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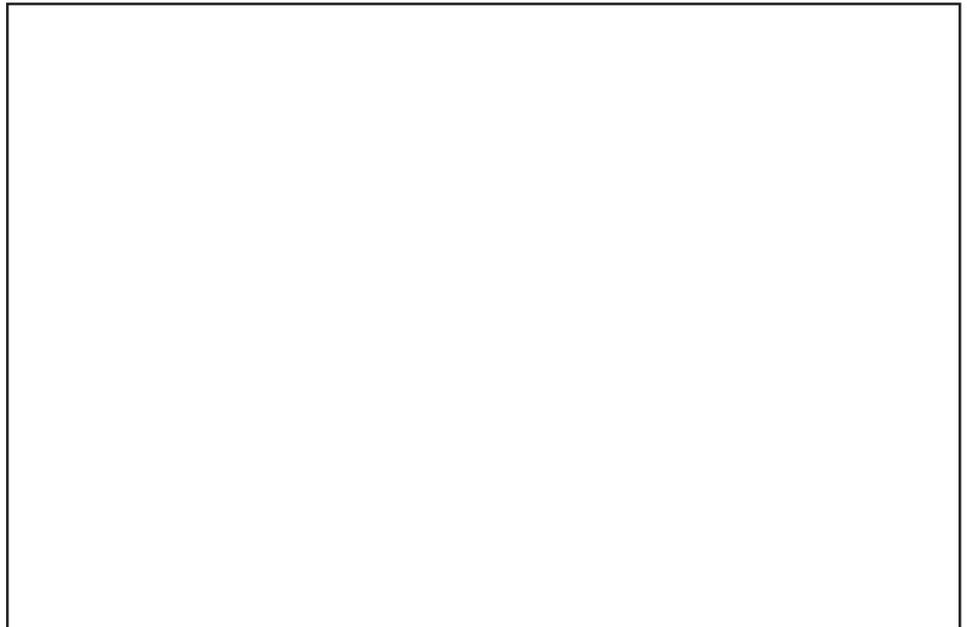
NACLIN 2008: A Report

Sangeeta Kaul*

The Eleventh National Convention on Knowledge, Library and Information Networking NACLIN 2008 was organised by DELNET-Developing Library Network and Karunya University, Coimbatore from November 4-7, 2008. The Convention was organised by DELNET for the second time in the State of Tamil Nadu with the maximum number of member-libraries which have now crossed 200, out of the total members of 1350. The registration resumed on the first day of the Conference and more than 125 delegates from various parts of the country including the states of Andhra Pradesh, Delhi, Gujarat, Himachal Pradesh, Jammu and Kashmir, Karnataka, Kerala, Maharashtra, Madhya Pradesh, Manipur, Puducherry, Tamil Nadu, Uttar Pradesh, Uttarakhand and West Bengal got themselves registered for the four-day event. The event was sponsored by Pressmart as Platinum sponsor and Emerald Group Publishing Ltd as Silver Sponsor. It was supported by Raja Rammohun Roy Library Foundation, Ministry of Information Technology, DRDO Ministry of Defence, Div II on Software of Computer Society of India (CSI), IEEE Computer Society, Madras. Dr J. Dominic, Librarian, Karunya University was the Organising Secretary of NACLIN 2008.

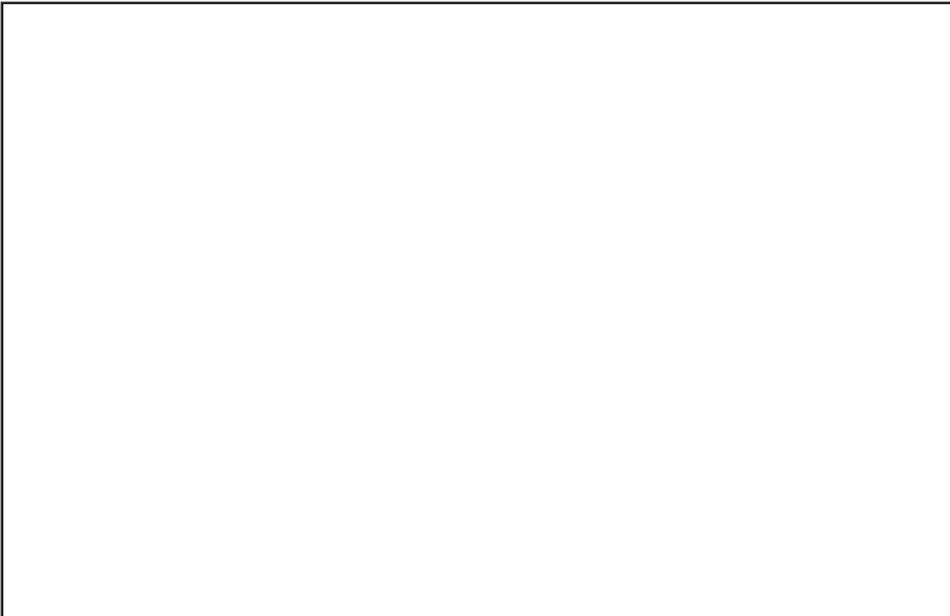
The inaugural function was held at Elohim Auditorium of the University. The eclectic arrangements were made at the venue. The programme started with a prayer by Ms Pressila of the Dept of Value Education, Karunya University. The function started with a welcome address by Dr. B. C. Pillai, Dean Research, Karunya University. It was followed by Introductory remarks by Dr. H. K. Kaul, Director, DELNET. Dr. Kaul emphasised upon the need to deliver knowledge at the grass-root level in the country. He observed that in a country like India the society is not homogeneous and lamented over the poor state of

public libraries in the country and expressed the need to transform them into knowledge centres. He stressed the need to impart practical knowledge to the illiterate poor in the country so that their socio-economic conditions can improve. Also according to him the librarians have to be competent knowledge workers, should be well-versed with the growing knowledge technology, be technology savvy and have a proactive approach. The value-added services should be provided by the library and information science professionals. He further reiterated the need to assess the knowledge needs of the users and provide value-added services. He added that the existence of the librarians are threatened. Dr Kaul said that the standard of research



Dr. Paul P. Appasamy delivering the inaugural address

* Rapporteur-General, NACLIN 2008 & Network Manager, DELNET



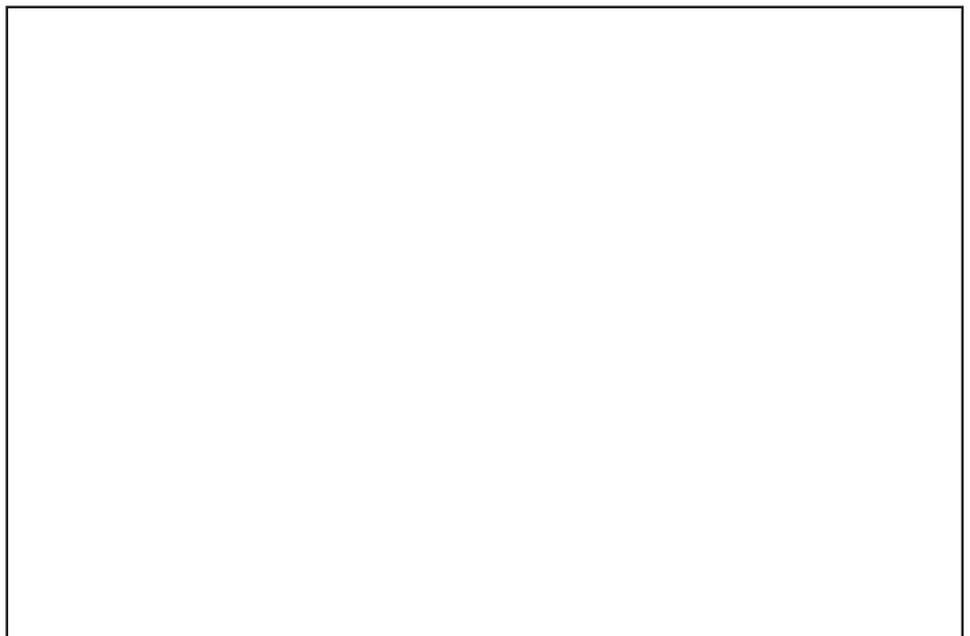
Dr. H.K. Kaul speaking at the inaugural function

depends on the librarians and their inputs to researchers and scholars. He emphasised the need to automate the libraries and to conform to global standards. Later the pre-conference proceedings of NACLIN 2008 containing 23 papers and the NACLIN 2008 Souvenir was released by Dr. Paul P. Appasamy, Hon'ble Vice-Chancellor, Karunya University. It was followed by his inaugural address. He appraised the delegates that the Karunya Institute of Engineering and Technology attained the deemed University status in the year 2004. Some of the leading courses offered by the University includes Electronic and Media Technology, Bioinformatics and Food Technology, etc. The campus sprawls across 700 acres of land with a strength of around 6300 students and is entirely residential in nature. Some part of the campus is connected with Wi-fi. According to Dr. Appasamy, the information overload is of major concern to the researchers and scholars. The speed of obtaining information has changed altogether and the anytime-anywhere accessibility to information is feasible now. He mentioned that the networking of

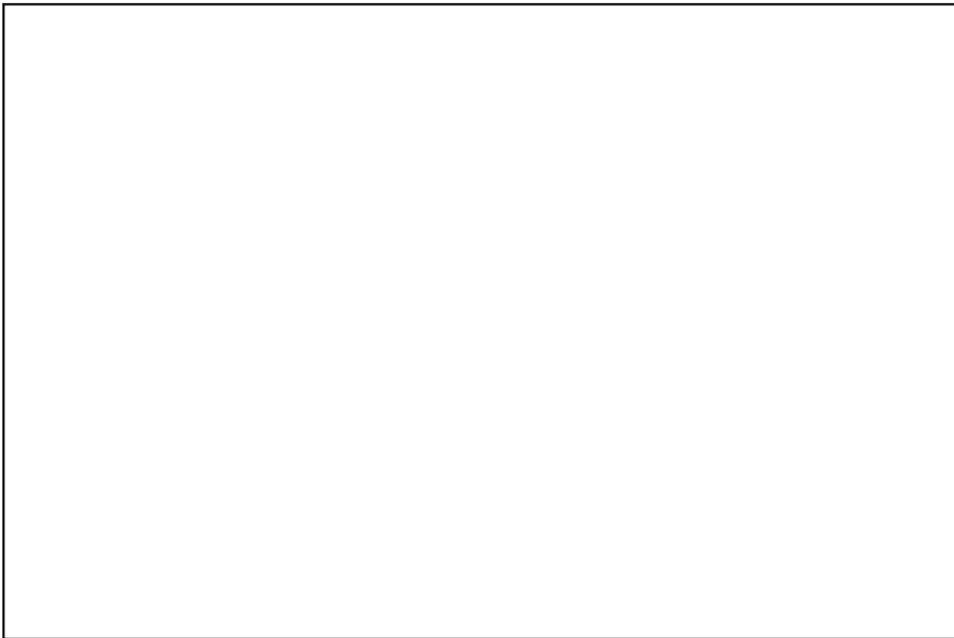
libraries and information sharing has become the order of the day. The copyright and IPR issues are the major issues and plagiarism and piracy is of serious concern. He said that the software are now available to detect plagiarism. He observed that the reliability and authenticity of information through wikipedia is questionable. According to Dr. Appasamy, the availability

of more information necessarily does not lead to better research, the processing of information and critically assessing the value of information is a major challenge for the people. The processing and analytical skills will be more important in the days to come. He showed concern over the fact that students have lost interest in reading, the consequence of which is that their writing skills have deteriorated. He said that the information superhighway does carry a substantial amount of undesirable information. Talking about the future of libraries, he noted that the infrastructure for digital libraries should be developed and there is a need for devising strategies for developing world class libraries.

