

# ICT and Library Services: Futuristic Vision

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# Taking a stock of the past and present

- Over last two decades, we primarily focused on getting hardware resources, infrastructures like LAN, the Internet, library management software and electronic resources. As we enter the eleventh year of this millennium, we can see that the availability of computers is not a problem in almost all libraries, probably there is none in this gathering who does not have a library management software and the Internet in her/his library, and many of the libraries have access to some or many electronic resources.

# Which direction to take now?

- The next direction of our concerns about ICT in libraries will be guided by (i) demand of the users (ii) technologies available in the market, and (iii) business models. Overall, there is paradigmatic change and instead of technology alone, focus is more on users and services.

# OCLC findings about users' wish list

- Direct links to online content— text and media formats;
- Evaluative content, such as – summaries, abstracts, tables of contents and excerpts;
- Relevant search results;
- Item availability information— if the item is available and how to get it;
- Simple keyword search with an advanced, guided search option;

# Librarians' experience about users' wish list

- Suggestions for spelling errors;
- Refining results by date, format etc.;
- Presence of tag cloud for search/limit interface;
- Suggestions – “you may also like to read this...”;
- Marking records and exporting;
- Inclusion of federated search;
- Facilitating users to tag, rate or review materials;
- Searching beyond the scope of metadata and mining the digital content;

# Librarians' wish list

- These wish lists of users have been coupled with librarians' workplace demands as well as their strong desire to expand the functionalities provided by LMS software.

# Concepts that are driving now

- Seamless access to electronic content - a key driver;
- NextGen catalog;
- Open library environment;
- Software as a service (Saas);
- Virtual space;

# References

- OCLC: Online catalogs: what users and librarians want. 2009



# Thank You