Web based library Services in AIIMS Library in India: an overview

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Abstract

We are living in the virtual environment and the emerging growth and developments of internet has modified our society in every aspect. Libraries are more responsive in making users net-savvy. Not only have internet and technological developments affected the formats and sources of information, but also how and where libraries provide their services to the user. The World Wide Web (WWW) and Internet's emergence as a new medium for information storage and transmission have created an unrivalled medium for delivering information with higher speed and efficiency. All India Institute of Medical Sciences (AIIMS) are autonomous, government-funded, public medical institutions established for the advancement of medical education in India. The paper examines what web-based services, why they are important, and why they are so popular among users , as well as their benefits and drawbacks in AIIMS library, and on the basis of their website details, the evaluation of four AIIMS libraries is also emphasized.

Key word: All India Institute of Medical Sciences (AIIMS), Document Delivery Service, Library automation, Online e-Learning, World Wide Web (WWW)

1. Introduction

A library's main activity is to provide services and the key challenge is to supply the information to users in a way that is convenient and does not waste the users' time. Libraries may provide services in digital or conventional formats. Libraries for instance, have a number of well-known functions and services like acquisitions, technical processing, cataloguing and classification, documentation circulation, bibliographic services, Current Awareness Service, Document Delivery Service, Inter library Loan service, indexing and abstracting, but these are no longer available. Nowadays, all of these have been transformed into e-services, which can be accessed through social media and the internet.

Web-based library services

Web-based library services mean the services provided through a particular website accessible on the internet that provide integrated access to multiple databases. According to Madhusudhan (2012), "Web based Library Services" means library services provided using the internet as a medium and a library website as a gateway with the help of an integrated library management system".

White (2001) defined web-based services as an information service in which users ask questions via electronic means, e.g., email or web forms. Web-assisted library services provide users with the convenience of accessing information in their own time, saving them travel costs and time and providing new options for answering reference questions.

2. Objectives

- To study some selected medical institutions' libraries in India.
- To locate the website.
- To make a comparative study of selected medical institutions.
- To introduce various web-based services and other services available at selected AIIMS in India.

3. Scope And Limitations

Among all the AIIMS hospitals present in India, researchers have chosen four hospitals not on a random basis but on the basis of availability of data and as their webpage's are well organised and also updated and presented regularly. On the basis of these criteria, researchers have selected 4 AIIMS hospitals. Among others, researchers have selected on the basis of institutes of national importance, NIRF Ranking, prestigious institutions, old institutions that have provided their services for many years, specialized, super, and multi specialised medical facilities. The study is limited to under mentioned medical colleges.

- AIIMS New Delhi
- AIIMS Bhubaneswar
- AIIMS Rishikesh
- AIIMS Bhopal

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4. Methodology

Research is a quest for knowledge and is a systematic search for information on a specific topic. Depending on the purpose of research, it has different types as well as different methods.

Survey Method:

Survey research is a systematic method of gathering empirical data about specific phenomena, processes, or objects in order to interpret them in a broader context. It deals mainly with the collection, analysis, and presentation of data relating to the present time, reflecting the present activities. In the present study, researchers have surveyed 155 medical institutions' websites to collect data.

Observation Method:

The observation method helps the researcher to find out the present scenario of the resources and services as well as information provided by the respective library website or webpage. The researcher further goes through each heading, sub-heading, links, and interlinks available on the website/webpage.

Importance of the study

In the present scenario, new information is generated at a very fast pace, which should be made available to researchers to improve and update current trends in their specific field. It's importance is growing in the medical field so that the most recent studies and developments can reach medical professionals.

5. Variety of Services

(a) **Library automation:** To provide fast and better services, library automation is a very important part. It is the process of using a computer system with appropriate library software to save time and manpower. There are various library software which can be used to automate a library. Making the library's contents or holdings discoverable requires the creation of quality metadata. This part can be properly maintained by the skilled cataloguer and by using library software. Aside from paid or licensed software, there is some open source software available for libraries, specifically KOHA, which is now at its peak and is widely accepted and used in the majority of libraries worldwide. The main benefit of this software is that it can be customised as per library requirements.

