

**“Mapping Technology on Libraries and People: A Case Study of
Reliance Industries Limited”**

By

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ABSTRACT

Mapping technology in library as per organisational need is one of the big question troubling every modern libraries today. Day to day technology is taking new shapes with advanced features and keeping track of changing technology is one of the challenging roles for the Information professionals. In this kind of environment, one needs to learn best utilisation of available techno tools with the available resources and user demands. This study describes how modern technologies have been mapped and used at Reliance Industries Limited for it's libraries to meet ever-increasing demand of the users.

KEYWORDS: Digital libraries, mapping technology, Library automation, Reliance Library

0. Introduction

Library is a vital organ in any organization or society for preserving & disseminating knowledge base of centuries. At RIL, technology is mapped considering the plant requirements & its employees. Accordingly, its libraries have also adopted best possible technologies to facilitate the flow of systems & services. Automation is a key to any modern library and it pays the best return on investment to the organisation and society, only when suitable technology is used considering the type of library and its users.

1. What is library automation?

Automatic operation is opposed to manual operation and is meant for controlling of a process, or a system automatically without human interface. In libraries, automation refers to the process of automating functions such as circulation, cataloguing, or acquisitions.

In simple words, "Library automation is where various library functions are operated using electronic devices & system applications."

2. To what extent should technology be applied in library?

Technology in library should be applied on need bases, commensurate with its growth pattern. Before applying the technology, one must consider return on investment and other intangible benefits.

Reliance way

At Reliance, we have applied modern library automation technology in line with company's vision, users demand and techno savvy library professionals. RIL has got modern libraries at its various sites like Jamnagar, Patalganga & Hazira. Being linked through Intranet, all the libraries are on web and linked with each other. RIL is using best possible technologies for its libraries as far as automation is concerned.

RIL, being in petroleum & petrochemical sector, has lots of information resources on its' library shelves, particularly on technical subjects like petroleum & refining, Chemical, Mechanical etc. Its collection includes books, handbooks, encyclopedias, data books, training manuals, codes/standards, CBT tools, Audio- Videos, CD ROMs etc. RIL is a huge petrochemical complex spread over 30 square kms. It is difficult for employees to physically access the library frequently. Hence, we have introduced online portal consisting of various informative sections which are available across the site with the help of above said techno tools.

When you think of providing desktop information, you need to think as to what kind of information is required for whom and how much! When you are clear about the information products, quantity and its users, you should think about ways and means of making it available online and it is only possible through infrastructure, technology, and manpower. Same way, infrastructure and technology needs to be checked at user end as well. We have introduced a program called 'User Awareness Programme' to help our internal users. As part of it, we have prepared a schedule and accordingly we go to individual departments, demonstrate our facility, and help getting required software and hardware tools to access our portal. This is nothing but a kind of mapping technology for our library and its users.

In our in-house modern library technologies at Jamnagar, we have used and mapped following tools to provide desktop services to our employees:

2.1 Hardware tools

Multimedia PCs, Printers, Barcode scanner, Reprographic machine, Binding machine, TV, VCR, CD player, A4 size document scanner, CD writer and Library servers like juke box, Mirror server etc.

2.2 Software tools

SLIM++, MS Office, Adobe Acrobat 5.0, Internet Explorer 5.5, Microsoft Front page 2000, Net-meeting, Lotus Notes 5.0, Windows media player. 7, Flash 5, SAP 4.0 etc.

Let's understand the mapping of above said technological tools.

