MANLIBNET REVIEW

Quarterly Newsletter of Management Libraries Network, New Delhi.

PROCEEDINGS OF THE 8TH ANNUAL NATIONAL CONVENTION ON "DIGITAL LIBRARIES IN KNOWLEDGE MANAGEMENT : OPPORTUNITIES FOR MANAGEMENT LIBRARIES: HELD AT IIM-KOZHIKODE DURING MAY 5-7, 2005

Rapporteur General: Mr. H. Anil Kumar,
Chief Librarian, Nirma University, Ahmedabad

DAY 1 : May 05, 2005 Pre-Convention Tutorial

The Pre-Convention Tutorial on the 'Greenstone' Open Source Digital Library software was attended by 36 participants. The tutorial gave a deep insight into the installation, configuration, collection building and customization using the Greenstone software for developing and maintaining digital libraries. Mr. Sreekumar and his team at IIMK conducted the tutorial. The pedagogy was through lectures and demonstrations which was followed by a three-hour practice session. Participants were given the Greenstone software on a CD, along with manuals, installation guidance and soft copies of the lectures.

DAY 2 : May 6, 2005 Inaugural Function

Welcome by M G Sreekumar, Organizing Secretary, MANLIBNET 2005 and Vice-President, MANLIBNET.

Dr. Krishna Kumar, Director, IIMK expressed his delight at the response received by convention. In his address Dr. Kumar talked about the role of libraries in the highly competitive world and explained the main factors of competitiveness, like increasing number of competitors, global competitors, power of scaling up by competitors, competitor from any unrelated sector, financial strength, and innovation.

In this scenario Dr. Kumar elucidated the role of librarians to overcome issues and challenges like information overload, developing an international perspective, live harmoniously in pressure situations, meet challenges of competition, help develop analytical and conceptual skills among students, and exposure to materials in different languages and making available such materials to faculty.

In his Inaugural Speech, Dr. M.K. Muneer, Minister for Public Works, Govt. of Kerala started with an introduction to the Library Movement in Kerala and Panicker's contribution to the networking of village libraries. He urged the MANLIBNET to create a KM grid for the nation. He alerted the need for controlling the issue of digital divide. Dr. Muneer also talked about media literacy and critical role of management libraries in creating digital libraries.

In his Address, Dr. TAV Murthy, Director, INFLIBNET illustrated the relevance of the theme, provided a briefing on the participants' profile, the range of participation, papers included in the convention. Dr. Murthy informed the gathering about the presence of database vendors, aggregators and also about the tutorial conducted on the previous day as a part of the convention. Dr. Murthy gave the audience the perspective of changing scenario for the libraries and role of INFLIBNET in nurturing young minds in the nation.

The convention was formally inaugurated with lighting of the lamp by the dignitaries.

The convention proceeding volume was formally released by Dr. Muneer and the Programme CD was released by Dr. Murthy.

Mr. M.M.L. Goyal, President, MANLIBNET proposed the vote of thanks.

Keynote address by Dr. TAV Murthy: Technology based knowledge management developments: Threats and opportunities for libraries.

Dr. Murthy provided an interesting and the much required global technology perspective to the gathering through above paper. His address reflected the vast experience and expertise of Dr. Murthy in the arena of librarianship, information science, information technology and information policy making. Dr. Murthy also dwelt on the concepts of OAI, Wikipedia, Open Archive, etc. He also gave a brief of digitisation movement in India, its policy directions, Kerala's initiatives in digitization. Dr. Murthy talked about the strength of India in its young and bright minds, IT leadership and English language. He warned the professionals of the challenges of WTO and IPR. Dr. Murthy summarised his address with reference to nanotechnology and advised the professionals to consider technology, platform and open archive initiatives as soon as possible, to face the challenges of the global competition.

Theme paper by Mr. M G Sreekumar on 'Digital Library Initiatives and Issues in India: Efforts on scholarly knowledge management'. The paper discussed various problems, challenges and issues involved in the design and development of standard digital libraries in the Indian context. Sreekumar listed the Indian initiatives by various organisations. He provided an excellent introduction on DL, its design, architecture, features, software, workflow and planning. He shared his experiences at IIMK in implementing DL and provided useful insights in the area.

Technical Session I

Chair: Dr. Raju Mathew, Head, DLIS, University of Calicut

1. KM in libraries: Designing proposal for implementation by **Dr. PR Goswami** and **Sh. MML. Goyal**

The paper presented a guideline for implementing a knowledge management project in a social science library. The author (Goyal) described the role of NASSDOC and initiatives taken by NASSDOC in the KM area. He also gave examples of managing reference sources like Census publications.