(b) **Online e-Learning service:** It is a service facilitated for users by using digital tools or ICT tools. It includes online interaction between learners and teachers. It includes the delivery of content via the internet. It wraps a range of supported learning activities into mixed blended learning practises that are entirely online. It includes Digital library/Institutional repository, OPAC system, Bulletin board for Home, E resources, Ask a Librarian, Courseware, Social networking.

(c) **Web OPAC:** Web OPAC is a library catalogue on the web. Users can search for required information by connecting to the Uniform Resource Locator (URL) of Web OPAC at anytime from anywhere in the world. It enables users to access the bibliographic details of holdings in the collection of a particular library. In this system, the library books and other reading items are arranged according to the subject content that is given a call number. Some of the major services available through Web OPAC are the library catalogue, a search facility on the entire database, and group-wise restricted access for users and guests.

(d) **Service for Electronic Current Awareness:** It is a service through which prompt information about the journal or any new development or publication is provided to the users. B.C. Vickery defined "CAS as being more frequently and more adequately met by circulation than by retrieval, current journals, newly received books and reports, abstract bulletins, and the like being fed to and scanned by users." CAS can be divided broadly into two categories. Service 38, which includes communication of information to individuals or groups via telephone, messages or notifications, SDI, emails, social media, mobiles, Whats App, Hike etc. This type of CAS is either supplied once a week or once a month. service, which includes communication of information to users through acquisition lists, bibliography, indexing, abstracting surveys, table of contents of periodicals, CAS bulletins, etc. This type of service is supplied either daily or over a week's period.

(e) **Electronic Selective Dissemination Service:** This service is offered mainly in the favour of faculties, research scholars, and scientists, and topics or information relevant to their interest profiles are e-mailed. This service not only functions as CAS but also effects document delivery and resource sharing services. To promote this service, the library should have an active link for users.

(f) **Bulletin Board Service:** It is a public discussion area where people post messages and anyone can view the messages. It is called a "forum" on a computer server, and on the web, it is called a "group." It is generally used to provide news, announcements, job openings, new courses, examination details, circulars, and notices etc. Various bulletin boards can be created as per the category and courses. Several libraries are using bulletin boards for their web-based library services. The bulletin board system is also used as an interactive interface to invite suggestions for activities and services of a library. It can also be used as an interface to utilise library services.

(g) **Social Media / Networking Services:** Websites which connect and interact with other people through websites, blogs, online chat, video chat, conferencing, and sharing photos, files, and discussions, etc. may

be called social media or networking. These sites provide various ways of interaction and to explore the area of their interest. Through these sites like Facebook, Twitter, and YouTube, the library provides its services to its users, such as resource promotion, article sharing, and bibliographical assistance. The bond between the library staff and the users becomes more personal. SNS helps the library to evaluate their services and get constant feedback. The library also encourages users to develop a reading habit by continuously keeping them informed about the new arrivals, collections, and promoting the digital resources and services of the library.

(h) **Reprography/Printing service:** Photocopying, also called reprography, has become a very essential part of library services. Every library provides this type of service to students on a payment basis. The Now Print service has also become a part of a library where users can get a printout of the required document on payment.

(i) **Interlibrary loan:** It is a service in which users can borrow or use books or any other reading material from other libraries. In this process, the user makes a request for a particular material to its home library, which acts as an intermediary and receives the item. The lending library sets the due date and overdue fees on the lending material. Such services are mostly used in foreign countries, but they do not exist in India, particularly in private colleges. Still, there are some library networks that provide such services if the institute is a member of those library networks. DELNET and INFLIBNET are providing these types of services to their member libraries.

(j) **RFID library system:** This is the latest technology used in libraries not only for security checks but also for the most effective tracking of library materials, check in and checkout of materials; and stock management. Basically, it is radio frequency and microchip based technology. By providing this service, circulation time is reduced. Using handles saves time in finding the material.

(k) **E-mail:** E-mail is an excellent web-based medium that the librarian can use for a variety of purposes, particularly for delivering web-based services such as electronic document delivery services, table of contents, RSS feeds, and so on.

(l) **Ask-A-Librarian:** Ask-A-Librarian services are Internet-based question and answer services that connect users with individuals who possess specialised subject knowledge and skills in conducting precision searches. Most "Ask-a-Librarian" services have a web-based question submission form or e-mail address. Users are invited to submit their queries by using web forms or through e-mail.

