

The Role of Academic Library and Librarian Digital References Services Use for Researcher

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ABSTRACT :

Reference Service is always a key element in library services, This study identify the status of Digital Reference Services in the Academic libraries . They Provide Personalized guidance to the library users to access information resource to meet their needs. Today, the major revolutionary change came in libraries and especially in reference services with the impact of Information and Communication Technology (ICT). Digital reference services an advancement of traditional reference services that is emerging as natural solution to meet the user's information needs in the electronic environment. Digital Reference Service is a very essential component of every Academic Libraries. Digital reference services being provided by the academic libraries under study, and also concludes with some specific suggestions for improvement of digital This paper highlights the basic concept, element of digital reference service and gives in detail modes, use researches fulfill their research work how the reference librarian or library professional providing digital reference service.

Key words: Reference Services, Digital Reference Services, Academic Libraries

INTRODUCTION:

The Changing Role of Libraries on the use of Information communication technology Libraries are organized collections of books, journals, and other sources of recorded information. They commonly include reference works, such as encyclopedias, that provide factual information, and indexes, which help users, find information in other sources. Today, there has been a shift in the role of the library, from a clearinghouse of products and a service centre for printed publications towards becoming an intermediary for traditional materials, and for networked services based on digital information resources. These information resources come in various formats – printed, audio, video, multimedia, and electronic. Reference services appear in the late 19th and early 20th centuries in response to several forces and trends, including: • an increase in the number and variety of information resources available in libraries increase in the complexity of those information resources. The resources may or may not be owned by the library. Some of these resources may be free and available to users directly, others are available only through libraries that have acquired them. According to James, “digital reference service is provision of direct, professional assistance to people who are seeking information, at the time and point of need.” According to Smith, “Emphasis on use of print as well as digital reference services provided over the Internet and can involve the use of both print and digital resources.” to find the information they needed within that resource,

1) Reference Desk Service

The reference desk in the libraries provide access to various indices, reviews of the quality, credible and current information-based sites and assists the readers in navigating, these sites to satisfy their required .

2) Bulletin Boards:

You were not present online in a discussion on some topic and now you want to know about what you missed. Well, with bulletin boards, coordinators post the links pertaining to the discussion and you can use the browser to catch up what you have missed. This is certainly one of the biggest advantages of online education.

3) Blogs:

Blogging is a great way to share and receive knowledge, habits and hobbies. People, who like your writing, will follow your blog whenever they want. There is no restriction on time.

Website Links: Instead of providing entire content, it is easier to share website links that direct the user to the contents. It makes the task of information sharing easier and simple.

4) E-Books: Web

books are the latest trends online and it is easier to access them irrespective of time constraints. Even if the local library is not open, it is very much possible to access a book online, late midnight or early morning.

5) Databases:

Information storage is a great way to use it for future references whenever required. Databases are perfect examples of storage houses where data can be stored and managed.

6) Streaming Audio and Videos:

As a part of your online education, you can log in to the video link on a website to learn the lessons again or later to revise it further. It has no limitations of time. You can visit the video anywhere, anytime, if you have access to required communication devices such as a PC and the Internet.

7) Social Networking Sites:

Facebook and Twitter can play important roles in your asynchronous communications strategy. Facebook pages for a class can be the destination for up-to-date information about the course, without your students having to friend you (or even one another). Twitter, and Twitter lists, can be useful sites of asynchronous discussion, although not in the threaded format that one is used to seeing in a discussion board setting

8) E-mail Reference Service

In e-mail reference service, the user sends the concerned library an e-mail with a reference query to supply whatever information he or she feels is necessary. It can be provided to the users in different forms, such as TOC Alerts, customized news to users, latest additions of library resources and provide answers to the query by different ask a services such as ASK A Librarian and Question

9) Links to E-Resources

The growing popularity of electronic information resources and the increasing demand of information seekers has necessitated the present day libraries to acquire e-resources. The libraries of IITs and IIMs have built up a good collection of e-resources such as, e-books, ejournals, e-databases, e-thesis, standards, patents etc. and the links to e-resources provide a quick accessibility all these resources. Through the library FAQ, OPAC and Links to other open Access/ free resources, the users are capable to search their required information on line and obtain such resources through electronic mode of distribution.

9) Referral Service

Referral service gives the reference source of required information. In case of the referral service includes the links to different publisher's sites, links to other websites, interlibrary loan and directory service.

10) Web form or Query form Service

In web forms the user fills out an online form on the libraries websites. It structures the user's request in such a way that helps the user in providing additional supply of information that will specify his/her request. The query thus structured is submitted to the respective library and the person replying these will post an e-mail reply to the user immediately

11) Collaborative reference Service

In this model, two or more libraries team up to offer reference service using any of the online formats. It includes union list or union catalogue of Participating libraries and also takes initiation towards providing consortia based resources to the libraries under study for serving the users in a better way.

12) E-Print archives

E-Prints are electronic copies of academic research papers. They may take the form of Pre-print (Papers before they have been referred) or 'post print' (after they have been referred). They may be Journal articles, conference papers, book chapters or any other form of research output. Typically, an e-print archive is normally made for freely available on the web with the aim of ensuring the widest possible dissemination of their contents, now the IITs and IIMs libraries of India are putting to provide such archives to their users.

13) Feedback form Service

In feedback form the libraries provide an online form for asking questions to libraries, librarian, also sending suggestion, views and comment upon the library service for building up the service in a more effective way. Now days all the IITs and IIMs are try to provide feedback form service to build up a standard up a standard and user oriented library service.

CONCLUSION

Digital Reference Service is a very essential component of every Academic Libraries. Digital reference services being provided with arrival of the internet, libraries are converting into cyberspace and even libraries are adapting new technologies. A Reference librarian or library professional will continue need to reach out and help them. Digital reference service has introduced new opportunity as well as new challenges for librarian or Information professionals, users and vendors. Librarian and Information Professional should embrace this challenge and seek out new and improved methods to provide better and modern reference service.

Increasingly, Digital reference service are being developed and implemented at libraries across the country. Digital Reference Service is to evolve successfully as bonafide library and information services, librarians need to engage in ongoing assessment and evaluation of those services. Such assessment is essential for planning and development of these services, most importantly, to ensure that user information needs are met. This study is an important first step towards better understanding how digital library services can be successfully use for Researcher.

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