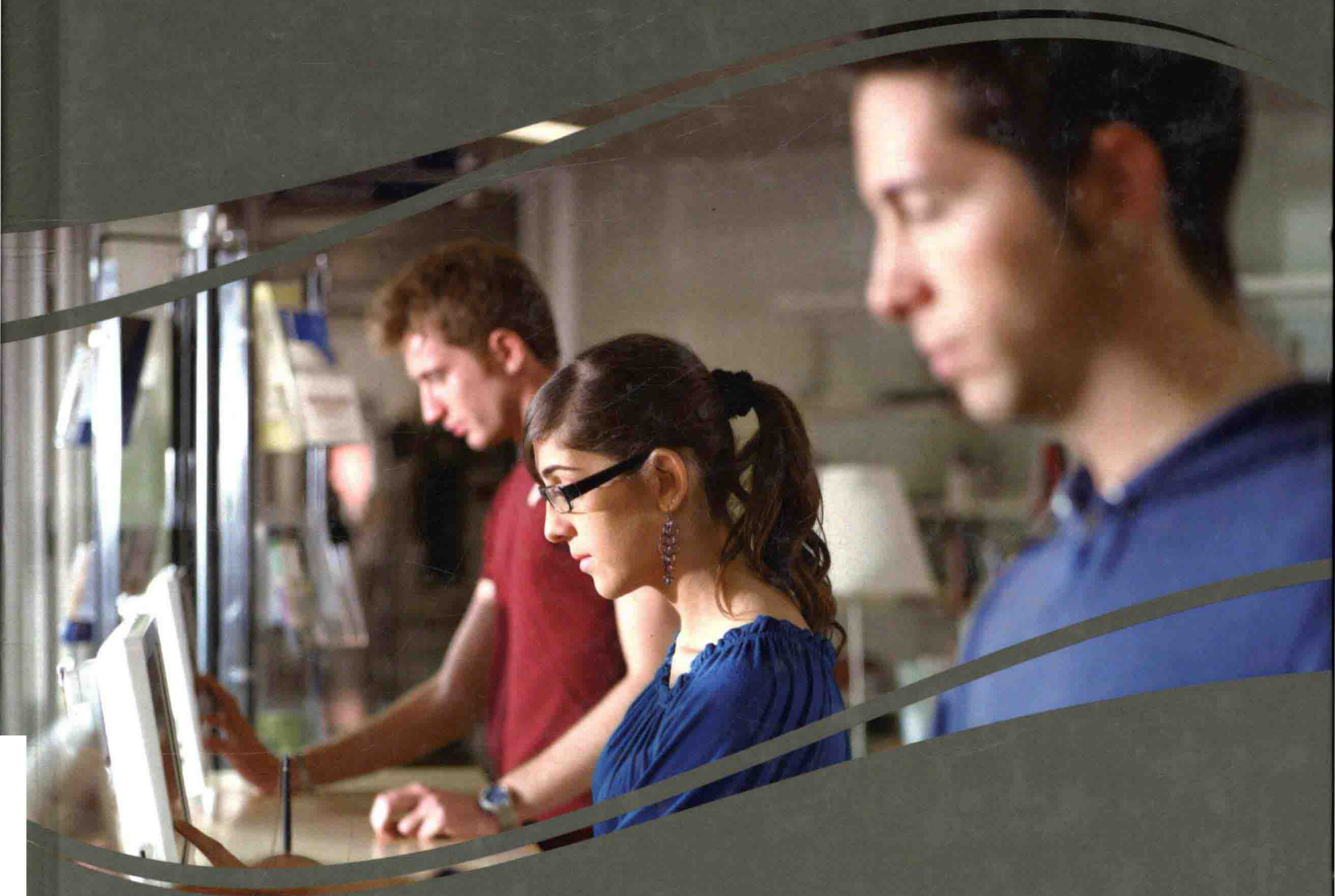


Handbook of Research on

# Inventive Digital Tools for Collection Management and Development in Modern Libraries



S. Thanuskodi



# Handbook of Research on Inventive Digital Tools for Collection Management and Development in Modern Libraries

The quality of library collections depends heavily on the initial assessment requirements. An accurate assessment assists with meeting the goals and missions of the library, but the introduction of digital media and resources is accompanied with new challenges in measuring the effective use of the library's collection.