2. Knowledge Management strategies for effectively managing libraries by **Mr. H Anil Kumar**.

Mr. Anil Kumar provided a framework for KM. The presentation provided an understanding of the basic concepts of KM, types of KM and library focussed application. The presentation suggested a Knowledge Map development and then crafting a plan, developing a design and then implementing the KM in a library. The presentation also provided a list of processes and sub processes in a library environment.

3. GLADIATOR: Cutting edge web service technology to the Indian universities by **Mr. Manoj Kumar, Dr. TAV Murthy and Mr. Ankit Shah**

The paper introduced GLADIATOR for providing Web Services to the academic community of India by sharing bibliographic resources between SOUL and UCMS. It is an application for automated on demand data transfer on requisition. It is aimed at providing security enhancement application which can act as a prototype for future web services. The presentation discussed the Open Standards driving Web Services like XML, SOAP, UDDI, WSDL and TCP/IP, architecture and design of GLADIATOR and future web services.

4. Presentation by EBSCO

Mr. Shaji John of BESCO gave a presentation of Business Source Premier and A-Z products

Technical Session II

Chair: Dr. TAV Murthy

1. Structural and conceptual changes in the information landscape: The new challenges for information professionals by **Prof. Saji Gopinath, Chairman, QMOM Area & Associate Professor, IIMK**

Dr. Saji Gopinath talked about the developments in library vis-a-vis its services, users and their changing needs and impact on Digital libraries. Dr. Saji Gopinath talked about challenges to information professionals and the tools available to tackle these issues. The three themes that he dealt with in the paper were: Structural changes in the information space; transition from information to knowledge and moving from proprietary standards to open standards. He also provided a modified knowledge grid based on his research with 700 respondents. In the third main theme of open standards he raised the issues of financial viability of open standards and suggested a closer look at the concept of open standards. He has suggested models of taking decisions in solving the dilemma of selecting proprietary versus open standards.

2. Knowledge Management: Strategy, technology and application by **Mr. Biswajit Saha**

Mr. Saha provided an overview of KM, strategies of KM and technology aspects of KM. The author also discussed the application of KM in libraries and the role of library and information professionals in the KM process.

3. Digital information services in an undergraduate management college by **Ms. Meeta Rathod**

Ms. Rathod presented a conceptual paper beginning with the fundamental steps for moving towards the DL from a convention library of Business Management College. She shared her personal experiences at her library in Surat. She presented an excellent case of digitising her library functions, sources and services and she went on to elucidate issues and challenges in a small library supporting a business management college. She called for collaborative efforts by library professionals in the endeavor to providing effective services.

4. Presentation by Bharat Book Bureau

Mr. M.K. Chettiar of BBB gave a presentation on EIU Viewswire, Country Data

5. Knowledge Management: Strategies for managing the knowledge in the digital age by **Mr. G.T. Mahesh**

Mr. G.T. Mahesh provided a good introduction to knowledge management, types of knowledge, transformation of types of knowledge. Mr. Mahesh also suggested digital library technologies for knowledge transformation, knowledge management strategies, barriers and finally benefits of KM.

6. Knowledge Management and Knowledge Repositories: Role of management libraries by **Mr. Kaladhar Arnepalli**

Providing a perspective of knowledge management for libraries, Mr. Kaladhar, talked about the primary resources of knowledge and knowledge repositories. He mentioned about the requirement for refining knowledge and managing knowledge refineries. He also talked about technologies to be used by library professionals in KM.

7. Emerging Confront for Library and information professionals in KM era by **Ms. K. Vinitha**, **S. Kanthimathi and K. Tharani Devi**

Ms. Vinitha talked about KM, its process, concept and importance of KM. She listed modules, steps, barriers and prerequisites of KM. She went on to talk about the strong relationship between human resource management and knowledge management in libraries and the challenges and roles for the information professional.

8. Computerisation of library functions and services at IMCC, Pune by **Ms. Meenal Oak**

The paper mainly focussed on the computerisation of library functions and services right from selection of library software. LAN setup, Web access, barcoding of resources and readers tickets and training of staff. Ms. Meenal presented a good case study on library automation.

9. Music Library Management in Knowledge Society by **Mr. L. Nithin**

The author provided an interesting understanding of a music library and he focussed on KM in a music library. Mr. Nithin also dealt with the issues and problems in managing a music library, music information retrieval and future perspectives of music access and retrieval and he also went on to state qualities of a music librarian.

