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## LIBRARY AND INFORMATION SCIENCE: A WEB BASED SERVICES

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### ABSTRACT

*With the rise of the Internet and related technologies, the World Wide Web in particular has opened up a whole new medium to provide users with improved information services and resources. Library services provided using web technology are referred to as web-based library services. The present paper mainly discusses what web-based library services are, their features, advantages and disadvantages. Various web based services like Library Webpage, Web OPAC, Ask-a-Librarian, e-mail are highlighted. Web technology and the Internet have changed the way information is stored, retrieved, and communicated in libraries. As more and more libraries move toward providing their services in a digital environment, improved access to remote library collections is making the use of electronic information resources more realistic and more attractive. The paper explores what web-based services are, why they are needed, and why they are so popular with users, their advantages and disadvantages. Various web-based resources are highlighted. Future and conclusion are also discussed at the end.*



**KEYWORDS:** *Web-based, Digital Library Services.*

### INTRODUCTION

The most significant achievement in the field of information and communication is the introduction of advanced communication networks, the Internet, the technology that connects computers with millions of computers in the network. The Internet has become the most important medium of communication today and its services are being used by people from all walks of life like business, education, defense, medicine etc. In the field of library and information science, there is the Internet. Be one of the most popular and discussed topics. In fact, the library business has been hit hardest by the challenges of the Internet and the World Wide Web (WWW). Everything from collection management to information management, from ownership to access, and changes in the format, boundaries, and structure of information all lead to changes in the mind-set of library professionals. Library professionals need to position themselves as leaders not only in the field of information but also in the field of information technology. This can be done through the organization and management of information on the Internet and by designing and maintaining a library website. Libraries can post their collections and activities on the site and supplement their services using the Internet. The scope is unlimited, selective and imaginative applications are required for library activities. Before looking at the opportunities offered to libraries and information professionals by the Internet and the WWW, it is good to take a brief look at what the Internet is all about.

The day the Internet emerged, especially the World Wide Web which is one of its major services, has completely revolutionized the way of communication, study, teaching, business, employment, education, healthcare and much more. It has a profound effect on 21st century publishing and information distribution systems. Similarly, in the case of libraries, Internet and web technology applications have changed the way libraries operate and provide information services to users. Libraries are playing an important role in disseminating education and research. The use of this technology has made it possible to access various information sources and databases available in different parts of the world. This affects not only the nature and resources of the information but also how and where library services are to be provided. Traditionally, library services have been stable. To access the library, users only need to go to the actual library at the time of opening the library. But in the web age, library services have gained momentum. Now day users can access the library anytime from anywhere. No need to go directly to the library and no time constraints. With the advent of information technology and web-based services, content is now available to users on their desktops. Digital Library Services, Internet Library Services, Electronic Library Services are interchangeable terms for web based library services.

The first generation of information retrieval tools were designed for use with bibliographic databases. The second generation of tools attempts to compile and index resources as an automation function. The third generation is related to the World Wide Web meta search engine. The fourth generation includes new ideas such as search agent technology currently being developed to find information on the web. Web-based library services are primarily provided through the Library Portal, a specialized portal for web-based library resources. It provides integrated access to the metadata of the library's multiple databases. It combines a variety of useful information resources on a single webpage that allows users to customize their information resources by selecting and viewing information that they personally find useful. Some of the most commonly used web based library services are Library Webpage, Web OPAC, Bulletin Board Service, Ask-a-Librarian Service, Web Forms, Digital Reference Services, Online Document Distribution, Inter-Library Loans, Online Help and Information Skills Tutorials, Online Current Awareness Bulletin, e-mail based service, online reference service, electronic journals, online circulation service, electronic SDI service, online editing, electronic article information service etc.

### **World Wide Web:**

The World Wide Web is one of the Internet services. One way to access integrated information in the form of web pages is through the Internet with the help of a web browser. Accordingly, the World Wide Web is a global network of Internet servers that provide access to interconnected documents locally and remotely. It is a vast network of linked hypertext files stored on computers around the world that can provide information to computer users on a variety of topics. Information can be in the form of regular text, hypertext, pictures, sounds, net newsgroups and other types of data. It is necessary to use client programs such as Internet Explorer, Firefox, etc. to retrieve such information from the web. The web uses the HTTP protocol language over the Internet to transmit data. Each web page in the web can contain not only information but also links to other pages. A specific word or group of words is highlighted on each page and there is a link between the highlight and other information, called hypertext.

### **Library Services:**

Library services are defined as facilities provided by the library for the use and dissemination of library materials such as books, journals, dissertations, dissertations, etc. to meet the needs of the users. Some commonly available library services include cataloguing, classification, convergence services, reservations, renewals, new arrivals, current content, current awareness services, selective dissemination of information, reference services, document delivery services, inter-library loan services, external purchased databases, CDs. ROM. Databases, access to other library catalogs, access to online databases, internally published newspapers, reports and journals, bibliographies, indexes and

abstract services, etc. The advent of the Internet and the web has changed the way we provide such services in the web environment.

Library services on the Internet require many of the same qualities as traditional contexts: accuracy, readiness, courtesy, understanding the need for information. It allows users to access information in their own time, saves their travel costs and time, and offers new options for answering reference questions. The provision of these services is not limited to traditional opening hours but can be identified as 24/7 on a 24-hour, seven-day-week basis. And there may be a downside to not having a face-to-face visit, but this new medium has many advantages and the biggest advantage is that many users can be helped by using the electronic library service.