Dr. Anne Mary Fernandez, Registrar, Karunya University felicitated the delegates. She said that the field of library and information science has been transformed beyond boundaries. The computing and Internet technologies have made it possible to transform the accessibility to information. The access to knowledge is important for both classroom teaching as well as for academic research.



Dr. Paul P. Appasamy releasing NACLIN 2008 pre-conference volume



Dr. J. Dominic, Organising Secretary, NACLIN 2008 at the inaugural function

The inaugural function was followed by the first tutorial on "Web 2.0 : Tools and Technologies". The first session was taken by Prof. Dr. V. Saravanan, HOD, Dept of Computer Applications, Karunya University. He gave an insight into the growing phenomenon of Web 2.0 technology and discussed briefly the various tools. It was followed by a product demonstration by Mr. Prakash Kamdar, Director of Digisys Technologies Pvt Ltd, Ahmedabad. After lunch, the tutorial on Web 2.0 was conducted by Dr. M. Tamizchelvan, Librarian, Sri Krishna College of Engineering and Technology, Coimbatore. He discussed the subject in detail and exhaustively covered the topic and appraised the delegates about the various Web 2.0 tools such as Blogs, RSS, Wikis, etc and informed them about their utilisation in the libraries. In the evening, a cultural programme was organised.

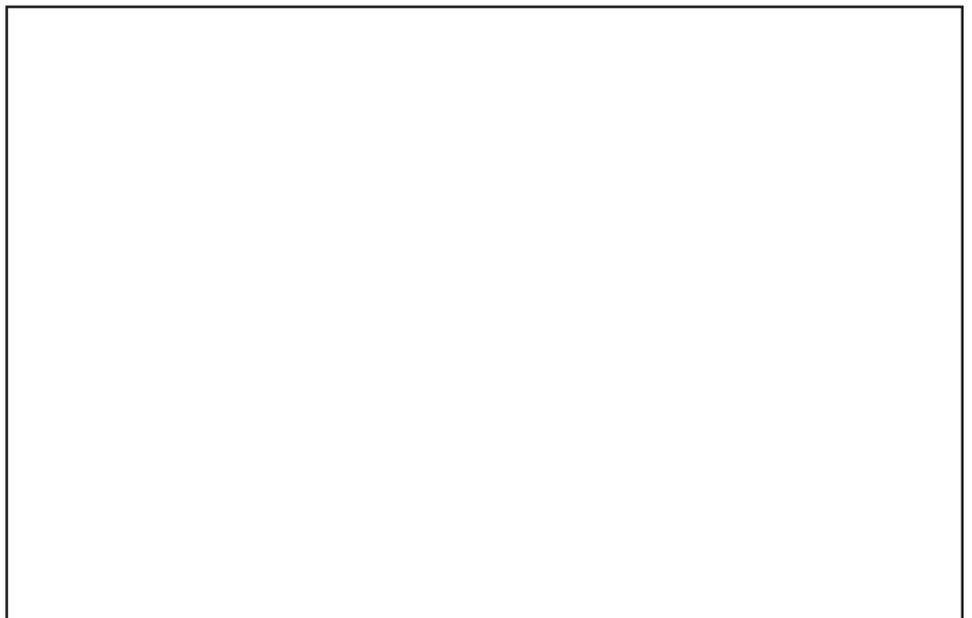
The accommodation to the delegates was provided in the guest house of Karunya University main as well as in the annexe. Also arrangements were made in the city

hotel. The necessary transportation was provided in the morning and also in the evening to ensure that the delegates did not have problems reaching the venue.

The second day of the Convention started with a tutorial on Koha : Open Source Library Integrated System conducted by Sangeeta Kaul, Network

Manager, DELNET. The advantages of Koha over the other commercially available software was dealt within the introductory session and also the various features of the software were discussed. The parameter settings in Koha were discussed extensively which makes it possible to use and also the various modules including Acquisition, Cataloguing, Circulation, OPAC were discussed and shown online. It was felt that not many library professionals are aware of MARC 21 bibliographic standard which is used for creating the bibliographic records in Koha. There is a need to impart training in the use of MARC 21. It was followed by a product demonstration by Mr. Varun, Cambridge online journals and Mr. Bharat Nagrecha of Beeges Computers, Mumbai. A short visit to the nearby waterfalls was also organised for the delegates during the day.

The third day of the Convention began with the technical sessions. The first technical session on "User Studies and Digital Resources" was chaired by Dr. H. K. Kaul, Director, DELNET. The keynote paper "User Interfaces for Digital



Dr. Harish Chandra presenting the keynote paper

Research Scholars of Cochin University of Science and Technology". The session was followed by a highly interactive question-answer session. The first technical session was followed by a product demonstration by Emerald Group Publishing Ltd, the Silver Sponsor of NACLIN 2008. Mr. Rajneesh Rajpal, Country Manager, Emerald gave the presentation.

The second technical session entitled "Resource Sharing and Library Networking" was chaired by Prof. A. C. Tikekar.

The keynote paper entitled "Resource Sharing in the Electronic Environment" was presented by Dr. H. K. Kaul, Director, DELNET. He dwelt on the various issues concerning resource sharing in the digital environment including the copyright rules and regulations. Mrs K. H. Sunitha presented her paper entitled "How to Lead: Leadership Skills for Library Managers" co-authored with V. Uma. Mr. Abdul Rashid, NIT Srinagar presented his paper entitled "Skills and Competency Development of LIS Professionals in Emerging Paradigm" written with Tabasum Hashim. It was followed by a product demonstration by Pressmart, the Platinum sponsor of NACLIN 2008. The presentation was made by Mr Shiv Kumar, Manager-Business Development and Mr. Sunil Goli.

The third technical session "Library Management" was chaired by Prof. Manorama Srinath, Retd Professor and Head, Dept of Library and Information Science, University of Madras. The keynote paper entitled "Library Management : A Bird's Eye View" was delivered by her. It was followed by a paper presentation by Mr. Vivek Patkar entitled "The Information and Library Management : a Systems Perspectives". Mr. Tanmay De Sarkar presented his paper co-authored with Swapna Banerjee entitled "Implementing Knowledge Management in Academic

Libraries : a Practical Approach". The last paper of the session was presented by Ms. Salma Khan co-authored with Neeraj Kumar Tyagi entitled "Impact of Total Quality Management in Management and Technical College Libraries of Moradabad: a Case Study". In the evening a cultural programme was organised, conducted by the students of the Karunya University. It elevated the mood of the delegates.

The fourth and the last day of the convention started with the technical session IV on "Information Society and Libraries". The session was chaired by Dr. H. K. Kaul. The keynote paper entitled "Developing World Class Libraries for Building Global Information Society : Approaches and Strategies" was delivered by Dr. Harish Chandra, Librarian, IIT Madras. Ms. Sangeeta Kaul, Network Manager, DELNET presented her paper entitled "Social Software : Tools and Technologies for Libraries". The last paper of this session was presented by Mr. S. M. Maske, Librarian, Indian Institute of Advanced Study, Shimla. He presented the paper entitled "Intellectual Property and the Academia". The next technical session V was on the topic "Content Management". Dr. Harish Chandra chaired the session. The keynote paper entitled "Content Management Strategies" was delivered by Dr. M. G. Sreekumar, IIM Kozhikode. It was followed by a paper presentation by Dr. Mallikarjun Vaddenkeri and co-authored with Suresh Jange. The paper was entitled "Digitisation of Information Resources in the Indian Context: Do We Have a Strategy ?". The last paper of this session entitled "Let's Manage the Content ... the First Image to the Outside World" by Meenakshi Ganeriwala and Shreyasi Parikh of IIM Ahmedabad. The last technical session of NACLIN 2008 entitled "Web Technologies" was chaired by Dr. Vivek Patkar. The paper entitled "Comparative Study of Features of

Dr. M.G. Sreekumar presenting the keynote paper

Libraries" by E. Rama Reddy and Sujin Butdisuwan could not be presented owing to the non-availability of the authors, but Dr. Kaul summarised the content of the article which was a part of the pre-conference proceedings. The paper entitled "An Investigation of the Relationship between the Academic Role and Information Use of the Members of Engineering Faculty" written by M. Doraswamy, M. Venkata Sekhar and K. Usha Rani was presented by Dr. M. Doraswamy. The paper entitled "Use of Digital Resources by Management Faculty Members affiliated to North Maharashtra University, Jalgaon" authored by Ravindra M. Mendhe, Preeti Agarwal and Pratibha Taksande was presented by Mr. Ravindra Mendhe. It was followed by another paper presentation entitled "Information Needs and Information Seeking Behaviour of Scholars of Gokhale Institute of Politics and Economics, Pune in the Digital Era" authored by Vilas G. Jadhav and Vishal R. Mali. The paper was presented by Mr. Vilas G. Jadhav from Gokhale Institute of Politics and Economics, Pune. Mr. Shibu Ray S. presented his paper co-authored with Dr. M. D. Baby entitled "Information Seeking Behaviour in the Electronic Era : a Case Study of Science and Technology Teachers and

Google Scholar with Scopus and INSPEC for Literature Search in Physics” was presented by Arati Deshpande. The last paper of NACLIN 2008 was entitled “Is Google Enough : a Comparative Study of Search Engines ?” presented by S. Balasubramanian and K. Raju. It was followed by a product demonstration by Ebsco. the presentation was made by Mr Shahji John.

The Panel discussion on the conference theme “Digital Futures : Strategies for Developing World Class Libraries” was held. It was chaired by Prof. A. C. Tikekar. The panel comprised of Dr. Harish Chandra, Librarian, IIT Madras; Dr. H. K. Kaul, Director, DELNET-Developing Library Network, New Delhi; Dr. M. G. Sreekumar, Librarian, IIM Kozhikode; Dr. Manorama Srinath, Former Prof. and Head, Dept of LISc, University of Madras and Dr. Vivek Patkar, Independent Research, Mumbai. The panelists deliberated on the various issues. Dr. Harish Chandra emphasised the need to develop a vision and collaboration for developing world-class libraries. Also the commitment and the attitude to care for the organisation is very essential, according to him. Dr. H. K. Kaul stressed the role of library networks like DELNET. Dr. Sreekumar mentioned collection management strategies and the need to get a holistic picture of collection requirements in the libraries. He said that users must be always kept in mind and the information needs analysis should be taken care of. He applauded the efforts made by DELNET in library networking. The multisystem approach needs to be taken up for establishing world-class libraries. Dr. Vivek Patkar focused on the future and strategies. The strategy management is very pivotal and there could be an incremental approach or the radical approach. He advised the development of new design strategies for modernising libraries. Dr.