**Inventive Digital Tools for Collection Management and Development in Modern Libraries** details how libraries strive to bridge traditional collections with their new digital counterparts. Providing real-world examples and analysis of the modern library, this publication is a timely reference source for professionals and researchers in the fields of library and information science, as well as executives interested in information and organizational development.

## Topics Covered:

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- Digital Media
- E-Learning
- Information Sciences
- Libraries
- Radio Frequency Identification
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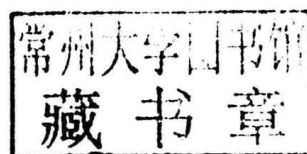
Thannuskodi

Handbook of Research on Inventive Digital Tools for  
Collection Management and Development in  
Modern Libraries



# Handbook of Research on Inventive Digital Tools for Collection Management and Development in Modern Libraries

S. Thanuskodi  
*Alagappa University, India*



A volume in the Advances in Library and Information Science (ALIS) Book Series



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## Foreword

The publication of the book titled ‘Inventive Digital Tools for Collection Management and Development in Modern Libraries’ come at a time libraries (academic, special, research, public, school) and others are facing serious problems on collection development particularly those in the developing countries of the world such as India, Thailand, Ethiopia, etc.. In the light of this, I am of the opinion that this publication is timely. This is because information provided in the book will assist libraries stakeholders to combat these current problems of collection development they are facing. Solving the problem will enable libraries in India and beyond, the opportunity to compete with their counterparts in the other nations.

Collection development is a core activity for librarians in the digital age. Although collection development has changed dramatically due to the availability of electronic information, buying materials and negotiating licenses for the provision of e-resources continues to be the primary way librarians build their collections. While the proliferation of electronic options has changed approaches to the provision of reference services, information literacy and meeting the information needs of the users, some core collections activities remain. With the changes in information formats, budgets and scholarly publishing, print ordering is more complex. Some collection work, for example, is centralized within acquisition departments and/or consortial arrangements with groups of librarians. Librarians continue to collaborate with users, faculty and researchers to build their library collections and to support programs and services. Various patron-driven acquisitions (PDA) models are also popular in the 21st century (Draper, 2013).

However, it should be noted that the process of building a balanced collection is a long-range, iterative process. Librarians, whether in an academic or strictly other settings, aim to make collection development decisions based on rigorous assessment of the information needs of users, analyses of print usage statistics and overall budgeting. Collection management may include the application of well-developed selection criteria, replacement of worn items and ongoing weeding and moving print materials to online equivalents. Some libraries use approval plans and blanket orders to build collections. In medium-sized libraries, collection responsibilities are usually shared among group of liaison librarians. Meanwhile, we are in a changing world otherwise known as digital age where new technologies keep emerging every now and then. On this note, libraries the world over, will have to acquire inventive or newly emerged digital tools useful for collection management and development in the contemporary modern libraries.

Selecting print and electronic book and journal collections is among the most important activities for librarians. Therefore, some important collections issues to consider by modern libraries’ librarian using inventive digital tools for collection development are: *what is the library’s annual budget? what is the overall scope of the library collection? what is most likely to be most needed? how does the library balance print and digital resources? Are the resources needed fee-based, and if radically different in*



*print, do we need both formats?* Duplication of sources, multiple vendors, online access and authentication, adaptability of database interfaces and, of course, budgets are all part of successful collection development. No doubt, this book will provide more information about issues associated with collection development for electronic resources.

