WEB BASED DOCUMENT DELIVERY SERVICE AT THE CENTRAL LIBRARY OF IIT MADRAS

by

Dr. Harish Chandra *

ABSTRACT

The paper presents brief profiles of IIT Madras and the Central Library. It further discusses the various value added and web based services available to the users. Document delivery service (DDS) provided, infrastructure available for DDS, usage of DDS, advanced deposit accounting system, digital initiatives and web based DDS with prototype are also highlighted.

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* Librarian, Indian Institute of Technology Madras, Chennai

0   Introduction

The Indian Institute of Technology Madras (IITM) was established in 1959 by the Government of India, as an Institute of national importance. Its primary objective was to promote higher technical education, research and consultancy. The activities of the Institute in various fields of Science and Technology are now being carried out by thirteen Departments and four Centers. The Institute has nearly ninety well-equipped laboratories attached to the different Departments. The Institute Campus covers an area of 256 hectares of forest land and houses a community of about ten thousand people. The Institute offers several course-based undergraduate (UG) and post-graduate (PG) programmes as well as research-based post-graduate and doctoral programmes. It has, over the years, responded to environmental changes and user needs by redesigning curricula, offering new UG and PG programmes and undertaking initiatives in continuing education.   The Institute also undertakes a large number of research and consultancy projects sponsored by a wide spectrum of funding agencies, including Government and Industry.   IITM has active linkages with leading academic and research organizations in Germany, Japan, Singapore, UK and USA[1].

The Central Library is one of the central support services of the Institute which has been awarded ISO-9001 certification by RWTUV   of Germany for the establishment, application   and maintenance of quality library systems and procedures. It is well equipped with all modern facilities and rich resources in the form of CD-ROM, On-line databases, printed and non-printed documents on Applied Sciences, Engineering, Technology, Humanities, Social Sciences and other new emerging areas. The Central Library holds 3,47,975 lakhs unique collection, 891 current journals and catering the needs of 5,307 members. Recently, the Central Library subscribed the digital library packages including Science Direct – Web based database for scientific research offers

online access to 1200 full text journals from Elsevier Science and the leading scientific and technical publishers. Science Direct also contains over 1.7 million abstracts from the core journals in the life, physical, technical and social sciences. The Central Library also subscribes ACM digital library core package plan which provides online access to all ACM full text journals and magazines through the Central Library website under Intranet. The Central Library has also established CD-ROM networking system which facilitates to search CD-ROM databases namely, COMPENDEX PLUS, CURRENT RESEARCH, ESPACE WORLD, FINDEX, GRANTS & INSPEC. Library membership is also open to corporate organizations, public and private sectors through Industrial Associateship Scheme (IAS)[3].

Services Provided to Users

The Central Library provides various web based services through the library website (http://www.cenlib.iitm.ac.in)[2] which are given below:

- ?? Document Delivery Service
- ?? Access to e-Journals and e-Books
- ?? Ask the Librarian
- ?? Help?
- ?? Virtual Reference Desk
- ?? New Additions
- ?? Journals of the Month
- ?? Digital Suggestion Box
- ?? Electronic Reference Resources
- ?? Patents Information
- ?? What's New?

In addition to these web-based services, we also provide the following value added services to the users:

- ?? Desk Top Publishing
- ?? Microfilm/fiche Reading/Printing
- ?? Video Viewing
- ?? Inter Library Loan Service
- ?? CD-ROM Literature Search
- ?? Translation Service
- ?? Technical Consultancy
- ?? Current Awareness Service
- ?? Selective Dissemination of Information
- ?? Conference Alert Service
- ?? Consultation Cards

1. Document Delivery Service

The Central Library is professionally committed to provide DDS to the institutions and scholars who need our services based on the available collections in the area of Science,

Technology, Engineering, Humanities, Management, Social Sciences and other new emerging areas. The objective of this service is to provide the photocopies of the papers from journals, conference proceedings and other research materials available in the Central Library at the nominal cost. The service is provided for assisting the organizations and scholars to pursue their academic and research interests. DDS can be availed by research scholars, faculty, staff and other persons working in educational institutions, government departments, scientific, technical and industrial establishments. The users are required to send the complete bibliographical details of the articles required with complete postal address including e-mail address so that the requested material can be sent using e-mail facility for immediate delivery. The Central Library strictly observes the copyright provisions while providing the services to the users.

2   Infrastructure for Document Delivery Service

Realizing the importance of DDS and the frequent requests from various institutions in India and abroad, a separate Section for this purpose has been created which is headed by the Assistant Librarian. The Section has been provided all modern equipments and facilities including the followings:
1.   HP Office jet R 45
       (This special purpose printer has the capacity to scan, print and copy the document and also enables to take color Xerox of the document which is used to send the color output of tables, charts, maps and other diagrams to the requesting institution/ individuals)
2.   Personal Computer (Pentium III)
3.   Network Connectivity with latest fibre optic cable.
4.   Telephone
5.   Holdings and Catalogues
6.   Separate e-mail ID. (libdds@iitm.ac.in)

2.   Usage of Service

The Central Library provides DDS basically to the faculty, students, staff, retired faculty, alumnus, industrial associates and corporate members on demand against a nominal charge @ Rs 5.00 per page including postal charges. The service is very popular among the entire user community of the Institute as well as external institutions. The following table gives the status of DDS provided to various other institutions during **November 2000 to November 2001**.

