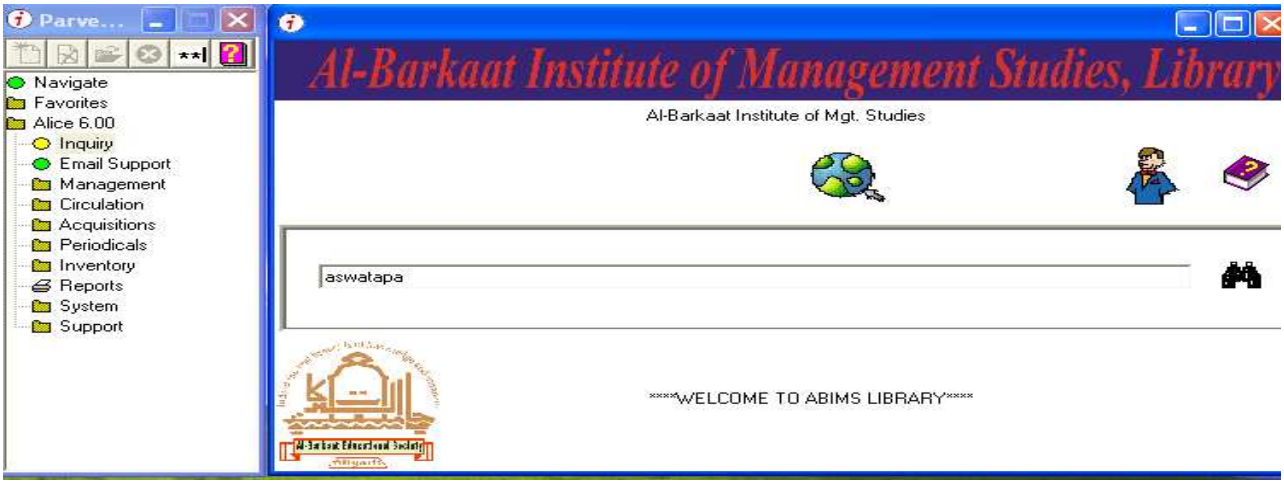

Figure.1: Inquiry Module

Suppose user want to search book authored by Aswathapa, then he /she has to put these keywords in inquiry's search box and enter. After enter he/she can get the all collection of Aswathapa available in library. You just click on your desired item & you will get the cover image of that particular item as in shown below. That is the beauty of AFW.

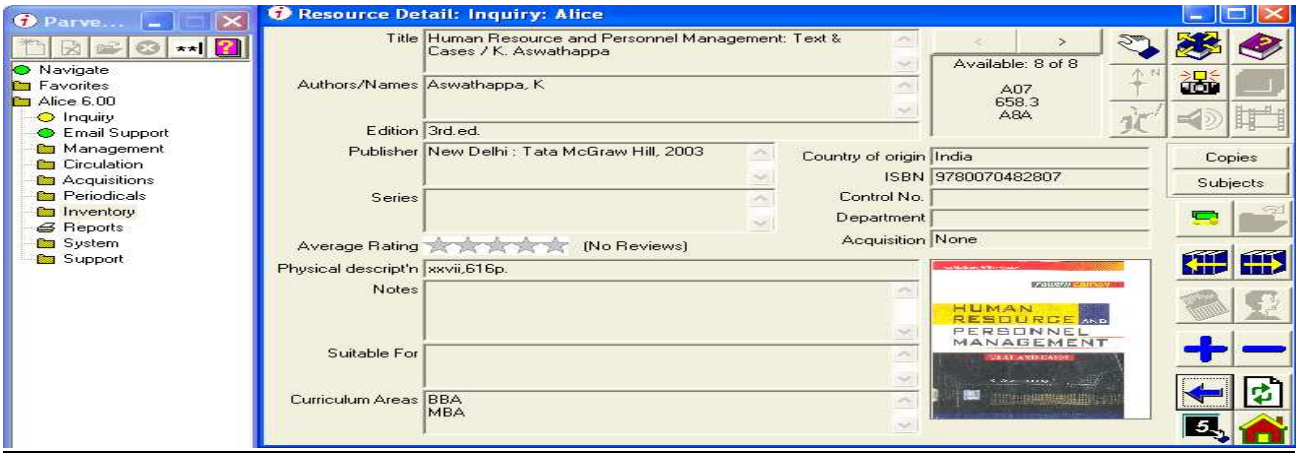

Figure 2: Extension of Inquiry Module

Management

This module deals with the entry of new books, and accordingly updates in the concerned database. During the entry of books, this module first checks the existing book database to see if a copy of the book is already exists. If yes, then the no need to make a new entry for book only we enter the new accession no. for this book, and the database is updated. If no other copy of the book exists, then the book is first assigned accession no. and then the other details of the book are entered and the database is updated.

During modification of existing books, the module first searches for the books in the database and retrieves its details. It then allows the librarian to make the required modifications and finally updates the database.

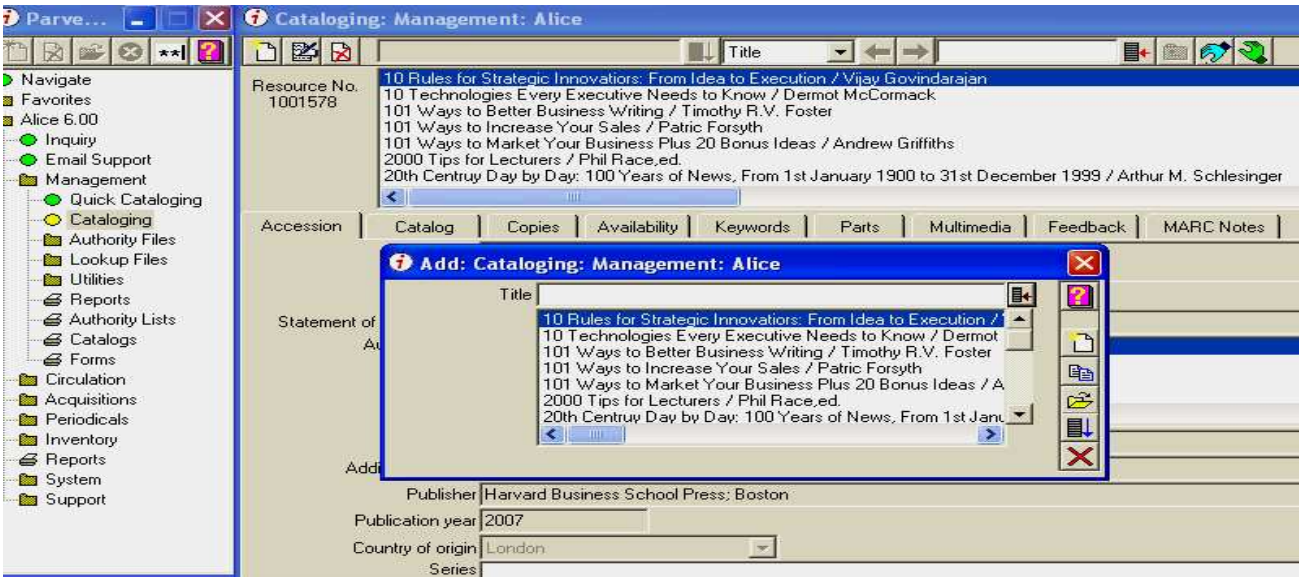

Figure 3: Catalouging Module

AFW automatically generate the keywords from Title, Notes, Edition etc.for user search & it also generate see & see also references for catalogue search to the user. Its also generate various report for library uses. Maintenance of Authority files, including subjects, GMD, authors, keywords, stop words, locations, etc.Cataloguing and accessioning all resources. Printing of reports, authority file lists and catalogues.

Circulation

The circulation component of AFW is the area in which you record resource transactions. Circulation allows resources to be loaned out to borrowers and returned to the library. Circulation also maintains and follows your library policies regarding who can loan out what resource type and for how many days. When selecting Loans, this is the window that appears. The cursor is automatically positioned in the Enter barcode field and awaits a barcode or command.

To loan out a resource, scan the borrower's barcode or find the borrower by name. Here you can see the image of borrower. When the name or barcode is entered, the Loan tab will turn green indicating resources may now be scanned. Scan the resource barcode on each resource the borrower wishes to have and the transaction is complete.

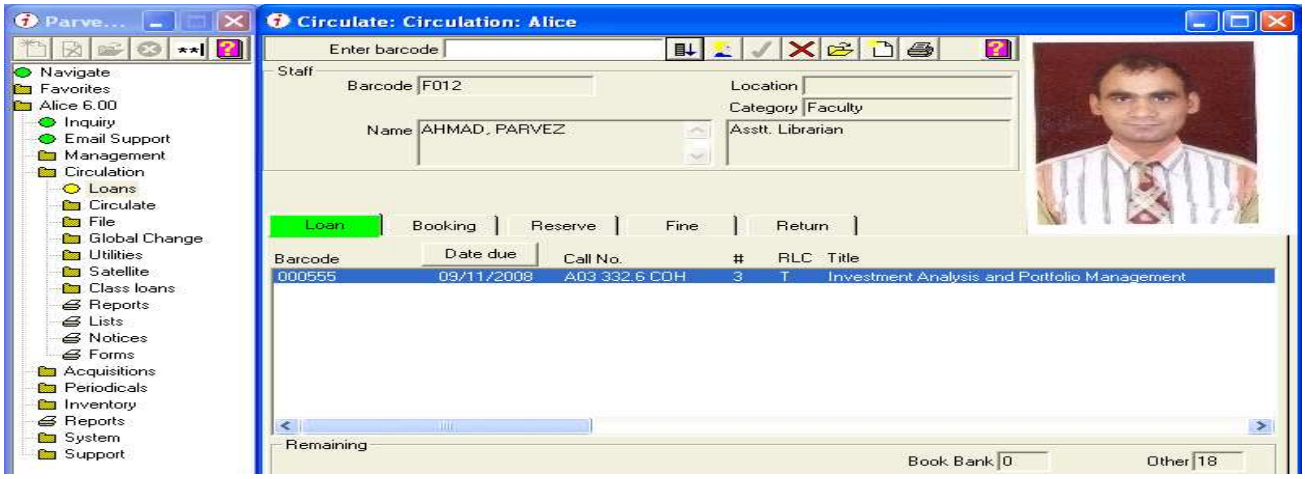

Figure 4: Cerculation Module

In this module we decide the Maximum number of loans per person for how many no. of days item can be borrowed to be set by count or by total monetary value? We can print reservation notices when a reserved item is ready to collect? Default expiry date for reservations? How long, in general, will a reservation be 'live', i.e. how long will you wait for a resource currently on loan to be returned before a reservation is automatically cancelled?