Modern libraries irrespective of their type are the treasure trove of knowledge which cater for the needs of scholars, scientists, technocrats, researchers, students and others who are directly associated with the mainstream of higher education. In this competitive age, the policy makers have to rise to the occasion and create a new generation of knowledge workers. The information provided in this book will equip libraries stakeholders with the best tools, techniques, procedures and practices on collection development. The libraries play an important role in providing necessary forum and resources for faculty and students for instance to do their research and advance their knowledge. In order to effectively meet the growing needs of the clients and achieve success in the management of libraries, the need to actively address the many challenges currently faced in developing good collections in libraries is indispensable. The design and delivery of innovative resources and services; collection development policy formulation and information about how to carry out all these tasks are contained in this book.

Change is inevitable and essential to any functioning institution. But change can be stressful, especially when it upsets established routines and patterns. Library managers need to be able to lead staff through episodes of change while remaining empathetic. As a result, this book will show them how to: engage library staff in the process and encourage their active participation; navigate successfully through common types of change, such as space planning, departmental reorganization, and changes in work responsibilities; and draw on concepts from psychology, communication, empowerment, planning, and evaluation to minimize friction. Most workplace changes are not ends in themselves but part of a continuous process of transition. With reference to short narratives that use real-life examples of change principles, this book will help library managers reassure their staff that change can be an opportunity for reflection and personal growth.

The book is divided into 21 chapters featuring different topical issues on the Inventive Digital Tools for Collection Management and Development in Modern Libraries. These chapters include topics like - role of librarians in the collection management and development of libraries using Web 2.0 technology, a case study of universities in Tamilnadu, India, Multimedia and library and information services, ICT Skills among library professionals, the role of radio frequency identification in modern libraries among others.

It is observed there is currently limited or no text that featured such subject matter. This book edited by Dr. S. Thanuskodi has filled the void. The book will provide Library and Information Science students especially in India the mastery of library and information science practice in dealing with using emerging digital tools for collection development and management. The contributors to the books are distinguished professionals in their own rights, who have based their contributions mainly on research in their local environment. Thus, first-hand knowledge of the situation in their respective countries is presented.

This book has been devoted mainly to libraries irrespective of the regions in India. It is hoped that in the revised edition, a comparison on how India and other developing countries of the world are making use of digital tools for collection development and management in modern libraries will be unravelled. This is believed will further strengthen and add more quality to the book.

I must congratulate Dr. S. Thanuskodi of the Alagappa University, India for gathering highly distinguished authors, across India to contribute to this excellent work. I recommend this book to all stakeholders in library and information practice throughout India and beyond. This is a useful addition to the literature on Library and Information Science.

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**Adeyinka Tella** is a senior lecturer in the Department of Library and Information Science, Faculty of Communication and Information Sciences, University of Ilorin, Nigeria. Tella did his PhD through Commonwealth Scholarship and finished in September 2009 from the Department of Library and Information Studies, University of Botswana. In 2007, he was awarded small grant for thesis writing for the PhD students' category by the council for the Development of Social Science Research in Africa (CODESRIA) and Federal Govt. of Nigeria Post-Graduate Students' award in 2003. He has up to 120 publications mostly in International reputable and high impact refereed journals together with chapters in books. He is one of the contributors to an information science reference "Cases on Successful E-learning Practices in the Developed and Developing World: Methods for the Global Information Economy". Tella has edited two books: i. *Library and Information Science in Developing Countries: Contemporary Issues*, ii. *Social Media for Strategic Library Development*. He is working on the third book titled 'Information Seeking Behavior and Challenges in Digital Libraries' which is expected to be out of press by August 2015. Tella is currently the Editor-in-Chief International Journal of Information Processing and Communication (IJIPC) and Associate Editor, International Journal of Library and Information Science and editorial board member, *Library Philosophy and Practice*. Tella is a reviewer for many LIS journals including *Journal of Academic Librarianship (JACL)*, *The Electronic Library (TEL)*, *Behavior and Information Technology (BIT)*, *Educational Technology and Society* among others. Tella is also an external examiner for LIS PhD candidates at the University of Fort-Hare and University of Zululand, South Africa, Babcock University, Nigeria, Annamalai University, Alagappa University and Bharathidasan University, Trichy, in India. His research areas of interest include e-learning, information literacy, information management, information communication technology and libraries, information system evaluation, psychology of information, etc.

