



# Twigging Facets of E-Resources in Libraries

**Edited by**

N.S. Harinarayana

Sunil M.V.

Rukminamma P.



# Twigging Facets of E-Resources in Libraries

## Edited by

N.S. Harinarayana

Sunil M.V.

Rukminamma P.



Teresian College, Mysore



Shri Dharmasthala Manjunatheshwara  
Institute for Management Development , Mysore

## **Twigging Facets of E-Resources in Libraries**

**Edited by:** N.S. Harinarayana, Sunil M.V. & Rukminamma P.

© Teresian College, Mysore, 2013

Published by:

### **Tereisan College**

Bannur Road, Siddarthanagar

Mysore – 570011, Karnataka, INDIA

[www.teresiancollege.com](http://www.teresiancollege.com)

and

### **Shri Dharmasthala Manjunatheshwara**

### **Institute for Management Development (SDMIMD)**

No. 1, Chamundi Hill Road, Siddarthanagar

Mysore – 570 011, Karnataka, India

[www.sdmimd.ac.in](http://www.sdmimd.ac.in)

This book contains select papers submitted to the University Grants Commission (UGC) sponsored 2-Day National Seminar on Emerging Trends in e-Resource Management and Services in College Libraries held during September 27 & 28, 2013 at Teresian College, Mysore.

**ISBN : 978-93-83302-00-0**

All rights reserved. No part of this book may be reproduced in any form including photocopying, microfilming, photo prints, storage in any retrieval system and transmission in any permanent or temporary form, without the prior written consent of the publishers.

## Table of Contents

1. Challenges of Managing Electronic Resources: From Practitioners Perspectives (Page 1)  
..... Manjunatha K.
2. Issues Related to Managing E-Resources in Libraries (Page 19)  
..... Lalitha Aswath
3. Electronic Resources Management in ILS: Need Unaddressed (Page 26)  
..... Sunil M.V., Rukminamma P.
4. Developing E-Resources Collection in College Libraries (Page 38)  
..... P. G.Tadasad
5. License Agreement for Electronic Resources in Libraries: Issues and Challenges (Page 56)  
..... Mallinath Kumbar, Tejashwini B.
6. Information Literacy Program to Promote the Use of E-Resources (Page 72)  
..... N. Parvathamma
7. Are We Reconfigured Yet? Trends and Strategies in Access to E-Resources in Academic Libraries (Page 84)  
..... K. Prakash

# Challenges of Managing Electronic Resources: From Practitioners Perspectives

**Manjunatha K.**

Chief Librarian, T.A. Pai Management Institute, Manipal

---

## Introduction

Pustakastaachayaavidyaparahasthechayaddhanam |

Kaaryakaalesamutpannenasaa Vidya naataddhanam ||

(.....Subhashitha)

[Knowledge hidden in book and money in others hand, if not put into use/not available on time, their presence or absence doesn't make any difference]

The mission of information as a knowledge resource [print or electronic] will be accomplished only when finds success in meeting readers' requirements. It is the responsibility of library and information centres to make it happen. The above Subhashita, Ranganathan's library laws and Coogan's statement of purpose of library reinforces the primary principle of a library. While Ranganathan through his fourth law advocates on "Save the time of reader", Coogan's report (1998, p 1) reminds that "Obtaining information quickly is the main concern of users who want their library to be state-of-the-art and responsive to their needs. Knowledgeable staff provides seamless access to information regardless of format, whether the user is in the library or at a remote location." The remarkable advancements in information technology (IT) and its products have changed the landscape of information service provisions. The technology has enabled the information seekers to obtain their required information through their handheld devices like iPods/mobiles/tablets/iPhones/laptops overcoming the time and geographical barriers. It also made users impatient and to demand for instant response from libraries. This development also resulted in growth of large number of computer literates and tech-savvy information seekers. In the era of increased computer literacy among youngsters, the institutes of higher learning are developing excellent IT infrastructure to attract bright students and for self-survival too. Hence, it is imperative for libraries also to serve the readers with ICT enabled service deliveries. The network based remote access to information is transforming the practice of teaching and functioning of libraries.

**Electronic Information Resources:** Normally, information that is available in electronic format and accessible through computers and

other electronic devices is referred as electronic information. The document which contains such information is named as electronic resource. Yan, Zha and Xiao (2013, p105) describe electronic resource as "a deceptively simple generic term that can encompass anything from PDF of a report to an aggregated database." Any interactive website, system or tool with an aim of supporting users in finding, interpreting and using electronic information can be considered as an electronic information resource(Makri et al (2011, p456). Normally, there are formal boundaries for electronic resources of an academic institute as they are either paid or proprietary in nature. These boundaries allow only authorized users to access those resources locally or remotely.