Web-based library services are services provided by specific websites available on the Internet that provide integrated access to multiple databases. According to it, "Web-based library services are library services provided using the Internet as a medium and library services as library gateways with the help of an integrated library management system." Defines web-based services as information services in which users ask questions electronically e.g. Email or web form. Web-based library services allow users to retrieve information in their own time, save their travel costs and time, and offer new options for answering reference questions. The provision of these services is not limited to traditional opening hours but can be offered up to 24 hours.

### **Importance of Internet to Libraries:**

The Internet has become a part of the library environment today. This has led to a huge increase in library and information services. According to Kriez, "The expansion of the Internet has given rise to a new class of electronic document, promising and appealing for the obvious benefits of speed and communicability, and its abstraction and enchanting and confusing for the library community. It reaches hundreds of countries across the continent and is featured daily in the professional sections of all major newspapers. The Internet is playing a vital role in transforming the library system and the way we view library resources and library services The Internet provides links to various library sites, specializes in almost every subject and can be accessed directly from any part of the world. As the library becomes web based, more and more libraries are becoming accessible through libraries web pages. Students of any university You can browse documents at the US National Library or anywhere in the world. The net, therefore, provides instant access to billions of information sources, including books, reports, journals, video films, audio recordings, and other sources. Libraries and information professionals have an important role to play in organizing information and bridging information gaps.

### **Webpages of Library:**

The Library webpage can be defined as a gateway for finding information about a library. It provides integrated access to the library's multiple databases, e-journals and library catalog metadata and distributes detailed information about the library and provides access to all computer based services such as library archive, library hours, library working hours, and online subscribers list. Popular documents based on journals, CAS / SDI / reference services, convergence offered by the library, reservations, user feedback, etc. With the help of the Library webpage, the library can easily spread its services and facilities to the educational community around the world. Some common features of a library web page

- Easy and encouraging use of the library.
- Keep abreast of library activities and new services
- Saves user time
- Allow easy bridging of distances
- The gateway to network information services

### Web OPAC:

Web OPAC is a library catalogue on the web. Users can find the information they need by connecting to Web OPAC's Uniform Resource Locator (URL) anytime anywhere in the world. This makes it easier for users to access the bibliographic details of the holdings in a particular library's collection. In this system, books and other reading material in the library are arranged according to the text of the subject which is given a call number. Some of the major services available through the web OPAC are Library Catalog, full database search facility, group access restricted for users and visitors.

### e-Mails:

E-mail is a great web-based medium that librarians can use for a variety of purposes, especially to deliver web-based services such as electronic document delivery services, table of contents, RSS feeds, etc. It serves as an excellent current awareness service for scientists. This service is widely used by publishers and researchers.

### User Education through Web Bases:

Web guides and teaching tools are found everywhere on the web as they are easily updated, accessed and printed on demand. Web-based user education provides users with a high degree of interaction and flexibility. Library websites can use web-based user education to train users in the following areas: basic library skills, including a glossary of library terms; Library OPAC / Web Using OPAC, searching for books, magazines and other library materials; Instructions for finding CD-ROMs and web-based databases and other electronic resources; And tips on topic search training, using boolean operators, and searching Internet resources through search engines.

### Gateways:

Gateways are defined as a facility that provides easy access to network-based resources in a given subject area. Gateways provide a simple search facility and resource-enhanced services through databases and indexes, which can be searched through a web-based interface. The information provided by the gateway is manually cataloged. Gateways cover a variety of subjects, with some areas, such as music and religious studies, currently lacking a gateway to the subject. Following are some well-known gateways:

- Internet Public Library (IPL),
- Bulletin Board for Libraries (BUBL),
- National Information Services and Systems (NISS),

### Portals:

In the library community, portals can be defined as aggregation of services for users where integration is achieved through seamless integration of existing services using binding agents such as customization and authentication services. The result is a personalized service that allows individuals to access the rich content of both print-based and electronic systems. Portals are either commercial or free web facilities that provide information services to a specific audience. Facilities include web search, communication, email, news, etc. There are three types of portals; Customer, vertical and enterprise.

- Customer portals are aimed at the consumer audience and they offer free email, games, chat, etc. Offer. Examples are Yahoo!, MSN and AOL.
- Vertical portals target specific audiences, such as specific industries, and offer many customer portal features. Examples include VerticalNet.
- Enterprise portals, on the other hand, are similar to customer portals, but are offered only to corporations or similar organizations. Examples include epicentric and corporate Yahoo! These portals can be better understood as an electronic pathfinder for users, bringing together links to selected topics on the website or interest-focused resources located on the WWW.

### Subject Portals:

Web search engines were originally developed by computer scientists, borrowing techniques from information retrieval research such as best match search and relevance ranking. Information professionals are honing their skills to help manage the growing wealth of Internet resources. The development of subject-specific web search engines, known as subject portals, is a good example of their effectiveness, where the evaluation of covered content is a major concern.

### Electronic Journals:

Electronic journals make up a large portion of the library's collection to provide web-based services. Many journals today are available electronically - some are full text and some contain only abstract bibliographic information. The main advantage of electronic journals is that they are constantly updated and easy to access but the disadvantage is that it is very easy to violate copyright law. They are available as Bitmap, PostScript, PDF, ASCII, SGML and HTML. Library services may be delivered to users via CDROM, via email, or via the web. Some international organizations and organizations have developed their own digital library through which users can access all their publications. Services are available to members of the Society or Association through subscriptions.

### CONCLUSION:

The first and foremost function of a library is to provide quality information services to satisfy its users by providing them with the right information at the right time. Web-based library services are a trend. Although, we actively transfer library services but our central purpose remains the same, to teach users to find, evaluate and use information effectively. To address these challenges, librarians can play a leading role in providing better web-based library services to their technology savvy users. Librarians should join the learning community as instructors and collaborators, guide students, teach them how to search effectively, and help them check the quality and usefulness of the information they receive.

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