



## ELECTRONIC DOCUMENT DELIVERY SERVICE: A PARADIGM OF AN EXPERIMENT

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### ABSTRACT:

It becomes an imperative to the libraries to provide document delivery services in this electronic era. The current scenario is the swell of an Internet in the whole country. However, the level of Internet literacy to use the same to retrieve the needed information is very low in rural areas. Ours is the college situated in the semi-urban area of Maharashtra state in India. We are have a student mostly belonging to rural areas adjusting to Dhamangaon. Through the regular practice of providing library services to the library clientele, it is noticed that some services can be provided to the users of the library through Internet. Hence, the researcher has selected old examination question papers, time tables of various classes, syllabus for different disciplines and examination schedules to provide through electronic media. The experiment we have made is discussed in this paper. Eventually, we scanned all the necessary documents and stored them on Google Docs. Afterwards, we flash a notice for the students of our college to send an email on a prescribed email in resultant they will get their required documents within a fraction of second automatically.

**Key word:** Electronic Document Delivery Service, Web Based Service, Library services, Information Technology Literacy, Information Retrieval

### INTRODUCTION:

The traditional methods of providing library and information services have been changed greatly in recent years because of the development and application of new technology, especially the Internet and web technologies. The demands and expectations of users have also changed significantly. In this changed scenario, more and more libraries in the world over are exploring and offering new web-based library services such as Web catalogues, “Web search engines, Web forms etc. to





satisfy the library and information demands of its users” (Syed, 2002)<sup>8</sup>. Those library services are valuable for the users which they can access from their desktops. The users expect to access the library services through the Internet at their convenience. Because of their popularity with the users, an overwhelming attention is being given to the web-based information services in libraries (Krishnamurthy and Chan, 2005)<sup>5</sup>.

Some are vital agents of change in their communities, reaching out to the people who need them most, whether they are long standing users or not. Others are much more passive - they lend books and they respond to the demands of their regular public. So I think we need to define libraries' contemporary mission. The future success of libraries depends on their refurbishing and communicating a sense of duties which is relevant to the needs of society today. What individual library authorities do must reflect the needs of their local population".

“What they offer needs to be what clientele want, at a time and place that is useful to them, and in a way that makes them want to come back again and again. They are ideally placed to become again central points in local users. But they can only take back this role if they consult local users and put them in the driving seat. Not just once, but as a continuous discourse.

The best libraries do this. They involve, engage and inspire their clients. We want the others to follow suit. There will be leadership training for all library services. There will also be additional work on helping libraries better understand the needs of their clientele, so that they can provide what is important to the clientele.

“The experiment is presented as endeavor to encourage imaginative innovation and greater operational effectiveness and efficiency, adapted to local need and circumstance. I firmly believe that if we focus on this vision we will deliver a library service able to respond to the needs of users at the beginning of the 21st century”.





A Needs Based Library Service is predicated on the assumption that everyone has needs and everyone has different needs. Therefore a Needs Based Library Service is a universal concept which can be applied to any library service in any circumstances at any time. A Needs Based Library Service has the appropriate strategy, structure, systems and culture which enable it to identify priorities and meet users' needs. A Needs Based Library Service involves and engages the whole of the users in the planning, design, delivery and evaluation of library services. Developing a Needs Based Library Service is about renovation rather than upgrading. It is a revolutionary process which requires a clear tactical vision. The first elementary question which must be addressed is what are libraries for?

**Objectives of the experiment:**

This experiment is an intellectual output of the researcher arises due to facing some difficulties in providing the document delivery services to the users. The fundamental aims of this experiment are

- 1) To provide expedite expected need base library services to the users.
- 2) To create the IT awareness amongst the rural students.
- 3) To motivate the students to use IT applications for their own needs.
- 4) To make available library services at the doorsteps of the users.

**Necessity of the Study:**

Bawden has derived the expectations of users from the libraries, knowledge centers, and digital libraries etc. and their services based on the following aspects

- 1) Comprehensiveness
- 2) Accessibility
- 3) Immediate gratification





- 4) Ability to get the information
- 5) Ease of use
- 6) Multiple formats and media

Apart from these following expectations are also indicated in support of users.

- 1) Current information dissemination
- 2) Access to universal information resources
- 3) Prompt, accurate and speedy information on the topic of interest
- 4) Seamless access to the information (either free or fee based) in an economical method
- 5) Value added information services
- 6) Regular and updated information
- 7) Database search facility
- 8) Critical review and state of art information

These expectations of users can be achieved with the help of conventional services but not to the maximum extent of user satisfaction. Hence the libraries are needed to provide the IT base document delivery services to satisfy the users.

#### **Scope and Limitations of the Study:**

The present experiment is a brain child of the researcher who is the working librarian at Adarsha Science, J. B. Arts & Birla Commerce College Dhamangaon Rly Dist Amravati Maharashtra India. Naturally the present is designed for the students of the said institution. For this experiment around seven to eight hundred student are kept before as a beneficiaries. Some expected and mostly needed documents like old examination question papers, syllabus of different disciplines timetables of classes and examination schedules are taken into consideration. The documents are scanned and stored in the Google Docs that are available Worldwide. However, the present experiment is confined only for the needs of the students of this institution.





### **Study Design and Methodology:**

Experimental research provides a method of hypothesis testing. Hypothesis is the heart of experimental research. After the experimenter defines a problem he has to propose a tentative answer to the problem or hypothesis. Further, he has to test the hypothesis and confirm or disconfirm it. Although, the experimental method has greatest utility in the laboratory, it has been effectively applied non-laboratory settings such as the classroom. The immediate purpose of experimentation is to predict events in the experimental setting. The ultimate purpose is to generalize the variable relationships so that they may be applied outside the laboratory to a wider population of interest.

It is an innovative idea of the researcher, so he made an experiment to provide documents delivery service to the students automatically. In fact, in the experimental research design the hypothesis are tested and the inferences are derived. However, pragmatically in this case no hypothesis was predetermined.

### **The Story of an Experiment:**

Firstly, I have scanned old examination question papers, syllabus of different disciplines, timetables of classes and schedules of examinations. After scanning the documents saved them in the PDF format so that nobody can make any sort of manipulation in them. The scanned PDF files according to the classes are stored on the Google Docs. For each file there was a link that is the URL of that file. The said URLs are stored in the email. The URLs were setup in a Auto Reply Mode. Finally a notice was flashed for all the student of our institution requesting to them to send an email on the prescribed email to get the old examination question papers, syllabus of different disciplines, timetables of classes and schedules of examinations of their interest. As an when the a student will send a email on the prescribed email an email with containing the URLs will be automatically send on their email. In

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the return email I was given the instructions how to retrieve the required information.

In fact, some of the provide documents were available on the different institutional site like Sant Gadge Baba Amravati University but in the daily routine it as observe that the students were not able to retrieve the needed information at their own because of the lack of IT awareness and IT literacy.

### **Findings & Inference:**

When I flash the notice for the student of our institution my fist experience about this was that from the next day so many students approached me for how to create the email and how to send the email. Afterwards many more asked me no email is received to them. Actually the problem was that they did not knowing how to see the received emails. The next difficulty faced by the students was how toi get their required files to be downloaded. In a nutshell, I derived that the student were unaware about the Internet technologies. Some student are found that they left the efforts to retrieve the information. Due to this experiment lot many student get happy and learn about the IT facilities. Ultimately the pressure of such students on the library desk is decreased and that is why the library personnel can provide more time to gratify the other students by other library services.

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