Manorama Srinath focused on the need for marketing the library services and to cater to the needs of the users. Prof. A. C. Tikekar, Chairman of the panel discussion said that for creating a 21st century library one should re-engineer the work being done in the libraries. He said that we should introduce new technologies. He added that in changing times, Michael Gorman had enunciated new laws of library science – Libraries serving humanity and respect all forms by which knowledge is communicated, use technology intelligently to enhance library services, protect free access to knowledge and honour the past and create the future. He concluded by referring to world-class – beyond any class a library should be the best and we should work for the immediate future.



Dr. P.C. Pillai, delivering the concluding remarks

The NACLIN 2008 concluded with the valedictory function. Ms Sangeeta Kaul, Network Manager, DELNET presented the Rapporteur-General's Report of NACLIN 2008. Dr. P. C. Pillai, Dean Research, delivered the concluding remarks. It was followed by the Presidential address by Dr. H. K. Kaul, Director, DELNET. Dr. J. Dominic, Organising Secretary, NACLIN 2008 placed the vote of thanks. ■

**KNOWLEDGE, LIBRARY AND INFORMATION NETWORKING
NACLIN 2008**

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Resource Sharing in the Electronic Environment

H.K. Kaul*

1 Introduction

The present scenario of resource sharing by library networks is impacted by various factors which include:

- a. Increasing growth of digitally born publications;
- b. Increasing number of printed books getting digitised;
- c. Increasing number of printed journals becoming available in digital form;
- d. Increasing number of journals which exist only in the digital form;
- e. The growth of institutional repositories and other documents in the digital form;
- f. Sophistication of technologies that hold promise that it would be possible to provide fast selected resources to users on their desk tops with the use of ICT applications.

The above factors are conditioned by the role being played by authors; publishers of electronic documents, the users, distributors and ICT managers including librarians and information officers. In this changing scenario which is activated by the IT revolution many efforts are being made to streamline resource sharing activities. But the resource sharing should be such that the users prefer to go to a library and get access to more useful content.

Nowadays, users have access to a wide range of information resources through the Web but still access to a large number of resources is restricted. The librarians that make every effort to attract users to their libraries can

succeed only if they are able to provide quality and meaningful service to users along with access to high-priced and restricted resources.

The competition is growing for libraries from a variety of Web-based information providers/agencies. Libraries treat handling of information and knowledge resources as service to their patrons, but the Web-based information providers treat them as business propositions. So long as libraries buy Web products for their patrons at a higher price, the arrangement is fine, for otherwise, publishing of digital content may go directly to the users and offer content at a low price. The technology can support this arrangement and their products can reach millions of users. The publishers and distributors of E-journals and publishers of E-books like Google are making efforts in this direction. The reason why users prefer Web-based information providers is that they provide the information in the digital form on the desk tops of users, while owing to copyright reasons and non-availability of all books and journals in the digital form, libraries do not provide all resources to them in the digital form.

Commercial agencies that publish books and other documents in the digital form on the Web are increasing in number. For instance, Smashwords¹ invites authors to submit works of fiction, poems, essays and other creative works to get published on the Web. The author gets 85 per cent of the net amount received besides other privileges and tools for adding selective content on the Web. Author profiles and book profiles are also added. Similar agencies are attracting authors to publish their works on the Web.

The advantage with the libraries is that most of the resources available with them have mostly undergone some

selection and weeding-out processes. Therefore library collections are always better than general resources that are hosted on the Web. In providing service to users the library networks always enhance the role of the library staff by arranging books and journal articles from different libraries for their patrons. In order to make a dent the library staff should use library networks proactively so that more and more books and journal articles reach their patrons and they appreciate the importance of libraries. Libraries will have to have, as time passes, more access to online resources rather than buying and storing documents in their libraries. But the quality of those publications should be good. The library networks will have to find how selective and quality documents become available to libraries and their users. One way is that the quality of resources with member-libraries of a network should improve and be current in nature.

There are various types of restrictions that act as road blocks to using resources of other libraries as well as making a library's resources available to others. Institutions should now agree to proactively share library resources. Each institution should identify the curbs that reduce or stop the sharing of library resources and eliminate them. As libraries have no options but to adopt resource sharing with other libraries and networks all barriers in this work should go. Removing of restrictions and improving of facilities in libraries is very necessary.

2 Participating Libraries

For sharing resources in the electronic environment libraries should use library networks and consortia regularly. In India most of the public libraries are neither automated nor networked. But they can use a network like DELNET in order to have access to more than eight million records. They can borrow books and ask for

* Director DELNET, New Delhi

photocopies of articles. Academic and special libraries have been using networked facilities. DELNET handles interlibrary loan and document delivery services by itself for the simple reason that the service should be functional and not on paper alone. It is unfortunate that in spite of great efforts made by DELNET so far both the public libraries and school libraries are not in the network mode. Neither the general public nor students in schools know how much literature could become available to them if their libraries used library networks for access to more records. The situation in the West is the opposite of this. Public libraries and school libraries besides other types of libraries use library networks in full measure. The resource sharing should benefit library users. As more and more documents are becoming available in the digital form and on the Web, library managers, staff and users need to be given training in the efficacy of using library networks for access to a variety of resources available in libraries in the country.

3 Sharable Resources

Sharable resources include documents available in digital form or otherwise in libraries, museums, archives and such information centres that join library networks for sharing of resources. Sharable resources also include the online resources which these libraries subscribe to or gain access to for accessing by their users or for archival purposes. Most of these resources are explicit in form. Sharable resources could also be tacit in form which some of these libraries may be creating by recording interviews of experts who specialise in the subjects of their interest.

We are moving from the information revolution to the knowledge revolution. In the knowledge revolution, the tacit knowledge is as important as explicit knowledge. More and more documents are becoming available in machine

readable form and a host of them are born as digital documents. As sharable resources are increasing in number the sharing of tacit knowledge should be a common practice in libraries. At the same time more and more bibliographic information and catalogues of documents need to be made available online. The union catalogues play a major role in making sharable resources available to users

A wide range of knowledge and information resources are already available and they are doubling every two to five years as per various estimates given on the Web. The libraries around the world possess a wealth of resources which are not digitised and at the same time have access to a wide variety of digital resources while maintaining balances between what to buy or get on lease and what to share with other libraries. The libraries maintain core collections and strengthen them every year. Libraries in the developed countries offer information to their patrons through various electronic tools including bulletin boards or E-mail alerts about the new resources and the resources they can get for them from other libraries. And, to do so they use IT tools in such a way that knowledge and information resources become available to users at ease.

With the advent of electronic resources, the resource sharing methodologies undertook a change because of the dynamic character of electronic resources. It would be better to define what is an electronic resource. According to Anglo-American Cataloguing Rules, Second Edition, 2005 it is: "Material (data and/or program(s)) encoded for manipulation by a computerised device. This material may require the use of a peripheral directly connected to a computerised device (e.g. CD-ROM drive) or a connection to a computer network (e.g. the Internet)." We find two important aspects of electronic resources in this definition. One, that it is encoded data; and second that it is encoded for manipulation. This manipulation by

computers for storage, processing, access and archiving, once coupled with communication technologies can be greatly used or misused. We notice that electronic resources:

- i. Can easily be copied and distributed among a large number of users.
- ii. Are not generally archived by the libraries that subscribe to them because of insufficient archiving facilities or curbs by publishers.
- iii. Need finalising of arrangements for sharing with legitimate users.
- iv. Are expensive and libraries need to develop consortia in case of electronic journals to negotiate pricing and terms of use and archiving.
- v. Need to be subsidised by the State while arranging subscriptions.
- vi. Are of great importance to users in all types of libraries and the managements will have to decide how they can develop their collections in the electronic environment.
- vii. Are important in case of high-priority and under-represented subjects.
- viii. Are made available with value additions in access and the scope of the content to attract the users.
- ix. Are available to users at home or office; or elsewhere and therefore are almost location free, thus giving users a great leverage which makes them prefer electronic editions to the printed ones.

Thus we see that electronic resources are increasingly being adopted by users and the libraries have to arrange licenses for their use. It is therefore important to see how product licensing should be negotiated so that

resource sharing does not get hampered.

Libraries are slowly gaining access to digital resources and emerging as digital libraries. The digital libraries use digital technology in order to serve users better irrespective of barriers including system problems and local, time and language barriers. They create sharable resources as they hold copyright to that content. Digital libraries by making sharable resources available, enhance the roles of fellow librarians and also serve users better. Digital libraries can make collective intelligence and collective knowledge sharable and this is how the digital libraries are progressing. Thus within the context of digital libraries, sharable resources could be grouped into four groups : Content, Community, Technology and Services.

We are conversant with the content available in digital libraries which generally pertains to books, journals, manuscripts, video-recordings, sound-recordings and such other documents which are either converted to digital form or are born as digital documents. Digital libraries, in search of new knowledge and to serve the public better, are beginning to come close to the communities which form the second category. If knowledge does not transform a community, its role becomes limited. In this process the digital libraries also record tacit knowledge and begin to offer desired content to concerned users. Technology, the third category, is the instrument and the catalytic agent which helps in the creation of the desired content and its storage, processing, dissemination and archiving for sharable purposes. The fourth component, the services can also be sharable, either for spreading the use of technology or in the dissemination of knowledge and information to users and the community at large. These sharable resources need to be accessed globally though beginning could be made at local, regional and national levels. To achieve

this interlibrary loan arrangements of library networks should be expanded. They should get into formal and informal networking agreements with global networks and serve their libraries effectively.

The basic IFLA principle in locating documents for users is that "no material which is findable should be totally unattainable." This principle displays the attitude with which a Reference Librarian should treat queries of users. Knowledge is becoming multidimensional and this trend is growing regularly. Users do not have access to all types of documents on a given subject. The library networks and libraries will have to make it possible that any user is able to access knowledge databases or documents from any part of the world. Thus all resources/documents that the users/researchers need should reach them for research, reference or reading with or without the support of librarians. It means that more and more international and national databases that are knowledge-based or bibliographic in nature should become available to users and researchers through library networks. In such circumstances the creation of a National Bibliographic Database and a Nation Union Catalogue for a country become important. Also, databases in Indian languages need to be produced to increase the use of resources published in Indian languages.

4 Product Licensing

For electronic resources the management of product license raises several questions. These generally pertain to those who review, negotiate and sign the product license. Who does these jobs? Are they three separate people, or one single person? And, are they qualified to negotiate the license keeping in view the legal and professional issues involved? One has to look into the issues such as review, negotiation methods, failure of desired results and steps necessary to be taken in such a case, facilitation process of negotiations, etc. In negotiating product licensing one important component is to negotiate and get the freedom to share

resources with users of other libraries for bona fide research purposes. As in the print form any permitted user who uses books or journals for research and reference can make a photocopy of a few pages and retain it for reference, similarly in case of electronic resources a bona fide user should be able to have a copy electronically. If this is negotiated then your library can be part of a sharable resource.