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## Preface

Information has become a critical factor for political participation and social inclusion and the basis for competitiveness at the individual, organizational and national levels. Access to information has greatly improved with the convergence of information and telecommunication technology and the development of the Internet and the World Wide Web. More recently, the open access initiative has increased individuals capacity to access information from various media and in different formats. As the contemporary society gradually transforms into an information economy, our dependence on information becomes increasingly pronounced. One of the cardinal principles of practice for librarians and other information professionals is to ensure that everyone regardless of his 'age, race, gender, religion, disability, cultural identity, language, socioeconomic status, lifestyle choice, political allegiance or social viewpoint' has equal access to information. Nevertheless, billions of people across the world still experience information poverty despite the richness of the current information environment.

The digital age has transformed how information is accessed and retrieved. The library is now a part of a complex and dynamic educational, recreational, and informational infrastructure. The evolution of the library sciences maintains its mission of access equity and community space, as well as, the new means for information retrieval called Information Literacy Skills. All catalogues, databases, and a growing number of books are all available on the Internet. information literacy is the ability to "determine the extent of information needed, access the needed information effectively and efficiently, evaluate information and its sources critically, incorporate selected information into one's knowledge base, use information effectively to accomplish a specific purpose, and understand the economic, legal, and social issues surrounding the use of information, and access and use information ethically and legally." [http://en.wikipedia.org/wiki/Library\\_science-cite\\_note-11](http://en.wikipedia.org/wiki/Library_science-cite_note-11) [http://en.wikipedia.org/wiki/Library\\_science-cite\\_note-11](http://en.wikipedia.org/wiki/Library_science-cite_note-11)

Collection development, or collection management as it has increasingly come to be called in libraries, has experienced a stunning growth in significance in the past 25 years. Some would put it at the core of what public libraries do. Ghikas says, "we can—and should—look at collection management as the fundamental integrating factor in the management of libraries, including in its scope collection development, presentation and preservation; collection organization and access; and, allocation of resources to development, presentation, preservation, organization and access, according to the principles of librarianship, the requirements of society, and the possibilities of present and envisionable tools (Ghikas, 1997) ." Since the mid-1970s, many libraries of all types have reorganized functions to include the position of "collection development librarian," or "collection manager." Besides selection, deselection, and responsibility for collection evaluation, arrangement, and marketing, holders of these positions increasingly direct work such as acquisitions, circulation, cataloging, preservation, and serials, and operate at high levels in many institutions. Some libraries have renamed their technical services

divisions to collection management and included centralized selection under this umbrella as well. This rapid growth in significance is even more remarkable given that, until 1976, the field did not even have its own specialized journal. It did not have its own distinctive subject heading in Library Literature until 1988 (Gabriel, 1995). Before that time, the subject was usually broken down into smaller areas such as selection, acquisitions, and weeding, and, indeed, those smaller pieces of the duties of the collection development role were commonly spread among most, if not all, of the professional librarians on a library's staff, to be performed part-time along with their other responsibilities.

Ranganathan's five laws (1931) cover, theoretically and practically, the activity fields of the library in general and those of the academic library in particular. Following are the laws:

1. Books are for use.
2. Every reader his or her book.
3. Every book its reader.
4. Save the time of the reader.
5. The library is a growing organism.

In the digital era it might be useful replace the term "book" with the term "sources of information and knowledge" and the term "reader" with the term "user/consumer" Ranganathan's choice of words offers the opportunity to consider a linkage to Darwin's evolution theory which analyzing organisms. It is a linkage that hasn't been found at any literature reviewed for this paper or exists to the knowledge of the writer but seems to be interesting enough to explore due to its merit to this discussion.