DAY 3 : May 7, 2005
MANLIBNET Best Librarian Award 2004

The **First MANLIBNET Best Librarian Award (2004)** was conferred on **Shri Chikkamalliah**, Librarian, IIM-B

Technical Session III A
Chair: Shri Chikkamalliah

1. Multimedia Content development for new generation libraries by **Mr. Ashok Pathak**
Mr. Pathak gave an excellent presentation on multimedia, its components/objects, types, image formats, tools for creating multimedia image objects, various digital audio and video formats, multimedia content integration, and comparison of different contents. The presentation was very much relevant for library professionals in adopting multimedia technologies and the best part of the paper was the variety and comprehensive scope of issues covered for the direct benefit of the library professionals.

2. Library capacity building through E-journal consortia: The Indian scenario: **Mr. M.G. Sreekumar and Ms. T. Sunitha**

Ms. Sunitha talked about the importance of consortia formation with the focus on access to E-Journals. She dealt with the need, benefit and the variety of issues faced by such consortia. Ms. Sunitha listed the Indian initiatives in this direction. She illustrated the various models of library consortia including a conceptual model of National Consortium.

3. Digital archives: Design and development by **Mr. K R Mulla**, **Mr. A S Shivakumar, Mr. Chikkamalliah and Mr. M Chandrashekara**

Mr. K R Mulla talked about the scenario in which libraries are functioning and the importance of digital library. He also talked about the objectives, advantages, design, development, architecture, management issues and developments in digital archive.

4. Organising for digital archiving: A network model at SDMIMD by **Mr. N S Harinarayan and Mr. M V Sunil**

Mr. Sunil presented the case of SDMIMD, Mysore library and their experience in developing an e-library. Charting an interesting path in attempting to create an e-library, Mr. Sunil talked on a range of issues, right from listing objectives, selecting the software to the implementation and hosting of the portal.

5. Presentation by Balani Infotech
Mr. Basawaraj gave a presentation on EMERALD Library

Technical Session III B

Chair: Mr. Jitender Sharma

1. Institutional Repositories: A new paradigm to sharing information by **Ms. Gayatri Doctor**

Ms. Gayatri Doctor talked about institutional repositories, types, digital repositories and components of such institutional repositories. She went on to list some global and Indian initiatives in this direction. Further she gave the participants an idea of search enablers and also benefits of institutional repositories.

2. Library Consortia in India: A successful way by **Mr. Rajesh Kumar**

Mr. Rajesh Kumar started with an introduction to Library Consortia, leading to identifying the purpose and objectives of such a consortia. He went explained the formation process, purchasing process in a consortia, types of consortia and finally provided some examples of library Consortia in India.

3. Establishing an integrated & interactive video conferencing facility at the library of IIM Lucknow by **Prof. Roshan Lal Raina (presented by Mr. M.U. Raja)**
The paper shared the IIM-L experience in attempting to establish an video conferencing facility at the Institute. The paper is an elucidation of the proposal that was submitted by IIM-L to MHRD in 2000 and started in 2003 with details of cost of equipment required for setting up this facility.

4. Presentation by Taylor & Francis

Dr. Temjen gave a presentation on Taylor & Francis Journals

Technical Session IV

Chair Ms. Gayatri Doctor

1. Presentation by Edutech India Ltd.

Mr. Sathish gave a presentation of the range of information products handled by M/s. Edutech.

2. Metadata: Automatic generation and extraction by **Mr. P P Noufal**

The paper dealt with the importance of metadata and metadata extraction. Starting with defining metadata, Mr. Noufal spoke on the types of metadata, why metadata, characteristics of metadata and the process, developing a metadata system, one of the various frameworks of metadata Dublin Core, automation extraction of metadata and tools for this purpose.

3. Text mining for information retrieval by **Mr. Jyothiprakash**

Mr. Jyothiprakash talked about text mining as a tool for information retrieval. Providing the definition, characteristics of text, text mining technology, he also gave an idea of the applications of text mining.

4. Web mining for knowledge resource centers (libraries) by **Mr. B. Sivakumar**, **Ms. R. Sujatha, Mr. R. Solaimalai and Mr. K. Rajkumar**

Mr. B. Sivakumar and Prof. Sujatha showcased a software they had developed to help the librarian in decision making. The software helps them in understanding the users and pattern of usage. Prof. Sujatha talked about the process of developing the system right from crafting the strategy, design, architecture to the implementation of such mining software. She also gave good instances on application

of this mining software to facilitate decision making of the librarian.