Acquisitions

Maintenance of budget information, the Wish List, On Approvals, ordering, receipt of resources and non-book expenses. The Acquisitions module is designed to assist the librarian with: Budgetary control of purchases (resource and general library expenses). Production of orders. Processing of items received. Recording of suggestions and requests onto a "wish list", Orders and requests to suppliers, lists of resources purchased from a budget dissection, claims for late orders, budget reports, and wish list reports and "on approval" reports are all available.

Periodical

Details for each journal subscription are entered, a list of expected issues is generated and the expected arrival date of each issue is calculated. As each issue is received, it is accessioned and may be circulated. Any missing or overdue issues are displayed and a claim may be printed automatically for the supplier. A circulation list is maintained for each journal and may be printed automatically for circulating newly arrived issues to users.

Each journal or each issue becomes part of the main catalogue, if required. Thus subject headings, notes and keywords can be assigned to each journal, or to each issue of each journal, thus increasing access through the Inquiry module. In the latter case the linking facility in normal cataloguing can then be used to associate catalogue records for individual articles with the issue. Complete control of subscriptions, holdings and claims is provided. Minimal time is required to process each incoming issue.

Journal Indexing

The Journal Indexing module allows the operator to enter and index individual journal articles that can then be accessed by library users from Inquiry. Individual article information may be recorded. This includes journal, issue, article title, author, length and starting page. Multiple subjects can be added along with scanned images and extensive notes. Words in the notes can be tagged as keywords.

The library user, when conducting a search in Inquiry, can access journal information entered by the librarian. Any articles that are not held by the library may be requested from the OPAC, if this function has been authorized by the librarian. If the library uses the Periodicals module then the location and availability of an article are also displayed.

Conclusion

"Library Automation" is a process of using computer-based system to do house –keeping operations. Such as acquisition, circulation, classification, cataloguing, stocktaking, etc.Library automation which started in the late 1970's in a few special libraries has now reached most of the university libraries. It is yet to take off in college libraries in India owing to various problems.

ABIMS Library is first fully automated library among all self financing Institutes available in Aligarh, which has provided, Online Services to its users through Inter Library LAN System in which users can access the library database from the Online Public Access Catalog (OPAC) and also helps to library staff to provide good reference service to staff and students.

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IT'S WORKING AND PROMISING……..STILL WE DON'T USE THAT WHY? COME ON WAKE UP AND FIGHT FOR WRONGS……..

Government of India has an online Grievance forum at http://www.pgportal.gov.in

Can you imagine this is happening in INDIA?

The govt. wants people to use this tool to highlight the problems they faced while dealing with Government officials or departments like

1) Railways
2) Posts
3) Telecom (incl. Bharat Sanchar Nigam Limited (BSNL) & Mahanagar Telephone Nigam Limited (MTNL)
4) Urban Development (Delhi Development Authority (DDA), Land & Development Office (L&DO), Central Public Works Department (CPWD), etc)
5) Petroleum & Natural Gas
6) Civil Aviation (Air India, Airports Authority of India, etc)
7) Shipping, Road Transport & Highways
8) Tourism
9) **Public Sector Banks**

Allahabad Bank, Andhra Bank, Bank of Baroda, Bank of India, Bank of Maharashtra, Canara Bank, Central Bank of India, Corporation Bank, Dena Bank, Indian Bank, Indian Overseas Bank, Industrial Development Bank of India Ltd, National Bank for Agriculture and Rural Development, Oriental Bank of Commerce, Punjab & Sind Bank, Punjab National Bank, Small Industries Development Bank of India, State Bank of Bikaner& Jaipur, State Bank of Hyderabad, State Bank of India, State Bank of Indore, State Bank of Mysore, State Bank of Patiala, State Bank of Travancore, Syndicate Bank, UCO Bank, Union Bank of India, United Bank of India, Vijaya Bank.

10) Public Sector Insurance Companies

GIC of India, Life Insurance Corporation of India, National Insurance Company Ltd, The New India Assurance Company Ltd, The Oriental Insurance Company Ltd, United India Insurance Company Ltd.

11) National Saving Scheme of Ministry of Finance
12) Employees' Provident Fund Organization
13) Regional Passport Authorities

Regional Passport Office, Ahemadabad Regional Passport Office, Amritsar Regional Passport Office, Bangalore Regional Passport Office, Bareilly Regional Passport Office, Bhopal Regional Passport Office, Bhubaneswar Regional Passport Office, Chandigarh Regional Passport Office, Chennai Regional Passport Office, Cochin Regional Passport Office, Coimbatore Regional Passport Office, Dehradun Regional Passport Office, Delhi Regional Passport Office, Ghaziabad Regional Passport Office, Goa Regional Passport Office, Guwahati Regional Passport Office, Hyderabad Regional Passport Office, Jaipur Regional Passport Office, Jalandhar Regional Passport Office, Jammu Regional Passport Office, Kolkata Regional Passport Office, Kozhikode Regional Passport Office, Lucknow Regional Passport Office, Madurai Regional Passport Office, Malappuram Regional Passport Office, Mumbai Regional Passport Office, Nagpur Regional Passport Office, Patna Regional Passport Office, Pune Regional Passport Office, Raipur Regional Passport Office, Ranchi Regional Passport Office, Shimla Regional Passport Office, Srinagar Regional Passport Office, Surat Regional Passport Office, Thane Regional Passport Office, Trichy Regional Passport Office, Trivandrum Regional Passport Office, Visakhapatnam

14) Central Government Health Scheme
15) Central Board of Secondary Education
16) Kendriya Vidyalaya Sangathan
17) National Institute of Open Schooling
18) Navodaya Vidyalaya Samiti
19) Central Universities
20) ESI Hospitals and Dispensaries directly controlled by ESI Corporation under Ministry of Labour

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The Making of a Web Portal: Tools and the Process

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Abstract

A Web portal is a special web site designed to act as a gateway to other related sites. Web portals are designed to retain their users who must return to them frequently. They provide a useful means of making content readily available to authorized users in a convenient form. Web portals are found in many domains of specialization. This paper will discuss some of the technologies which support the creation and maintenance of Web portals.

Introduction

A Web portal is single point of access to information which is linked from various logically related internet based applications and of interest to various types of users.1

They are an excellent way for enterprise to provide a consistent look and feel with access control and procedures for multiple applications, which otherwise would have been different entities altogether. Portals present information from diverse sources in a unified way.

A Personal Portal is designed to use distributed applications, different numbers and types of middleware and hardware to provide services from a number of different sources. It is a site on the World Wide Web that typically provides personalized capabilities to its visitors, providing a pathway to other content. In addition, business portals are designed to share collaboration in workplaces. A further business-driven requirement of portals is that the content be delivered on multiple platforms such a personal computers, personal digital assistants, and cell phones.

Why Portals

To disseminate information across the enterprise it is often required to have a centralized application that provides graded access to other applications within the enterprise. An enterprise with multiple applications will find it inconvenient to have one entry point for each of them. So Given today's context of multiple locations, working from home and traveling, it is no longer enough to provide access from within the office network alone to these applications. Various users, with different roles, prefer to have a single access point to all of them over internet too. They like to personalize the applications and have the coupled applications coordinated.

Since all the applications share information through portals, there is better communication between various types of users. Another advantage of portals is that they can make event-driven campaigns.

Advantages of portal can be listed as:

* Intelligent integration and access to enterprise content, applications and processes

* Improved communication and collaboration among customers, partners, and employees

* Unified, real-time access to information held in disparate systems

* Personalized user interactions

* Rapid, easy modification and maintenance of the website presentation.

What's a Portal?

With so many portals out there and so many vendors hawking portalware, one might think that there is at least a firm agreement on what portals are. In fact, there are many confusing and often contradictory definitions. Some people

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even believe that just putting the word portal prominently on their home page makes it portal.2 After all, with enough links, and specially a link to search engine, any home page can give access to much of the Web. Isn't that a portal?

It is useful to divide portals into two groups: Horizontal portals or HEPs (Horizontal Enterprise Portals, also called Megaportals), and Vertical portals, or VEPs (Vertical Enterprise Portals). A horizontal portal is a public Web site that attempts to provide its users with all the services they might need. NetCentre and MyExcite are examples of horizontal portals.3 All HEPs include shopping, weather, stock prices, news, search engines, chat groups, horoscopes and so forth. They allow to personalize the page we see by selecting the cities for which one would like the weather, choosing the stocks and as well as news sources.

Key Features of Portal

There are many features, which a portal provides. Out of which some important are listed below:

* Access different data: Through portals one can access varied type of content

* Security: Portal provides high security compare to the ordinary web pages.

* Transactions: In portals users can interact with the site, and can exchange the Content.

* Search: Unlike ordinary websites, Portals provide simple search as well as advance search facilities.

* Personal content: Administrators as well as authenticated users are having personal space in portal where they can store their personal information.

* Publish Content: One can publish their content through portals.

Major Functions of Portal

A flourishing portal consists of a good collaboration support and a good integration of the information sources. The major functions of a Portal are mentioned below:

* **Search and Navigation**

Search and navigation forms the basis for most of the brandishing public web portals, which means that a successful portal should support its users in an efficient search for contents. A portal is best when it provides right information to the right users and it should also provide additional information, and allow the user to voluntarily personalize the information presented by the portal.

Personalization

Personalization is important for the delivery of appropriate information to Portal users. There should be mechanism that each user gets only the information which is specifically tailored to his /her needs. Personalization should be based on user roles, as well as user preferences.

Different types of personalization can be listed as below: Personalization of navigation

* e.g. shortcuts to specific information, mostly known as bookmarks or favorites

* Personalization of layout

e.g. what information appears where on the screen, in which form, color and size?