According to Darwin, evolution has no plan or purpose. Primary differences between organisms are accidental, and those who happen to be more adapted to their environment, survive and expand. However, sometimes the environment changes at a quicker pace than the living organism can adapt itself. In those cases the organism becomes extinct. If the library is the organism as Ranganathan put it, it should be careful, for if it does not change fast enough, it will become extinct. Darwin presented some basic arguments regarding the natural selection process that can be useful if they are adopted and taken into consideration planning the academic library future, in general, and coping with disintermediation, in particular. An argument like, every organism produces more offspring than those that can survive, can relate to the different organizational structure of academic libraries and/or the services they offer. There isn't one best organizational structure for an academic library, or its services. It differs from one place to another, based on wants, needs and capabilities. In keeping with Darwin's way of thinking it can be assumed that organisms differ and these differences are allowed to offspring. Those differences have an impact on the ability of the offspring to survive and reproduce. Therefore, the offspring that are, more environmentally-adapted, are the ones that produce more offspring, and they have the attributes that are best suited to the environment. (Darwin, 1996). The same logic guides Ranganathan's fifth law of libraries: The library is a growing organism.

Ranganathan sees the library as an institution that is active in a constantly changing environment, and according that, the institute should change and adapt itself with spirit of time so it can serve best those who need it. The two approaches, Darwin's and Ranganathan's, have much in common. Both consider change as an impetus for development. They differ, however, on a crucial point. Darwin speaks of a reality in which change and development are a reaction to the changing environment, whereas Ranganathan speaks of a constant aspiration for change and evolvement in library services, as a reaction to the changing environment. In the current reality, the practical interpretation of making the aspiration for growth and

progress of the library into a reality seems to be an optimal coping with disintermediation in information consumption. This might be carried out on two parallel axes. The first axis includes adapting and fitting into the new environment through proper translation of the classical librarian mediation functions into the changing environment, based on the principles embodied in the first four laws of Ranganathan. Those will not be discussed in this paper. The second axis is the focus of this paper. It refers to an inventive process, practically an act of creation, which is expressed by Ranganathan's fifth law, "the library is a growing organism". As the author understands it, at this point the academic library is required to employ actual creativity and innovativeness to craft unique services and new systems, which make use of the tools, the skills and the talents of the librarians and libraries.

The fifth law proposed by Ranganathan, "The library is a growing organism", is the most interesting in terms of the understanding that it contributes to innovativeness and self-recreation as a survival reaction to the changing environment. It gives a place for innovativeness and creativeness, as well as actual freedom to do so. It opens the options not only for direct mediation between the consumers and the sources of information which is of course necessary, but also mediation which ensures the success of the independent information activities by imparting information literacy. By mediation that has involvement in creation and preservation of quality information and academic knowledge for researchers in the present and future through development of local digital projects. Another direction is the field of publication. All can benefit from the librarian heritage. Librarians have understanding and the experience in development of collections. Librarians have real recognition of metadata importance and practical ways of implanting it. They also have a close familiarity with academic knowledge, needs and personnel. All are advances that can contribute to better retrieval, to expanding and deepening the information sources available to the academic communities and all others. These are mere examples, but they accurately reflect the proactive approach necessary for the academic library in the new environment, in general, and its coping with disintermediation, in particular (Keren Barner, 2011).

The first chapter highlights the library professionals must possess sufficient knowledge of new ICT skills such as library automation, e-resources management, content management, organization of information on Internet and Intranet, developing and maintaining digital libraries/institutional repositories, web based library services etc. The sole aim of the survey is to understand and sketch a framework of information literacy level of library professionals of state universities in Tamil Nadu, in order to meet the ever changing demand of users. This study shows that those who graduated from library schools earlier did not have a chance to learn ICT skills. It is the responsibility of library schools and library professional associations to conduct regular training programs to meet their needs in the changing librarianship.