**Managing Electronic Information Resources:**Like print resources, managing electronic resources also requires host of administrative, technical and operational activities. But, the back-office and front-office operations are quite different from that of print resources. LaMarca and Brentrup (1997, p1) argue that unlike book, managing electronic resources require computers, networks, storage devices, technical skills and huge financial commitments. Further, they remark that the maintenance is more complex and library choices are greatly influenced by promotion, pricing and technology options offered by Information venders. The guidelines for electronic resources prepared by ALA's management committee(2006) offers practical guidance to librarians regarding formulation of policies, procedures, testing, compatibility, user/staff education and evaluation of electronic information resources in libraries.

**Challenge for libraries:** one common thread that can be observed in recent LIS literature is that the libraries are challenged by electronic information resources and technology. Does academic libraries

really are working in challenging environment? A simple and straight answer is 'Yes'. The challenges are many, as they come from changing formats of information sources, technology, diversity, and mode of access. The professional and social networks, e-discussion forums and online bookstores are added challenges. Tam and Robertson (2002: 369) argue that libraries and information services face many challenges from changes in the information environment, most of which, have occurred as a result of developments in electronic information resources and the evolution of digital age. These challenges are directing library and information (LIS) centres for deeper understanding of current challenges and devise appropriate methodologies to address these challenges. They need to be innovative and exhibit leadership qualities to provide satisfactory services to their customers.

### **Understanding Challenging Environment**

"Recognizing the need for information and knowing what information exists is a critical skill, even if you are in a position to have others find the information for you"

----David A Garvin

(source: <http://www.library.hbs.edu/>)

As academic institutes are adopting latest technology enabled teaching and learning methodologies to meet current tech-savvy student population, the libraries, has to come out of traditional library services and introduce IT supported service deliveries to users. Following is the current scenario in libraries:

a) Reduced use of Print Resources and Library visits:libraries cannot



rest on glory of rich print collection, spacious building and traditional services as the demand for the same is reducing in libraries and users' priorities are shifting towards electronic resources. The frequency of library visit is reducing as electronic resources are reducing the dependency on print resources. Of late, reduced frequency of library visits and short stay in library are common sight in libraries. If librarians do not satisfy the user during their visits, even the short visits might get converted to occasional visits.

- b) Cannot be proud of captive readers and longer hours of reading in library: Now libraries particularly academic libraries cannot be proud of captive readers as they no more remain a unique source of information provision. The scene of readers sitting in library for longer hours with several books has almost vanished as large part of information is available electronically on net.
- c) Time constrained users and demand for early responses: Today, readers feel much constrained by time and expect immediate response to their queries. Any delay in responding to users' queries will not only result in losing them but drive them out to look for other sources of information. As geographical distance and time zones are no more barriers for information retrieval, librarians cannot give such excuses for any delay in document deliveries. The present youth is well versed with latest technologies and expect immediate solution to their queries through their electronic devices from remote places.
- d) Rise of competitors: libraries once considered as unique place for provision of information are now facing serious competitions from web sources, commercial information service vendors and

online bookstores. The professional discussion forums and social networks have emerged as significant sources of information.

- e) Spurt in publishing in e-media: publishers are publishing more e-books and e-journals and pushing them hard to find place in libraries. Libraries soon may not have any option left except going for e-books and e-journals.
- f) Diminishing patten of librarian as contact person for information: the librarian who was undisputed contact point for reference sources is going behind the screen as most of them [ex. encyclopedias, dictionaries etc] are freely accessible instantly on net through portable devices.

One can keep on citing several examples to illustrate the current scenario. In other words, users' fast changing needs, demand for quick fix solutions and desire for remote access are challenging library management to equip their libraries with electronic resources and appropriate technology to access them. The access mechanism has to be devised to reach users whether they are in the library or at a remote place. Thus, development of electronic or digital resources, adequate finance, network access, assistance in scholarly publishing are viewed as some of the important responses of libraries for transforming the traditional library system into a multifaceted modern library system

### **Planning Information Services in Libraries/Learning Centres**

[The most successful man in life is the man with best information...  
Benjamin Disraeli]  
[Save the time of Reader....SR Ranganathan]

The primary purpose of any library is to serve the users with relevant information at the shortest possible time whether he/she is in library or remote place. Gandhiji's (1989) messages to the people also focus on customersatisfaction. Normally, in academic libraries, students, faculty, administrators, researchers, participants of continuing education and alumni constitute primary user segments. As academic institutions are expanding their operations to offer distance education, their libraries extend their services these user segments too. The information requirements of these groups are different as each segment performs different role and service provisions are also subjected to priorities and objectives of parent body.