The restrictions due to product licensing do limit the use of electronic resources which include online databases, electronic journals and electronic books. It would be appropriate to list below the possible types of restrictions the publishers of electronic publications insist upon:

1. The license, which is non-exclusive and non-transferable, generally binds the subscribing institution and its authorised users to follow the terms of license. However, while the institution signs the license agreement with the publisher, it generally does not sign any agreement with its licensed users, thereby, leaving a lacunae which could result in the misuse of the terms of the agreement.
2. The institution does not acquire any intellectual property rights in the products licensed or "any associated software, systems, documentation or other materials. All such rights remain with the publisher.
3. There is a need to list in the agreement the types of authorised users and the institutions with whom the institution has signed agreements for the use of library materials.
4. As electronic documents can be used by giving remote access permissions, the

institutions subscribing to electronic publications should list such authorised users/institutions for this purpose. Interlibrary Loan and Scholarly Sharing provisions should get introduced into the licensed agreements.

5. The publisher would allow the institution and its authorised users to download or create printouts of reasonable portions of articles unless one does not download all parts of a product and archive them in digital or print form.
6. The publishers allow the institutions to use the electronic products as permitted under the doctrines of "Fair Use" and "Fair Dealing" which are practised in many developed countries including the United States. You can refer to them.²

5 Digital Interlibrary Loan and the Copyright

At the very outset of this paper, I had listed the factors that influence the resource sharing activities in the electronic environment. These factors mostly result in the creation of knowledge which is doubling every 18 months.³ In addition to that the rare works which are brittle and can't stand any further rough use also necessitate conversion into digital form. This has led to an increasing growth of digital resources around the world. Now, there is a demand that the interlibrary loan should also be undertaken in the electronic form. I would like to refer to some recent initiatives taken in this regard.

5.1 Library of Congress Digital Interlibrary Loan

In early 2008 the Library of Congress started the "Scan-on-Demand" Programme for fragile and non-copyrighted documents which were needed by users. The Library

delivered this type of material to users via the Web. It has resulted in making the public domain documents quickly available to users. The Library has scanned the items and they are linked to PDF files which can be seen using the Web browser. One can also print or download the document. A link to the catalogue record is also provided. One has to download the latest Adobe Acrobat Reader for using the full-text of the required item.⁴

5.2 Section 108 Study Group Report

A panel of government, academic and information industry experts was constituted three years ago by the US Copyright Office to study the difficulties faced by libraries and archives in managing digital content. On March 31, 2008 the panel presented the report.⁵ The report makes the following observations:

Copyright Law

- i. Limited copyright exemptions are available for libraries and archives.

Copyrighted Works

- i. Libraries and archives play a major role in the promotion and management of copyrighted works.
- ii. Without infringing copyright of owners the libraries and archives make limited copies of copyrighted works for users.

Archiving and Preservation

- i. Section 108 does not properly cover:
 - a. Archiving of Web content;
 - b. Preservation of analogue and digital works; and
 - c. Digital delivery of copies of documents
- ii. Without infringing copyright of owners the libraries and archives preserve and archive copyrighted works.

- ii. Digital preservation includes both published and unpublished works.

However the Group has created the category "publicly disseminated" works.

- iii. Recommends that the libraries and archives should be able to make "a preservation copy of any at-risk" publicly disseminated work. This facility would pertain to:
 - a. "At risk" works which are unique in terms of ephemeral format, rare owing to age or other reasons.
 - b. "At risk" works would not include commercial publications.
 - c. Preservation will be allowed to be done only by those libraries that have well established preservation programmes.
 - d. Access to such preserved documents would not be open but would be restricted.

Content on the Internet

- i. It was noted in a survey done in 2005 that about 46 per cent of Internet resources which were cited in scholarly papers were disappearing within the next two to eight years. If preserved, such material could become accessible to scholars for study, research and reference, initially within the library and later remotely through the Web. This would mean that:
 - a. Only that content which is publicly accessible would be captured.
 - b. The content which is accessible through login and password will not be captured.

- c. Libraries and archives would not act in any way which would harm the interests of the owners of that content.

New Knowledge

- i. New knowledge is developed as libraries and archives make copyrighted works available to researchers.

Digital Duplication

- i. Can produce multiple copies. It would include copies made during transfer processes or technology upgrades.
- ii. Should include only a limited number of copies.

Digital ILL

- i. The Group supported the use of digital ILL in principle.
- ii. Users could demand the material on ILL only through their home libraries and not directly the lending library.
- iii. Libraries need to take steps to limit the further distribution of the electronic document by the user.

5.3 Manifesto 2007

A group of library and information science experts from the US and Canada prepared a manifesto for improving resource sharing in January 2007. The manifesto contained seven principles which were later approved by American Library Association (ALA) and the Sharing and Transforming Access to Resources Section (STARS) of the Reference and User Services Association (RUSA). It was further approved by IFLA Document Delivery and Resource Sharing Standing Committee in May 2007 and MAILL (Maryland Interlibrary Loan) on October 18, 2007. The manifesto highlighted the following seven principles.⁶

- 1. **“Restrictions** shall only be imposed as necessary by

individual institutions with the goal that the lowest-possible-barriers-to-fulfilment are presented to the user.

- 2. “Library users shall be given **appropriate options for delivery format, method of delivery, and fulfilment type, including loan, copy, digital copy, and purchase.**
- 3. “Global access to sharable resources shall be encouraged through **formal and informal networking agreements** with the goal towards lowest-barrier-to-fulfilment.
- 4. **“Sharable resources shall include** those held in cultural institutions of all sorts: libraries, archives, museums, and **the expertise** of those employed in such places.
- 5. “Reference services are a vital component to resource sharing and delivery and shall be made readily accessible from any initial “can’t supply this” response. **No material that is findable should be totally unattainable.**
- 6. “Libraries should offer **service at a fair price** rather than refuse but should strive to achieve services that are not more expensive than commercial services, e.g. bookshops.
- 7. **“Library registration should be as easy** as signing up for commercial Web-based services. Everyone can be a library user.”

5.4 CONTU Guidelines

CONTU (National Commission on New Technological Uses of Copyright Works) Guidelines were finalised in the 1970s. CONTU Guidelines which are not a law but are adopted by the libraries around the world permit to forward five articles from a periodical which are published in it during the last five years. For additional requests one would have to pay royalties

or get permission from copyright collection centres, publishers, document delivery centers, etc. The guidelines do not cover digital resources and need to be revised.⁷

5.5 Fair Use Doctrine

Fair Use forms part of Section 107 of the US Copyright Act. Fair use of a copyrighted work is allowed for “criticism, comment, news reporting, teaching (including multiple copies for classroom use), scholarship, or research, is not an infringement of copyright.” As a result of a large number of court decisions in the US Copyright Act, Fair Use Doctrine was developed and is codified in Section 107 of the Copyright Law. In addition to the above guidelines, the factors that are responsible for determining the fairness of a particular use, include the following:

- 1. “the purpose and character of the use, including whether such use is of a commercial nature or is for non-profit educational purposes;
- 2. “the nature of the copyrighted work;
- 3. “amount and substantiality of the portion used in relation to the copyrighted work as a whole; and
- 4. “the effect of the use upon the potential market for or value of the copyrighted work.”

The above conditions try to find if the new work based on the copied material is new and different in content and unique in the presentation of ideas, the copied portion is substantial in size or it is critical and unique to the original work and there is no impact on the sales of the original work.

As we know that the copyright does not protect the ideas but the particular way the ideas have been presented by the author. It is therefore necessary to note that the above four characteristics

need to be taken into account before copying any portion of a copyrighted work.⁸

5.51 Fair Use and ILL

Keeping in view the subject of this paper, the issue which needs to be looked into by library and information science professionals is the impact of Fair Use principles on Interlibrary Loan (ILL). The basic underlying concept is that ILL has to be for genuine research purposes for one researcher and not for a number of them like the large number of students wanting to use the same book. If the ILL replaces a genuine major demand or a library's subscription to a journal it is not fair as the publisher is going to lose sale of the copies of the book or subscription to the journal. Thus for scholarly sharing for the use of a single user the ILL transactions comprise fair use.

Every person who is used to using information or begins to use it, creates a methodology to manage its availability. Owing to the availability of ample resources of information on the Web, most people prefer to use the Web first and if necessary, the library later. These changing perspectives should force librarians to find ways by which users can be attracted to the libraries first. The libraries should not only be inspiring but should also contain access to very selective sources of information.

libraries have to play a meaningful role in resource sharing the first thing would be to focus all attention on the needs of their users. The present-day users prefer to have the relevant information online so that they can access it from their offices or homes. As a result of this changed environment, librarians will have to move out of their cosy confinements and look out for users who need information. This applies mostly to librarians of public libraries, where the public are not familiar with the resources of public libraries and therefore do not use their services. Also, public libraries, in most of the

Indian states do not provide proactive library service. In public library environments, a different type of resource sharing models will have to be used. A public library in an industrial belt will not have to offer the same services which a public library in a city would offer. Similarly public libraries in villages, towns and other areas where special types of users reside, the requirements of resource sharing activities will change.

The types of resource sharing services which are provided to users in different types of libraries need to be evaluated and measured so that the services can be improved further. For this the library staff will have to adopt techniques that measure users' satisfaction levels.

In the electronic environment the major issues of concern in resource sharing today are that sharing mechanisms should not deprive a publisher or an author from receiving royalties from people or institutions that reproduce a work or a part of a work for more than one user at a time. In the digital environment the technology which is acceptable should limit the misuse of digital resources. For instance in the Ariel technology as soon as the copy is printed the electronic file gets deleted automatically. Because of the complications involved many institutions have not been allowing interlibrary loan of digital resources. It is only in case of licensed content that the electronic documents are transmitted for loan or use, as the case may be.

5.6 Fair Dealing

Many commonwealth countries including Australia, Canada, New Zealand, Singapore and United Kingdom have adopted the doctrine of Fair Dealing which allows use of the copyrighted works for certain activities without obtaining the permission of the copyright owners. For instance, in Australia, the use of copyrighted work for research and study, review and criticism, reporting the news, legal advice, and parody and satire would not amount to the violation of copyright.

5.6.1 Fair Dealing, Digital Delivery and the Rights

5.6.1.1 Human Rights for Information

The Universal Declaration of Human Rights (Article 19), International Covenant of Civil and Political Rights (Article 19) and the European Convention on Human Rights (Article 10) guarantee an individual to "seek, receive and impart information and ideas through any media and regardless of frontiers."⁹

5.6.1.2 Rights of Libraries

Among many rights of libraries is to give access to any user to materials within its command for resource sharing is its very basic principle on which it is built. As no library can afford to house every document, it uses methods, including buying, leasing, borrowing of documents and getting them physically or electronically in order to satisfy the needs of its users. Similarly, in a reciprocal measure it lends its documents to other libraries for use by their users. Supplying of documents to other libraries electronically is faster and easier. Libraries want to execute this obligation and make library networks to help them in executing this job fairly expeditiously and well.

