

Initiatives *for* **Innovative Information Services**

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Why Service Innovation?

To achieve

- Greater user satisfaction
- Cost-effectiveness
- Time-effectiveness and
- Increased efficiency in service delivery

Information Services in the Digital Era

- Online catalogue search
- Online reservation service
- Email and instant messaging alerts and reminders
- Virtual reference service or online information desk
- Ask a Librarian service
- 24/7 service

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- Services through social networks
- Knowledge management and institutional repositories
- Union catalogues
- Access to online databases
- Access to scholarly information through e-journal consortium
- Resource sharing via information networks

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- Online discussion forums
- eBooks lending
- Automated self check-in and check-out
- Online homework help
- Online teachers' resources
- Online parents' resources
- Online book clubs

etc., etc., etc....

Some Unique Information Services

- Individual ergonomic workstations (Sweden)
- Public libraries allow dogs with the users in the library (Scandinavia)
- Book boats to bring the libraries to those living on islands (Norway)
- Bookstores in libraries (Hong Kong) so that users can purchase the ones they like

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- Use of RFID and color coding to sort and shelve books (Singapore National Library)
- Use of over-the-head book return conveyer belt system (Hong Kong)

- Charles Sturt University Library blog

Innovative Services: Copies Direct

- To assist in ordering material directly from the National Library of Australia
- A single entry point for users requesting a copy of any item in the Library's collections
- Copies from books, journals, newspapers, pictures, manuscripts, oral history transcripts, maps, tapes and recordings etc. can be availed of by paying certain charges
- Requested copies can be provided under the fair use provisions of the Copyright Act

New Services Models (NSM) Program

- To address strategic challenges and operational concerns faced by the University Library at the University of Illinois, USA
- Was designed to address the question of how to sustain the Illinois tradition of excellence in library services while navigating transformations in academic libraries and scholarly communication

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- To identify opportunities for strategic investment in resources, collections, facilities, and information technology, as well as opportunities to engage its users in far-ranging discussions of the future library services

Innovative Services : Emerging Trends

eBooks lending service

- My Media Mall

- Popular fiction, classic and children's literature, mysteries and nonfiction such as cooking, biographies, business and more

- LearningExpress Library

- Career guides, study aides, and test-preparation

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- eBooks from EBSCO (formerly NetLibrary)
 - Complete text and graphics of well-known reference books
- Safari Books Online
 - On-demand digital library providing over 9,800 technology, digital media and business books and videos online

Trends...

teenZone -Services for Young Adults

Teen books, magazines and DVDs

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- ◉ Flat screen TV's
- ◉ Xbox 360's
- ◉ Playstation 3
- ◉ free music downloads and
- ◉ regular weekly, monthly and special events

Trends...

Online Resources on Website

- International journal articles
- Electronic editions of newspapers
- Tools to help job seekers, students, businesses, and career professionals
- Curriculum Resource Center
 - Handouts, maps, experiments and diagrams for teachers and students seeking material to supplement their coursework

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- Freegal
 - a free music downloading service
- Online access to US Federal Government publications
- Grolier Online includes seven encyclopedia databases
- Health Reference Center
 - Contains information on pressing health and social issues

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- Home Improvement Reference Center
- I-Share
 - Online catalog of academic Libraries in Illinois
- Illinois Legal Aid
 - Provides Illinois residents with free information on their legal rights and responsibilities, quick referrals to free and low cost legal aid offices, interactive forms, and self-help instructions for common legal problems

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- ◉ LearningExpress Library
 - Practice tests and tutorial course series
- ◉ Mango Languages
 - 48 different language courses
- ◉ MEDLINE
- ◉ NetLibrary
 - Downloadable electronic books

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- OAlster

- Over 19 million digital resources made public by the University of Michigan

- ProQuest

- Index of millions of articles and reviews from thousands of magazines, journals and newspapers, many full-text

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- ReferenceUSA

- Phone, address and demographic directory listings for over 12 million US businesses and 100 million US households

- Science Online

- Printable diagrams, definitions, biographies, experiments and essays

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- World Geography and Culture Online

- More than 1,200 printable, full-color maps and over 270 flags, accompanied by statistics, images, and information about geography, government, history and culture for more than 200 countries and territories

- Biography in Context

- Combines award-winning biographies with full-text articles from hundreds of periodicals

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- **Business & Company Resource Center**
 - Fully integrated resource, bringing together company profiles, brand information, rankings, investment reports, company histories and more
- **Consumer Reports**
 - Offers consumer news, reports on different products, recalls and safety information, and more

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- Contemporary Authors

- Complete biographical and literary information and references on more than 120,000 U.S. and International authors

- Hulu

- Television shows and movies for free. Full episodes and clips are available

In India??? In India???

Virtual Reference Shelf at LC website

ASK A LIBRARIAN



- [Ask a Librarian Home](#)
- [Frequently Asked Questions](#)
- [Virtual Reference Shelf](#)
- [Reference Correspondence Policy](#)

More Resources

- > [Copyright Help](#)
- > [Donations of Library Materials](#)
- > [Duplication Services](#)
- > [Guides and Bibliographies](#)
- > [Research and Reference Services](#)

Virtual Reference Shelf

 Print  Subscribe  Share/Save

Selected Online Resources for Research

- ↓ [Abbreviations](#)
- ↓ [Almanacs & Fast Facts](#)
- ↓ [Architecture](#)
- ↓ [Art](#)
- ↓ [Business](#)
- ↓ [Calculators](#)
- ↓ [Calendars & Time](#)
- ↓ [Children & Parents](#)
- ↓ [Consumer Information](#)
- ↓ [Dictionaries & Thesauri](#)
- ↓ [Directories](#)
- ↓ [Education](#)
- ↓ [Encyclopedias](#)
- ↓ [English Language & Literature](#)
- ↓ [Full-text Books & Periodicals](#)
- ↓ [Genealogy](#)
- ↓ [General Reference Resources](#)
- ↓ [Grant Resources](#)
- ↓ [Health/Medical](#)
- ↓ [History \(U.S.\)](#)
- ↓ [Images](#)
- ↓ [Law](#)
- ↓ [Libraries](#)
- ↓ [Maps](#)
- ↓ [Music & Performing Arts](#)
- ↓ [Politics & Government](#)
- ↓ [Quotations](#)
- ↓ [Research & Documentation](#)
- ↓ [Science & Technology](#)
- ↓ [Statistics](#)

The Library's [E-Resources Online Catalog](#) provides information on the subscription databases to which the Library subscribes for the use of its on-site researchers. The catalog also provides information on [freely-accessible resources](#) on a variety of topics that may be accessed anywhere.

Rewards and Recognition

- EIFL-PLIP: Public Library Innovation Programme – International
- Rethinking Resource Sharing (RRS) Innovation Awards – International
- Jim Crawford Award for Innovation in Libraries - public libraries eligible for funding by the Libraries Board of South Australia

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- Marketing Innovation Awards - libraries and information services in Wales
- 3M Award for Innovation in Libraries (discontinued from 2012) - New Zealand

In India???

In India???

In India???

Conclusion

- Libraries are getting transformed into a more critical and significant intellectual center of the society
- Amazing programs and information services
- Efforts for encouragement are limited

Recommendation

- To ADINET, INFLIBNET and other leading library associations in India

To introduce some concrete measures to document as well as to reward the initiatives for innovative library and information services in India.

Thank You