(m) **Web Forms:** Interactivity is a key feature of successful web-based services, and web forms are good examples of interactivity. Most of the library websites have web forms for inviting feedback from the users, such as suggestions for services, user surveys, comments on the website and suggestions to improve it, requests for the library to acquire certain titles or materials, reference services (often Ask-A-Librarian), and interlibrary loan or other document delivery services.

6. ALL INDIA INSTITUTE OF MEDICAL SCIENCES (AIIMS) New Delhi (URL:https://www.aiims.edu/en.html)

The All-India Institute of Medical Sciences was established as an institution of national importance by an Act of Parliament with the objects of developing patterns of teaching in undergraduate and post-graduate medical education in order to demonstrate a high standard of medical education in India; bringing together in one place educational facilities of the highest order for the training of personnel in all important branches of health activity; and attaining self-sufficiency in post-graduate medical education.

Bhalchandra Babaji Dikshit Library (Dr. B. B. Dixit Library)

The AIIMS Central Library is known as the Dr.B.B.Dikshit Library, after the founder and director of the institute. It came into existence in 1957. It was originally accommodated on the ground floor of the pre-clinical block. After that, it was shifted to its present premises in 1973. The library building consists of two floors with a carpet area of 27,004 square feet and a seating capacity of 350 people. Since August, 2003, the library has remained open round the clock, seven days a week, including Sundays and holidays, except national holidays.

Library Services:

(a) **Reading Room Service:** The library is open 24 hours a day, seven days a week to all AIIMS faculty, residents, students, and staff for reading and consultation.

(b) **Reprography & Printing Services:** The library provides photocopies of books and articles from printed journals available in its collection at nominal charges. The printing facility of articles searched from databases and journals is also available in the library.

(c) **Interlibrary Loan Service:** Library provides Inter library Loan facility through DELNET . Through this service, one can borrow a book or document that is not available in our library from other libraries.

(d) **AIIMS Institutional Repository** : A project has been initiated to develop the AIIMS Institutional

Repository, which has a collection of books and articles written by AIIMS faculty and other documents published by AIIMS.

(e) **Digital Services:** A new e-reading hall with a capacity of more than 75 readers and electric power points for charging digital devices. It is fully air-conditioned and equipped with Wi-Fi and ten thin client computers for browsing the library's e-resources.

(f) **OPAC (Online Public Access Catalogue):** Users can search a library catalogue to locate books and other materials available at a library.

(g) **EBSCO Discovery Service (EDS) or Single Point Search Service (SPS):** SPS is a Google-like search facility by EBESCO. All the E-resources subscribed by the library can be searched simultaneously with the help of Single Point Search (iSearch@BBDL) by EBSCO Discovery Service.

(h) **Remote Access:** The library also provides remote access for its e-resources, so that they are available 24x7 anywhere to the faculty and residents through Open Access and Remote Access.

(i) **Similarity checking:** The library also has the facility to scan documents to check for plagiarism through the iThenticate-antiplagiarism tool. Separate access to iThenticate has also been provided to faculty members.

6. ALL INDIA INSTITUTE OF MEDICAL SCIENCES, BHUBANESWAR
URL:https://aiimsbhubaneswar. nic.in/

The All India Institute of Medical Sciences in Bhubaneswar is one of the premier healthcare institutions established by the Government of India's Ministry of Health and Family Welfare under the Pradhan Mantri Swasthya Suraksha Yojna (PMSSY).Under this scheme, six new All India Institutes of Medical Sciences have been established at Patna, Raipur, Bhopal, Bhubaneswar, Jodhpur, and Rishikesh, apart from the one at New Delhi. In his Independence Day speech on August 15, 2003, then-Prime Minister Atal Bihari Vajapayee announced the establishment of AIIMS Hospitals in Patna, Raipur, Bhopal, Bhubaneswar, Jaipur, and Rishikesh under the Pradhan Mantri Swasthya Suraksha Yojana (PMSSY), which was launched to improve healthcare facilities in underserved areas of the country while also providing Medical Sciences (Bhubaneswar)

Library: The Central Library started functioning on October 3rd, 2012 under the chairmanship of Dr. Pranati Nanda, Additional Prof. Department of Physiology, who gave his effort to grow the library. Then the library was headed by Prof. (Dr.) A. K. Praharaj, HOD, Department of Microbiology, from May 1st, 2014 to August 31st, 2018. Under the leadership of Prof. S.C. Samal, H.O.D, Gastroenterology. It was situated on the ground floor in the Academic Block. On February 9th, 2016, it was relocated to the second floor of the Administrative Building. They have 60 functional computers at present, with a limited Wi-Fi facility. From January 2021, the web tool Knimbus will be added for accessing e-resources inside as well as outside the campus through the mobile app (mlibrary). For management, the library employs Koha-integrated library management software and an RFID (Radio Frequency Identification) system.