5.6.1.3 Rights of Publishers

The publishers' right is to gain reasonable profit on the expenses they have incurred in producing an electronic journal or an electronic document. No one can deny this right of publishers. They can gain only when there is rightful use of their product and every user who buys the product or a library who buys the product for its users pay to the publisher or his agent. In the analog form, a printed publication was much safer as making copies was a difficult job. In the electronic form the chances of misuse have increased manifold. Also, in the analog form there could be fewer users using a publication, but in the digital form the number of users can

greatly increase. While the users have the right to information, the publishers have the right to receive rightful gains on their product. In my opinion this issue has arisen because of the application of the information and communication technologies (ICT) to publishing of books and journals and the answer has to emerge through ICT only as the technology should be able to keep a tab on the users and a nominal charge for this use should flow from the users to the publishers. The charge has to be nominal and could be forwarded through Copyright Collection Centres which have been established in different countries now. On behalf of libraries or users the library networks could facilitate the flow of this payment as on one hand they are facilitating the resource sharing activities among libraries and on the other they could facilitate the flow of copyright fees to publishers. However, the copyright fee would not be payable to publishers if the use is fair, as per the Fair Deal or Fair Use doctrines, which are globally accepted.

In some countries there are restrictions at present in sending articles in electronic form, except as a "graphic file and for illustration of instruction or for scientific research purposes, as far as this is justified for non-commercial purposes. The reproduction and transmission in other electronic form is permissible further only, if access to the articles or small parts of a work are obviously not possible for members of the public on a contractual base under reasonable conditions from places and at times of their choice. The copyright owner shall receive a fair remuneration for the reproduction and transmission. This right can be claimed only through a collecting society."¹⁰

However, people associated with the Open Access Movement make demands which do not seem to be reasonable from the authors and publishers points of view: "The author(s) and right holder(s) grant(s) to all users a

free, irrevocable, worldwide, right of access to, and a license to copy, use, distribute, transmit and display the work publicly ... as well as the right to make small numbers of printed copies for their personal use." (Berlin Declaration on Open Access to Knowledge in the Sciences and Humanities)¹¹

5.6.1.4 Rights of Authors

In the electronic environment, the authors want their works to be published on good portals, E-books and articles in E-journals are read by a maximum number of readers, the copyright of their works is not violated, their works are cited well, the works get translated into several languages in due course of time and they receive a reasonable amount of royalties. The Copyright Collection Centres should enrol as many authors as possible and make arrangements so that they receive the copyright fee from their publishers and from those who use it outside the scope of Fair Use

Authors of E-books should first get the MS copyrighted. For instance, in the US, authors can register e-documents which are born digital with the US Copyright Office. The Copyright Office has created CORDS "the Copyright Office Registration, Recordation and Deposit Office) The Copyright Office checks the authenticity and integrity of the electronic works, before issuing the copyright certificate. According to the first sale doctrine, an electronic document like video-recording, a sound recording or a computer program can not rent, lease or loan even though the person has purchased the document. The permission of the copyright holder in this case is necessary. Many popular authors of E-books make a few thousand dollars per week by selling their E-books. They get 25 per cent to 40 per cent royalties on net sales. However, in India the authors, in general, are not well paid. There is a need to streamline this job which the Copyright Collection Centre in India could expedite.

6 ILL Standards and Protocols

6.1 ISO InterLibrary Loan Application Standards

We notice that different computer systems are used the world over to handle Interlibrary Loans. If all systems have to be automated there is a need to establish a standard which can link such systems so that all ILL systems are able to receive and send messages. The Interlibrary Loan (ILL) application standards have been established by Open Systems Interconnection. These standards make it possible for these systems to establish ILL transactions which include borrowing and lending transactions. I am citing references to the following important standards which have developed to undertake these jobs:

1. ISO 10160:1997 Information and Documentation - Open Systems Interconnection - Interlibrary Loan Application¹²
2. ISO 10161-1:1997 Information and Documentation - Open Systems Interconnection - Interlibrary Loan Application Protocol Specification.¹³
3. ISO 10161-2: Information and Documentation - Open Systems Interconnection - Interlibrary Loan Application Protocol Specification - Part 2: PICS Proforma¹⁴
4. American National Standards Institute/National Information Standards Organisation's, ANSI/NISO Z39.83:2002. The standard is used to facilitate communication between a variety of circulation and interlibrary loan systems

NCIP (Z39.83), Circulation Interchange Part 1: Protocol (NCIP)¹⁵

NCIP (Z39.83), Circulation Interchange Part 2: Protocol Information Implementation Profile 1¹⁶

7 Document Delivery in the Digital Form

Document delivery methods need to be upgraded to level of electronic transmission. This means that the participating libraries in a network should follow ILL protocols and ISO standards. Indian libraries will have to move rapidly in this direction. Another issue of concern is that the borrowing libraries should ensure the safety of documents and return of the documents to the network well in time. It has been seen at times that if the document borrowed from DELNET is given to a very senior official the librarian hesitates to retrieve it from the official thus putting the network to a great inconvenience. Both the libraries and DELNET can cooperate well and contribute a great deal to efficient document delivery service.

Technology has played a major role in interlibrary loan service over the last three decades but these technologies have not reached India the way they are used in the West. OCLC has its own software which allows users to request books and articles under ILL Direct Request service. The concept of self-service interlibrary loan is gaining ground in the West but it is possible only if every member-library adheres to the accepted norms. It would be appropriate to discuss some of the standards and technologies used in shared automated systems of libraries for resource sharing purposes:

1. Ariel

Ariel - Interlibrary Loan Software and Interlibrary Loan (ILL) Document Transmission Software are used by about 9,500 libraries around the world. It converts a computer, printer, and scanner into a document transmission station. It "allows users to send electronic

images to other Ariel workstations anywhere in the world, using either FTP or E-mail, and converts them to PDF files for easy patron delivery. Ariel is faster and clearer than a fax. It easily handles the most intricate images... Elizabethan woodcuts, NASA photos, and Asian manuscripts transmit in full detail."¹⁷

2. Docline

It is an Interlibrary loan request routing and referral system. It is maintained by the United States National Library of Medicine (NLM). It has ten regional coordinators in USA, Mexico and Canada.¹⁸

3. Odyssey Standalone Faq

An electronic document delivery system, Odyssey facilitates the scanning and electronic delivery of documents from one library to another. Ariel users can not transact with Odyssey users.¹⁹

4. Illiad

The software is used for requesting articles on interlibrary loan. The Yale University Library which has developed the ILLiad system, allows a library to register once and automatically create interlibrary loan forms when a request is made.²⁰

5. E-Doc

E-Doc is the Electronic Document Delivery system of the Wisconsin Library Service (WILS). It offers access to the library resources of the University of Wisconsin-Madison campus, the State Historical Society Library and to the collections of other WILS member libraries. Delivery of items is made via FAX, Ariel, Odyssey, or the Internet (E-doc) in the TIFF format or PDF format.²¹

6. NILDE

NILDE (Network Inter-Library Document Exchange) system, was developed by the National Research Council (CNR) Bologna Research Area Library. It has a Web-based document delivery software for libraries and end-users. It is linked to the Italian National

Serials Catalogue (ACNP). It facilitates the entire operations of borrowing and lending. Web 2.0 technologies have been used in NILDE. It is user-friendly to libraries in its operations.

8 Recommendations

1. As libraries have no options but to adopt resource sharing with other libraries and networks all barriers in this work should go. Removing of restrictions in resource sharing and improving of facilities in libraries are essential.
2. As more and more documents are becoming available in the digital form and on the Web, library staff and users need to be given training in effectively using library networks for accessing a variety of resources available in libraries in the country.
3. Digital libraries should make collective information and collective knowledge sharable in the digital form.
4. Institutions and consortia managers who sign license agreements with publishers should specify the categories of licensed users that visit the library or use documents directly or through networks. As electronic documents can be used by giving remote access permissions, the institutions subscribing to electronic publications should list such authorised users/institutions/networks for this purpose. Interlibrary Loan and Scholarly Sharing provisions should be introduced into the licensed agreements.
5. The publishers should allow the institutions that subscribe to or license the digital documents and their authorised users to download

or create printouts of reasonable portions of articles for research and reference. As such limited copyright exemptions should become available from publishers to libraries and archives.

6. Libraries and archives should be able to make "a preservation copy of any at-risk" publicly disseminated work.
7. New knowledge is developed as libraries and archives make copyrighted works available to researchers. Publishers should promote fair use policies liberally so that new knowledge is created and eventually reaches publishers for publishing purposes,
8. While digital ILL should be promoted in principle yet the libraries need to take steps to limit the further distribution of the electronic documents by the users.
9. Libraries should make their users aware of the available options for delivery format, copyright obligations, method of delivery, fulfilment time and the necessary charges if any.
10. Library networks should enter into agreements at global level with publishers and distributors of documents in order to make documents available to users.
11. In library networks sharable resources would be those which are held by member-institutions and are issuable or available for reference. Users should get access to those resources easily.
12. Document delivery service to libraries/users should be based on respect for copyright but copyright should not act as a hindrance in making

documents available. Documents that are findable should be supplied to libraries/users and wherever necessary they should be supplied after making copyright payments and other necessary charges.

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- 7 <http://digital-law-online.info/CONTU/contu1.html>
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- 10 Ibid.
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 - 12 http://www.iso.org/iso/catalogue_detail?csnumber=22247
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I, H.K. Kaul, hereby declare that the particulars given above are true to the best of my knowledge and belief.

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Libraries and the Global Technology Forecast

The DELNET Annual Lecture for 2008 was delivered by Stephen Abram, President, Special Libraries Association (SLA), USA on Friday, November 28, 2008 at the India International Centre. Dr. H. K. Kaul, Director, DELNET presided over the lecture.

Dr. Kaul welcomed and introduced the speaker. Stephen Abram is President, Special Libraries Association (SLA), USA. He was President, Canadian Library Association in 2004-05 and President Ontario Library Association in 2002. He served twice on the SLA international board of directors. Mr. Abram is also Vice-President Innovation for SirsiDynix.