Hardware tools:

- 1) **Multimedia PCs:** We have 6 multimedia PCs at library. Two PCs are used for various library functions and other four PCs are dedicated for users to browse web OPAC, Interactive CD ROMs and Internet.
- 2) **Laser Printer:** This printer is used to print information downloaded from the web. This is also used for printing codes & Standards from online version. This is also used to print Barcode labels for documents.
- 3) **TV, VCR, and CD player:** These equipments are parts of our Audio-Visual Room at library. A/V materials like Videocassettes, Audiocassettes, and CD ROMs, available at library can be used through these equipments.
- 4) **Reprography Machine:** This facility is used to take photocopies from reference documents for the users.
- 5) **Spiral Binding Machine:** This is useful for binding library documents, which are in loose form.
- 6) **Barcode Scanner:** We have a hand held barcode scanner of Symbol systems, which is used to read visible barcode label on the book for the circulation purpose.
- 7) **52x CD Writer:** This is used to write CD-ROM to preserve digital information & documents, which saves occupied space on your local PC or server.
- 8) **A4 size Scanner:** Canon make scanner is used to scan & convert any paper in to a digital form. You can save your scanned document in any file type depending upon the type of scanning software.
- 9) **Library Servers:** Library has two dedicated servers to store & disseminate digital information through Intranet.

9.1 Juke Box

This is kind of CD server, which gives access to the 4 CD-ROMs out of 150 CD slots at a time. We use it for disseminating online technical movies on various learning topics.

9.2 Mirror Server

This is a kind of virtual server, which helps us deliver various digital documents and database like e-Books, Codes & Standards, Seminar Papers etc. It has an in-built mirroring technology to mirror a CD-ROM.

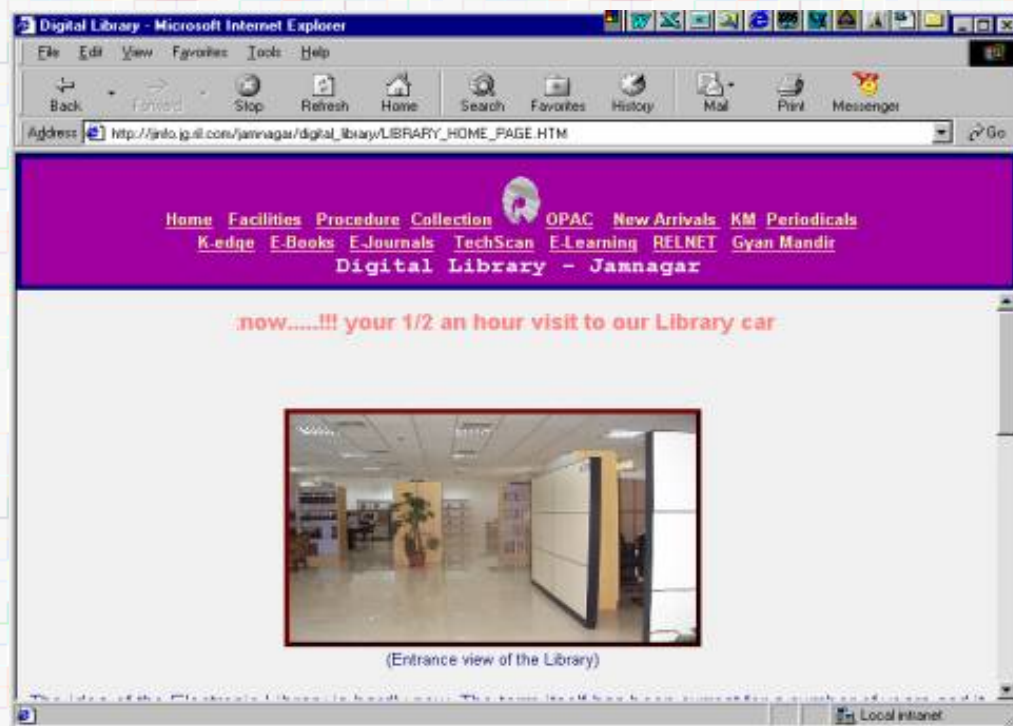
Software tools:

- 1) **SLIM++:** This is a library management system covering various modules for in-house operations like acquisition, cataloguing, Circulation, Serial, web OPAC etc.
- 2) **MS Office:** This is very commonly known and used software package in today's business practices.
- 3) **Adobe Acrobat 5.0:** This is used for creating digital documents through scanning. Word, Excel, and other files can also be converted in to a PDF. It also supports modification in converted documents. Text & images are also cut/copied through this.
- 4) **Internet explorer 5.5:** This is also one of the commonly used browser to access web information on Intranet & Internet.
- 5) **Microsoft Front page 2000:** This one is very user-friendly web development & hosting tool. We use it for developing & updating library portal.