#### a) Planning Information Services for Users:

Information needs of current users: the current users of academic institutes including students, faculty and researchers and their specific information needs could be:

- to stay informed on current news and trends in the field of study;
- Expand their knowledge base and prepare for class discussion;
- Research articles;
- Further their career search & prepare for interviews;
- Access the teaching notes of previous classroom teaching;
- Model syllabus from Other leading institutes,
- Resources/manuals for Training and continuing education
- Information on seminar/conferences.

Information service planning/delivery: presently, libraries can dispense with electronic resources only. It needs to hybrid collection of print and electronic resources and deliver them to users locally or through networks. Libraries need to serve them with:

- **Books & journals:** Quality subject books and journals. And book bank collection with copies of prescribed textbook of the offered courses.
- **Online Databases:** the subject related online databases are being promoted by publishers, aggregators individually or collectively. Libraries need to subscribe databases of e-journals and e-books.
- **Access to Archives of Print Subscription:** Of late, publishers are allowing print copy subscribers to access archives of the journals and migrating from print to electronic media. This puts pressure on libraries to go for e-journals.
- **Training Handbooks:** Quality training manuals, subject handbooks and reports from research agencies.
- **Textbooks:** Collection of copies of prescribed textbooks. Colleges/libraries can attempt to make the textbooks available for purchase at their premises.
- **Career Opportunity:** Provision of links to career opportunities. Academic Institutes try their best to help students to find a suitable career opportunity. Beside company's PPTs, the library need provide details of specific company so that students can have better choice of company for their career progress.
- **Teaching and study aids:** development of central repository of past lectures, presentations, seminars, question banks, support material for classroom discussions and attempts for obtaining

audio-visual and teaching aids from respective publishers for faculty members.

- Project Reports: creation of central repository of students' project reports and other research reports of the institute.
- Strong network for Inter library lending/borrowings is also a desired feature for early delivery of required material for users. The effectiveness of library lies in its networking capability with other service providers.

#### b) Planning Information Services for Alumni and Distance education

The alumni are past students of an academic institute provide strong base for placement and other developmental activities. They wish to stay connected and contribute to the overall growth of their alma mater. The major challenge is to obtain their contact details and stay connected with them. Libraries should go beyond the boundaries to reach alumni with news of events, academic news, industry related reports, career opportunities, and personalized birthday greetings. They can act as catalyst between industry- institution interactions. Similarly students of distance education also need to be served remotely. Unlike current students, the alumni and distance education students need to be connected via electronic networks. Web resources, web-OPAC, web-access and social networks, electronic discussion groups also play a significant role to reach these categories of users.

### **Service Deliveries or Access to the Users**

It is not sufficient if the library attempts to build quality collection as it is equally important to make such resources available/accessible to

users. It is the order of the day and inevitable for library management to channelize their efforts in building the collection of electronic resources for the benefit of their users. As online access is increasingly preferred by the users, the libraries need to:

- Make their resources accessible on local network or through web;
- Develop web-OPAC for remote catalog search and provision online queries;
- Provide open or restricted remote access to resources for alumni, administrators and students of distance education;
- Develop own library web-sites/pages accessible through parent body's website;
- Obtain memberships with national and international bodies like AMA, SSRN, DELNET, INDEST, INFOLINE etc.; the memberships will help for ILL network and document delivery services.
- Attempt to obtain membership to students and faculty members from 'e-USA' portal launched by AIRC, Chennai. Individual membership allowed and they can have remote access over 30 databases in the field of social sciences and humanities.
- Obtain online access to journals that subscribed in print journals;
- Similarly UGC's Nlist and INFLIBNET's infonet allowing their members to access databases subscribed by them;
- Recently, the commercial database aggregators like ebsco, proquest and informatics are promoting "Discovery service", - a single window interface tool (like Google custom window) to search local as subscribed databases. This service will replace the

earlier Federated search engines, A-Z service etc.

## **Managing the Access to the Users**

The development of electronic documents and their preservation is an essential step towards building digital repositories. Unlike print resources, developing/managing electronic resources completely dependent on technology supported devices, adaption of appropriate technology and financial support by the parent body. While resources, scanners, storage devices, infrastructure and skilled personnel are the pre-requisites for digital resources, network access (online/offline) is critical for accessing those resources. The Type of access depends on the technology installed and mode of access provided in the institute. An appropriate search engine is also desirable to search and retrieve the archived data properly. Though campus wide network, wi-fi connectivity and web-access are user demands, the provision of the same depends on the priorities pro-activeness from the parent body.