Valedictory Session

Chief Guest - Dr. K.R. Srivatsan, Director, IIITMK, Trivandrum
Information Systems for Knowledge Enterprises by Dr. K.R. Srivatsan

Dr. Srivatsan stunned the audience not only by his lucid oration on the topic but also by his intense and passionate knowing of the great Dr. S R Ranganathan. Starting from the great SRRanganathan's vision of libraries to be supermarkets, drawing parallels to supply chain management, ERP and so on he beautifully interpreted the 5 laws of library science. He took us through the journey of a traditional library to digital library. Further he talked about facilitating knowledge management with the digital library. Dr. Srivatsan made an interesting statement that libraries can no longer work in isolation and are the part and parcel of knowledge and intellectual infrastructure. The challenge he feels is in integrating DL into enterprise systems. He said that the library and information professionals will become knowledge officers of every organisation in the future. He gave us ample examples of such integration in virtual organisations and also provided many such avenues and roles that library can play in the KM process. ∎

SIS-IIML Training Programme on Marketing of Library and InformationProducts & services Organised By Indian Institute of Management, Lucknow March 01-03,2005

On a request from the Society for Information Science (SIS), India, and encouraged with the success of its training programmes on "Marketing of Library and Information Products & Services", the Indian Institute of Management, Lucknow conducted it, once again, during March 01-03,2005. Senior level professionals engaged in the information sector, from all over the country and overseas , attended the programme, which was directed by Dr. R.L. Raina, Professor, Indian Institute of Management, Lucknow. The programme was inaugurated by Dr. Devi Singh, Director,IIM, Lucknow, at IIML Campus on March 01, 2005. In his inaugural, Dr. Singh emphasized on ensuring the optimum utilization of the available resources. Dr. Ramesh Kundra, Secretary, SIS, India, present on the occasion, spoke about the functions and activities of the SIS.The programme was designed to equip the

---

MANLIBNET RELEASES ASHOK JAMBHEKAR FESTCHRIFT VOLUME

The festchrift volume " Library Management: Trends and Opportunities " published in   memory of late Ashok Jambhekar was released by MANLIBNET in an impressive function held at India International Centre, New Delhi on 14th March, 2005. The function was presided by Prof.Mushirul Hasan, Vice Chancellor of Jamia Millia Islamia, New Delhi. Prof. Roshan Raina, editor of the volume was guest of honour. The function was attended by a galaxy of library professionals both from Delhi and outside. Mrs.Sunanda Jambhekar, wife of late Ashok Jambhekar was also present on this occasion.

The function started by a tribute to Mr.Jambhekar. The speakers which included Mr.MML.Goyal, Dr.PR Goswami and Mr.Akhtar Parvez ,recalled Mr.Jambhekar's effort in organising library professionals working in India's business schools and leadership he provided to MANLIBNET as its founder president.

Prof. Roshan Raina who had anchored the festchrift volume project along with Dr. Dinesh Gupta and Dr. Ramesh Gaur took the audiance through the journey which the volume undertook, beginiing the very next day of Mr.Jambhekar's death when at a condolence meeting held at New Delhi a decision was taken to bring out a memorial voume as a mark of respect.

Prof. Raina briefly dwelt upon the contents of the volume and expressed the views that the festrchrift volume containing thirty-three contributions solicited from forty two leading academic and professional acquaitances of shri Jambhekar is, indeed a fitting tribute to the multifaceted contribution of Ashok Jambhekar as the papers touch upon very many topical subjects on the discipline of library and information Science, with particular emphasis on management aspects. Prof. Mushirul Hasan, the chief guest of the function released the volume and appreciated the efforts of library professionals to provide better services to library users.

Mrs.Sunanda Jambhekar, thanked MANLIBNET for its efforts to keep the momory of Sh.Jambhekar alive and recalled how late Jambhekar did everything extremely well as a husband, father, librarian, researcher and above all a humanist.The function ended with a vote of thanks by Dr.Ramesh Gaur. ∎

FEDERATED SEARCH: A SINGLE WINDOW SOLUTION

Does information in your organization reside in silos? Do you have to remember multiple database search protocols and passwords? Do you send students to the OPAC terminal to find books in your collection but to another computer to look for periodical articles? Perhaps there's a third for Internet access? Are end users in your company confused about the difference between one information source and another? Do results from a Web search and a fee-based premium information source look totally different? When researching a subject, can you imagine being able to do a single search, including subscription databases, Internet search engines, and electronic publications, instead of doing multiple searches across different sources and deleting duplicates?

This technology is here, albeit in its infancy. Federated searching—also known as parallel search, metasearch, or broadcast search—can be seen as an extension of the common user-interface research done decades ago. Federated searching aggregates multiple channels of information into a single searchable point. This blends e-journals, subscription databases, electronic print collections, other digital repositories, and the Internet. Federated searching reduces the time it takes to search and usually displays results in a common format.