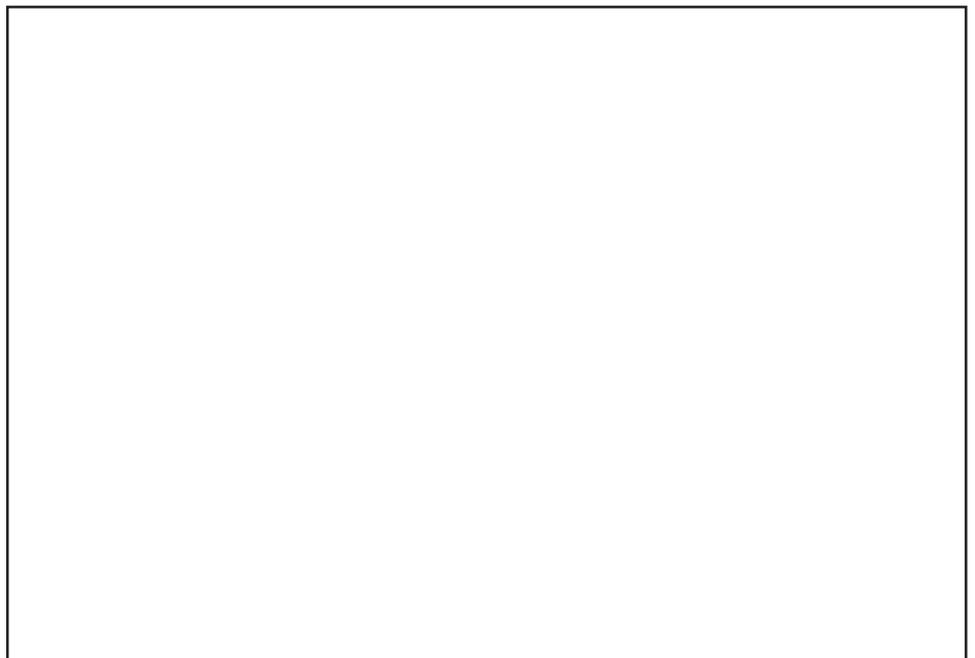
Stephen Abram started the lecture by giving a broad overview of ICT and its impact on various disciplines. He said that ICT skills for students from Grades 1 to 12 made an impact on their future growth and added that the learning should be an interactive activity. He gave examples of the hospitals where five databases developed for the doctors reduced the death rate by 10 per cent. It was because the drugs given to patients were appropriate for the diseases and the loss of time was reduced. Similarly the suicide rates among the soldiers were reduced by providing them electronic books, audio books and games, videos and music, which changed their moods and made them lively. He gave another example when he was converting all the laws in the world on to a master database for the United States, UK, South Africa, Canada and Australia and said that by aligning the way their research skills needed to be done the behaviour of lawyers began changing as a result. He added that he did work with the military and built systems for the soldiers who worked in Afghanistan and Iraq. He

observed that one thing that killed a soldier was the enemy but number two was suicide and number three was accidents. He worked on the issue of suicide and the team built a master database that contained electronic books, video games, audio games and music and videos. All the soldiers who had enough time to think began enjoying these facilities and those who wanted to improve their qualifications were also given databases to use. This, he said reduced the suicide rate by half.

Mr. Abram noted that there was the need to find out how people were going to behave within an advanced ICT culture in future. He felt that the brains were highly connected and it was to be seen how these could handle enormous information online. In this regard there were no limits to the future but there were limits to our work. He mentioned the activities that raised the IQ of librarians. The MRIs of those who played video

games and watched more complex television revealed that their brains were mapped differently and were highly connected. He affirmed that it was important to know how the young generation was going to behave when they were grown up and added that the existing technology inputs were going to change the power of their brains, change the power of the education system, change the power of the network and change the power of the context available to them. He gave another example of the human genome project which in the normal course would have taken 50 years to map it, but with the help of ICT, the work was completed in less than 8 years. The entire information was posted onto a master databank in London.

He talked about the future of librarianship when nothing was published in the traditional format. Articles and books would no longer matter in such a situation. He said that in the traditional way it would take a few years before a research work was published but now it could be released pretty fast. He felt



Mr. Stephen Abram delivering the DELNET annual lecture



Dr. H.K. Kaul introducing the speaker

that the universities in India would have to create a strategy to face the situation when the physical libraries would no longer play effective roles in the new environment. Issues such as: What is the connectivity needed? What skills of researchers are needed? And, what would the partnership between a librarian and a researcher be? He felt that researchers would maintain cordial relations with librarians but librarians may be unable to play the same type of role with them.

About librarians he said that they would not be doing cataloguing and other activities in the same way they did in the past. He felt that there was a need to consider the limits to the future and we may be able to locate some problems emerging from different sources. As an example he said that in order to arrange e-resources for libraries in Canada his group went to the government with a lot of advocacy behaviour and directly approached the Prime Minister, Ministers of Science and Technology, the Minister of Universities, and the Minister of College

and Education at the national and state/provincial levels and requested different government departments to support the universities. As a result they were able to generate \$500 million in investments to buy every single medical/scientific database for all 62 universities in Canada. He said that as a result the universities do not compete with the quality databases they possess but with the services they develop with the people they are serving. This, he noted made a great impact on the research agenda of their institutions. He referred to the University of Alberta which has one of the centres of excellence for nano-technology. He added that a team of librarians in this centre who were doing collection development selection were also doing team-based management of the nano-technology researches. They used Facebook and other social networking tools. As such they were very much part of the team. As a result things happen in an interesting way and work very well. So he felt that really there were no limits to the future but there were limits to our attitudes which needed to change.

He averred that there was no relationship of librarians with the e-learning developers and blackboard developers in the institutions. He felt that there was a shift taking shape in the society. A vast majority of learning was going to happen on an e-learning basis either supporting the classroom staff or just doing e-learning entirely. He added that it was going to be in places like WebCT, Angel Learning, Quick Learning and other. "What has been done in a university setting and a college setting is that we build our libraries at institutional levels. So we put the library at the centre of the university. Then we build collections at wherever our programmes are and then we build our reserve collections in course packs at the course level. Once you go to e-learning, the students only pursue the courses at the lesson level. And librarians have almost no facility of working well at the lesson level. Since the person is at a distance, they are not on-campus, and this brings us to a recognition that every single student who is not inside the library is essentially a distance education learner. Librarians would have to create something which is relevant at the lesson level. How do we give them a federated search to important databases on each subject?" He said that there was a major difference between the past practice of librarians and the future demands. For instance, if a researcher needed to know how to create notes and footnotes there were 300 ways of doing so, but at the lesson level there would be only one method which the Professor in-charge would recommend. In order to facilitate this type of work there was the need to develop massive national consortia on matters that do not give us any competitive pressure.

Mr. Abram observed that most of us were trying to compete at the national level with other nations. So what were other nations doing? "China is converting

every book ever written in Chinese on to the Internet. They have already done 50 per cent of them. That will give them competitive advantage in the materials of their own language. Canada is licensing every database for every university. So consortia are important in this case. It is not just buying the content consortially, it is looking at the trends of the software and the servers. And building server files with everything to do with the operations of the university, the public library and, the school. In the State of Ohio we have one server serving all the 2600 schools there. We save on manpower as a result." He said that "since you have got DELNET, you have a very good framework to actually start to move it up to the level where you are cost-effectively creating a competitive advantage not just for your institutions but for India at large."

Referring to the librarian-user relationship, Mr. Abram said that better relations would depend on how the librarians aligned themselves with the users' behaviour and offered the necessary services to them. He said that the librarians were not trained to work at lesson level. He added that the federated searches were important and the librarians should be trained in doing such searches for collecting necessary documents for the users. He was of the opinion that it was necessary to empower users to use the resources properly. Building up the national level consortia was also essential in this regard. This, he felt needed to be done in a cost-effective manner.

Mr. Abram referred to the new world order and the use of Web 2.0. He said, "Web 2.0 is the social Web which lets people interact. Look at the things libraries do and suddenly and very quickly in the last two or three years the software are aligning with the mandates what the libraries do. Libraries are social

institutions. Colleges, universities, schools, hospitals are social institutions. We have social software where people can learn, collaborate and work together. If the libraries don't put themselves into that state they are pushing themselves out of the centre of relevance. And we want to remain relevant. So it is important for us that we know the software in such a way that we are able to adapt it quickly."

Referring to how information became knowledge, he said that the outputs of our organisations were knowledge-based. He added, "Information becomes knowledge through one process and one process only and that is whole learning. Learning comes in seven different ways and genes play a vital role in learning through different systems. By some estimates about 80 per cent of librarians are text-based learners. We can promote learning through audio or through the video." He added that the doctors who play video games had 15 to 20 per cent lower complication rates and death rates than doctors who didn't.

Mr. Abram referred to the main issue of how would the libraries adapt over the next decade when the vast majority of the World Wide Web would be auditory and visual, pictures, moving images and hearing and what would be the tools that were going to be used? He said that you would have something like spoken word search, You may be looking into the social picture of the You Tube and what brings the most popular videos to the top? Or what would we invent if we wanted to bring the most important videos to the top that were about information literacy? He mentioned that books and journal articles were still important but we needed to broaden our points of view on the social nature of the human being, how they receive information and turn it into knowledge.

While discussing full-text search

techniques, he said Google would be putting up 150 million books on its site in three or four years. He felt, at that stage we would be able to search all those books on OPAC just like one searched newspapers and journals now. He added that what would be the position when every book was coded at the level of chapters and paragraphs and if we would integrate all non-fiction chapters with all journal articles. "Now if ones gets 2 million hits, we would be getting 16 million hits then. The question remains how can the librarian bring it down. The problem of too much information would become worse and worse unless special measures are taken."

Regarding reading habits Mr. Abram said that the circulation of public libraries has risen by 25 per cent over the last five years. "Every time we get a recession we get 15 to 20 per cent increase in public library circulation. We know the readings are not down. We know that in America 75 per cent of Americans have read a book in the last year; I have read two books in the last year. People are reading more for pleasure. Teen reading is four times what their parents read for pleasure. Kids are reading significantly more. If you are playing a video game you cannot do so without reading."

Referring to the technological changes he said that after February 2009 there would be no analog television signalling in the US and Canada. "In Canada the Hydro has put the broad band over the electricity cable. Wherever there is electricity, there is unlimited broad band available in Canada. When there are legacy issues in technology you can leap over a problem. Perhaps the US is not so far behind. It has taken them seven years to rewire the country." He added that on the horizon we had the semantic Web. If the search engines were able to understand in what context a word had

been used it would make a big difference. He gave examples to elucidate that point.

If you have got the Cloud (Google Zoho *et al.*) and how the technology is going to operate for work the flow operations applications. This is how people store certain sites online. We create word documents, spread sheets, data, presentations etc. All that is moving into the Cloud. This is the strongest trend to challenge the Google business model. Google makes a billion and a half US dollars of profit every three months. But it makes virtually 98 per cent of it on searches. And estimates from the Wall Street are that 95 per cent of all the advertising belongs in work flow. And the work flow is owned by Microsoft. They own the Word, Excell, Power Point, Hot Mail and others. We are looking at the beginning of a major change to happen. All this is free when the advertising goes into it. He referred to Yahoo, Microsoft and Google. Those of us who are in the libraries cannot allow search engine results on our OPAC, licensed databases or repositories but this is happening all the time.

Search Engines

The manipulations taking place in search engines let a specific content be put to the top. This facility is used for achieving certain desired goals but it would be advisable to push to the top the best content. When I can change the answer on a search engine. On Google Scholar you can charge more than four times for an ad which goes to a young person or to an old person You can change the search results depending on whether you are a student on a university campus or not. Their other goal is to grow the local advertising markets. We see some fantastic things happening within GIS. I can also change the search engine results if the search is coming from a government office or if

it is coming from elsewhere. So I can influence government policy if I wanted to. Therefore there is a need to train the professionals in searching skills. It has happened in Canada, the USA, the UK, Australia and New Zealand.

Custom Videos

Mr. Abram referred to the building of custom videos that support curriculum and said that "we built a server at the centre of Ontario for all 28 nursing schools and loaded it with every video that supported nursing programmes. What nurses used to do was to watch a video together in the classroom. Waste of time to watch a video together once. If I am watching a video on how to make a dialysis machine clean, I may want to watch it several times again. We loaded the video links into the OPAC and they just began watching the video at home. We were able to avoid building an entire new nursing school."