* Personalization of data/content

e.g. which stocks one wants to see in the stock ticker

Information Integration

A Portal should guarantee the integration of information from disparate sources. Moreover, the user should also be able to optimally use this information. There are several mechanisms for doing this. One such promising technique of innovative interface is the Unified Content API (Application Programming Interface), which speeds up the development of portal applications. The Unified Content API supports all current tools for developing web environments, such as JAVA, C++, ActiveX, Visual-and Non-Visual –Java Beans.

Task Management and Workflow

Portals providing task management servi9ces can help users take part in managing formally defined business processes. The workflow functionality allows the automation of business processes. Thus, as part of a workflow-automated business process, a portal should be able to prompt its users when they have tasks to perform.

Notification

Notification is which is also known as push technology is referred to as system in which a user receives information automatically from a network server. Push technologies are designed to send information and software directly to a user's desktop without the user actively requesting it. Thus, the user has the opportunity to subscribe to activate information sources (such as news feeds and periodically update reports) and ask to be altered when documents are updated.

Collaboration and Groupware

Knowledge management and groupware ensure that the required information is stored in the right place in the right mode. By this means the right persons are brought together with the right information. Groupware software assists in less formal collaboration than workflow tools. As with workflow automation, groupware increases the value delivered by many types of specialized portals, for example:

* Increases the attractiveness of business-to-consumer e-commerce portals.

* Enables informal communication between suppliers and customers in business-to-business e-commerce portals.

Supply chain portals are also dependent on collaboration support in order to help suppliers and their customers manage their relationships. Moreover collaboration support is a key requirement for knowledge portal.

Infrastructure Functionality

The infrastructure functionality constitutes the fundamental for the work environment. The other functionalities which were mentioned above all are built on infrastructure functionality. The runtime infrastructure associated with the portal will have a primary effect on manageability, scalability, security and availability.

Types of Portals

There are many portals out of those the major ones which are available on web, are as follows:

Specialized Portals

Specialized Portals are designed for a specific purpose. One such specialized portal is an ASP (Application Service Provider) portal that provides its customers with access to applications via an extranet or the Internet.

Public Web Portals

Public web portals exit to provide easy to use and provide attractive services to the public. Major Functionalities:

* Extensive search and navigation system

* Great variety of service offerings

* Mega-sites used as "starting point" for the web surfing

Market Space Portals

Market space portals exit to support business-to-business or business-to-consumer e-commerce. Major Functionalities:

* They give software support for e-commerce transactions

They have the ability to find and access rich information about the products on sale

* They have the ability to participate in discussion groups with other vendors and other buyers.

Enterprise Portals

An Enterprise portal also called as a corporate portal provides personalized access to an appropriate range of information about a particular company. Enterprise portals have become one of the best and new technologies of the Internet. Initially called Intranet Portals. It exists for the benefit of the company's own employees, this set of technologies has developed to assist and provide access to a company's business partners as well.4 As opposed to public web portals, enterprise portals aim at providing a virtual workplace for each individual using them. They can be executives, employees, suppliers, customers, third party service providers. Rather than offering access to consumer goods, services, and information, enterprise portals are designed to give each individual using then access to all of the information, business applications, and services needed to perform their jobs.

Knowledge Portal

Knowledge portals increase the effectiveness of knowledge workers by providing easy access

to information that is necessary or needful to them in one or more specific roles. Knowledge portals are not mere intranet portals since they are supposed to provide extra functionality such as collaboration services, sophisticated information discovery services and a knowledge map.

Workspace Portals

A Workspace portal is a single, coherent, integrated portal that presents its users with all the information they need to carry out their jobs. Workspace portal represent the radical vision of a portal providing the user interface people always wanted and never had a user interface making available all the information necessary for an employee's job role. The current alternatives to a workspace portal are specialized portals or the contemporary Windows desktop. Thus, the advantages workspace portals have to offer over these alternatives ought to be evident and convincing.

How to Develop a Portal

The steps involved in developing a Portal can be listed as follows:

* **Planning**

The purpose, goal, target audience, content needed and the overall style wanted are outlined. Hosting services either free or commercial is also picked up.

* **Designing**

Designing is the generation of a design by an agent under the influence of certain constraints, preferences and evaluation knowledge. These influences derive from various sources, such as the knowledge, skill and experience of the agent doing the designing, the available tools and methods, external imposition, and physical limitations.5 The design process is guides and supported by a wide variety of knowledge and data.

How to design is the basic question while designing a portal. What colors do we want to use? How to keep the look of the site consistent? Which content to be added? What graphics should be included? How will the user navigate the site? As well as the layout of the pages.

* Colors: While selecting the colors one should use sophisticated colors which may not be eye piercing.

* Consistency: Consistency should be maintained through out the pages keeping in mind the importance of the site.

* Content: Content should be reliable because it is considered the most important aspect building of a website.

* Graphics: The graphics can be added carefully by selecting icons, bullets, links and other things which can give personal look to a site.

* Navigation: Navigation plays an important role in and for a website so one should give proper links which may carry further details for the given link.

Portal Style: The style of a portal is defined through layout, design and personalization of web pages.

Tools required for designing a Portal

To design a portal tools are required which are listed below:

* An Editor
* Browser
* FTP Program
* Image Viewer/Editor
* Text to HTML
* Zip/Unzip Program

Coding

HTML is the Code used to specify text, multimedia documents (i.e. graphics, video, animation and sound). It also creates hyperlinks between documents. There are several HTML editors which are available free as well as commercial.

Creating HTML code for Website

There are four ways to create a Web Page:

* Use an HTML wizard;
* Use pre-made HTML templates;
* Use an HTML editor;
* Use a text editor such as Notepad to write own HTML code.

HTML Editors

For creating a Website HTML editors are

available, free as well as commercial. Many of these editors provide tool bars; buttons and icons through necessary tags can be inserted. Most of the HTML editors are easier than learning HTML from the scratch.

Selecting HTML Editor

The question arises while selecting HTML Editor that which type of HTML Editors should be used?

* Manual HTML: To create HTML manually there is need to use a text editor, such as Notepad. It can be done on a PC using Windows 95, 98, Me or XP.

* HTML Tidy online: HTML Tidy is a tool for checking and cleaning up HTML source files. It is useful for finding and correcting errors in deeply nested HTML code.

Besides these following points should also be taken care of:

* Consistency: To assist with being consistent in page layout, one should develop a page layout for the site.

* Cut and Paste: After creating code for each of the pages the header, navigation bar, and footer created during the design step should be pasted on the each of the web pages.

* Spell Check: The webpage should be spell checked using an automated spell checker.

Upload FTP files

To upload the files to host computer there is need to determine FTP address and password. One should complete the pre-FTP checklist. Next, select and download the free FTP software. Setup the host profile. Then, upload the website files to the host computer. Outputs from this step will be:

* A complete pre-FTP checklist.

* A copy of free FTP software.

* Host profile setup on FTP software.

* A copy of Website files uploaded to host computer.

How to Upload FTP Files

FTP is an acronym for File Transfer Protocol. FTP allows sending and receiving files to and from computers.

*** Pre-FTP check**

Folder and file names have to be checked out. It must be made sure they are all in lower case letters. Otherwise, they will not work on UNIX based hosts. Spaces or special characters in folder or file names should not be used. More than one extension in file name should not be used.

HTML file should be clicked and checked to ensure all internal links and navigation buttons work properly. Using an automated spell checker Spell checks should be done on web pages. If one doesn't have a spell check capability, it should be deferred until the Test step. Printout should be taken carefully. Proof reading should be done for the each page. Errors should be corrected and all the required changes should be done on hard drive.

*** Determine the host FTP procedures**

One should check with website hosting services and determine URL, and obtain their FTP instructions, FTP address, user name and password.

Select FTP software

There have to be some FTP programs which may be the following

FTP Explorer-PC: FTP Explorer is a file transfer protocol client for windows, that looks and acts very much like the Windows explorer. Free for home and educational use. This program works for all Windows operating system and NT 4.0

WS_FTP-PC: Offers a side by side display of the local and remote sites directory.

Prepare files for Uploading

Move all the files to upload the same folder/ directory on computer. Then double check to ensure they can be viewed with browser using navigation scheme. Access FTP software and transfer all the files from PC folder to website folder.

Test or validate:

To test the portal, add a document type declaration (DOCTYPE) and character encoding to each Web page. Next validate each page using a free online HTML validator and spell checker. Check to ensure that all links –internal and external are active. Determine the download

time for each page. For a final check ask friends to visit the website and provide comments. If any error found correct it offline. Outputs from this step

A document type definition (DOCTYPE) added to each page;

* Character encoding added to each page;

* Each page of website validated at least once;

* All pages of site spell checked by an online service;

* All links verified by an online link checker;

* Determine the download times for each page;

* Evaluation of comments from other people;

* A backup copy of all files.

Testing the Website: Testing the website should include testing each Web page for, HTML validation, load time, browser compatibility, bad links and spelling errors.

Uptodateness of files: Based on testing results, make all the required changes and FTP our new page to host computer.

The final test: Portal should be evaluated by other people. Consider their recommendations carefully and make the required changes, spell check the files again and FTP.

Make backup copy: This is the most important step so that even if we lose some files backup is there and the Portal remains intact and functional.

Promote Site

To promote Website one needs to add the Web page title, Meta description and Meta keywords. Create a text file containing the promotion data. Select search engines and directories. Add URL and maintain records of all promotion actions. Promote the Website as often as possible. Outputs for this step are:

* Meta data for each of web pages

* A text file containing registration data.

* A database containing online promotion actions

* A listing of actions taken to promote Website offline.

How to Promote the Portal

To ensure that the portal gets the attention it deserves promotion. To do so, one has to add a few more lines of HTML tags to our web pages, and fill some online forms to register it with the various search engines and directories. There are internet sites available to do most of the work free. Steps are following:

* **Meta data:** Create the Meta data that will be used by search engines to locate site, index it and display a description of it on their web pages.

* **Add Meta data:** Make the changes offline. Add Meta data to each of the pages and FTP the new pages to the site hosting the pages.

* **Measure twice and cut once:** Before trying to register the site, make sure the Meta data on each page is correct and double check everything else.