NAMING NAMES IN FEDERATED SEARCH

The biggest players in the federated searching industry are MuseGlobal (MuseSearch), Fretwell-Downing (Zportal), and Webfeat (Knowledge Prism). These product offerings allow a user, regardless of vendor, to access multiple databases through one search interface. Endeavor (ENCompass) and ExLibris (MetaLib) are also in the federated searching space, as is Sirsi, with its Rooms project, but each offers slightly different features, including a combination of full-text linking and federated search results. A new entrant is TDNet, with its TES product. There are probably just a few thousand companies and libraries using this technology. Since federated searching is a young, emerging technology, the vendors are continually adding features and updating their capabilities.

Partnerships formed by companies already in the library/information space with federated search engine technology are common. MuseGlobal's MuseSearch sells exclusively through existing channels. Some of its vendor partners are COMPanion, Endeavor, Innovative Interfaces, Kreutzfeldt Information Services, LIB-IT GmbH, Mandarin Library Automation, My Community International, Syndetic Solutions, Sirsi, and

Transtech Corporation. Webfeat's product, Knowledge Prism, has vendor partnerships with Dynix, Follett Software Company, Thomson ISI, and The Library Corporation. Then there are libraries that have developed their own federated search engine. A good example is the California Digital Library's Searchlight product. One of the up and comers in the federated search space is Surfwax, which has moved from the metasearch engine space to offering federated searching on the enterprise level.

In the library space, federated search naturally evolved from broadcast searching, which simultaneously searches OPAC targets via Z39.50 protocol. Libraries moving beyond virtual online catalogs find that federated search engines give them the ability to include subscription databases, the Internet, or virtually anything in the electronic arena in which the access point can be authenticated.

NOMENCLATURE CONFUSION

The use of multiple names to describe the same thing plagues the information industry. Federated search is no exception. NISO, the U.S. National Information Standards Organization, and many libraries claim federated searching as metasearching. However, vendors in this space prefer not to be known as metasearch engines, as this conjures up thoughts of searching only previously crawled databases such as Google, AlltheWeb, and AltaVista. For marketing purposes alone, these vendors have had to differentiate their search functions to bring to mind higher capabilities than Dogpile, Vivisimo, or Metacrawler.

Federated search engines are different from the metasearch engines commonly found on the Internet. The public at large uses metasearch engines because they run searches via multiple Web search engines that spider the open Web, including multimedia sources. Federated searches concentrate mostly on textual information and offer subscription-based premium content database searching ignored by Web-oriented metasearch engines that miss these invisible Web sources. Another difference: Web metasearch engines offer free search. Federated search engines are enterprise software, with costs ranging from $750-$200,000, depending on the number of seats, design, and functionality.

To make the search environment more efficient for the content provider, system provider, and end user, NISO has gathered vendors, content providers, and library systems to work on its Metasearch Initiative. The

Initiative's focus is to create standards for several issues important to this emerging industry: proprietary vendor verification, authentication, and certification to use certain databases; search protocol standardization; common descriptors for data and content tags, as well as taxonomies; and how result sets should be sorted, ranked, and ordered. Another issue at hand very important to content aggregators is the copyright issue. How will each record show branding and copyright information? Right now, each vendor has a different way of handling these situations. What's needed is a common set of standards to help ensure each party's interest.

ACCESS ISSUES WITH FEDERATED SEARCH

Verification, authentication, and certification can be difficult for the federated search vendor. Since federated search engines don't hold the data locally, meaning the engines perform the search and send the results back, the federated search engine must be able to access multiple, password-protected databases behind the scenes, all at one time, and show users their results in one easy-to-read interface. The challenge for federated search vendors is to ensure that only licensed users can access databases in an appropriate manner, as specified by their license. This may require a library or a corporation to set up multiple areas where only certain licensed users can access a federated search.

Part of the process entails deciding what content different departments or users can access. This could generate an unwelcome amount of staff resource time to ensure authentication, verification, and interface display decisions. Authentication sets federated search engines apart from other more expensive and highly sophisticated enterprise search software such as Verity and Autonomy. Enterprise search engines usually restrict searches to internally generated, enterprise-wide information, ignoring subscription databases that enterprises have brought in house.

The number of different cookies a subscription database uses makes the authentication process either a simple or complex procedure. All the user needs to provide is the ID, password, and files to be searched for each subscription database. The federated search engine will handle the rest of the authentication procedure. However, the initial setup process can take a number of hours to a number of days, depending on the complexity and number of subscriptions.