Organizations can choose open source or proprietary software for providing access to digital resources. According to the Directory of Open Access Repositories (DOAR) (Wikipedia), a majority of Institutional Repositories (IR) is built using Open Source Software such as dSpace, Green Stone, Fedora, Eprints etc. However, Wang (2011) says that law school libraries in U.S. chose proprietary platforms to implement repositories because they are easy to set up, customize and maintain with the technical and developmental support they provide. Lack of expertise, fear of breakdown, data migration to different platform, upgrading to new versions, etc., could also act as factors that might drive organisations to go for proprietary software. This situation might be true with large number of academic libraries in India including university libraries.

## **Challenge in Managing Electronic information Resources and providing Access to Them**

[Challenges and criticisms are an opportunity provided by god for our growth]

Though the process of online service deliveries appears very simple and easy to understand, it has to cross several hurdles like technology adoption, administrative clearance, financial support and skilled manpower to carry out the task. Wang (2011, p81) points that that unlike large university libraries, law school libraries are usually behind on digital initiative activities because of smaller budgets, fewer resources and lack of staff and expertise[p81]. Though the above statement is made in US context, the situation is very different in a large number of libraries in India including university libraries. Further, the level of responsibility delegated to library personnel also decides the direction of the journey. The problems and issues that normally encountered by libraries while developing resources and providing access are:

- a) Lack of visualization of legal consequences while digitizing copyrighted materials (published books and articles). Oppenheim (2000) stresses the legal implications of digitizing documents and warns information professionals to take care of copyright and other legal issues during digitization.
- b) Copyright issues of faculty publications published in books and journals. The authors cannot incorporate their own publications in books and other materials without copyright clearance from publishers.
- c) It is a real challenge to consolidate faculty and in-house



publications [internal records, admission/placement handbooks, college magazines, course manuals, rules/regulations, working papers, case studies, research compendiums, conference proceedings, annual reports etc]that are scattered through various departments and Individuals.

- d) Absence of central archival policy for faculty and institute publications adds to the woes of consolidation. The digital repositories are built by author's voluntary submissions in the institutions that may not enforce such guidelines for various reasons.
- e) Absence of policy for submission of soft copies of student project reports in standard formats strains consolidation efforts.
- f) Lack of long experienced staff and faculty for tracing the history in the absence of records;
- g) Lack or inadequate skilled manpower to carry out the task
- h) Inadequate digitizing & storage equipments, infrastructure facilities and appropriate technology
- i) Lack of financial allocation for the purchase of equipment, establishing required infrastructure and training/selection of skilled personnel. This aspect is not seen favourably in a majority of institutes. The cost of acquiring electronic resources is not economical when compared to print resources. But is economical if multiple usages are considered. This is not viewed in favourably in large number of institutions. The cost against

their relevance and utility to the user community needs to be judged while acquiring such resources from external agencies.

- j) In general, technology becomes the major bottleneck in providing access to readers. Technology obsolescence and high cost of their replacement adds to the delay in technological upgradation/installation in most of the organizations. Walker; Stanton; Jenkins; Salmon and Rafferty (2010) highlight that interfacing and access problems have been cited as critical factors in the optimal performance of digital command and control system. Infrastructural inadequacies or deficiencies become barriers for making resources accessible by their users.

The dilemmas are in setting up priorities, selection of resources; adoption of technology, mode of digitizing (self/outourcing); central archiving and point of control. Walker; Stanton; Jenkins; Salmon and Rafferty (2010) stress the dilemmas over command, control, people and technology and the amount of unpredictability in interpreting those plans into actions.

The challenges or difficulties are related to comprehensiveness of institute's historical data, choice of central location for archive and its managing. The difficulties are in selecting appropriate technologies and process for developing necessary infrastructure. Experienced staff will definitely add value for such attempts. However, the difficulty lies in retaining them. Walker; Stanton; Jenkins; Salmon and Rafferty (2010) also support the above difficulties by pointing to the difficulty of choosing simple technology combined with socio technical system coupled with difficulty of understanding technology, well specified goals and creation of system from scratch (p175).

