

# Case Study of Digital Resource and Services

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**ABSTRACT:** *Digital Libraries are being created today for diverse communities and in different fields e.g. Gate way of the Knowledge, Education, Science, Culture, Development, Health, Governance and so on. With the availability of several free digital Library software packages at the recent time, the creation and sharing of information through the digital library collections has become an attractive and feasible proposition for library and information professionals around the world. The paper ends with a call to integrate digitization into the plans and policies of any institution to maximize its effectiveness. The due to the tremendous growth and continuous development of technology, the role of library becomes more responsive in making the users techno-savvy. Technological developments have affected not only the formats and sources of the information, but also how and where to provide library services. Libraries and their resources have partially moved to the virtual world of the Internet.*

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## 1. Different Resources for Web Based Library Service

1. OPAC (Online Public Access Catalogue)
2. Gateways
3. Electronic Journals
4. Online Databases
5. Search Engines

Today, users may have access a variety of textual information resources. There are different kinds of web based reference resources and services for accessing information from libraries such as OPAC, Gateways, Portals, Electronic Journals, Online Databases and Search Engines. These resources overlap considerably in the type of information they cover, and sometimes it is difficult to distinguish between some of them. A library should have a good collection of these resources like selected Web links subscription resources, and library materials in well-organized pages for serving better services to their users. Many

libraries and organizations are providing digital reference service through collaborative services. Existing library consortia are adding digital reference to current shared services, and networks of libraries. Some regional library consortia are offering member libraries the opportunity to share reference questions with each other using the Internet and other technologies.

### **1) OPAC (Online Public Access Catalogue)**

OPACS's – On Line Public Access Catalogues, form an important part of many digital library's collections. It allows users to search for the bibliographic records contained within a library's collections. Now days, some OPAC also provide access to electronic resources and databases, in addition to the traditional bibliographic records.

### **2) Gateways**

A gateway is defined as a facility that allows easier access to network based resources in a given subject area. Gateways provide a simple search facility and a much –enhanced service through a resource database and indexes, which can be searched through a web based interface. Information provided by gateways is catalogued by hand. Gateways cover a wide range of subjects, through some areas, such as music and religious studies, currently lack subject gateways.

### **3) Electronic Journals**

Electronic journals form a large part of the collection of a library for providing web based services. Today many journals are available electronically some are full text and some contain only bibliographic information with abstract Major advantage of electronic journals is that they are constantly updated and easy to access but disadvantage is that breaching of copyright law is very easy. They are available as bitmaps, PostScript, PDF,ASCIL,SGML and HTML. Library services may be delivering to users on CDROM, through e-mail or through web. Some international societies and associations have developed their own digital libraries through which users can get access to all their publications. Services are available to the members of society or associations through subscription.

### **4) Online Databases**

These are large collections of machine-readable data that are maintained by commercial agencies and are accessed through communication lines. Many libraries subscribe to them for easy access and use of current information. The disadvantage is that only bibliographic data is presented and not full text. The information cannot be accessed when the system is down for any reason. Examples Ei Compendex , SciFinderScholar, Web of Science, Current Contents, etc.

### **5) Search Engine**

Search Engines are huge databases of web page files that have been assembled automatically by machines where as the subject directories are human-complied and maintained. Search engine indexes every page of a website and subject directories linked only homepages. Search engine is the popular term for an information retrieval (IR) system. A search engine is computer software that searches a collection of electronic materials to retrieve citations, documents, or information that matches or answers a user's query. The retrieved materials may be text documents, facts that have been extracted from text, images, or sounds.

## **2. New Digital Based Services**

### **1) Virtual Library Tour**

Web sites of libraries provides virtual library guide to the physical facilities including collections, services and infrastructure available in the library. The combination of library maps and floor plans, library departments and photographic views are used for the tour. Virtual library tours are also using new technologies such as Quick Time movies etc and are beginning to replace image maps on main campus Web sites.

### **2) Ask-A-Librarian**

Ask-A-Librarian services are Internet-based question and answer service that connect users with individuals who possess

specialized subject knowledge and skill in conducting precision searches. Most “Ask-a-Librarians” services have a web-based question submission form or an e-mail address or both. Users are invited to submit their queries by using web forms or through e-mail. Once a query is read by a service, it is assigned to an individual expert for answering. An expert responds to the query with factual information and or a list of information resources.

The response is either sent to the user’s e-mail account or is posted on the web so that the user can access it after a certain period of time. Many services have informative web sites that include archives of questions and answers and a set o FAQ s. Users are usually encouraged to browse archives and FAQs before submitting a question in case sufficient information already exists.

### **3) Real Time Services**

A new and exciting method of digital reference service that libraries are attempting to provide more and more now is live reference. These are real-time, interactive reference services in which the users can talk to a real, live reference librarian at a time, from anywhere in the world. User and librarian can interact using chat technologies and unlike with e-mail reference the librarian can perform a reference interview of sorts by asking the users to elaborate or clarify if needed before proceeding to answer the question. The librarian can perform Internet searches and push web sites onto the user’s browser, and can receive immediate feedback from the users as to whether their question have been answered to satisfaction.

### **4) Web-Based User Education**

Web guides and teaching tools are found everywhere on the Web because they are easily updated, accessed, and printed on demand. The web-based user education provides a high degree of interactivity and flexibility to the users. The library web sites can use web-based user education for imparting training to users in teaching the basic library skills along with glossary of library terms, using library OPAC, locating books, magazines, biographical data and other library materials, understanding how to navigate the libraries web site and how to select the most relevant data base, instructions for searching CD ROM and guidance in locating web-based databases and other electronic resources and instructions on subject searching training, using Boolean operators and searching internet resources through search engines.

### **3. Conclusion**

The standards for organizing web-based resources are still in the early stages of development, and librarians are forced to utilize standards for print resources that were not designed for electronic resources. Additionally web-based information resources are volatile in the sense that may be moved from one site to another or may be removed altogether from web. Web-based library services will become more widespread and sophisticated as the web becomes common place throughout the world, and to be successful players in the E-World.