Library services : Circulation Services: Books: Faculty Members may borrow up to two books at a time for one month, and students may borrow up to two books for 15 days. Books are renewed before the expiry of the retention period and up to a maximum of two times if the title is not demanded. Fine Collection: Fine collected Rs 5/-per day. Reference Service: At present, two (02) books of the same title are being maintained in the Reference Section.

7. ALL INDIA INSTITUTE OF MEDICAL SCIENCES (AIIMS), RISHIKESH
(URL: https://aiimsrishikesh.edu.in/a1_1/)

The All India Institute of Medical Sciences, Rishikesh was located to address regional imbalances in healthcare services, research, and training. It was established under the Pradhan Mantri Swasthya Suraksha Yojna's first phase and supported to be an autonomous body by the All India Institute of Medical Sciences (Amendment) Bill, 2012. The first batch of 50 MBBS and BSc Nursing students enrolled in 2012. 125 MBBS students, 100 BSc Nursing students, nearly 30 MSc Nursing students, and over 700 postgraduate students. MSc, and Ph.D. courses, AIIMS Rishikesh arranges various medical & allied courses. These activities are mentored by nearly 300 faculty members. 24x7x365 Emergency services started in early 2017 and trauma surgery and emergency medicine services are also available here. AIIMS Rishikesh has collaborated with IIT Roorkee and Patanjali Yogpeeth on various research activities, the later to booster Ayush research. It has invested in intramural research grants to expand the breadth and depth of research. It has a multi-diagnostic research unit facility to support lab-based studies, as well as the Advanced Center of Continuous Professional Development, which offers faculty and other medical professional's ongoing support for improving clinical, research, and teaching skills.

Central Library AIIMS, Rishikesh : The Central Library of AIIMS, Rishikesh has been striving hard since its inception (11th March, 2013) to develop a strong collection of medical science resources both online and in

print to provide all means of access to knowledge to its skilled faculty. Under the leadership of Padam Shri Prof. (Dr.) Ravi Kant, Director & CEO of the Institute, the Central Library Team is committed to contributing to the achievement of the Institute's Mission and Vision. The Central Library is putting their best effort into applying ICT to all possible operations and services to provide quality services.

Library Services:
- Circulation
- Departmental Library facility
- OPAC(Online Public Access Catalogue).
- Newspapers/Magazines Facility
- Newspaper Clippings
- Resources are accessed through Wi-Fi/internet
- Photocopy/Print Facility
- Tea/Coffee Facility
- Long Term issue facility for under privileged students

8. ALL INDIA INSTITUTE OF MEDICAL SCIENCES (AIIMS) BHOPAL
URL: :https://aiimsrishikesh.edu.in/a1_1/

Its central library, which is under construction, will serve the varied needs of its readers efficiently. It is planned to provide online scientific as well as print issues of national and international medical journals; good volumes of books; and a comfortable reading environment with access to international libraries and major biomedical databases. World-class library management systems, such as a radio frequency identification (RFID) system, will be installed in the AIIMS-Bhopal central library.

The Central Library, AIIMS Bhopal: The Central Library, AIIMS Bhopal is a future-ready library-a new norm for libraries in current perspectives. It is a traditional print-based study centre, a place of complete learning, and an integrated information centre with conventional and digital modes of accessibility, both on-site and off-site, from anywhere 24*7*365. The Central Library of AIIMS Bhopal is housed in an impressive building spread over three floors with a seating capacity of more than 250 students. Modern infrastructure, well designed spaces and an impressive collection of books, journals and other learning resources create the perfect environment for learning outside the classroom.

Library Services: My Library on Finger Tips (MyLoft)

A tool for creating user-personalized libraries that are configured into a single APP, which gives the user the platform that is sensitive to professional and personalised content over a single mobile and web app. It enables a user to discover, access, organize, and save the subscribed digital content of interest seamlessly over cross-platforms anywhere, anytime. No need to remember passwords to login multiple times.