INTERFACE ISSUES WITH FEDERATED SEARCH

The second issue is the search query and results interfaces. For several years now, libraries and corporate information centers have faced the "Google phenomenon." Many patrons believe that doing a Google search covers all the bases. Libraries now have an excellent opportunity to provide a simple, yet powerful interface that out-Googles Google. They can set up their interface based on subject and sources, or customize it to specific user needs. Libraries and corporations need to take note of Google's simple interface—users expect an interface as streamlined as Google's. Uncomplicated and intuitive interfaces without a high learning curve will see expanded usage. Most of the federated search vendors allow clients to create their own "look and feel" for the search interface and results pages. However, if you do not have the staff resources, they will often allow a more static look where little decision making on your part needs to be done.

When considering the federated search engines, you should decide how much time you will devote to designing the "look and feel" of the interface. Who will be the audience? How much staff resources are available for designing the interface? Again, the library or information center's staff will need to be in charge of authentication, licensing issues, and interface design. The end user should only see the end result of multiple databases searches without having to do any more than input their user ID and password one time and typing in a search query.

To start a search in a federated system, individuals can usually choose either a subject or the desired databases in which to begin their search. Most vendors allow customization of search fields to title, keywords, author, publication, subject, SIC code, ticker symbol, etc. On some of the vendors, results can also be filtered by different fields such as revenue, size of company, number of employees, etc. The results can usually be displayed by date, relevancy, or title.

The search interface and result filter customization begs the question: "What if some of the publications I'm searching do not include an author or other field?" In most cases, the federated search engine will then use the search words simply as keywords. These rules need to be clearly spelled out both by the vendor and the client. For example, how does the proprietary software handle phrase searching? Does it read the quotation marks or are quotation marks read as spaces? Since Internet search engines do read quotation marks, federated search engines should specify clearly if they don't. Most federated systems allow you to save a search and look through your search history if needed. None of the federated vendors have proximity searching or multiple-field searching.

REMOVING DUPLICATES

The next issues are hot ones: de-duping and relevancy. De-duplication of results seems to be controversial in the federated search space. The gist of it is that most federated search engines will de-dup the results you

have on your current results screen. Some of the federated search engines will even de-dup all results when requested. However, this opens up a Pandora's Box about how the results are returned.

Anyone familiar with search engine optimization understands that audiences will usually only view the first 10 hits. How do the vendors and interface designers ensure the highest-quality hits are returned first? Would their algorithms include making the proprietary databases higher on the relevancy results? If this is the case, does this put unfair burden on the subscription databases once federated searching becomes more popular? How do you treat Web results as opposed to subscription-based databases? If only your screen results are de-duped then does de-duping have any benefit? Because most of us view de-duping as being done on the complete set of results, partial de-duping is a new concept. In my humble opinion, partial de-duping is better than none. This is an issue that NISO will have to address.

Publishers will have to work through branding and copyright issues. They may also have to factor in the price of the subscription. Once federated searching catches on, the premium content providers will see significantly more usage—this could overload their systems, particularly for smaller publishers. Close monitoring for database usage on the part of libraries and corporations will provide valuable information as to what subscriptions to keep and which to cancel. Monitoring usage will also help to avoid having the subscription price raised because of over-usage. Several of the federated search vendors provide this type of statistical package to enable this monitoring.

MARKETING OPPORTUNITIES

If resistance is low and libraries embrace federated search technology, this could put marketing library services in a whole new light. Because these systems can be accessed remotely, yet are simple and dynamic, this is an opportunity to expand the library's reach and service, making it the "digital one-stop service to users." With database acquisition decisions already being made by the library staff behind the scenes, users have few decisions to make on their end. For the average end user, the less decision making, the better. Google, for the general public, sets the gold standard for returning relevant results. Federated search offers another opportunity for libraries to out-Google Google, this time by returning relevant results that Google misses. When the appropriate databases are chosen in advance for the end user, then there is a higher likelihood of relevant results. The biology depart! ment might pre-select BIOSIS; the psychologists would be directed to PsycINFO, economists to EconLIt, and those in financial

institutions to American Banker. This type of pre-selection makes the process seamless with little decision making required of the end user.

Not only do I see a significant benefit to libraries to implement federated searching, but I also see great benefits to corporations. It is no secret that in these economic times, many information centers have closed, leaving company employees to fend for themselves. When it comes to locating information, employees are paddling upstream without any oars. They've been told that they can find everything they need for free on the Internet—something all information professionals know is not true.