* **Registration:** Register the site with the top search engines. Access the text file that created for the Meta data and add the following information to it

* URL

* Name (personal or organizations)

* E-mail address

* **Keep records of promotion:** Create a database containing online promotion actions. As a minimum include the following:

* The name of the search engine/directory/ link exchange;

* Date of registration;

* Lead time for registration;

* Code verifying that site is registered;

* Month verified

Registration sites

To promote and register the web page following sites may be used

* FFA: Add the site to my free for all link pages.

* 60 FFA LINKS: Place the site on 60 free for all links with one click

* Jayde Online Directory

* Linkmaster

* Nerd World Media

Conclusion

A portal should know your schedule and workflow and present you with the right information at the right time. It might know, for example, that you create your capital budgets in February and do employee performance evaluations in April. The right tools to do these tasks should appear at the right time. It should also sense the way you work and suggest ways to facilitate what you are doing. Finally, the portal should be your computer desktop. It should be the application that appears first on your screen and in most case should replace everything else on your computer desktop. From a user point of view, the portal will become the computer. Users would do e-mail, text processing, budgeting, system design, and all the work they might need to do via the portal. Looking at the screen desktop of such a user, the only thing that would ever appear would be the portal and the things that would ever appear would be the portal and the things obtained via the portal.

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Role of UGC in Human Resource Development Library Professionals

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Abstract

Defines the term human 'resource/manpower' from the managerial and general point of view . Highlights the role of human resource in achieving the goals of the library by effectively and efficiently utilizing the other physical resources. Discusses the importance and need of human resource development in the emerging context of ICT and LPG, especially in the LICs of higher education institutions. Also highlights the various aspects of training and development of LIS professionals to suit the today's changing requirements of the environment. Finally discusses the role of UGC and INFLIBNET in training and development of library staff. Further discusses the various bodies and committees constituted by the UGC to promote the quality of services of the LICs and their implication upon the human resource development in the LICs.

Introduction

Documents alone do not make a library. Similarly excellent collection of documents also is not enough to ensure the quality of service of library. The success of a library depends in large measure upon the library and information science professionals who are responsible for its use and fulfilling the broad objectives of the resource centre of the higher education institution.

Human resource/manpower is one of the most important and crucial inputs in the economic development of any nation. It is the sum total of knowledge, abilities and skills that the human resource possesses and the quality of work they are capable of carrying out by applying these skills. The term human resource in its real sense came to be used after the first industrial revolution, which brought about a revolution not only in the technology but also in personnel management and human relations. The nomenclature signified man being a source of physical power.

Human Resource and Development

The term human resource is defined by Megginson as the total knowledge, skills, creative abilities, talents and aptitudes of an organization work force as well as the value, attitudes and beliefs of the individuals involved [1]. According to Gingberg, human resource refers usually to human beings who work for wages and who earn income from the work they do [2]. Also included are those out of work and seeking employment. The term is best interpreted to mean an aggregate of skilled categories, non-homogenous and therefore non-substitutable, broadly speaking specific and technical manpower categories constituting as it were the case of human capital. Manpower is a comprehensive term including all types of human being entering into the production process. In other words, the employees, officers or workers who fill various positions in an organization are collectively termed/referred to as personnel[3].

Oxford Advanced Learner's Dictionary of Current English defines development as something that is growing into larger, fuller or more mature and organized one. According to Atkinson[4], development means the progressive and continuous change growth, maturation etc.

Closely linked to development is training. The term training is concerned with imparting specific skills for particular purposes. Flippo has defined training as the act of increasing the knowledge and skills of an employee for doing a particular job[5].

On the other hand, the term development refers broadly to the nature and direction of

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change induced in employees through the process of training and education. The term education is used in a broader sense involving the development of an individual socially, intellectually and physically[6].

Training is mainly meant for the lower cadre with less intensive, but development is mainly meant for the managerial cadre with high intensive, though there are no such watertight compartmental differences between the two. The development training continuum can be represented as shown in figure 1.

Training-development continuum has manual training at one end and philosophy at the other end. The extreme left end denotes the manual training, which is given to operativesfor performing specific jobs. Much of this training is job-oriented rather than being career-oriented.

As we go up in the hierarchy of the organization we find more emphasis on other points of the continuum. Managerial personnel have greater needs for conceptional and human relations skills as compared to job related skills. They require skills and competence for future managerial jobs besides their present jobs[7].

Importance of human resource in libraries

The human resource , one of the primary subjects of library functional system on the line of Fifth Law of Library Science, that is, "A library is growing organism". According to the fifth law, the small library of today will soon grow in documents, user and staff. Initially, it envisages growth in respect of staff in its numerical strength and second concurrently implies the advancement of professional change and development. This two dimensional change is effected through the factorial of functional

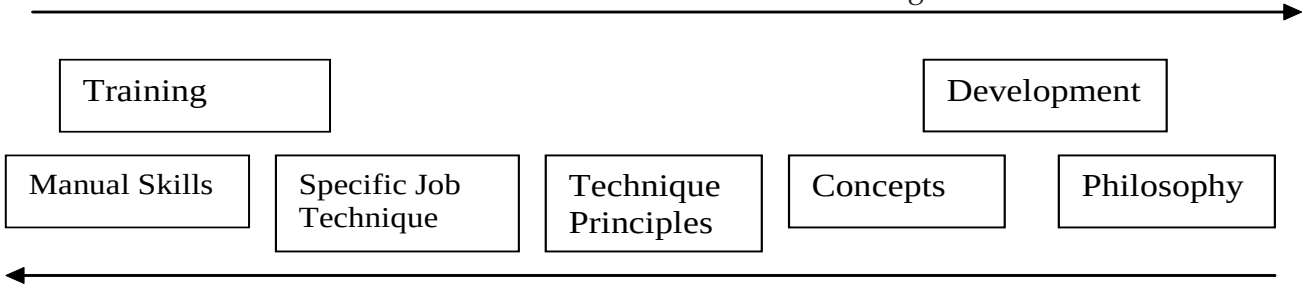

Figure 1: Development training continuum

manpower planning and development for the present and future needs of the organization and also in relation to the progressive development in the educational and professional training facilities and programmes.

The success of any library virtually depends upon the quality and effective functioning of the professionals working in that library. The nerve centre of any university library is human resource. The efficient administration and effective operation of the library depends on the quantity and quality of human resource appointed into various functional units of library. The quality of human resource distributed in both professionals and non-professionals in library would decide the effective utilization of the physical resources especially in changing organizational goals into action oriented programmes.

The ICT impact on library and information The ICT impact on library and information

The Council of American Library Association (ALA) on June 30, 1969 decided to recommend categories of library manpower, and levels of training and education appropriate to the preparation of personnel for these categories which will support the highest standards of library service for all kinds of libraries and the most effective use of the variety of manpower skills and qualifications needed to provide it[8].

Human resource Development: The need of the hour in libraries

Human resource development is a very important aspect of library personnel management. Recruitment, training and staffing are the most important and ongoing functions of library management. To exist and grow, library and information science education must adopt itself to the changing environment, especially to the new development in Information and Communication Technology (ICT) and its application to the library

operations. However, in its attempt to assimilate the "new" it must not forget its "cultural legacy". It means LIS education must adopt latest and current programmes but without sacrificing its knowledge base, approaches, values, practices and tools that must be applied to new problem areas. In the light of this, we can say that LIS education programmes must be so designed as to (a) ensure the development of such personnel as are able to handle the present information environment and at the same time (b) provide necessary specializations which can be helpful to develop the libraries on modern lines during the foreseeable future[9].

centers is causing radical change in library collections, organizations, structure, services, products, technique, methods – access retrieve store and disseminate the information. Library automation and networks have totally transformed the nature and functioning of Library and Information Centers (LICs). A process of reinvention of libraries is being done in place of traditional librarianship.

The professionals working in the library are considered most fundamental and valuable asset/resource of the library, particularly to meet the challenges posed by the ICT and Liberalization Privatization and Globalization (LPG). Human resource development is to transform the organization into a human system, to develop dedication and commitment among the employees and to integrate individual employees with the organization. The importance of human resource development gained importance with realization that effectiveness of an organization depends on the quality of workforce employed. The other resources like equipment, machinery and materials can be purchased/bought, but it is difficult to get motivated human resources. Without quality and motivated professionals the physical resources become neutral and desired goals may not be achieved.

Human resource development in the LIC is mainly concerned with knowledge, ICT skills, competencies, attitudes, commitment, values and the like, of the people of an organization and it is a people oriented concept. It is concerned with the development and acquisition of capabilities that are needed to do the present job or prospective job in the library. It aims at overall development of human resources in order to contribute to the well being of professionals of the library and the user community at large[10].

Human resource development programmes are aimed at enhancing the competencies in ICT and abilities of staff. These programmes would sharpen the skills, service orientation, keener understanding of the nature of information and its importance to the user community, greater insight into the political context in which the libraries operate etc. There are various methods of human resource development such as sabbatical leave programmes, professional development leaves, attending conferences, IT workshops, visiting consultant, lectureship programmes and internships, staff exchange, job orientation course and mentoring etc[11].

University Grants Commission (UGC) and human resource development

The appointment of University Education Commission in 1948 under the Chairmanship of Dr. Radhakrishnan was the most significant action of Government of India towards the development of higher education in India. It is only after the appointment of this Commission that the actual process of the development of the University Libraries in India took place. The Commission made recommendations that related to annual grants, open access system, working hours, organization of the library, staff, steps to make students book conscious and the need to give book grants to teachers to buy books. Various aspects regarding the manpower/staff were also mentioned. However, meaningful steps for staff development of libraries were taken up only after the establishment of UGC on December 29, 1953. The establishment of UGC is the landmark achievement in the history of Higher Education in India and the development of College and University Libraries[12].

UGC had appointed various committees for review and improvement of the library system in India. Dr. C.D. Deshmukh, the first Chairman of UGC(1956) while drawing an analogy between a university and the human body

remarked that the students form the body of the university, the administration is the head, the teachers are the soul and the library is the heart[13].

As early as in the year 1957, a Library Committee was established by UGC under the Chairmanship of Dr. S.R. Ranganathan. The report of this Committee was published by the UGC in the year 1959 under the title Development of University & College Libraries. Library manpower was one very important aspect of the report. The report gave due importance to the pay scale and training of the staff so that they could meet the challenges. The Library Committee also recommended appointment of another committee to look into the standards of teaching, examination and research in library schools. The committee also observed that the status and the salary of the library staff should be same as that of the teaching and research staff. UGC accepted almost all the recommendation of Library Committee (1957). As a result, a staff formula for the university and college libraries was formulated and the status and salary of library staff were made at par with the academic staffs[14].