Current Awareness Services

Current Contents: A rapid alerting service through e-mail, consisting simply of reproduction of content pages from journals, is available in the Central Library, with the issues containing content pages from journal issues only a few weeks ago, with a shorter time lag than previously available. It is a bimonthly magazine that has a hyperlinked recent published articles list. The Central Library subscribes to 16 daily newspapers, including six in English and seven in Hindi. Service through e-mail is one of the premium services being provided by the Central Library to authorised users and concerned users since 2017. The primary goal of this service was to provide the quickest possible dissemination of current topics related to institute and health research, with archives also available.

Resource Sharing (DELNET Developing Library Network);
- A network of 7000 libraries for promoting resource sharing and inter library loan.
- Book reserve/Place hold:

IT facilities

To reserve a book login to user account, link available at top of the right side (User id: user ID card no. Password, search book and click on user desired book, wants to hold, click at "Place Hold" manual right side top. Confirm that user want to hold the same book. Book will be kept on hold for 2 days.

Following facilities area available in Central Library.
Browsing, Wi-Fi, Ethernet, E-Library, Audio-Visual Library, Printing, Scanning

9. Data Analysis and Interpretation
9.1 List of Library Services
On the basis of the study of website the result shows that Plagiarism Check Services are not available in AIIMS Bhopal. E-CAS services are only available in AIIMS New Delhi, AIIMS Bhopal.

Sl. No.	Types of Services	AIIMS New Delhi	AIIMS Bhubaneswar	AIIMS Rishikesh	AIIMS Bhopal
1	Online Public Access Catalague	Yes	Yes	Yes	Yes
2	Resource sharing (Print & Non Print)	Yes	Yes	Yes	Yes
3	Reprographic services	Yes	Yes	Yes	Yes
4	Plagiarism Check services	Yes	Yes	Yes	_
5	Reference Services	Yes	Yes	Yes	Yes
6	Inter library loan services	Yes	Yes	Yes	Y
7	E-document delivery services	Yes	Yes	Yes	Yes
8	E-CAS	Yes	-	-	Yes
9	Online databases	Yes	Yes	Yes	Yes
10	Magazine Services	Yes	Yes	Yes	Yes
11	Web services	Yes	Yes	Yes	-
12	Circulation	Yes	Yes	Yes	Yes
13.	E-Reading Hall services/ Reading room facility	Yes	Yes	Yes	Yes
14.	Library RFID Smart Card	Yes	Yes	-	Yes
15.	Email Alert Services	Yes	Yes	Yes	Yes
16.	Web OPAC	Yes	-	-	-
17.	Internet Facility	Yes	Yes	Yes	Yes
18.	Wi-Fi & Remotes Service	Yes	Yes	Yes	
19.	DELNET Services	Yes	Yes	Yes	Yes
20.	CD Rom Facility	Yes	Yes	Yes	
21.	Orientation Programme for Users	Yes	-	-	-
22.	Newspaper Clippings	Yes	-	Yes	Yes

AIIMS Library RFID Smart Card Services are not available in AIIMS Rishikesh. Web OPAC services and Orientations Programmes are only available in New Delhi AIIMS. Newspaper clipping services are not available in AIIMS Bhubaneswar. Library RFID Smart Card Services are not available in AIIMS Rishikesh .Web OPAC services and Orientations Programmes are only available in AIIMS New Delhi. Newspaper Clippings services are not available in AIIMS Bhubaneswar.

10. Conclusion

The present study shows the evaluation of web-based services and other services of AIIMS New Delhi, AIIMS Bhubaneswar, AIIMS Rishikesh, and AIIMS Bhopal. The other AIIMS of different states in India, like AIIMS Jodhpur, AIIMS Patna, AIIMS Raipur, AIIMS Raebareli, and AIIMS Deoghar, are functional, but they lack library-related information on their websites. AIIMS Bathinda, AIIMS Kalyani, AIIMS Nagpur, AIIMS Gorakhpur, and AIIMS Bibinagar are partially functional. AIIMS Guwahati, AIIMS Vijaypur, AIIMS Bilaspur, and AIIMS Rajkot have started their classes only. AIIMS Darbhanga, AIIMS Kashmir, and AIIMS Manethi are under construction.

Acknowledgment

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