

# PROCUREMENT, MANAGEMENT AND USE OF E-RESOURCE IN CURRENT LIBRARY TRENDS: COMMON ISSUES

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## Abstract

Access and preservation to information are the oldest and very fundamental function of library and information Centre. E-resources provide viable solution to the library problems such as easy access, preservation, high storage, and minimum space with multimedia document and remote access to information collection. This paper defines the importance and types of electronic resources in libraries and discusses the advantages/disadvantages of electronics resources in libraries

## Introduction

Today we are living in the age of information. The information is a dynamic and unending resource that affects all disciplines and walks of life. Over last decade, electronic resources have become increasingly substantial components of academic library collection. This is due to continuous development of information technology and its impact on library collection development policies due to changing demand of users for the pin pointed and exhaustive information within a short time. With the growing popularity of e-resources, the traditional libraries are gradually migrating from print documents to e-resources where providing access to information is considered more important than owning it. This has compelled libraries to rethink about their collection.

Emergence and obligation of electronic resources in a university and research library is a major issue of discussion among the academic environment. To maintain the link between the cost and optimum use of these resources is a great challenge. Every academic library is embracing digital collections, though digitization is the demand of time, but some of the libraries adopt it as a fashion. E-resources have become standard resources in academic libraries in just the last few years. Latest acquisition of journals, magazines and other secondary material are deeply skewed toward digital. Now a day, published material is very costly and space intensive but digital collections save space, and are relatively easy to maintain. When total processing and space costs are taken into account, electronic collections may also result overall reductions in library costs. As the percentage of electronic resources quickly grows, there are new challenges in acquiring, servicing, preserving, using and citing them that keep librarians up at night to consider short-and long-term solutions in how they

should be organized bibliometrically and how we can re-engineer some of our procedures to treat the wide range of e-Resources now common in all libraries.

### **Meaning of E-Resources:**

- E-resources means sources, which are available in electronic form, it may be full text articles, journals, books, database, photograph, images, music pictures & other multimedia.
- E-resources may be accessed at any time, and place. E-resources include WWW, online database, electronic journals, electronic books, full text articles and websites.
- “E-resources are defined as those electronic information resources and services that users access electronically via a computing network from inside the library or remote to the library”
- “Use of E-resources is defined as searching, browsing, examining and visiting an e-resource and/or service by a user”.

### **Purpose and needs of e-resources**

Information centres and libraries have the challenges to maintain the overflow of new-fangled literature. A number of developments have been occurred in recent years with respect to the electronic resources. Publishers are concerned about costs, reader behaviour and expectations, rights management and archiving. Scholars prefer to have trouble-free access to intricate information, including easy access to full text and reference linking. On the other hand the aggregators face the problem of organization content from various sources, providing orientation linking not only their own service but to other service providers, ensuring wholeness and privileges management and archiving. Library consortia have become extremely significant by means of cooperative purchasing and conciliation of licenses, they are assured for access and proper management. In addition e-resources serve the following purposes:

- Solve the space problem in library.
- Save the time of user and staff.
- Easy to sue and disseminate the information
- Electronic resources is providing the current information
- Update information is necessary for research work.

### **Type of E-resoucrs**

E-journals, e-books, e-databases, CD's & DVD's, e-theses and dissertations, e-reference sources, e-magazines, e-newspapers etc. are com under e-resources.

### Features of E-Resources

- Speedy Access
- User's Privileges
- Correctness
- Errands
- Secrecy
- Confidently confidence

### Advantages of E-resources

- Access of material any time, any where
- Easy to use
- Additional e-journals link facility.
- Fast and quick access of desired information.
- Access of material with multimedia( Video, animation, sound, graphical form etc.)
- Time saving
- Cheaper than print materials.
- Multi-access: A networked product can provide multiple points of access at multiple points in time and to multiple simultaneous user.
- Helps to reduce the burden of library staff.
- Reduces storage space.

### Dis-advantages of E-resources

- Initially high infrastructure and installation cost.
- Need special equipment to access.
- Causes more concern about copyright.
- Staff training is required.
- Unfamiliar with retrieval of the e-resources.
- Scholars and readers prefer to read print material for concentration.
- Possibility of unawareness of relevant resources among users.
- Inconvenient and dis-comfortable in reading.

### Acceptable use of E-resources

Access to electronic information resources such as abstracting and indexing databases and electronic journals is purchased under license by the library on behalf of the institution. Exact license terms vary from one publisher to another, but in general they authorize use of the resources by current students and staff of the institution only for the purposes of academic research. Use of the resources for commercial purposes and unauthorized users is explicitly prohibited.