The second chapter focuses on the public libraries have to supplement their services through the latest information and communication technologies to educate their users living in remote areas and villages about the economic conditions, trend and development in all the areas of the country. The community development programmes, rural development programmes adult education programmes of the government and the concept of e-governance can achieve its goal with the help of the modern public libraries. The present government's emphasis is on use of modern technology to serve the public. Public Libraries as institutions which serve the public should benefit and help bring India into the 21st century, while also helping to preserve the country's rich cultural heritage. In the recent development that, to revamp the Library and Information Service Sector in India, the Ministry of Culture and the Government of India launched, the plan scheme of "National Mission on Libraries-Up gradation of Libraries provides services to the public" by Hon'ble President of India on 3<sup>rd</sup> February, 2014. Undoubtedly, this type of



innovations and plans will increase fruitful offers to the public library user community become more efficient and as developments in networked information will change the role of public libraries in the future considerable yielding both public well and merit benefits which are enjoyed by all ages and across all socio-economic groups.

The third chapter shows virtual libraries can offer resources from many sources and in many formats, including audio and video. The items in these virtual collections do not have to reside on one server, but they share a common interface to assist the user in accessing the collection. The emphasis in virtual libraries is on organization and access, not on physical collections. Libraries can exist in two different spaces, a physical space and a virtual space. Each space enables different learning activities and serves different purposes for learning. Many libraries exist only in one space, whereas others maintain a hybrid space, both a physical and virtual space, in recognition of the distinct information uses and learning activities that can occur in each environment.

The fourth chapter focuses role of Public Libraries in the society is an informal pathway to educate all. Public libraries provide learning opportunity to the common people in different ranges in the society. There is no restriction to the people to access the public libraries, as any citizen can avail the facility in the country. Social Websites are either one of the most important Internet developments of recent years, even if they have a lot of advocates; they also have a lot of detractors. It is claimed that Social Websites are empowering because ‘anyone’ or ‘any group of people’ can create a profile in Social Websites to share their thoughts and ideas with the world. Not only at academic library milieu, the Public Libraries also able to meet the patrons in their “social neighborhood”. If the library patrons are all using Facebook, creating a MySpace page for the library isn’t going to be a very effective means of communicating and connecting with them. The best way to meet the needs of our community is to find out what social media tools they prefer to use, and establish the library’s social media presence based on that.

The fifth chapter highlights the discovery tools are probably most recognizable by their use of faceted searching the fundamental categories, descriptors, or aspects of a cataloged item, which allows the user to easily add or remove multiple entries based on faceted criteria and thus expanding or narrowing searches in real time. In some discovery tools, the local library is able to define, weight, and/or customize wording for the facet as it relates to local material. Examples include scope of material such as peer-reviewed journals, full-text, newspaper articles, everything owned by the library, additional items beyond library licensed content; format such as DVD, online, streaming, downloadable, print, electronic, microform, etc; subject content like automatically generated by metadata from existing descriptors or subject analysis; dates, and/or ranges of dates; physical location which is critical for multi-branch sites and multi-type consortia; and language of origin, among others. The end-user is able to use these facets to adjust the content, age, and scope of the material. Numerous studies have contributed to our understanding of the effectiveness of faceted searching.

The sixth chapter reveals that digital libraries have to provide efficient information discovery solutions to adapt to the fast development of new technologies; they also have to cater the current generations of students. The research on the semantic web and the online social networks contributes to the digital libraries domain by supporting interoperability with formal semantics, improving interlinking of information and encouraging users to contribute and share knowledge. This paper discusses the concept of digital library, Necessity of digital library, Challenges and issues in creating digital library. It also highlights future of digital library.

The seventh chapter highlights the innovations are drastically changing in information technology, information resources are migrating from print to electronic form. These days, literature on electronic format is more easily available than the printed versions with added features of search ability and availability. Hence for these two reasons, e-resources keep count over the printed material, though printed material, though printed materials has its own advantages. *There has been an exponential growth in the use as well as number of electronic resources like electronic journals, CD ROM's commercial and free databases, and resources available from the internet and other computer based electronic networks. Accessibility of e-resources has considerably changed the interactions between users and library staff.* Since flexibility of accessing information resources through internet or web based is easier. User can access digital resources anywhere & everywhere, authorized, authenticated and multiple accessing of same resource simultaneously. This leads to shift of print resources to digitalized resources.

