A Study of Web Based Library and Information Service

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ABSTRACT

This study is an attempt to get an overview of Web 2.0 services in our library. The broader objective is to know the use and assessment of web 2.0 services. Survey methodology was applied to ratify its existences and its uses. The findings of the study sustained the use and implementation of the web 2.0 services with a little hitch up.

Keywords: Web 2.0, Library 2.0, Library services, Web services, Content page service

INTRODUCTION

Now the libraries have changed into tremendous proportion. Due to the technological advances in the ICT the libraries are also witnessing the changes in every aspect. To face the changes all the libraries are tries to transforming at the possible extent, as a result the hybrid libraries are developing to meet the varying demand of the stakeholders.

The main purpose of academic library is to support education and research. In the ICT era our libraries also transforming to provide the right information to right user at right time by applying different web 2.0 tools. Web 2.0 is the next incarnation of the World Wide Web, 'where digital tools allow users to create, change, and publish dynamic content of all kinds'. Through the web 2.0 libraries can provide customized services to its users and it has enhanced the values further and helps in justification of ROI.

WEB BASED SERVICES

The following are best examples of web based services in academic libraries.

- ✓ Database Access
- ✓ Bulletin Board
- ✓ Current Awareness Services
- ✓ E-Selective Dissemination of Information
- ✓ E-Mail / current content
- ✓ News Clipping Service
- ✓ OPAC/ Web OPAC
- ✓ Digital Reference Services

NEED OF THE WEB BASED SERVICES

As we all are witnessing the changes occurring in the ICT and transformation of users desires and need the web 2.0 tools are possible medium to provide interactive services to them at any point of time without any limitations. In addition to,

- Exponential growth of publications culture
- Interdisciplinary research studies
- Convenient quick searching and access of information over the web, and
- Demands of more online services are compelling factors for effective information delivery.

In this context a research work was attempted to study about the web based services in the SSCE library.

OBJECTIVES

The broad objectives of this study are to analyse the use of web 2.0 services and to assess the users' opinion about the use of these services. This will explore use frequency of web 2.0 services existing in our library.

RESEARCH METHODOLOGY

This study aims to understand the potential of web based services to enhance the information uses among users. Qualitatively method of survey was adopted and a simple random sampling was applied to collect data from the users. The open ended questions were asked users to ratify its existences and uses. All the collected dada was processed and helps in ratifying the study. Out of the 100 respondents, 88 users were female and 12 users were of male category. The collected responses were purely depend on the users.

DATA ANALYSIS

All the valid responses were organized, tabulated and interpreted to get validity of the framed objectives. The analysis of data helps to discover inherent facts.

Table -1 Use of web based services

Web based services	Daily (%)	Weekly (%)	Fortnightly (%)	Monthly (%)	Occasionally (%)
OPAC/ web OPAC	38	11	21	18	12
E-Mail / current content	58	9	18	6	9
Database Access	26	20	16	15	23
CAS/SDI	22	28	18	16	16
Bulletin Board	46	13	11	26	4
Content page service	42	11	18	19	10

The above table elucidates about the uses of web services among the users and it was observed that more than half of the populations 58 % of users use the email / current content services on daily followed by 46% of users use Bulletin board service and Content page service (42%). Similarly the (web) OPAC service was used by the 38% of users and Database accessed was 26% of users. It was noted that database access and CAS /SDI services was not used more by the users because of non familiarity and or no use of it. Again it was very a concern to the authorities that almost quarter population was using these web2.0 services occasionally hence the Librarian has to take some reinforcement services such as intensive orientation and training and to motivate the users to use all these web 2.0 services.

Table 2- Assessment of web services

Evaluation is an integral part to identify the attainment of any processes and how well the purposes of web 2.0 are accomplished. The assessment clarifies the aims of the web 2.0 services and it helps in the improvement of the existing services.

Web services	Highly Useful (%)	Moderate useful (%)
Importance of the service provided	72	28
Further use of services	64	36
Satisfaction level of the services	86	14

Table2 Assessment of web services, wherein users were asked to ratify the web services which are in use. 72 % of the users expressed favoured opinion that the web services are important for them and 64 % of the users said that it would be enhancing for further use of these services. In a question about satisfaction the study drew overwhelming responses among users.

FINDINGS

The study make know that the adaptability of web 2.0 services and its utilitarian value of the services in offer. There were good positive sign that is the use of web 2.0 services especially in the use of email, current content and bulletin board service. But the grim side was use of database and advanced services, perhaps the lack of proper understanding or need of orientation and or training these services was not used properly.

But the major advantage was the satisfaction of the users and the importance of the web 2.0 services among the respondents. Indeed it was a boon and leveraging factor for its implementation in our library.

CONCLUSION

It is observed that as far as web based services in the library it has pro and con factors and these factors are influencing libraries to practice digital services. As users demand has been increasing it is very easy to get approval of fund for its implementation, and this is a major breakthrough for its successful operations. Moreover it is helping in augment of web based services and cost saving one that are expecting by users. The negative sides are changing role of librarians, library services and its processes and users need to improve their competencies in using libraries. In spite of all, the study is given a wide insight about the web based services and its advantages of easy dissemination, access at any time anywhere.

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