A review committee was constituted under the Chairmanship of Dr. S.R. Ranganathan in the early 1960's. The committee submitted its report along with its recommendation relating to objectives, curricula, admission qualifications and minimum qualifications for teaching posts and other related areas for B.Lib.Sc. M.Lib.Sc. & Ph.D. courses. The report also emphasized that teachers of the library science should be treated at par with the administrative matters of the University.

UGC accepted almost all the recommendations and the report titled "Library Science in Indian Universities"[15] was published by the UGC in the year 1965.

Again in 1964, the Government of India appointed Education Commission under the chairmanship of Prof. D.S. Kothari to evaluate the education system as well as the libraries. The Commission (1964-66) stated in the final report Nothing can be more damaging than to ignore its library and to give a low priority. The commission also pointed that the demands for the library services have been growing constantly with the increasing number of users. Therefore, the library professionals have to cater to the diverse needs of the under-graduate and post-graduate students, research scholars and faculty members. Thus, the Committee gave due importance to the library staff. The implication was that staffs should be well trained and properly developed to cater the needs[16].

The UGC appointed a Committee on December 24, 1983 under the chairmanship of Prof. R.C. Mehrotra to consider the revision of pay scales, career/professional development and service conditions of teachers in the universities and colleges. In October 1985, the UGC in consultation with the Government of India, requested the Mehrotra Committee to consider the revision of pay scales of librarians and directors of physical education too. The Committee submitted its report on revision of pay scales of librarians to the UGC on September 3, 1986. The committee recognized the importance of libraries and their manpower for imparting and disseminating of knowledge and recommended the revision of pay scale for the librarian and other staff. Other recommendations being mentioned were that the librarians should have promotional opportunities, adequate facilities to improve their qualifications or attend refresher and orientation courses to update their knowledge and new courses to impart instruction on ICT and other modern technological developments. The Committee also suggested for National Eligibility Test (NET) as the necessary requirement for lecturers, assistant librarians, documentation officers and college librarians so that the standard of new entrants could be improved. The Committee also suggested that librarians should be given duty leave to avail opportunities to attend summer schools, workshops seminars etc. to keep them abreast with modern developments. Henceforth, the government modified the requirement, qualifications and revised grade and pay scales of the library personnel.

The UGC in 1988 constituted a Committee on National Network System under the Chairmanship of Prof. Yash Pal, then UGC Chaiman to suggest measures for networking

of LICs in Universities, institutions of national importance, UGC information centres, R & D institutions and colleges. The committee prepared project report for creation of Information and Library Network (INFLIBNET) and in subsequent year, INFLIBNET came into existence. There was thus an imperative need for developing required human resources to handle such an initiative. After the intiation UGC-INFONET e-journals consortium in the year 2003, INFLIBNET has regularly organizing training programmes to the 150 university library professionals. It has extensively providing ICT based training programme in phased manner to the LIS professionals who are working in these 150 university libraries. INFLIBET will extend this support to all the remaining universities as well as to the colleges in the 11th plan period.

In September 1990, the Curriculum Development Committee (CDC) on Library and Information Science (LIS) was constituted under the Chairmanship of Prof. P.N. Kaula. The report of the committee was published by the UGC in the year 1992 as the Report of the Curriculum Development Committee on Library and Information Science. Among the various recommendations of CDC, revision of curriculum in LIS courses has been the main focus so that it can produce the required manpower suitable for the changing scenario in the country. UGC also constituted a subject panel on library and information science in the year 1997 with Prof. C.R. Karasiddappa as Convener. Discussions on issues were held followed by regional meetings. The panel felt the need of the immediate restructuring of the earlier CDC reports in the wake of rising impact of IT on libraries. Thereafter, UGC constituted 3 groups of expert to review the outcomes of various meeting and further sharpening of the modules and course contents etc. Thus the main focus of all these committee was training the manpower of libraries with the new technologies in order to enable them to face the new challenges[19].

UGC from time to time has been constituting library review committees for reviewing various aspects of libraries so that necessary changes can be made. The Commission also imparts various types of training and developmental programme for the library personnel in order to enable them to cope with the fast changing environment. One of the major programmes that UGC has launched was the establishment of the Academic Staff Colleges at various universities to organize orientation and refresher course. The university personnel thus get an opportunity to improve their knowledge, skills and learn new techniques.

UGC foresaw the need for professionalisation of education and development of skills among library personnel to enable them to work efficiently and effectively in an ICT environment. INFLIBNET has taken up various steps for development and training of library manpower/ staffs and library professionals. Till 2003, INFLIBNET has organized nine Annual National /Conventions called CALIBER (Convention on Automation of Libraries in Education and Research Institution) in collaboration with the Universities/Educational institutions with relevant objectives and focus on emerging information technology. The Convention has been providing a regular forum for interaction and exchange of ideas, information and newer experiences among the libraries and computer professionals from academic institutions and others thereby enabling them to enrich their managerial skills and professional competencies. In pursuit of making INFLIBNET a world class organization with the innovative changes, from the year 2003, an annual convention as an international event has been started. Thus First International Convention, CALIBER 2003 was held at Ahmedabad in February 2003. Since then International Convention, CALIBER-2004, CALIBER 2005, CALIBER 2006, CALIBER 2006 are being organized and held regularly with different themes for each Convention[20].

UGC has initiated a special programme for the development of libraries and library manpower of the north eastern region. From the year 2003, a convention called PLANNER (Promotion of Library Automation and Networking in North-Eastern Region) is being organized by INFLIBNET (UGC) regularly. The first convention, PLANNER 2003 was held at North Eastern Hill University (NEHU), Shillong, the second convention, PLANNER 2004 at Manipur University, Manipur and the third convention, PLANNER 2005 at Assam

University, Silchar, Assam, and the fourth convention, PLANNER 2006 was held in December 2006 at Mizoram University, Mizoram[21].

Finally, it may be noted that recently UGC has constituted B.L. Mungekar Committee on Higher Education in India. The Committee has submitted its interim report to UGC with certain recommendations regarding qualifications for appointment of teachers and library personnel in universities, colleges etc[22].

UGC also provides various orientation and training courses for the working staff in libraries through professional institutions like INFLIBNET, agencies and LIS departments of the universities. Beside these, efforts are being made by UGC to provide financial grants to the libraries of institutions of higher education, provision of flexible study leave such as Faculty Improvement Prgramme (FIP) provision for suitable physical environment and working hours, provision for vacation, health services and academic status, liberal retirement benefits good opportunities foe promotion etc.

Conclusion

Human resource is a critical factor for library effectiveness. It is necessary to equip the library manpower with all the knowledge, skills and capabilities needed to handle library operations in the new digital and ICT environment. The authorities of libraries have to realize the need for upgradation of knowledge and skills of their staff by providing them all the facilities to acquire the relevant knowledge. In this area, the role of UGC deserves special mention.

At present there is a need to continue to teach the traditional and core subjects like organization, management, information sources and services, classification and cataloguing, etc. At the same time for the development of staff, certain measures should be adopted such as (a) curriculum development and pupation of LIS programmes in conformity with the current trends and information needs of the users, (b) making internships compulsory at all levels of LIS professionals, and (c) provision for attending training, orientation, conferences, workshops, and staff exchange programmes, etc.

In a good number of libraries, the human resource is required to be trained in ICT along with the traditional skills. In other words, the new techniques and the old/traditional skills are the two sides of the same coin. Therefore the buzzword for developing human resource in the present context is change with continuity.

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Web Search Patterns In Digital Libraries by Faculty Members of Engineering Colleges: A Survey

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Introduction

The World Wide Web (WWW) has become a vast resource of information. The problem is to find out the information required by an individual, is often difficult, because of the complexity in organization and information. The increasing in the volume of information resources and the rapid progress in information technology has changed the methods and ways of retrieving and disseminating information to the users in the library. Users are spending a lot of time for getting electronic information. Web searching services are playing an important role in order to get recent and updated information. Necessary tools are developed to help users to get electronic information easily.

Web Searching

Regardless of the search tool being used, development of an effective search strategy is essential if an individual wants to obtain satisfactory results. A well planned search strategy is of great importance when the database under consideration is one as large and amorphous as the World Wide Web. A web searching is an interaction between an individual and a database, where the individual

states his query in the form of search terms and logical combinations of search terms, to retrieve small sets of very specific information, from large computer stored database. The term web searching can be used to indicate the search services available from producers of database or vendors or suppliers of these databases.

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Kinds of Web Search

Boolean Search

Boolean searches will find the exact terms as entered. To narrow the results of a search, terms can be combined with AND, OR, and NOT and placed in parentheses.

*Connecting two terms with AND means both terms must be present.

*Connecting two terms with OR means either term can be present.

*NOT followed by a term means that the term must not appear in

the search results.

*Parentheses are used to combine sets of Boolean expressions.

Concept Searches

Concept searches will find not only the search words and phrases but also related concepts. For example, in a concept search for the term "law," the system will also search for related terms, such as "lawyer" and "legal."

Pattern Searches

Pattern searches will find both the search terms and terms with similar spellings. This type of search is helpful in retrieving terms or names with alternative spellings or common misspellings. For example, a pattern search for the term "theater" will also search for alternative spellings, such as "theatre."

Wildcard Searches

Wildcard searches find variations on word roots. To conduct a wildcard search, type an asterisk at the end of the search word.

For example, "**correction**" will find the words "**correction**", "**corrections**", or "**correctional**". This type of search will ensure that you also retrieve the plural forms of the words you search for.

Advantages of Web Searching

The advantages of web access are considerable and it is important that they should be clearly appreciated inside the profession of librarianship and information work.

Administrative Advantages

*Save time, space and money

*Save effort and person-hours

*Greater efficiency

Searching Advantages

Web services offer searching of

*Indexes

*Fields

*Controlled vocabulary

*Boolean operation and set manipulation

*Word and phrase searching

*Search limiting

Informational Advantages

*Qualitatively different kinds of searches are possible

*Easier to assess quality of information found

*More clues: authorship, institutional affiliation, reputation, references,

*Processing of search results: SDI, sort, rank, tabulate, export, integration with Intranet/ portal etc.