He talked about the unlimited full textbooks and the API's and Google/AAP. He discussed the streaming media and spoken word search. The systems can search the words as spoken. It doesn't require someone to type the transcript in or use close captioning. We can now get a fairly accurate search of the spoken word.

Personalisation 3.0/Social Web

It is like Facebook application. It resembles Myspace application. We have to get over the shyness of people. In the social network they start putting their delicious links in. Federated searches and library reference system, OPAC can all be an application inside Facebook with academic content. Our challenge is to get librarians to start building pages to say what they are good at. We need to start representing specialized skills and specialised librarians better. If somebody is the best data builder or if somebody is the best science researcher then we need

to make them discoverable. And we need to get over the shyness of the people who don't tell us what they are good at. In North America every student is in the Facebook at the college and university level. It is about 50 : 50 to be in Myspace and Facebook in North America. If librarians are not offering themselves up to be connected then we are choosing not to be part of the socialised information; part of where we can have truly great impact.

Micrologging Registries and SAAS Device Proliferation (Kindle, iPhones etc.)

We know the Kindle, the e-book reader, or the iRacks or the Sony reader It is about personal devices and what they do. When you look at the Kindle, it plays videos, it plays audio books You can listen to a book, you can listen to music. When you look at the iBall, it does everything, plays television, video, not just about being a phone. When everybody has the Internet on their person, the you-centred, the me-centred environment becomes quite different.

We can look at the shift in the newspapers. *The Christian Science Monitor*, the seventh largest newspaper in the United States, it is going to Web-only next year.

We can look at the recent US elections and know that these Web 2.0 tools were most influential in the campaign. He referred to the following and their influence on people.

1. You Tube
2. Second Life
3. My Space
4. Facebook
5. Wikipedia
6. Ning

7. Twitter
8. Mozes
9. Now Public
10. My Blog Log

In the world conversation is important. All these tools are the conversation. Questions improve because we have conversations with users. Massive numbers of for-profit organisations are investing hundreds of billions of dollars in creating virtual conversations. We can use that to our advantage. We have an opportunity. If we don't use it then we are letting other people eat our lunch. Web 2.0 is getting pretty normal around the world. Open APIs, social networking and the semantic Web There is an opportunity here. It is all about how people interact with books, articles and videos. Who are they? What is their profile? And, What are they doing with it? The social Web is about what is the conversation, what is the relationship, what is the reputation of the person in the object or are they sharing, are they collaborating, what actions are they taking? Are they reading it? Are they conversing about it? Or, are they making comments on that? Or are they sharing it with somebody? This is important for us to know. We need to understand that most of the tools we are seeing evolve on the Internet are sharing the economy. Every single library has, as it is called, 'Sharing'. We share our information science, expertise and we share our resources – books, periodicals, databases, Websites, etc. We are fundamentally based on sharing. Suddenly, for the first time in history, the technology, the virtual technology is aligned with what is important to us. We need to be there where we are sharing. Whether we are sharing on an e-book device, whether we are sharing in a mainly mobile world, there are going to be iPhone applications. What

does the science library look like on a phone? Yale University is doing some research in that area which is fascinating and building iPhone applications, at the early stages, to understand how students are going to be working, talking to reference librarians, relating to social networks that could include a Professor or a Teaching Assistant and doing text messaging referral. Fascinating work. We are moving forward to a different future which is based on a very powerful past. Nothing is wrong with our past and we can't criticise it. It was what it was and was absolutely appropriate to the time we were in. Right now, we live in exciting times. If we are going to take the bull by the horns we are going to be very powerful and impactful in this net-world.

Mr. Abram observed that we have so many critical thinkers in the midst of libraries. That has to evolve the critical thinking skills and the criticism. He maintained that we cannot wait for everyone to change at once. The technologies could be used in one form or the other. He felt that the human behaviour of users was changing as a result of the ICT. He added that it was important to know how the ecology of information works. The library staff should move out and converse with users.

While answering questions on the qualifications of future librarians, Mr. Abram felt that "the issue in librarianship is that we talk about ICT in the absence of understanding human behaviour and end-user behaviour. ICT is the tool you use to move forward. If you don't understand the way end-users behave then you begin to make technology-based decisions. As we move in the next frame of the social Web, we need to understand how people behave and what are they actually trying to achieve." He said that we need to contextualise our discussions and not polarise them; to create the awareness how the ecology of information works, the sources of

information, how people use information, and understand the end-user in the context of the ICT and what their organisations want them to achieve. And that is a major job.

The next thing is that when you are recruiting, I would prefer attitude before aptitude almost any time. I feel we have a challenge from the real world. The real world is 75 per cent extraverted and 25 per cent introverted and librarianship is 75 per cent introverted and 25 per cent extraverted according to most of the studies. So, having people who are uncomfortable getting out with people and discussing what they do and being confident about it is problematic for the profession as a whole. We have several backroom workers who are comfortable being backroom workers. And that is not a bad thing, but we are slightly dysfunctional on that right now.

I think another thing I want to mention is flexibility and thinking. Because absolutely, everything you are going to learn about ICT if Library Schools thought it, and every thing you have to learn about ICT even on your own is going to be absolutely wrong five years from now and totally useless. So if they don't have flexibility, continuous learning ability, and if you have people like me who would still be programming in Cobol and Fortran, then no wonder people are going to lose their jobs. We also need to teach leadership and advocacy skills. And that requires a little more extraversion or some more understanding of how to compensate for the introversion plan.

On spending more on e-resources, Mr. Abram felt that the libraries are justified in doing so. "You have so many advantages in the electronic form. There is no comparison between the printed and the electronic resources," he noted. ■

NACLIN 2009**12th National Convention on Knowledge,
Library and Information Networking**

Managing Knowledge, Technology and Change in Libraries

September 22-25, 2009

Panjab University, Chandigarh

*Jointly Organised by***DELNET
Developing Library Network
New Delhi****A. C. Joshi Library
Panjab University
Chandigarh****Managing Knowledge, Technology and Change in Libraries**

Information and Communication Technologies (ICT) have transformed the functioning of modern libraries in the 21st century. The applications of ICT to data, information and knowledge resources have given rise to data centres, digital libraries, and knowledge repositories. New software that are based on international standards have emerged to undertake a wide range of jobs that suit the requirements of individual libraries. Rapid advances in the application of ICT have given rise to 'Open Standards and Open Source Software'. Libraries can benefit a great deal now by using these standards and software as during the last twenty-five years mostly rich libraries could afford to use commercial software. As a result, the transformation of libraries was not universal in India. Now with the advent of open source software, we expect that several libraries will be modernised. This transformation is not going to be limited to libraries only but to users as well who belong to different disciplines and walks of life as social networking is emerging as a major activity of libraries around the world. Libraries will have to use resources of other libraries through national and international networks in order to serve their users well. Keeping in view these developments, NACLIN 2009 is devoted to 'Managing Knowledge, Technology and Change in Libraries'. Experts from various disciplines including Library

and Information Science will discuss the use of new technologies and the application of new concepts including digital library models, open source software, indigenous knowledge resources, databases in Indian languages, mobile technologies, IPR, Web 2.0 and other related issues at NACLIN 2009. The National Convention on Knowledge, Library and Information Networking (NACLIN 2009) is being organised by DELNET in collaboration with the Central Library, Panjab University, Chandigarh which has all the necessary facilities to demonstrate the use of the latest technologies.

NACLIN 2009

The national convention is scheduled for four days. The first two days are exclusively designed for conducting tutorials by experts on the following topics

Tutorials:**MARC 21 ; KOHA Open Source
Library Management Software****RFID Applications in Libraries ;
Building Digital Resources**

The next two days will focus on the theme **Managing Knowledge, Technology and Change in Libraries**. The theme will be divided into several sub-themes. Some of the sub-themes are mentioned below:

Sub-Themes**1. Open Source Software for
Libraries**Open Source Library
Management SoftwareSoftware for Blogs and
WebsitesSoftware for Knowledge
Management**2. Knowledge Networking**Knowledge Centres Networking
Information and Knowledge for
Public Managing Information
and Knowledge in IndustriesNetworking Knowledge in
Academic Libraries

Networking Public Libraries

**3. Collection Development
Strategies**Indigenous Knowledge in a
Multilingual Society: Use of
TechnologiesCollection Building:
Management and Cooperation**4. Digital Libraries**

Digital Library Models

Introducing Automation in
Public Libraries Knowledge
Repositories Managing
Indigenous Knowledge
Resources Building
Knowledge Repositories in
Indian Languages**5. Web 2.0 Technologies**

Social Networking Tools

Use of Mobile Technologies in
LibrariesWireless Applications Using
Web Services**6. Archiving Technologies and
Initiatives**

Web Archiving

Web Archiving at State Levels
Institutional Archiving
Initiatives

Archiving at the National Level

**7. Public Access to Digital
Resources**

User Studies

User Aspirations and Needs
Creating Public Access
Platforms

OPACs

8. Copyright

Intellectual Property Rights
Copyright Issues in Digitisation

9. Managing Change in Libraries

Leadership skills
Managing Libraries in a
Changing Environment
Disaster Management in the
Digital Era
Library Space Management

Contributions

Papers will be considered on the above sub-themes and related issues. Contributed papers must be submitted electronically to Director, DELNET, JNU Campus, Nelson Mandela Road, Vasant Kunj, New Delhi 110070 (hkkaul@gmail.com) along with the copyright declaration available at www.naclin.org. At least one of the authors listed in the paper must register for NACLIN 2009 within a week after the paper has been accepted for presentation in NACLIN. Papers should be submitted in the following format:

Papers must be in English and should not normally exceed 5,000 words or 16 double-spaced pages, besides tables, diagrams, etc. Also, each paper should contain an abstract and a key word list.

The abstract should state in about 150 words the sum and substance of the paper and the main conclusions made. Not more than ten key words should be given in alphabetical order, that describe the main issues discussed, empirical investigation, and conclusions. The paper should also contain the author's name, title, organisation, address, telephone, fax, and E-mail address. All references should be presented according to the

Chicago Manual of Style (http://www.chicagomanualofstyle.org/tools_citationguide.html).

The text of the paper should be submitted electronically to hkkaul@gmail.com and hkkaul@delnet.ren.nic.in as a text, Word, or in RTF format with the following document setup: 8.5" x 11" page size, 1.25" margins, 12 point Times Roman double-spaced. The hard copy of the article along with the signed copy of the copyright declaration form available at (www.naclin.org) should be sent to Director, DELNET, New Delhi.

Conference Language

The conference language is English.

Who Should Attend?

Librarians, Professional Library Staff and other Library and Information Science Professionals, Knowledge Seekers, Leaders in Knowledge Industry, Government Officials, Content Management Experts, Information Management Experts, Professional Staff of IT Companies, Industrialists, Technology Managers, Knowledge Officers, Media Experts, Knowledge Centre Managers and Knowledge Managers

DELNET - Developing Library Network

DELNET is a major resource-sharing library network in South Asia which covers a wide spectrum of member-libraries and their resources connecting over 1400 libraries in thirty states in India and six countries. Started in 1988 at the India International Centre in New Delhi it was registered as a society in 1992. DELNET is committed to pool the information about resources scattered in the libraries in the country and consolidate information through union catalogues, union lists and other databases. This is being done to satisfy the major information requirements of students, researchers, scholars and the public in the country. DELNET provides Interlibrary Loan facilities extensively to its member-libraries in and outside the country and is one of the most widely used and popular services of DELNET.