**Attention is therefore drawn to two key points:**

Personal usernames and passwords are not transferable and should never be disclosed to anyone else either within the institution or outside it.

Commercial research activity may not be supported through use of electronic information resources licensed to the institution for academic purposes. The members of the Institution who require using such resources for commercial activity must enter into a commercial relationship with the supplier.

**Copyrights and Licenses**

Users must respect intellectual-property rights, including copyrights in use of E-Resources. Software may not be copied, installed or used in institution except as permitted by the owner of the software and by Law. Software subject to licensing must be properly licensed and all license provisions (including installation, use, copying, number of simultaneous users, terms of the licences, etc.) must be strictly adhered to. All copyrighted information, such as text and images, retrieved from E-resources or stored, transmitted or maintained with E-resources must be used in conformance with applicable copyright and other laws. Copied material used legally must be properly attributed in conformance with applicable legal and professional standards.

**Problems in the use of E-resources**

- Remote access must not be shared with unauthorized persons or non-users.
- Access of association or organization's Internet in a nasty manner to modify or destroy any information or material available on the internet or on any network accessible through the Internet for which user does or not own or have explicit permission to alter or destroy.
- Servers are only permitted if they use a small portion of the E-resources, do not violate any other policy or law, or interfere with or limit E-resources available for authorized use. All network game servers are forbidden.
- Alter the source address of messages, or otherwise forging email messages.
- Use Marquette systems to relay mail between two non-Institution email systems.
- Engage in activities that harass, degrade, intimidate, demean, slander, defame, interfere with or threaten others.
- Attempt to degrade the performance of the system or to deprive authorized users of E-resources or access to any institution E-resources.
- Physically damage or vandalize e-resources.
- Provide access codes to any user not authorised for such access or non-users.
- Introduce, create or propagate computer viruses, worms, Trojan Horses, or other malicious code to Institution E-resources.

- Use knowledge of security or access controls to damage computer and network systems, obtain extra E-resources or gain access to accounts for which they are not authorized.

## **E-Resources Operation, Maintenance and Oversight**

### **E-resources access control**

Each user of a multiple user system shall assigned a unique user identifier. The user ID must be authenticated before the system my grant that user access to the system.

Shared or group accounts may be used when absolutely necessary, but their use is discouraged. Such accounts must be authorized or sanctioned by ITS.

Anonymous, guest or other Ids that are available for public use must have least privilege necessary for their intended function.

### **Physical Access Control**

Direct physical access to certain e-resources such as servers, data networking devices, and telecommunications switches is restricted. The rooms containing critical E-resources must be secured strongly. All entrances to such room must be closed and locked at all times. Alarms, sensors and other types of physical security systems must be utilized to further secure these facilities and to detect and report emergency conditions that might occur. Signs outside the rooms must not indicate the sensitivity of the equipment inside. Water sources, including sprinkler systems, must not be located in such rooms. Printing equipment and paper must be stored in separate rooms to protect systems from paper duties. Equipment should not be left logged on while unattended. Visitors must be escorted at all times. Authorized personnel may be granted access to server or network equipment rooms through the issuance of ID cards or keys or through the use of passwords or other access codes. These access controls may not be shared with any other person. If an authorized person leaving their current role and should no longer have access to systems, his or her access must be revoked immediately upon the termination of duties. In the case of employees or independent contractors, departments must promptly notify Human Resources of such changes. All accesses to server and network equipment rooks made by authorized personnel; escorted visitors and vendors must be logged when entering the room, logs must be reviewed on a regular basis. Vendors must supply the names of all authorized personnel that will be performing on-site work and must keep the list up-to-date at all times. If institution personnel believe that an unauthorized person gained or attempted to gain access to a server or network equipment room, they must contact the institutions' department of public safety immediately.

## E-resources Administration

All System Administrators(those individuals charged with the daily administration of E-resources within a unit of the Institution) have the following rights, responsibility and restrictions.

### Rights

- Administrative authority to establish security controls and protection for information and E-resources under their authority.
- Administrative authority to grant other users the authority to read, write, edit, or delete information in files or databases established by them.
- Administrative rights over certain E-resources as delegated by the appropriate Institution Officer or Unit of the institution.
- Employ a variety of security monitoring devices and tools to identify misuse or unauthorised use of systems under their management.
- To temporarily shut off the Institution's Internet connection, without prior notice, in order to protect Institution systems, data and users. A member of ITS management team must give approval for the Internet connection to be shut down.