Purpose of study

The purpose of the study is to know, the use of Web searching by the faculty members of Engineering Colleges affiliated to Acharya Nagarajuna University, Guntur.

Objectives of the study

The objectives of the present study are:

1. To study the use of web services in digital libraries by the faculty members of the Engineering Colleges

2. To know the time spent for Web searching by faculty members

3. To examine the types of approaches, databases and search techniques used by the faculty members

4. To know the satisfaction of faculty members with Web services

5. To highlight the problems in web searching of information.

Methodology

Keeping in view the objectives in mind, a questionnaire is prepared to collect data from the faculty members of the following Engineering Colleges affiliated to Acharya Nagarjuna University:

*Velagapudi Ramakrishna Siddhartha Engineering College Library (VRSEC)

*Koneru Lakshmaiah College of Engineering (KLCE)

*Rayapati Venkata Ranga Rao and Jagarlamudi Chandra Mouli College Engineering (RVR & JC)

*Baptla Engineering College (BEC)

*Sri Venkateswara Hindu College of Engineering (SVHCE)

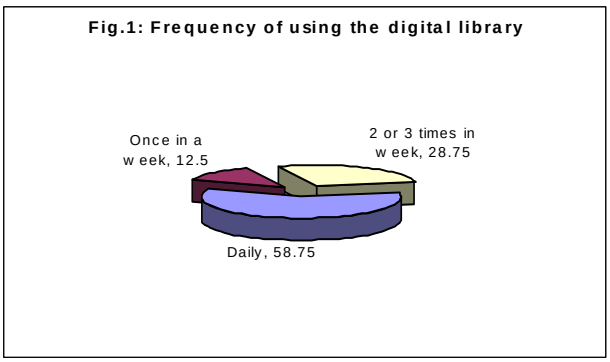
The researcher have undertaken the survey in the month of October, 2007, spreading over 10 days. There are 600 faculty members working in these colleges. Copies of questionnaire are distributed to 100 faculty members. However, the investigator received responses from the eighty faculty members only. The analysis and interpretation of the data is presented in the following paragraphs.

Data analysis

Frequency of using the digital library

The distribution of faculty members according to their frequency of using the digital library is shown in Figure 1.

Fig.1: Frequency of using the digital library

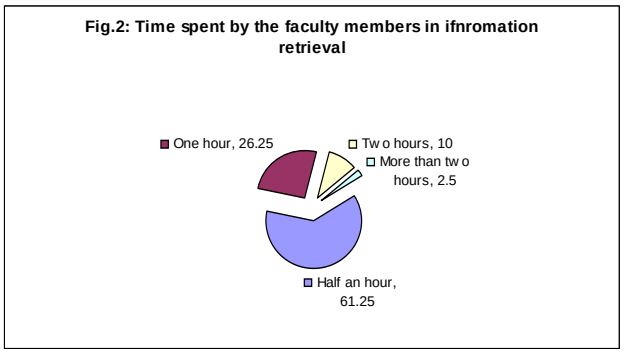


It is evident from Figure 1 that 58.75 percent of the faculty members are using the digital library daily, 28.75 percent two or three times in a week, and the remaining 12.50 percent once

in a week. Hence it can be concluded that most of the faculty members are using the digital library daily.

Time spent

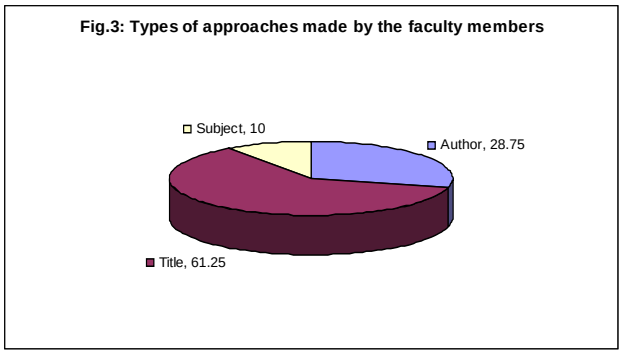
The distribution of faculty members according to the time spent in digital libraries for searching the online information is shown in Figure 2.



It is evident from Figure 2 that 61.25 percent of the faculty members spent half an hour in online information retrieval, 26.25 percent of them spent about one hour, 10 percent of them spent two hours and 2.50 percent of them spent more than two hours in digital libraries. Hence it can be concluded that most of the faculty members spent half an hour for retrieving information.

Types of approaches

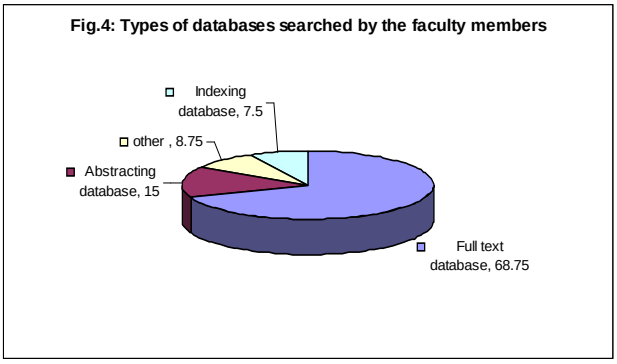
The distribution of faculty members according to their approaches for searching the needed information is shown in Figure 3.



It is evident from Figure 3 that the faculty members of Engineering Colleges mostly search the needed information by title approach compared to the author and subject approaches.

Types of databases

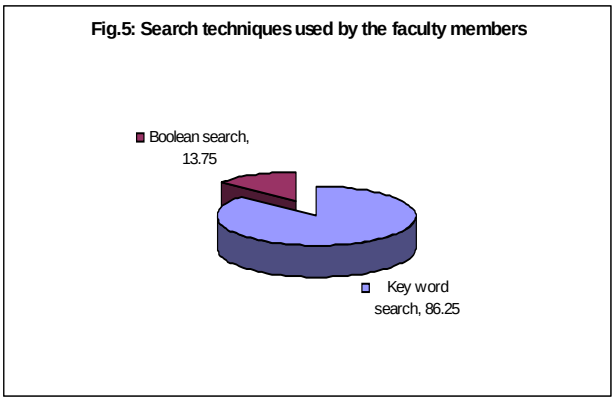
The distribution of faculty members according to their searching of different databases is shown in Figure 4.



It is evident from Figure 4 that it is clear that most of the faculty members (68.75%) are accessing the full text databases and 15 percent of them are accessing the abstracting databases and 8.75 percent of them are accessing other databases (both bibliographical and full text databases) and the remaining 7.5 percent of them are accessing indexing databases.

Search techniques

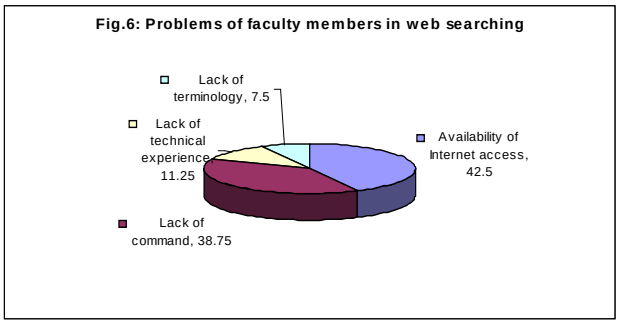
The distribution of faculty members according to their use of search techniques for finding the related information is shown in Figure 5.



It is evident from Figure 5 that 86.25 percent of the faculty members are using the keyword search technique and 13.75 percent of them are using Boolean logic search technique for information retrieval from the online databases. Hence it can be concluded that most of the faculty members are using the Key Word search technique for information retrieval.

Problems in web searching

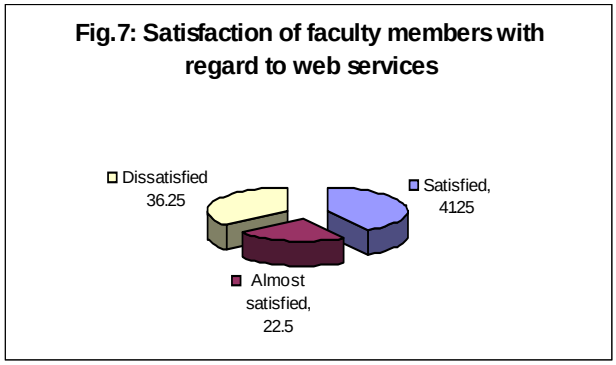
The distribution of faculty members according their problems in web searching is shown in Figure 6.



It is evident from Figure 6 that the problems faced by the faculty members in web searching are availability of Internet accessing (42.5%), lack of command (38.75%), lack of technical experience (11.25%) and lack of terminology (7.5%). Hence it can be concluded that most of the faculty members are facing the problems of availability of internet access.

Satisfaction of faculty members

The distribution of faculty members according to their satisfaction of web services is shown in Figure 7.



It is evident from Figure 7 that 41.25 percent of the faculty members are satisfied with regard to web services, 36.25 percent of them are dissatisfied and the remaining 22.5 percent of them are almost satisfied. Hence it can be concluded that most of the faculty members (63.75%) are either satisfied or almost satisfied.

Conclusions and Suggestions

1. It is evident from the data that majority of the faculty members (58.75%) are using the digital libraries and therefore, it is imperative that Internet facility in libraries and online connectivity in departmental libraries should be strengthened further.

2. The research reveals that most of the faculty members (61.25%) are spending half an hour on an average in digital libraries in search of online information and therefore, the faculty members should be trained and guided properly in order to equip them for procuring the required information through online search at a quicker pace and in a focused manner.

3. It is also found that most of the faculty members (61.25%) are searching for the required information with reference to title approach rather than the author and subject approaches and therefore, faculty should be trained in the search techniques and methods in order to facilitate easy accesses to information.

4. The research also discloses that most of the faculty members (86.75%) are getting accesses to the full text databases and therefore, it is suggested that increasing database facilities should be provided.

5. It is also found by the researchers that majority of the faculty members (86.25%) are using the key word search for information retrieval from the online database. If the faculty is properly trained then it will definitely enable them to procure the required information in an easy and expeditious manner.

6. It is also found that most of the faculty members have the perception that the primary problem encountered by them in web searching is the availability and operation of the Internet accesses. Hence, it is suggested that online bandwidth facility should be upgraded and strengthened.