Subscription-based vendors of premium content are the winners here—if the majority of the results are coming from their subscription databases and if statistics support that contention. Federated searching can include not only premium content and Internet data, but it can also encompass internal company documents as well. The caution here would be to make sure this is done departmentally instead of company wide. You certainly would not want your sales force to have access to all your strategic planning material. One area of concern would be on which server the information sits. Most vendors offer the choice of the software running on their server or the customer's server. The customer would have to have the technical knowledge and staff resources to maintain the system if it did reside internally.

BENEFITS AND DRAWBACKS OF FEDERATED SEARCH

Individual end users will benefit from federated search technology. The reduced time it takes to do a basic search is benefit enough. A word of caution though: Federated searching is not for power searching needs. Just as with searching metasearch engines, only basic Boolean commands can be used. In my mind, federated searching is a good starting point, but never the ending point, for sophisticated search needs. However, the federated search vendors are continually improving their systems. Six months from now, the leaders may be able to offer complex search commands. Federated search systems are not something the average independent information professional will purchase, however, because of the costs involved. Federated search is designed for larger institutions, both academic and corporate.

Even though federated search engines are pretty much the new kids on the block, they are accomplishing some terrific feats in the information retrieval industry. Just to think that they have developed the ability to search across multiple types of databases, both public and

subscription, is amazing. Knowing a system's ability and its limitations are fundamentally important, as it would be with any new software. If you are considering purchasing a federated search service, always ask for a demo system to be built using your different ids and target areas to make sure authentication can be done.

Since we live in a fast-paced world, federated searching will find more and more applications, not just in the library world but the commercial sector as well, to save time and money and to enhance the user's search experience. ■

NASSDOC/IIML Training Workshop on Access to Social Science Information in Digital Environment February 7-10, 2005 at Indian Institute of Management, Lucknow

Indian Institute of Management, Lucknow and NASSDOC-ICSSR jointly organized a 4 day workshop on **Access to Social Science Information in Digital Environment,** UNDER 'NASSDOC Continuing Education Program' during Feb. 7- 10, 2005, at Indian Institute of Management, Lucknow. There was **NO REGISTRATION CHARGES** for the Workshop. Senior level professionals engaged in the different sectors, from all over the country, attended the programme, which was directed by Dr. R.L. Raina, Professor, Indian Institute of Management, Lucknow. The programme was inaugurated by Dr. A.K. Singh, Director, Giri Institute of Development Studies, Lucknow, at the IIML Campus on February 07, 2005. Dr. P.R. Goswami, Direcotr, NASSDOC, New Delhi, India, was also present on the occasion. He spoke about the function and activities of the NASSDOC.

The workshop provided the participants the sufficient skills, in accessing information. Teachers, Research Scholars, and Library/Information Professionals in the field of Social Sciences, were benefited from this workshop. The methodology was comprised of lectures by experts in the field, followed by hands-on-experience, presentations and discussion, by the participants. Generally speaking, the 'lab oriented' workshop has been designed around the following themes:

- Social Science Information (SSI)
- SSI Centres and Library Networks
- SSI Databases in CD-ROMs

- INTERNET and Social Science Information Sources
- Digital Library Development in the context of SSI
- Major SSI Websites and SSI Systems
- Consortium Initiatives in the context of SSI

The technical sessions with eminent subject experts were organised on the following topics: (i) An Overview of Social Science Information; (ii) Social Science Information in India: Origins, Characteristics and Sources; (iii) Information Technology: An Overview; (v) ICSSR-NASSDOC Databases/Services in SSI; (vi) Databases in Social Sciences; (vii) Social Science Citation Index, 2000-present; (viii) INTERNET/WEB Resources in Social Sciences; (ix) Human Dimension of Technology; (x) Going to the Web: Strategies and Techniques; (xi) Information Services to Social Scientists; and (xii) Knowledge Discovery in Databases.

The programme, concluded with a valedictory session on February 10, 2005, in which the Director, IIML, Dr. Devi Singh, while delivering the valedictory address, asked the professionals to accept the challenges posed, by being responsive to ever increasing and complex information requirements of their users. Dr. Singh also distributed the Certificates. Participants provided the feedback on the programme, through a structured questionnaire designed for the purpose as well as through a report presented in the valedictory function. Feedback reflected that the programme was a success■

---

participants with adequate know-how and designed around the following themes:

- Understanding the marketing process;
- Marketing in the library context;
- "Marketing Mix" in the context of information products & services; and
- Generating information products & services as sustainable sources of revenue generation.
- Customer Relationship Marketing (CRM) Initiatives.

