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SERVICES USING INTERNET AND INTRANET TECHNOLOGY

Mohd. Nazim
Ch. Ahrarul Hasan Jawaid

ABSTRACT

Library always being a social institution for the dissemination of knowledge. Centuries back, when the concept was simply a store house under the restricted families: The knowledge always being considered to be in the different form; the actual concept as storage of knowledge came after the origin of printing press, and printing media took place in the libraries till late nineties. In India, the electronic concept and the networking started from 1995, it modified the whole concept of education/ knowledge and brought digital preservation, online services and internet activities – for the academician and scholars etc.

INTRODUCTION

It is frequently said that we live in the 'information age', and nearly every day we learn of some new development in information technology (IT). The human need for information is growing, as our society grows to depend more and more on information, to survive and flourish. That is why we have moved towards information society, due to phenomenal growth of information and application of I.T. in the form of high degree of computerisation and transmission of electronic information.

It is helpful, if we try to define some terms so that we can see their relevance to our daily lives, and to the work of the professional information worker. The following definitions are based on those in the concise oxford dictionary(1) and the Macquarie dictionary (2).

- * knowledge is that / know
- * information is what we know, i.e., shared knowledge
- * communication is the imparting or interchange of.... Information by speech, writing or signs, i.e. transfer of information
- * data is any fact(s) assumed to be matter of direct observation.

From these definitions, we can say that data consists of unprocessed facts, knowledge is what an individual possess after assimilating facts and putting them into context; information is knowledge shared by having been communicated. I.T. is equipment/ hardware and software that enables us to store and communicate large amounts of data at higher speed.

INFORMATION: USERS AND THEIR NEED

In the present day society, there is a great and urgent need for access and availability of information. Information is used in education, research, decision making, problem solving and policy making. Each and every member of the society is the user of information. Researchers, educationalists, policy makers, govt. officials, etc. are few example of information users

LIBRARIES: THEIR CHANGING NATURE AND FUNCTIONS

To fulfill the information need of their respective users, libraries perform various functions, such as acquisition, organization and dissemination of information. These functions have long been engaging the attention of libraries, perhaps as long as libraries themselves. But modern libraries are complex system that consists of many procedures and functions. These functions include acquisition of materials, cataloguing and classification, circulation and inter library loan, serial management, and reference services, etc. The most important function however, has been the provision of services to the users.

For centuries, librarians have managed warehouses of documents by acquiring, cataloguing and classifying books, journals, and other materials, and circulating them to their clients. Computer and telecommunication technologies have improved the new breed of information professionals to Select, Organize, Retrieve and Transfer

* Research Scholar, Deptt. of Library & Information Science, AMU, Aligarh - 202002, ** Asstt. Librarian, Maulana Azad Library, AMU, Aligarh -202002

(SORT) the actual information effectively and efficiently to the users.

One of the significant achievement in the information and telecommunication technology is the introduction of advanced communication network, i.e. internet and intranet. These networks and network of networks have become one of the most important mode of communication and its services are being exploited by people of every profession, such as business, banking, education, defense, medicine, etc. In the field of Library and Information Science (LIS), these networks may be used in introducing innovative/non conventional services to library users. In fact library profession has been most intensively affected by these challenges and concept has shifted from collection management to information management, and from ownership to access. In this paper, efforts have been made to proposed some innovative or non-conventional services to library users using internet and intranet technology.

CONCEPT OF INTERNET

The Internet play a key role to support teaching and learning in academic atmosphere. Use of Internet to support learning and teaching is growing exponentially, as more as educational organizations are recognizing the potential that it offers. The Internet is a world wide network of computers, that are connected to each other – a network of networks. The Internet enables the individual user to reach to other people and institutions all over the world, and exchange or obtain information. Any one who has access to the internet can make use of this network to search for information or to communicate via electronic mail (E-mail) WAP, mailing list services, news groups, chat boxes and the world wide web[3].

APPLICATION OF INTERNET TO LIBRARY SERVICES

Libraries linked to the Internet can make use of the following Internet services.

- * Listserves and discussion groups on a very wide variety of topics. Participants have the opportunity to exchange current information and conduct dialogue.
- * Subject databases, particularly from academic institutions. Increasing number of institutions, especially academic and research institutions are making databases in their subject specialties available.
- * Community information. Often rough their public libraries, committees are providing access, either dial-up or via Internet, to local data base, such as the catalogue of public library, a

tour of the art gallery, tourist information, weather reports and other demographic.

- * Government Resources. Both national and local governments are providing information to various Ministry and Departments.
- * Library catalogue. Increasing numbers of libraries are making their catalogues available over the Internet which may extend the use of library resources.
- * Commercial Resources. Commercial information databases are available on the Internet include: DIALOG, Lexis-Nexis, Dow Jones News/Retrieval and many others, DIALOG offers the users more than 400 databases on every possible subject.
- * Document Delivery. Document delivery services may effectively provided by using Internet technology.
- * Electronic mail (e-mail)- allowing users to send messages or files to each others.
- * Telnet or remote login-allowing users to log in to remote sites.
- * FTP (File Transfer Protocol)- allowing users to access and retrieve files at remote sites.
- * News—to inform users of available information.
- * HTTP-Hyper Text Transport Protocol.
- * STMP-Short Mail Protocol, these are generally used in E-mail services.
- * Gopher- a text only, non-graphic method to receive Internet documents, which have largely been intergenerated into the world wide web.
- * Video Conferencing (open area)-involves linking more than two parties, so that participants can see each others and view presentations.
- * The World Wide Web-allows users to jump form one resource to another with the click of mouse or a key stroke, without tunneling through gopher style menus.
- * **INDEST-** for engineering IT and regional colleges; that provides the materials in the text form at your destination on payment basis.
- * **INFONET-** (Under INFLIBNET) INFONET will provide the same services as INDEST, will perform, the services for all academicians, research scholar and students in their respective field of knowledge. Just to economise the services of universities and institution, to provide better services from single platform, to avoid duplication of subscription and to strengthen the services of networking etc.