- 6) **Label view 4.0:** This software is used to design & print barcode labels for the library documents. It supports almost all kind of printers.
- 7) **Lotus Notes 5.0:** This is an software for email communications. It has many features to explore. RIL uses it for email communication, list serves, and as a KM tool.
- 8) **Net meeting 3.01:** This is also very good software for web-communication. It's a part of bundled software in MS Office. It has many features but we use it only to provide online support to our users for online CD ROM codes & standards related problems.
- 9) **SAP 4.0:** RIL uses SAP as an ERP package for its various operations and it is also used for library document acquisition and payment purpose.
- 10) **Windows medial payer 7.0:** This is package software of Windows and used to browse technical movies available on our library portal.
- 11) **Flash 5.0:** This is a kind of multimedia design software from Macromedia. It is used for creating multimedia presentations, GIFs, and Interactive training tools.

3. MAPPING TECHNOLOGY TOOLS FOR THE USERS

Our [Digital Library](#) Portal on Intranet has many sections, which are made available through a combination of many tools mentioned above. Links are given here with the support of above said systems and servers for providing information with a single door access across the RIL sites. The view of Digital Library portal is shown below.

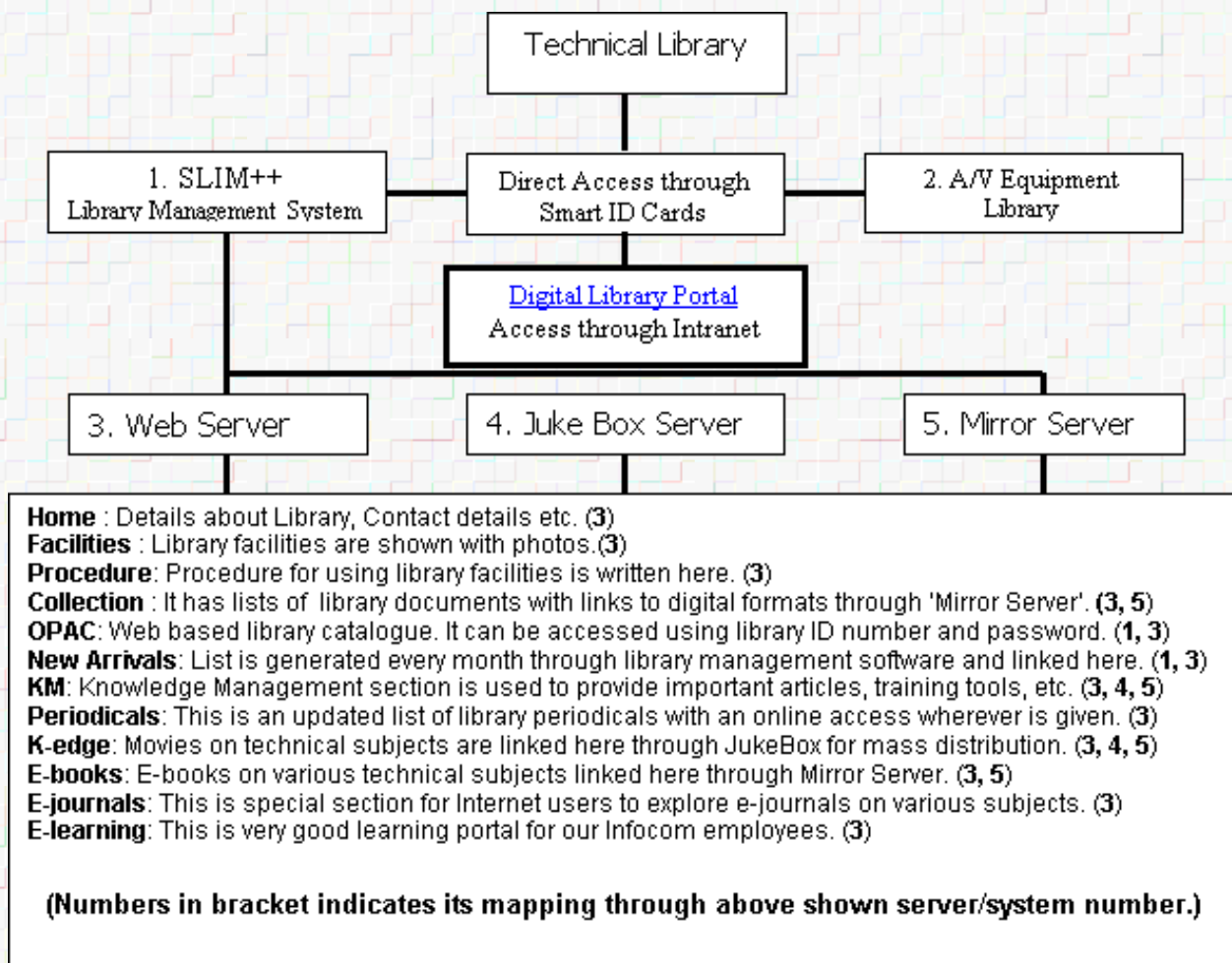


(Figure 1 Screen view of Digital Library portal, RIL, Jamnagar)

Now, let us see how sections of our above shown Digital Library portal are mapped using above mentioned techno tools.

Library portal is a part of our Intranet server and hosted as a part of RIL Gyanmandir, the URL of the same is, http://jinfo.jg.ril.com/jamnagar/digital_library/library_home_page.htm

Technology Mapping Structure of our Technical Library is as follows.



We have mirrored our CD-ROMs of codes/standards, NPRA papers, digital maps, and other digital documents on to Mirror server. And access of the same is given through our library portal. Indexes for codes & standards are installed separately as they have limited number of user licenses. We have also designed interactive learning tools for our Learning Centre using Power point, Flash, and other

software.