7. It is also found that an appreciable number of faculty members (63.75%) are contented and which also includes the almost satisfactory category with the web services. This clearly points out there is no scope for complacency as there is much grater scope for improving the access to web services. This requires the training of the faculty in user friendly approach and techniques for easy access and procuring of the desired information without any problem or hitch.

Acknowledgement

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User Perception and Opinion towards the Audio and Visual Services in Agricultural Science University Libraries in India with Special reference to South India: An Evaluative Study

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Abstract

The study discusses about the Audio Visual Services provided by the agricultural science university libraries in South India. User opinion is collected and presented in different tables and the study found that 48% of PG Students, 56% of Research Scholars and 49% of Faculty Members are of the opinion that the audio visuals materials are available in their respective libraries. Further 43% of PG students, 50% of Research Scholars and 44% of Faculty Members said that they are availing the AV services in their respective libraries. 39% of PG Students, 41% of Research Scholars and 41% of Faculty Members are expressed that they have used the micro film readers; finally 26% of PG Students, 40% of Research Scholars and 37% of Faculty Members are satisfied over all the audio visual services. This shows that majority of the users are not satisfied as per as audiovisual services are concern.

Key words: Audio visual services, Agricultural University, Microfilms

Introduction

Agriculture university libraries play an important role in providing the right direction to the agriculture, scientific and technological development of a nation. The agriculture university is to develop the personality of the human being as a whole. Every library exists, to serve the needs of its own community of users. It follows the overall evaluation of library thought to base mainly on how well it serves these needs. The organized information and dissemination function to suit the needs of the users necessitate a study of library and information service needs of users.

With the strides in the area of Science and Technology, any information centre has to initiate and sustain a variety of library and information services to provide the right type of information to the users. To achieve this, it is necessary to have a continuous feed back from the users. One of the ways by which, this can be achieved is by observing and analyzing the requests received for further information on any of the items already included in the library and information services. By this it is possible to know which are the areas of interest and orient the contents of the library and information services according to those requirements. This will form a quick and continuous way of evaluating the various library and information services. This type of evaluation will also help to facilitate the information centre to collect and keep the right type of information, which is sought most by the users.

University libraries were more reluctant than most of other libraries to diversify their collections to incorporate the newer media formats. Microforms, it is true, are well established academic libraries, but their close relationship with the printed page was self-evident and gave them an area of respectability, whilst the use of some type of non-book materials as teaching aids was traditionally strong in some departments (Agriculture). In contrast, the newer formats, especially videotapes, films and CD-ROM, tended to be associated with entertainment and consequently were regarded somewhat dubiously by

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academics and librarians alike, questioning their usefulness in a university context.

Objectives of the Study

Modern agricultural university libraries are characterized by those objectives that stress the importance of rendering the maximum library and information services to agricultural research, teaching, learning and extension. A major objective of the present study is to know the user perception and opinion and evaluate the 'Audio and Visual Services in Agricultural University Libraries in India: With Special Reference to South India'.

Hypothesis

Any scientific investigation starts with the statement of a problem followed by a tentative generalization in the form of a proposition i.e. hypothesis. Keeping in view the objectives of the study attempts have been made to test the following hypothesis

There is a significant relationship among the opinion of the Post Graduate Students, Research Scholars and Faculty Members towards overall satisfaction of audio-visual services.

Methodology

There have been many methods and techniques are available for data collection. Among them questionnaire survey is found to be very useful techniques for collecting data relating to the users and their information needs. So the survey method is adapted for the present study, which can be applied for collecting data

Analysis and Interpretation of Data: Users Point View

Here an attempt has been made to analyze and interpret the data collected on users opinion of "Audio and Visual Services of Agriculture University Libraries in India: with Special Reference to South India." After collecting data, suitable tables have been formulated for each aspect with the aid of computer and the percentages of their performance are analyzed. In some important aspects cross comparisons are also made. Further, to trace out the variations between Post Graduate Students, Research Scholars and Faculty Members, Chi-Square Test has been conducted and the calculated values are displayed. The analysis of the evaluative study reveals that some of the findings are really startling. Results of the evaluative study are analyzed and displayed here under:

Users General Information in Agricultural University Libraries in South India

Population of this study consists of three categories of users i.e. Post Graduate Students, Research Scholars and Faculty Members (at different level). Since the population size of south Indian agricultural universities is very large, random sampling technique has been applied. Post Graduate Students sample size being larger has been limited to 25% of their total population, whereas for the Research Scholars and Faculty Members the sample size is 20% of the Research Scholars and Faculty Members strength. The sample size is inclusive of all south Indian agricultural universities. The details of population size and sample selected i.e., questionnaires administered along with the response has been provided in the following Table-1

Population, Sample Size in Agricultural University Libraries in South India

Population, Sample Size of the Distributed Questionnaires

Name of the University	Total Population	Questionnaires Distributed	Questionnaires Distributed (%)	Total Respondents	Total Respondents (%)
UASB	895	200	22.34	163	81.50
ANGRAUH	802	200	24.93	146	73.00
TNAUC	1164	200	17.18	154	77.00
KAUT	836	200	23.92	147	73.50
UASD	699	200	28.61	155	77.50
Total	4396	1000	20.25	765	76.50

Table-1

Note: UASB = University of Agricultural Sciences Bangalore.
ANGRAUH = Acharya N.G. Ranga Agricultural University Hyderabad.
TNAUC = Tamil Nadu Agricultural University Coimbatore.
KAUT = Kerala Agricultural University Thrissur
UASD = University of Agricultural Sciences Dharwad.

Table-1 shows clearly the entire population and the sample size of the respondents under the study. It is observed from the study that there were totally 4396 users, out of which 1000 users have been chosen as sample and distributed the questionnaires to them. Out of 1000 respondents 765 were returned the filled in questionnaire and which amount to 76.50%. In case of university librarians, the response is 100% since the researcher has paid a visit to each university and has personally distributed the questionnaires and collected the duly completed questionnaires.

The details of the various responses on users parameters are presented in table numbers 1 to 5 The highest percentage of response has come from University of Agricultural Sciences Library, Bangalore 81.50 (163), next is University of Agricultural Sciences Library, Dharwad with 77.50 (155), followed by Tamil Nadu Agricultural University Library, Coimbatore 77.00 (154), Kerala Agricultural University Library, Thrissur 73.50 (147) and the least response is form Acharya N.G. Ranga Agricultural University Library, Hyderabad 73.00 (146).

Gender Wise Questionnaires Distribution in Agricultural University Libraries in South India

Gender wise Distribution of Respondents

Name of the University	Questionnaires Distributed	Male Respondents	Female Respondents	Total Respondents
UASB	200	120 (15.68)	43 (5.62)	163 (21.30)
ANGRAUH	200	109 (14.24)	37 (4.83)	146 (19.08)
TNAUC	200	115 (15.03)	39 (5.09)	154 (20.13)
KAUT	200	110 (14.37)	37 (4.83)	147 (19.21)
UASD	200	116 (15.16)	39 (5.09)	155 (20.26)
Total	1000	570 (74.50)	195 (25.49)	765 (100.00)

Table-2: (Figures in Parenthesis indicate percentage)

The data on the gender details of the respondents are presented in the Table-2. The completed data in the table indicate that out of 765 respondents 570 (74.50%) are male and remaining 195 (28.49%) are females. This table shows that male is dominant over female categories.

Age Wise of Distribution of Library Users in Agricultural University Libraries in South India

Users Age	UASB	ANGRAUH	TNAUC	KAUT	UASD	Total
21-30	109 (66.87)	91 (62.33)	108 (70.13)	108 (73.47)	112 (72.26)	528 (69.02)
31-40	21 (12.88)	21 (14.38)	26 (16.88)	22 (14.97)	16 (10.32)	106 (13.86)
41-50	27 (16.56)	29 (19.86)	16 (10.39)	14 (9.52)	23 (14.84)	109 (14.25)
51-Above	6 (3.68)	5 (3.42)	4 (2.60)	3 (2.04)	4 (2.58)	22 (2.88)
Total	163 (100.00)	146 (100.00)	154 (100.00)	147 (100.00)	155 (100.00)	765 (100.00)

Table-3 (Age wise Distribution of Respondents)

The library users are categorized into four types depends on their age, and so collected information was tabulated and presented in Table-3. It is observed from the table that most of the users 528 (69.02%) are between the age group of 21-30, naturally this group belongs to Post Graduate Students and Research Scholars. Further it is analyzed that 106 (13.86%) were under the age group of 31-40, followed by 109 (14.25) are in 41-50 age group and 22 (2.88%) are fallowing in 51-above age group. This clearly shows that majority of the users are students.

Audio/Visual Service in Agricultural University Libraries in South India

Opinion about Use of Audio/Visual Service Post Graduate Students

Audio/Visual Service	Option	UASB	ANGRAUH	TNAUC	KAUT	UASD	Total
		N=94	N=84	N=89	N=85	N=92	N=444
A/V aids Available in the Library	Yes	31 (32.98)	41 (48.81)	48 (53.93)	38 (44.71)	53 (57.61)	211 (47.52)
	No	63 (67.02)	43 (51.19)	41 (46.07)	47 (55.29)	39 (42.39)	233 (52.48)
Availed this A/V Service	Yes	31 (32.98)	36 (42.86)	45 (50.56)	35 (41.18)	45 (48.91)	192 (43.24)
	No	63 (67.02)	48 (57.14)	44 (49.44)	50 (58.82)	47 (51.09)	252 (56.76)
Read any microfilm reader in the library	Yes	32 (34.04)	29 (34.52)	44 (49.44)	31 (36.47)	37 (40.22)	173 (38.96)
	No	62 (65.96)	55 (65.48)	45 (50.56)	54 (63.53)	55 (59.78)	271 (61.04)
Microfilm reader /printer service of any other Library	Yes	69 (73.40)	23 (27.38)	40 (44.94)	29 (34.12)	29 (31.52)	190 (42.79)
	No	25 (26.60)	61 (72.62)	49 (55.06)	56 (65.88)	63 (68.48)	254 (57.21)

Table-4 (Opinion about Use of Audio/Visual Service by Post Graduate Students)

Note: Here N indicates number of respondents responds to this question

Opinion about the use of audio/visual services by Post Graduate Students of the agricultural university libraries under the study is depicted in Table-4. It is clearly observed from the table that majority of the Post Graduate Students 233 (52.48%) have reported that there were no such audio/visual aids available in their libraries. And 211 (47.52%) Post Graduate Students have expressed that the audio/visual aids are available in the library.