CONCEPT OF INTRANET

An intranet is an organisation's internal communication system using internet technology. G. Bhojaraju[4] defines intranet as network connecting an affiliated set of clients using standard internet protocols, esp. TCP/IP and HTTP or as an IP based network of nodes behind a firewall, or behind several firewalls connected by a secure, possibly virtual, networks.

Intranet use two of the key application of internet: the web browsers with their graphical user interface (GUI), and electronic mail (e-mail). They are being used to support a wide range of information services, including, for example, access to document collection in the management system and e-mail.

BENEFITS OF INTRANET

Intranet technology is attractive to libraries because:

- (i) The interface is easy to use; it also encompasses access to multimedia formats such as text, video, sound and graphical images.
- (ii) A single interface to all formats of information using the internet open standard removes the requirements for library's network to provide several dedicated interfaces traditionally needed to interrogate proprietary systems such as a databanks, bibliographic information retrieval system, and management of information system. Also, the user only need to be familiar with one interface.
- (iii) They provide improved access in a number of respects
 - (a) documents may be shared across all major networking platforms.
 - (b) information is accessible regardless of the user's location.
 - (c) a workstation configured for use an intranet is also ready for intranet use if the necessary gateways are incorporated into the network.
 - (d) access and use of groups using the intranet may be monitored, making it possible to access the value of services and resources offered on intranet.
 - (e) user authentication system can be incorporated into browsers, so that access to information can be controlled.
- (iv) They allow for maintenance of current documents, by offering

access to electronic documents that will always the latest version. This eliminates significant reprography, and time spent trying to locate lost paper based documents.

APPLICATIONS OF INTRANET TO LIBRARY SERVICES

In libraries, Intranet can facilitate, so many services. It helps in dissemination of stored information as well as allows to access to remote information. Through Intranet, libraries can discharge the required information to its users in less time, with high effectiveness.

The application of Intranet to library services depend upon the type of intranet. There are two main type of intranet: Flat content intranet, and interactive Intranets[5].

In flat-file Intranets, files are simply requested from a storage location or server, received by the desktop computer and viewed through the web browser. Some application of such Intranets are:

- * Travel aids, maps
- * Telephone directories
- * Newsletter
- * Calendars
- * Policy manuals
- * Quality systems
- * Requirement pointers to information available on internet
- * Document distribution and updating
- * Current awareness bulletins
- * Electronic journal delivery
- * Internet subject resource listing
- * Library opening times, collection and service, and other contact information
- * Information skill support material

Interactive Intranets offer many opportunities for two way communication within an organisation. However, the configuration is highly more complex when a user wishes to send, change, respond to or forward any kind of information to another location or person, a specific program or script is needed to process this information. These scripts need to be help on an internal web server which uses TCP/IP. If an organisation's network does not run under TCP/IP, then gateway or firewall software may be used as an interface between the organization's network protocol and TCP/IP protocol. Application with such a configuration include:

- * E-mail including messages and attached documents
- * Computer based training and learning (packages can be authored and delivered in-house).
- * Interactive services such as reservations systems, order/purchase documents, reports and surveys, facilitated by 'form processing' and 'mailto' HTML commands.
- * Web boards or online conferencing
- * Support desk.
- * Online desk
- * Online enquiry services
- * Loan renewals
- * Access to library catalogue from the world wide web.

CONCLUSION

We are moving fast in the electronic age, every one getting full advantages of it own, whether academicians, sports personalities, economists or agriculturists etc. All are well connected with each other by internet or Intranet. The services which provided by them, have also brought the society closer to every one in their respective field of knowledge. Now the knowledge is not restricted to a particular society, institution or class room, but open for all and every where, in the present century; and hope the coming generation will get full advantage of it.

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END-USER TRAINING FOR MINING THE WEB: A REAL TEST OF OUR PROFESSIONAL METTLE

Jagtar Singh

INSTABLE ENVIRONMENT

Library and Information profession is in transition. We have moved away from atoms to bits. With the emergence of the Internet, and convergence of computer and communication technologies, information has become fluid and transcendental. Since there is no competition for space on the web, a lot of junk is being made available by the amateur authors in the public domain on the web. In this paradoxical situation, end-users have more information than they can manage, but less information than they actually need. Therefore, there is an immediate need to manage chaos on the web and empower the end-users with the techniques of the technology. Information literacy and end-user training can play a pivotal role in enabling the end-users to search and retrieve pertinent information from the web and also to survive the onslaught of information pollution. The symbiosis between information needs and technologies should be understood and then explained to the end-users. Information needs should lead the integration of information and communication technologies into our systems. But the situation is totally opposite in case of many libraries and information systems in India. Preservation of, and access to information has been the mission of the library as a metaphor of our documentary heritage since its inception. IFLA, UNESCO, and OCLC have made concerted efforts to provide massive access to information seekers in a cost-effective and timely manner. We have been