The eighth chapter attempts to analyse the overall performance of the authors and the citations received. The parameters such as form-wise, year-wise, subject-wise classification of published papers, most productive authors institutions etc are considered for the study. The Citation received were analysed including the local citation score and global citation score. The study reveals that Chemistry is the subject which produces more number of papers while the multi-authorship also possesses a lead role in this subject. Indian journals are the most preferred journals to publish the articles which are followed by UK. Collaborative Coefficient varies from subject to subject.

The ninth chapter focuses the information is needed everywhere and for everybody, but in a different way. Availability of information enables the individuals or groups to make rationale decision and reduce their level of uncertainty. However, women at the rural parts in Karaikudi highly depend on their friends and neighbors for the information they need in their day to day activities. Government of Tamil Nadu should concentrate on establishing public libraries in the rural areas. Academic libraries can also be established along with schools and colleges which will provide the necessary information for the individual development of the rural women as well as their family. Training on use of Information and Communication Technology (ICT) can be arranged in schools and colleges as well as in public libraries, especially for the women of rural area so that they can get access to quick and accurate information regarding every aspect of their daily lives.

The tenth chapter identify the development of open source software was a reaction to the existing legal instrument on software copyright from the software developer's community. Open source softwares are available free of cost and users have the freedom to run and distribute the software without any restriction. Normally small and medium size libraries feel automation of house keeping operations as a financial burden due to the high price of Library Management Systems (ILS). An open system is a design philosophy antithetical to solutions designed to be proprietary. The idea behind it is that institutions, such as libraries, are can build a combination of components and deliver services that include several vendors' offerings. Thus, for instance, a library might use an integrated library system from one of the major vendors in combination with an open source product developed by another library or by itself in order to better meet its internal or users' requirements.

The eleventh chapter highlights the web-scale discovery services are able to index a variety of content, whether hosted locally or remotely. Such content can include library ILS records, digital collections, institutional repository content, and content from locally developed and hosted databases. Such capabilities existed, to varying degrees, in next-generation library catalogs that debuted in the mid 2000s. In addition, web-scale discovery services pre-index remotely hosted content, whether purchased or licensed by the library. This latter set of content—hundreds of millions of items—can include items such as e-books,

publisher or aggregator content for tens of thousands of full-text journals, content from abstracting and indexing databases, and materials housed in open-access repositories. Resource discovery tool not an equivalent to “Googling” something, but it is an evolved function that proposes better results for the library / information users.

The twelfth chapter shows that the global changes particularly the Information and Communication Technologies (ICT) have impact on the functioning of academic libraries. The developments in ICT have changed the users’ expectation from the academic libraries in different ways. The ways to build collection and services to the end users vary from the recent past practices. To meet the end-users demands effectively, the academic libraries need to identify and adopt good practices and benchmarks. Thus, preparing guidelines in a standardized way based on the best practices employed by libraries is significant which will ultimately enhance the value based services of academic libraries. Thus NAAC has decided to identify the set of best practices in Library & Information Services, with the help of a few case presentations from few selected libraries of the accredited universities and colleges. This is a great initiative in promoting the libraries in identifying and sharing good or best practices that can be adopted in the Indian academic environment. Best Practice may be innovative and be a philosophy, policy, strategy, program, process or practice that solves a problem or create new opportunities and positively impact on organizations. Institutional excellence is the aggregate of the best practices followed in different areas of institutional activities. In general, the use of technology and innovative ideas lead to evolve best practices in library and information environment.

The thirteenth chapter focuses on Open access has changed the situation of libraries and their users. Libraries play an essential role in open access developments by their expertise in building infrastructure, in creating user-friendly services of high quality and in securing long-term access. Librarians have shown their support for open access by signing open access initiatives and petitions. Communication skills are very important for librarians in an open access environment. They need to direct students and faculty members towards open access resources. They have to educate faculty and administrators about evolving scholarly communication environment. Libraries have partnered with faculty and research managers to set up open access repositories and to help faculty and students deposit their research outputs. Librarians have to provide support in research data curation and sharing. They must help scholarly publishers to publish open access journals and books, and they need to work with educators to produce open educational resources ensuring the quality of digital content, its reuse and sharing. Open access has thus changed the profile of academic and research libraries. National libraries are involved in developing national open access policies and supporting national research infrastructures and open access to cultural heritage.

