

User Behaviour in the Digital Library Environment

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ABSTRACT: Deals with the management of human resources in the libraries with digital environment. vividly describes the issues involved in digital environment, needs of HRM, different dimensions and process required to determine HRM along with the strategic assessment of digital library environment. Explains the prerequisite, policies and principles, steps to be followed for successful in digital libraries along with the role of LIS professionals in effective management of libraries and suggests a model for implementation.

Keywords: Digital Library, User Perception, Human Resource Management

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1. Introduction

The Information manager has to gather, enhance, structure and distribute the timely information to the users. To manage the digital library effectively the information managers should have the knowledge in the fields of computer, networking, content management and information analysis, internet surfing techniques, digital sources, websites and organization of data etc. the librarian has to play a vital role in the design and development of digital library and development of web pages of the library and should have the knowledge of preservation and conversation of resources and planning of human resources required for digital library.

1.1. Definition of Digital Library

According to **A. N. Yerkey**, Digital libraries are electronic libraries in which large number of geographically distributed users can access the contents of large and diverse repositories of electronic objects-networked text, images, maps, sounds, videos, catalogues of merchandise, scientific, business and government data sets-they also include hypertext, hypermedia and multimedia compositions. It is a library which has all the information in electronic form the aim of a digital resources collection, the means to collect, store and organize information and knowledge in digital form.

1.2. Functions of Digital Library

Most of the digital libraries have many common features, namely,

- Many digital libraries provide remote access to in-house or external digital collections, the latter being mainly via internet

- Digital libraries are internally developed digital resources, which may include in-house reports, statistics, local historical achieves or materials digitized by scanning hard copies.
- Digital library may provide its website, a subject oriented summation of the Interned sites most relevant to their clients.
- If organized separately, digital library may provide access to general image video or animated databases.

1.3. User needs in Digital Library

It is imperative to remain up to date with technical and professional information and to maintain an awareness of innovation in terms of learning techniques, new technology and other initiatives, knowledge of which could also be useful to managers and staff. It is also necessary to enhance communication and interpersonal skills and to build up good working relationships with interest groups for digital environment. The ability to scope with pressure is an essential attribute of library professionals and something for which they should be trained. The essential attributes are as follows:

- Must be a good communicator,
- Must have the quality to build up good working relationships,
- Must have good interpersonal skills,
- Must possess management skills,
- Must be articulate tom think ahead,
- Must be flexible with new environment,
- Must have the quality to display confidence,
- Must remain enthusiastic,
- Must possess an ability to solve problem, and
- Must have a lively personality to handle difficult unforeseen problem,

1.4. Conservation of Digital Resources

“Preservation is a process to be managed, not a problem to be solved” (prterson,1997) there is a serious problem in the preservation of digital materials caused by the fact that digital information is very dynamic. The dancer of digital volatility both in terms of storage media permanence and of uncontrolled obsolescence of technology reflected in changes in operating systems, file formats, input and output devices, programming languages and software application have been recognized as serious threats to the future of exponentially growing digital assets. The digital media are fragile with a limited shelf life. the digital information on the storage devices with time will be rendered unreadable by obsolescence of technology. Digital information preservation is a complex process. The normal way of doing such a work involves the microfilming the physical content of the document and keep in the controlled environment free from moisture, dust temperature, humidity etc. if proper storage and controlled conditions are maintained, the life of the microfilmed documents would be in centuries. the storage digital information may deteriorate sharply owing to known reason and prone to corruption of data. The digital information existence is possible only when the hardware and software is compatible with digital storage. The longer existence of digital information is determined by the operating system, computational environment etc. The major step towards the digital preservation initiative could lie on the effective use of metadata to support preservation process. The technical aspects of digital information include the consideration of resources type, file, format, and file size and encoding process in the application of metadata to preservation including the description of digital information using data structure, definition and record formats. The access feature include name, version, and configuration of required application hardware, software and operating systems. The access environment should be specified so that the metadata can mention pointers to the location of preserved digital information.

If preservation of digital resources will not be in place, then future generations will look back at this as a digital dark age –a time when, somehow, the records of human knowledge went missing.

1.5. Networked Library Component

Surrounding components are building-block for supporting to construct efficient library system under network environment. Gorman & Cullen.2000 described that, a model of the networked library is assumed to consist of the following five components at varying stages of development:

- Storage facilities for conventional and electronic resources
- Integrated resource discovery system (catalogue)
- Support system providing any type of assistance required
- Workstations allowing users to access catalogue, resource, support system: and
- Administrative system.