Sr. No.	Name of the Institution	No. of requests Received	No. of requests Fulfilled	No. of pages Supplied
1	BITS, Pilani	1	Nil	Nil
2	Center for Research Library, Chicago	1	1	240
3	DRDL, Hyderabad	1	1	10
4	IIT Bombay	12	5	50
5	IIT Delhi	11	5	183

6	IIT Guwahati	1	1	155
7	IIT Kanpur	13	6	195
8	IIT Kharagpur	9	7	249
9	INSDOC, Bangalore	20	8	166
10	Mahatma Gandhi University	9	8	399
11	Mangalore University	1	Nil	Nil
12	Manipal Institute of Management	11	Nil	Nil
13	NTPC, Noida	1	1	7
14	Pondicherry Engineering College	1	Nil	Nil
15	Thapar Centre for Industrial R&D, Patiala	1	Nil	Nil
16	University of Hyderabad	1	Nil	Nil
17	University of Mauritius	1	1	143
18	Vani Hospital, Pollachi	1	1	15
19	Vikram Sarabhai Space Centre, Thiruvananthapuram	2	1	56

3.   Advanced Deposit Accounting System

We are catering to the urgent needs of the institutions located in India and abroad pertaining to the specialized information needs to assist the faculty, scientists, and scholars in their academic and research pursuits. On the basis of users feedback, we realized the need to evolve a system under which the users and the Central Library face minimum problems to realize the charges for DDS from the users for each transaction, which normally takes more time at both ends. Due to this fact, the Central Library evolved a system called **Advanced Deposit Accounting System** under which an institution can deposit Rs.3000/-(Three thousands) through bank draft in the name of IIT Madras payable at Chennai. The user is allocated an unique account number, which is used for each transaction. The charges incurred on DDS are deducted from the deposited amount and the balance is intimated to the user for monitoring purpose. Current out stationed users of this facility are listed below:

1. Mahatma Gandhi University Library,
    Priyadarshini Hills,
    Kottayam, Kerala

2. INSDOC, Regional Centre
    Indian Institute of Science Campus,
    Bangalore

3. Larsen & Turbro Limited, T&IC, L&T-EPC Centre
    B.P. Estate, Baroda 391 740

4. Pondicherry Engineering College
    Pillaichavadi, Pondicherry – 605 104

5. Southern Petrochemical Industries Corporation
    Centre for Research & Development,
    Tuticorin – 628 005

4.   Digital Initiatives

IIT Madras has initiated various prestigious projects like upgrading the computer infrastructure at the Institute, launching of web-based courses, establishment of digital classrooms and creating digital library infrastructure. Realizing the importance and urgent need, the Central Library has been actively participating in these initiatives along with other departments and central facilities of the Institute.   In this direction, we have taken up various digital initiatives. The major digital initiative are listed below:

1.   Creation of IT infrastructure for library and information activities.
2.   Establishment of electronic resource center.
3.   Design and development of website for the Central Library.
4.   Implementation of total Bar-coding.
5.   Digitization of membership records including photos.
6.   Establishment of CD-ROM Networking under LAN.
7.   Constitution of Digital Library Working Group.
8.   Subscription of CD-ROM bibliographical databases.
9.   Subscription of Science Direct.
10.   Subscription of ACM digital library package.
11.   Creation of CD-Publishing facility for Ph. D Theses.
12.   Providing on-line access to e-Journals, e-Books, e-Reference sources, latest additions, journals of the month, library publications, holdings, video catalogue, staff directory, facilities, services, organization of collections and sections.
13.   Using e-Circular and e- Announcement facility provided by the Computer Center of the Institute.
14.   Organization of National Conferences and Workshops on Digital Library Issues.
15.   Creation of awareness about digital library initiatives among the users and staff.
16.   Providing various web-based services to the users.
17.   Installation of Touch Screen Information Kiosk System.

5.   Web based Document Delivery Service

The Central Library has created the world class IT Infrastructure for providing IT based services to the users. The website of the Central Library is very interactive and comprehensive which is used as the important tool to provide various web based services. Web based DDS is also provided through the Central Library website. A separate link and page have been created for DDS wherein user can go to DDS page and fill-up the

necessary bibliographical details for the paper or publications they need. The details can be submitted online which are received and responded immediately. The users also can see the holdings of the journals subscribed at IIT Madras through the separate page of the Central Library website under **Journals at IIT Madras**. The major objectives for providing web based DDS are listed below:

1. To provide on-line response to the users.
2. To make available the information about journals subscribed and its holdings to users on web.
3. To make more easy, effective and efficient DDS.
4. To provide easy drop down menu form for DDS.
5. To avoid postal delay and paper work.
6. To make services more cost effective and globally available.
7. To receive DDS requests through dedicated e-mail ID

A prototype of DDS page is given below:

Document Delivery Service

Document Delivery Request Form

Document Type	Journal Article ▼	
Author/Editor		
Title		
Publisher		
Year of Publication		
Pages		
Vol. & Issue		
User Name		
Department		
Status		
Institution		
ID		
E-mail		
URL	http://	
	Submit Request Reset	

6.   Conclusion

We have experienced over the years that users expressed extreme satisfaction when we provided the requested material at their place through web based DDS. On the basis of this, it can be concluded that university libraries in India can initiate to provide various web based services including DDS based on their respective rich resources for the benefit of individuals and institutions involved in academic, research, development and industrial activities. These initiatives will assist the institutions to achieve excellence in their activities without wasting time and resources. This will also help to fulfill the basic objective of web based services to provide services to the users at their desk, at any time at any place.

7.   References

1.   Annual Report, IIT Madras, 1999-2000; 1.
2.   http://www.cenlib.iitm.ac.in/dds.html
3.   Research & Consultancy Expertise & Facilities, IC&SR, IIT Madras, 2001; 64.

8.   Keywords

1.   Net band – Resource Sharing
2.   Resource Sharing – web based
3.   IIT Madras