Further we asked the respondents whether they availed audio/visual services for this. Most of the Post Graduate Students 252 (56.76%) has reported that they never availed audio/visual services from the university libraries, and 192 (41.29%) have expressed that they availed the audio/visual services. 271 (61.64%) Post Graduate Students have reported that they never read any information available in microfilm with the help of microfilm reader, and 173 (38.96%) Post Graduate Students expressed that they read the information from microfilm reader. Further we asked whether they availed microfilm reader/Printer services of any other library. For this, most of the Post Graduate Students 254 (57.21%) has reported that they have not availed such services from any other libraries but 190 (42.79%) Post Graduate Students expressed that they availed microfilm reader/printer services from the other libraries.

Opinion about Use of Audio/Visual Service by Research Scholars

Audio/Visual Service	Option	UASB	ANGRAUH	TNAUC	KAUT	UASD	Total
		N=34	N=30	N=33	N=32	N=32	N=161
A/V aids Available in the Library	Yes	19 (55.88)	19 (63.33)	10 (30.30)	26 (81.25)	16 (50.00)	90 (55.90)
	No	15 (44.12)	11 (36.67)	23 (69.70)	6 (18.75)	16 (50.00)	71 (44.10)
Availed this A/V Service	Yes	15 (44.12)	16 (53.33)	10 (30.30)	25 (78.13)	15 (46.88)	81 (50.31)
	No	19 (55.88)	14 (46.67)	23 (69.70)	7 (21.88)	17 (53.13)	80 (49.69)
Read any microfilm reader in the library	Yes	9 (26.47)	15 (50.00)	9 (27.27)	19 (59.38)	14 (43.75)	66 (40.99)
	No	25 (73.53)	15 (50.00)	24 (72.73)	13 (40.63)	18 (56.25)	95 (59.01)
Microfilm reader /printer service of any other Library	Yes	7 (20.59)	11 (36.67)	7 (21.21)	15 (46.88)	13 (40.63)	53 (32.92)
	No	27 (79.41)	19 (63.33)	26 (78.79)	17 (53.13)	19 (59.38)	108 (67.08)

Table-5 (Opinion about Use of Audio/Visual Service by Research Scholars)

Note: Here N indicates number of respondents responds to this question

Opinion about the Audio/Visual services by the research scholars is presented in Table-5. It is observed from the table that most of the Research Scholars 90 (55.90%) under the study has reported that there were audio/visual aids in the library, but 71 (44.10%) Research Scholars expressed that there were no such audio/visual aids in their libraries. Further about 50 % of research scholars have reported that audio/visual service is available in the library and remaining 50 % expressed that there were no such service available.

Again most of the Research Scholars 95 (59.01%) have reported that they never used and read any microfilms with the help of microfilm reader and 66 (40.09%) Research Scholars have expressed that they used and read information available in the microfilm with the help of microfilm reader. Further we asked a question whether they availed microfilm/ reader/printer services of any other library. For, this most of the Research Scholars 108 (67.08%) have reported that they never availed such services from any other library, but on the other hand 53 (32.92%) respondents reported that they make use of microfilm reader/printer services of other libraries.

Opinion about Use of Audio/Visual Service by Faculty Members

Audio/Visual Service	Option	UASB	ANGRAUH	TNAUC	KAUT	UASD	Total
		N=35	N=32	N=32	N=30	N=31	N=160
A/V aids Available in the Library	Yes	20 (57.14)	9 (28.13)	9 (28.13)	17 (56.67)	23 (74.19)	78 (48.75)
	No	15 (42.86)	23 (71.88)	23 (71.88)	13 (43.33)	8 (25.81)	82 (51.25)
Availed this A/V Service	Yes	19 (54.29)	7 (21.88)	9 (28.13)	14 (46.67)	22 (70.97)	71 (44.38)
	No	16 (45.71)	25 (78.13)	23 (71.88)	16 (53.33)	9 (29.03)	89 (55.63)
Read any microfilm reader in the library	Yes	17 (48.57)	6 (18.75)	9 (28.13)	13 (43.33)	20 (64.52)	65 (40.63)
	No	18 (51.43)	26 (81.25)	23 (71.88)	17 (56.67)	11 (35.48)	95 (59.38)
Microfilm reader /printer service of any other Library	Yes	15 (42.86)	7 (21.88)	8 (25.00)	9 (30.00)	19 (61.29)	58 (36.25)
	No	20 (57.14)	25 (78.13)	24 (75.00)	21 (70.00)	12 (38.71)	102 (63.75)

Table-6 (Opinion about Use of Audio/Visual Service by Faculty Members)

Note: Here N indicates number of respondents responds to this question

Opinion about the use of audio/visual services by faculty members of the agricultural university libraries under the study is depicted in Table-6. It is clearly observed from the table that, nearly 50 % of Faculty Members have reported that the audio visual aids are available in the library and remaining 50 % said that the audio visual aids are not available in the library. Again 89 (55.63%) Faculty Members have expressed that they never availed audio-visual services from the library and 71 (44.38%) Faculty Members reported that they availed the audio-visual services from the library.

We put forward a question whether they read any microfilms with the help pf microfilm reader. The answer is again that most of the Faculty Members 95 (59.38%) reported that they never read any microfilm, and 65 (40.63%) have expressed that they read the microfilms with help of microfilm reader. Majority of the Faculty Members 102 (63.75%) have reported that they did not use audio visual services from any other libraries, and 58 (36.25%) Faculty Members have expressed that they availed the audiovisual services from other libraries.

Overall Satisfaction	Users Category	UASB	ANGRAUH	TNAUC	KAUT	UASD	Total
Strongly Satisfied	PGS	9 (9.57)	2 (2.38)	8 (8.99)	3 (3.53)	5 (5.43)	27 (6.08)
	RS	4 (11.76)	1 (3.33)	5 (15.15)	1 (3.13)	1 (3.13)	12 (7.45)
	FM	1 (2.86)	1 (3.13)	3 (9.38)	11 (36.67)	6 (19.35)	22 (13.75)
Satisfied	PGS	21 (22.34)	4 (4.76)	27 (30.34)	5 (5.88)	30 (32.61)	87 (19.59)
	RS	9 (26.47)	11 (36.67)	6 (18.18)	17 (53.13)	9 (28.13)	52 (32.30)
	FM	14 (40.00)	2 (6.25)	7 (21.88)	1 (3.33)	13 (41.94)	37 (23.13)
Partially Satisfied	PGS	7 (7.45)	24 (28.57)	18 (20.22)	24 (28.24)	5 (5.43)	78 (17.57)
	RS	3 (8.82)	2 (6.67)	2 (6.06)	3 (9.38)	3 (9.38)	13 (8.07)
	FM	3 (8.57)	4 (12.50)	1 (3.13)	3 (10.00)	4 (12.90)	15 (9.38)
Not Satisfied	PGS	9 (9.57)	52 (61.90)	33 (37.08)	13 (15.29)	9 (9.78)	116 (26.13)
	RS	16 (47.06)	3 (10.00)	4 (12.12)	10 (31.25)	7 (21.88)	40 (24.84)
	FM	4 (11.43)	6 (18.75)	3 (9.38)	14 (46.67)	7 (22.58)	34 (21.25)
Not at all Satisfied	PGS	48 (51.06)	2 (2.38)	3 (3.37)	40 (47.06)	43 (46.74)	136 (30.6)
	RS	2 (5.88)	13 (43.33)	16 (48.48)	1 (3.13)	12 (37.50)	44 (27.33)
	FM	13 (37.14)	19 (59.38)	18 (56.25)	1 (3.33)	1 (3.23)	52 (32.50)
Chi-Square Value		61.37			0.5% Level		

Table 7 (Overall Satisfaction of Audio/Visual Service)

Opinion about the over all satisfaction of audio-visual services by the user of agricultural university libraries under the study is presented in Table-7. The table clearly shows that most of the users are not satisfied with the audio-visual services. A very few percentage of users have expressed their satisfaction with the audio-visual services, this clearly shows that majority of the university libraries do not avail audio visual aids and they were on properly educated how to use of audio visual aids.

Testing of Hypothesis

There is a significant relationship among the opinion of the Post Graduate Students, Research Scholars and Faculty Members towards overall satisfaction of audio-visual services.

In addition to the above discussion statistical test has been conducted using Chi-Square technique. The calculated Chi-Square value is presented in Table-8. The Chi-Square value is significant at 0.5% level of significance. The calculate Chi-Square value and the analysis of the data reveals that there is significant relationship between the different users and their overall satisfaction of Audio/Visual Services. Hence the above Hypothesis is accepted

Findings of the Study

The following are the major findings of the study:

48% of PG Students, 56% of Research Scholars and 49% of Faculty Members are of the opinion that the audio visuals materials are available in their respective libraries.

Further 43% of PG students, 50% of Research Scholars and 44% of Faculty Members said that they are availing the AV services in their respective libraries.

39% of PG Students, 41% of Research Scholars and 41% of Faculty Members are expressed that they have used the micro film readers;

Finally 26% of PG Students, 40% of Research Scholars and 37% of Faculty Members are satisfied over all the audio visual services.

6. Conclusion: Audio Visual materials are playing a dominant role in the present day society so also in the libraries too. It is the prime duty of the concern authorities to select and access the relevant A-V materials for the benefits of the user community. But while looking into the data provided by the users of the agricultural science universities are reflects the present situation in the libraries. It is far from the satisfaction. Hence it is suggested that the concern authorities may take necessary steps to select and access the relevant A-V materials for the benefits of their respective users.

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Parmar Vijaysinh. All this family got was their son's head, Times of India. 2008; July 29.

Book

Benjamin Lewin. Genes VI. New York; Oxford University Press, 1997

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Jutta M. Joesch et al. Does Your Child Have Asthma? Filled Prescriptions and Household Report of Child Asthma. Elsevier. http://www.jpedhc.org/article/S0891-5245(06)00129-5/abstract (August 21, 2008).

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