Five library components such as user groups, resources, management, technology and services for building a networked library system. Accordingly, the authors have developed the context for creating transparent networked library components as depicted here under:

User Groups: Service- oriented sectors like ,libraries, the customers are back-bone to the organization. The networked library extends services to local and remote user groups such as students, scholars, faculty and external customers. Customer service is not a program or a process: It's a belief system that is delivered by an individual.

Resources: Content (accessed via local and remote system) and human involvement are the major components for building the networked library system. it does not matter how many books one may have, but whether they are good or not."A combination of mixed bag with variety of resources in both print and digital media (Online databases (e-journals, e-books), learning resources (DVD,CD-ROM database, audio/video cassettes) and open access resources etc) and well trained staff are the vital pillar a networked library for promoting the awareness and access to services.

Management: Initiation and implementation of appropriate planning procedures, polices, and laws are of vital significance for smooth functioning and managing of any library system. A management structure allocates resources and polices for inter-organization collaboration. A manager must build an atmosphere where high-level customer service is not only expected, but also required.

Technology: In day –to-day business, the ICT sector is a winging up and down in the marked. The technological applications (local and distributed) in the networked library system including software/hardware, online, multimedia and database management are supporting in information resources discovery and access. A networked library requires more agreements and support of standards and collaboration. NLS hosts authenticated centralized software and configuration management of all desktop clients for transactions of daily routine works.

2. Impact of Library Automation

The following are the main impacts of the library automation

Staff: the library must plan for a reapportionment of time to trained its staff, and for its staff, in turn, to train assist faculty and students. staff may Spend less time on routine tasks, but they must still deal with a lack of standardization at all level of access and use in current system, as well as maintenance problems and downtime. Finally, they must be prepared to learn to work on upgrades of software and hardware as they become available.

Users: The most prominent characteristic of online catalogues and CD-ROM databases is their ease of use. students are motivated to interact with the machine and browse through and play with information in a way that naturally tends to improve their information skills. Nevertheless, library should revise their curricula to encourage the development of electronic searching skills and the use of electronic resources materials.

Collections: The most clear-cut impact of online catalogues and CD-ROM database has been the result of their popularity increased use of catalogues has led to increased use of library materials. There has also been a high demand for computer

workstations. Library has found both that the nature of reference work has changed and that access is a more critical issue than ever.

Expansion

The success of early automation efforts has propelled many libraries and libraries rather quickly into the addition of further resources and services. Periodical indexes have been added to online catalogues, and multimedia reference material such as encyclopedias have been made available at CD-ROM workstation. Workstations allow the use of reference materials and applications software, like word processors, at the same time. Telecommunications allows access to bibliographic utilities and the networking of systems for shared cataloging and interlibrary loan.

3. User interface

Even the most sophisticated expert system is worthless, if the intended user cannot communicate with it. The component of an expert system that communicates with the user is known as the user interface. The communication performed by a user interface is bi-directional. At the simplest level, the user must be able to respond with its recommendations. In practice, a user interface generally is expected to perform additional functions. The user may want to ask the system to explain its “reasoning” for example, or the system may request additional information about the problem from the user. Most of the existing user interfaces of expert systems are menu-driven, accepting single words or short phrases from the human user. A few have natural language capabilities.

A good user interface in an expert system should allow the user:

- To ask questions, such as why an advice has been given how a conclusion has been reached or why certain information is needed.
- To volunteer information before being asked.
- To change a previous answer.
- To ask for context sensitive help demand.
- To examine the state of reasoning at any time.
- To save a session in disk for later perusal
- To resume a session previously abandoned

4. Digital Library Environment

Strategic assessment of the current situation may be done by asking questions, such as,

- What changes in skills and competences are required to support improved job performance in specific library professional?
- What are the particular deficiencies in performance that need to be addressed within the professionals?
- What organizational changes for example technology, production and culture are dependent on professional learning something new?
- What current opportunities are to be provided to help employees to acquire new skills?
- What changes in the behaviour of library manager and employees would enhance their own and others job performance?

5. Conclusion

Digital infrastructure provides the explicit subject for this collection of essays. We can create now collections that are larger than any Ptolemy or Cleopatra could have imagined for their Alexandria. We have ever more sophisticated services that can analyze and combine these collections in new ways and even to generate the stuff of new knowledge. And the material systems on which these services are based simply did not exist half a century ago and cost 100,000 times less now than they did a quarter century ago.[70] And if the essays published here have focused upon what we can learn from our textual record, these

collections capture sound, images, and data that human hands alone can never transcribe. Indeed, the writing on inscriptions, papyri, and manuscripts now appear as images, open for humans to read and machines to analyze, ready to reveal long forgotten aspects of the living world that produced them.

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