The fourteenth chapter highlights the roles of Information and Communications Technologies (ICTs) that brought about digital libraries. It is a collection of digital contents that is housed electronically and made available to users. The advantages of digital library were also discussed such as improved access, improved information preservation, it improved information sharing, it enhances library functions and services. Nigerian academic libraries has benefited from the enormous benefits of digital library. The chapter stressed that effort should be improved consortium building so as to improve the services Nigerian libraries render to their patrons. The chapter concludes that Digital library has come a long way in Nigeria, and 21<sup>st</sup> century libraries cannot afford to render services to users without digital contents added to the prints resources. Therefore, Nigeria libraries and information centres must cooperate in a formal consortia building; this will go a long way to reduce the burden of all participating libraries.

As libraries strive to become more user-centric, usability factor becomes increasingly important for the development of collection as well as services. The subscribing libraries, organizations and con-

sortia have been relying on metrics generated by the usage of electronic content to measure the same quantitatively as well as qualitatively. The chapter number fifteen discusses about the characteristics of electronic information, genesis of server logs and transformation into usage metrics and also the role of relevant standards in formatting the usage standards. Further significant applications of usage metrics in supporting the library management while taking right decisions and establishing the credibility of authors, institutions, journals or databases etc.

The sixteenth second chapter shows information is all round us and is the staple diet of human beings. Information is variously perceived as facts, intelligence, data, news and knowledge. Information has been a common ingredient to all areas of human endeavor, be it the day-today affairs of business, matters of life and death or the most trivial of pursuits. In a modern industrial society there are negligibly few individuals, who do not, from time to time, occasionally or frequently have any requirement for information. Libraries develop their collections, facilities and services to meet the information needs of their patrons. This study carried out about the use of ICT services to search the information. It is clear that most of the respondents 84.9% use to browse the internet for study purpose, 76.9% of the respondents use ICT services to use e-mail facility, 59.3% respondents use for to search online database, 46.9% of the respondents use ICT services for to access e- journal, 30.1% of the respondents use ICT services for to search CD-ROM database and 29.2% of the respondents use to use OPAC services.. A few respondents use ICT for to scan/ print (29.2).

The seventeenth chapter highlights the public library is largely regarded as the People's University. It has tremendous developments in India from the early period to till date at various stages. Most of the Indian states now have free public library services to develop the people of India at different levels, which can be stated as below briefly. Majority of the users prefer to search documents directly from the stack room. The main purpose of visiting the library by the users is to prepare for complete examinations and some other purposes are to study in the library and to update their subject knowledge. The general book services provided by the library are highly useful. The Reference services provided by the library are highly useful. The users are satisfied with the information provided in the library. All the services available on the library except latest collections are found to be at satisfactory level. Nearly 7.5 lakhs of collection of books are available in the library. Selection of books is done by book selection committee. Nearly four hundred books are issued daily to the public. The uses can retain the book for a maximum of 14 days. The users can renew the books for another three times either through phone or in person. A minimum amount of Rupees two per week is charged as overdue charge.

The eighteenth chapter explains little disparity in achievement between distance and traditional learners, although using a multiplicity of media, both to deliver pedagogic material and to make smooth the progress of communication, does give the impression to boost up the learning. Similarly, outlook the studies appear to show that the greater number of channels offered, the more positive students are about their experiences. With regard to barriers to completing courses, the main problems appear to be family or work obligations. Current research being carried out by the authors should enhance the findings accrued by the literature, by exploring the impact of "on-demand" video material, delivered by something no previous research appears to have examined. Discusses different electronic systems and their exploitation for distance education, and cross-references these with several aspects evaluated in the literature: achievement, attitude, and barriers to take-up or success, to provide a holistic picture hitherto missing from the literature.