### Responsibilities:

- Preserve the availability and integrity of Institution E-resources, data and systems.
- Restore the integrity of the affected system in case of abuse, viruses or malfunctions.
- All system administrators will preserve users' privileges and rights of privacy consistent with this and other applicable Institution policies.
- Provide information to users about policies pertaining to use of and access to E-resources.
- Determine and authorize the appropriate level of access for each user or class of users.
- Provide or obtain the necessary training for the proper use of E-resources and data made available to users.
- Ensure that all hardware and software licensing agreements applicable to E-resources are executed by appropriate Institution authority.
- Ensure that all server and networking device user IDs are administered in accordance with established policies.
- Initiate access change procedures when individual users, circumstances change(e.g. graduation, termination, transfer, leave of absence.)
- Implement individual department remote access connection methods only when the institution-Provided E-resources cannot meet their needs and when the method desired will be reasonably secure and is certified by the ITS department.

- Perform monitoring and maintenance of E-resources and troubleshooting and resolution of technical problems.
- Assist in the investigation of suspected violations of Institution Policies or procedures.
- Take reasonable steps to keep their log files secure and physically secure equipment and E-resources.
- Implement basic logging for all remote access systems and remote access sessions.

### **Restrictions**

Obtain and utilize access privileges only to the extent required by the performance of their job responsibilities.

ITS must review and approve the security of remote access servers before they are deployed.

### **Implementation of E-resources**

#### **Infrastructure Required**

- Dedicated internet connection with sufficient band width.
- Campus backbone, LAN, WAN and peripheral hardware, e.g. printers.
- Computer workstations
- Appropriate software
- Support-maintenance, trouble shooting.

#### **Costs**

- Capital(infrastructure) investment; network, bandwidth, hardware(computers, printers etc.), software.
- Maintenance; insurance, repair, depreciation, replacement, updating staff salaries
- Training: staff and students
- Consumables: journals, databases, document delivery, paper, ink cartridges.

#### **Selection of E-Resources:**

- Is content suitable for programmes needs?
- Is online the most appropriate medium?
- What are the licensing arrangements?
- What are the costs?
- Which delivery option is the most cost-effective?
- What are the archiving arrangements?
- Is e-journal identical to print? Does it has links to other sites?

## Management

- Selection and purchase variety of publishers and aggregators different delivery options annual subscriptions.
- Legal implications licences and copyright.
- Organization of information guides to relevant resources archiving evaluation of use.

## Training

- Users need to know how to use a PC how to search for and find information resources be aware of resources that are available.
- Different users have different needs: academics, researchers, librarians, students, administrators.
- Different training strategies required for different users.

## Content

- Much WWW content is Western-orientated
- More locally produced content is required: online indexes to locally published material, e.g. AJOL, CARINDEX online local journals networked institutional repositories.

## Physical collections

- Archives
- CD-Rom for back files of journals, databases for information retrieval

## Role of library

- Access to internet and PCs
- Acquisition and administration of e-resources
- Guides to relevant e-resources
- User education
- Assistance in setting up VLEs
- Integration of traditional and digital materials

## Access and availability

- Adequate number of PCs and peripherals: recommended library standard; 1PC:25 students
- Supervised facilities: trouble shooting, long opening hours, timetabled computer use
- Authentication

- Bandwidth conservation.

### **Acquisition of E-resources**

- Enter annual subscriptions
- Negotiate best terms
- Share costs with other libraries
- Use library consortia to bring down costs

### **Monitoring and Evaluation**

- Collect statistics of online resource use: who uses, how and when
- What is the cost per article downloaded?
- Decide whether a particular subscription is worth its annual cost or whether the information could be obtained more cheaply by another delivery option.

### **Guides to E-resources**

- Availability of e-resources through the library.
- Appropriateness of the resources?
- Library portals.

### **Conclusion**

Implementation of the e-resources in the organization needs a lot of brain storming. The availability of concerned and directly relevant journals in a particular database is the recurring issue. Explosion of information and e-literature is a big challenge in acquiring and managing e-resources. An open tender of aggregators may be conducted for more nominal rates, but some time most concessional provides poor services. So money is less important in comparison of services. A cost analysis of e-resources and its usability helps in getting the actual picture. Expert committees are required to establish for monitoring the various levels in the process of e-resources implementation. Proper utilization of these resources is possible only if necessary training facilities provided to make use of the e-resources available on the web. A regular feedback from the end users of the e-collection must be submitted. This also helps to identify the importance, merits, demerits, problems and barriers in managing and using e-resources.

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