DELNET databases has exceeded over seventy five lakh records. More information about DELNET can be obtained at www.delnet.nic.in

Panjab University Library

Panjab University was established in Lahore (1882), moved to the present campus after partition, has 51 teaching and research departments besides 10 Centres/Chairs for teaching and research, has more than 173 affiliated colleges spread over Panjab and Chandigarh. A. C. Joshi Library is the main library of the University established after its illustrious Vice-Chancellor A. C. Joshi. The library has a collection of more than 7 lakhs which includes 1.25 lakhs of periodicals some of which are rare collections from the 19th century. The university library has been recognized as one of the six national centres for data-information distribution in the UGC's INFLIBNET Programme. The library works to provide sources, which most effectively meet the needs of faculty, students and staff of the university community. Our book and journal collection is augmented by various online sources. Close Circuit Camera & RFID (under implementation) will make it one of the security-proof libraries in the region.

Chandigarh

Chandigarh, the dream city of India's first Prime Minister, Jawaharlal Nehru, was planned by the eminent French architect Le Corbusier. Picturesquely located at the foothills of the Shivaliks, it is known as one of the best experiments in urban planning and modern architecture in the 20th century in India.

Chandigarh derives its name from the temple of "Chandi Mandir" located in the vicinity of the site selected for the city. The deity 'Chandi', the goddess of power and a fort of 'garh' lying beyond the temple gave the city its name "Chandigarh-The City Beautiful". The climate during September will be pleasant.

How to Reach Chandigarh

Chandigarh is linked to all major urban centres in the region by road, rail and air.

By Rail : Chandigarh Railway Station is about 8 kms from the City Centre. The Shatabdi Express and the Himalayan Queen provide two train connections every day between Chandigarh and Delhi. It is well connected to the major cities.

By Air : Chandigarh has an airport just 11 kms away from the City Centre. Indian Airlines connects the city with other major cities like Mumbai, Delhi, Jammu, etc. The Jet Airways also has air connectivity to Chandigarh.

By Road : Chandigarh is well served by an excellent network of roads. National Highways 21 and 22 are the chief roads linking Chandigarh with the rest of the country. It is well connected by road to almost every small and big town in northern India including Punjab, Delhi, Haryana, Himachal Pradesh, Jammu and Kashmir and Rajasthan. Buses of several State Road Transport Corporations connect Chandigarh with many other cities.

Panjab University is within a distance of 10-15 kms from the Railway Station/Airport and 5-7 kms from the Bus Stand. Pre-paid Taxi/Autorickshaw is available at these points.

Sightseeing: Chandigarh has several important places of interest for visitors/tourists. Sukhna Lake, Rock Garden, Rose Garden, The Museum and Art Gallery, Capitol Complex, Leisure Valley, Pinjor Gardens and Morni Hills are some of the places of interest among many others.

Nearby Hill-Stations : The famous hill stations of the North nearby to Chandigarh includes Kasauli (77 kms), Chail (107 kms), Shimla (110 kms), Dharamshala (160 kms) and Kullu Manali (233 kms).

For more information please follow the link

<http://chandigarhtourism.gov.in>

www.chandigarh.nic.in

Accommodation: Accommodation can be arranged for the participants in the Institutional Guest Houses on a first-come-first-served basis. Besides, accommodation in the hotels can also be arranged for the participants on request and confirmation. Delegates may indicate the request for accommodation in the registration form. Those who wish to stay only in hotels may directly book their rooms.

<http://www.travelmasti.com/chandigarh.htm>

<http://www.mustseeindia.com/india-hotels/Chandigarh-hotels/best-hotels-in-Chandigarh>

List of the Institutional Guest Houses and Hotels is available at www.naclin.org

REGISTRATION FEES (Comprising Pre-conference Tutorials and Convention)

India and SAARC Countries

Members of DELNET
: Rs 2,500 per delegate

LIS Professionals from Punjab, Chandigarh, Panchkula, Mohali
: Rs 2,000 per delegate
(including Member-Libraries)

Non – Members from outside Punjab, Chandigarh, Panchkula, Mohali including SAARC Countries
: Rs. 4,000 per delegate

Non-SAARC Countries

Members of DELNET
: US \$ 150 per delegate

Non – Members
: US \$ 250 per delegate

Please note : First delegate should pay the full registration fees and additional delegates from the same organisation will be provided 25 per cent discount on the registration fees.

Accompanying Person (non-LIS professional, family member): Rs 1,000 per person for attending the Convention. Accommodation charges will be extra.

Accommodation Charges: As per specific choice.

On-the-spot Registration is also available

Payment Details : The payment should be made through a demand draft in favour of "NACLIN 2009" and payable at Chandigarh

Dates to Remember

Last Date for Registration:
September 15, 2009

(On the spot registration is available)

Last Date for Submission of Papers:
August 15, 2009

Addresses for Communication

Registration/Accommodation

Dr. V. K. Anand

Organising Secretary, NACLIN 2009

Librarian

A. C. Joshi Library
Panjab University
Chandigarh 160014
Tel : 0172-2548159
0172-2534551
E-mail: pulib@pu.ac.in

Submission of Papers

Dr. H. K. Kaul

Director

DELNET-Developing Library Network
JNU Campus
Nelson Mandela Road
Vasant Kunj
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Tel.: 91-11-26742222,
26741111, 32471001
Mobile: 9891016667, 9810329992
Fax: 91-11-26741122
Email: hkkaul@gmail.com,
director@delnet.ren.nic.in

Web: www.naclin.org

NACLIN 2009

12th NATIONAL CONVENTION ON KNOWLEDGE, LIBRARY AND INFORMATION NETWORKING

Managing Knowledge, Technology and Change
in Libraries

September 22-25, 2009

Venue: Panjab University, Chandigarh



REGISTRATION FORM

Name (in block letters): Dr./Mr./Ms./Mrs./Prof.

Designation:.....

Organisation:.....

Address:.....

.....

.....

.....PINState Country

Phone: STD Code..... Office.....Res Mobile

E-mail:.....Fax:

Accompanying Person(s) :

Accommodation required: Yes/No

If yes, please mention the dates from to

Travel Schedule:

Date	Time	Mode(Train name, Coach no/Flt details)
Arrival		Departure

Payment details : I am enclosing Demand Draft Nodated.....

for Rs. drawn on towards

participation fee / and accommodation charges for days stay in the

guest house/hostel @ Rs per day.

Place:

Date:

Signature:.....

Number of Member-Libraries as on December 31, 2008 - 1382

India

Andaman and Nicobar Islands	1
Andhra Pradesh	138
Arunachal Pradesh	1
Assam	6
Bihar	6
Chandigarh	5
Chhattisgarh	10
Delhi	192
Goa	6
Gujarat	39
Haryana	49
Himachal Pradesh	5
Jammu & Kashmir	11
Jharkand	8
Karnataka	105
Kerala	49
Madhya Pradesh	51
Maharashtra	151
Manipur	3
Orissa	39
Puducherry	6
Punjab	57
Rajasthan	44
Sikkim	3
Tamil Nadu	198
Tripura	1
Uttar Pradesh	123
Uttarakhand	14
West Bengal	42
Total	1363

Other SAARC Countries

Nepal	2
Sri Lanka	6
Total	8

Outside SAARC

Oman	3
Philippines	1
United Arab Emirates	3
United States	4
Total	11

GRAND TOTAL 1382

workshop/orientation programmes

Workshop/Orientation Programmes

DELNET organised a workshop and number of orientation programmes during the year 2008.

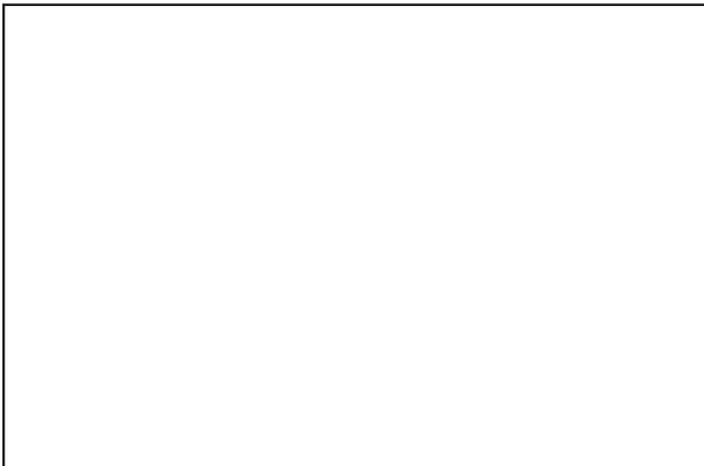
A national Interactive Workshop on “Koha : An Open Source Integrated Library System” was organised from March 10-13, 2008.



Delegates at March 10-13, 2008 Workshop

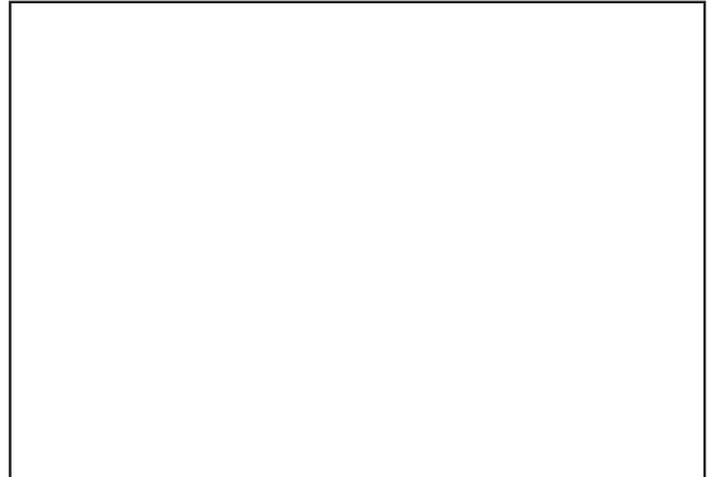
DELNET has been organising one day orientation programmes in different parts of the country for member and non-member libraries. This is done to spread awareness about DELNET and to enhance the utilisation of its services by the institutions.

A one day orientation programme in collaboration with NRI Institute of Technology and Management, Gwalior was held on February 18, 2008. Mr Nalin Kulshretha, Librarian, NRIITM was the local coordinator for the programme.



Delegates at orientation programme at NRIITM, Gwalior

Another orientation programme was organised in collaboration with Kumaon University, Almora on March 27, 2008. Prof. N C Dhaundiyal, Prof. Incharge, A. D. Central Library, Kumaon University, Almora was the local coordinator.



Delegates at Orientation Programme, Kumaon University, Almora

DELNET in collaboration with Sarvajanic College of Engineering and Technology, Surat had also organised a one day orientation programme on September 29, 2008. Ms Parul Shastri, Librarian, SCET, Surat was the local coordinator.



Delegates at Orientation Programme, SCET, Surat