As discussed above, we have used our all resources and technology to develop user friendly Digital Library. Our library portal gives a fairly good idea of how to map and use available techno tools for disseminating information on web. Of course the brand and type of tools may be different based on requirement and scenario of an organisation. One need to take care about maintenance of all hardware & software tools being used at site with the support of IT department.

We also consider followings to enhance utilisation of our library and library portal, which indirectly leads us in sharpening our techno tools and knowledge of employees across the complex as well.

1. Setting up Digital Library page as a default page with login script.
2. CD-ROM & Online subscriptions for codes & standards like BIS, ASTM, ISO, API & NFPA.
3. Providing of Conference papers & reports in digital form for mass distribution.
4. Digital conversion & dissemination of important articles, and training manuals.
5. Procurement of network enabled reference eDocuments.
6. Subscriptions to online e-journals through Internet.
7. Creation of In-house digital tools for Interactive learning.
8. Creation of databases based on EVIS (Engineers' View of Info Search) survey.
9. Conducting 'Users Awareness Programs' at various plants/departments.
10. Browsing/Mining relevant important literature from the *Internet* and dissemination through Intranet.
11. Providing access to other RIL libraries through RELNET page.
12. Collecting and supplying web links on specific subjects for Internet users.

4. CONCLUSION

Keeping in mind the 4th law of library science 'Save the time of user', we at RIL are doing our best to satisfy information needs of our employees. Our concentration is to build a user friendly digital library by mapping best suited technology, identifying their views and convenience of information search.

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Kaushik S. Purohit obtained BLIS from Bhavanagar University. Presently working as Librarian/Information Officer with Reliance Industries Limited, Jamnagar since Aug 2000. Prior to this he served as Librarian in Shri Mahavir Jain Aradhana Kendra, Koba(1994-96), UPL-Rotary Library, Ankleshwar(1996-97) and Larsen & Toubro Limited, Hazira works, Surat(1997-2000). He has a good number of publications to his credit in journals and conference proceedings.