The programme, concluded with a valedictory session on March 03, 2004, in which, Participants provided the feedback on the programme, through a structured questionnaire designed for the purpose. Feedback reflected that the programme was a success. Shri Sanjay S Degloorkar, Assistant Librarian, IIM, Lucknow was the Organising Secretary for the programme and proposed a vote of thanks in the valedictory session ■

MEMBERSHIP FORM

MANAGEMENT LIBRARIES NETWORK (MANLIBNET)

The General Secretary
Management Libraries Network (MANLIBNET)
B-2/B-223 Janakpuri, Delhi 110058
Telephone: 91-11-5591436

Membership No................................
Receipt No.....................................
Date...
Approved by EC.............................
Meeting dated ....

Dear Sir,

Please enrol me as a Life/Ordinary/Institutional Member of the MANLIBNET.   I am enclosing a cheque / Demand Draft No... dated .... drawn on...for Rs.*. being the requisite membership fee favouring Management Libraries Network, Delhi.

My particulars are as under (Please use capital letters)

Mr/Ms/Dr..

Date of Birth ....Qualifications..
....

Designation... Type of Library.. Scale of Pay.......................
Office Address
....
....

Mailing Address ....

....

Ph: .... Fax:......................................Email:..

I have read the rules and regulations of the Network and undertake to abide by them.

Yours sincerely

Signature

The cheque/demand draft may be drawn in favour of   <u>MANAGEMENT LIBRARIES NETWORK</u>   payable at Delhi. Please include Rs. 50/- for outstation cheques.

MEMBERSHIP FEE: 1. ANNUAL: RS. 200/   2. LIFE: RS. 1000/   3. INSTITUTIONAL: RS.1000

(For Office Use)

NEWS FROM PROFESSION

• **Mr. Chikkamalliah**, Librarian, IIM Bangalore **has been Conferrred with MANLIBNET best librarian award** for year 2004 in recognition of his immense contribution to library profession and achieving excellence in managing libraries and designing pioneering skills and innovative practices to render best possible services to user community.

Mr. Chikkamalliah's contribution to library profession is worth emulation for all of us. He has set new parameter in the conduct of professional duties, set new benchmarks and raised the bar of efficiency, integrity, sincerity and propriety to new heights. His long and distinguishing career has been a reading in copy book librarianship.

Mr. Chikkamalliah possesses extra-ordinary ability to motivate staff, focus their intellectual energy, and inspire new thinking and ideas. He has shown remarkable evidence of skills in forming partnerships, collaborations, and coalitions of relevant organizations to promote the mission of librarianship.

• **Dr. Ramesh C.Gaur** has quit Mangement Development Institute. Gurgaon and taken over as Llibrarian and Head, Kala Nidhi Division, Indira Gandhi National Centre For Arts, New Delhi.

• **Dr. Tariq Ashraf,** Editor, MANLIBNET Review has quit Fortune Instituite of International Business, New Delhi and joined IIM Lucknow as Librarian. IIM-L library organised a get together of library professionals of the town on this occasion .The well attended event was presided over by Prof. P.N.Kaula.

• **Mr.Antony Jose** has joined Management Development Institute, Gurgaon as librarian . He was earlier working with IIM,Indore.

• **Mr.M.U.Raja and Mr. M.K.Singh** have been appointed as Deputy Librarians at Indian Institute of Management, Lucknow.

OBITUARY

• We at MANLIBNET are shocked to know about the sad and untimely demise of **Prof. T B. Rajashekar** in a road accident. Cruel hands of destiny have snatched from the profession a very dynamic, prolific and promising LIS academic and professional, who was pioneer of several movements in the field of LIS in the country. His professionalism and dynamism earned him the respect of his peers and of the wider LIS community in the country and abroad.

He will certainly be remembered for his extraordinary commitment to the profession and for the quality of his work in furthering the cause of LIS in India .The void created by his death will take a long to fill. May the departed soul rest in peace.

• MANLIBNET expresses shock and grief at the sudden and untimely death of **Prof. J.L.Batra** in a road accident in Delhi. Prof.Batra was Director of IIM-Lucknow during 1993-1998 and currently Director General, IMT,Ghaziabad.■

SEND YOUR CONTRIBUTIONS AND FEEDBACK TO

Dr. Tariq Ashraf

Editor

MANLIBNET REVIEW

Indian Institute of Management
Prabhand Nagar, Lucknow - 226013 (India)
Ph: 91-0522- 2736944 (Direct)
Fax: 91-0522 -2734025-2734027
Email: tariq@iiml.ac.in

BOOK POST