The deficiencies or inadequacies related to lack of

comprehensiveness in internal records, inadequacy in infrastructure, shortage of finance, absence of policy guidelines and lack of skilled manpower. This could also couple with defective/inappropriate decisions while choosing technology/systems/processes. Reidy (2002) stresses that the real problems related to digitization such as funding, selection of resources & technology, authenticity, conservation, standardization, copyright and staffing resources should not be overlooked. Though Reidy's paper is a decade old, the concepts are universal and valid over the years.

### **Conclusions:**

Aakaashaatpatitamtoyam yathaagachathi saagaram |

Sarva deva namaskaarah Keshavam prathi gachathi ||

-----Yajurveda and by Shankaracharya

[Like drop of water fallen from sky goes to sea, prayers of all gods go towards one god -Keshava-Vishnu].

Just like drop of water joins the sea, it does not matter which platform or technology is used for delivering information services, but the ultimate goal is to reach the user at the earliest possible time whether he/she is in the library or in remote place. As Fryk (2009) mentioned, there are many rewards and promising benefits from electronic resources looking from the customers' perspectives.

As the current demand is moving towards electronic resources, libraries need to adopt newer and appropriate technologies to make resources accessible by users through networks. They need to satisfy the major stakeholders by providing relevant and responsive services by putting partnership at heart of service deliveries. Further,

they need to ensure that the services are managed efficiently.

Though electronic resources and remote access are the need of the day, it is not an easy task to develop repositories from scratch in any organisation. The institutions face many dilemmas, difficulties and deficiencies while creating the same. Adequate funding, infrastructure, selection of appropriate technology, hiring or training skilled manpower and copyright clearance are the important issues that need to be addressed by institutions and libraries while venturing into creation of electronic repositories. Creation of a system is not a fad, but a commitment from the top for its sustainability. Hence, the authorities need to develop the systems scientifically and provide the necessary support for its sustainability/consistent operations. Once the system is established, it is easy to expand or build on the structure. As in the Jataka tales, real hard work with good intention will definitely yield good results and the beneficiaries will become satisfied customers.

## References:

- Coogan, E. et al. (1998). Service to users: Task force report of brown university library submitted to university on October 30, 1998 Retrieved from [http://www.brown.edu/Facilities/University\\_Library/depts/SPSC/service.html](http://www.brown.edu/Facilities/University_Library/depts/SPSC/service.html)
- Fryk, P. (2009). Reward systems in the post digitization era: Possible benefits and risks. *Electronic Journal of Information Systems Evaluation*, 12(1), 51-57.
- Gandhi, M. K. (1989). *Thought for the day*. New Delhi: Anand Hingorani Publishing.

LaMarca, M., and Bretrup, R. (1997). *Managing a collection of electronic information resources*. Paper presented at 1997 CAUSE annual Conference and is part of Conference proceedings, 1- 6.

Makri, S. et al(2011). Evaluating the information behaviour methods: Formative evaluations of two methods for assessing the functionality and usability of electronic information resources. *International Journal of Human Computer studies*, 69(7), 455-482.

Oppenheim, C. (2000). Legal issues for information professionals VI: Copyright issues in digitization and hybrid library. *Information Services & Use*, 20, 203-909.

Reidy, D. V. (2002). The Electronic Icarus: Some problems and some solutions in digitization. *Information Services & Use*, 22, 151-157.

Reference and User Services Association (RUSA, 2006). *Guidelines for the introduction of Electronic Information Resources to Users*. Prepared by management committee of Machine-Assisted Reference Section (MARS), ALA and Approved by RUSA. 1-3. Retrieved from <http://www.ala.org/rusa/resources/guidelines/guidelinesintroduction.htm>

Tam, L. W., & Robertson, A. C. (2002). Managing change: libraries and information services in the digital age. *Library Management*, 23(8/9), 369-377.

Wang, F. (2011). Building an Open Source Institutional Repository at a Small Law School Library: Is it Realistic or Unattainable?. *Information Technology and Libraries*, 30(2), 81-84.

Walker, G. H., Stanton, N. A., Jenkins, D. P., Salmon, P. M., & Rafferty, L. (2010). From the 6 Ps of planning to the 4 Ds of digitization: difficulties, dilemmas, and defective decision making. *Intl. Journal of Human-Computer Interaction*, 26(2-3), 173-188.

Yan, Y., Zha, X. & Xiao, Z. (2013). Exploring user perspeptions of conventional and unconventional electronic resources. *serials review*, 39, 105-113.

[http:// www.library.hbs.edu/services/](http://www.library.hbs.edu/services/)

Libraries Support for Faculty Retrieved from

<http://gethelp.library.upenn.edu/faculty/lippincott/>

Email Inputs from Alumni, current students and faculty members.