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Introducing e-journal services: an experience

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# Introducing e-journal services: an experience

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## Abstract

**Purpose** – This case study seeks to discuss the author's experience of providing e-journal services to the scientists at the Central Glass and Ceramic Research Institute – a centre of excellence in the field of glass and ceramics situated in Kolkata, India. It describes the developmental activities involved in providing user access to the e-journals and its impact on library operations.

**Design/methodology/approach** – The article begins with background information on the Central Glass and Ceramic Research Institute and its parent body, the Council of Scientific and Industrial Research, and then goes on to discuss the development of e-journal services within the library of the Institute.

**Findings** – The author shows that providing training to the staff as well as library users and managing services of the e-journals were the most important issues. The author also shows that e-journals have added enormous resources to the collection and improved the service of the library, enhanced access to journal literature, and decreased the demand for photocopy services as well as document delivery of single articles.

**Originality/value** – This case study of the Central Glass and Ceramic Research Institute experience should be useful to others for deciding their activities to access e-journals as well as the library community in general

**Keywords** Electronic journals, India, Glass, Ceramics

**Paper type** Case study

## Introduction

The rise of the first e-journal is a much-debated question; however it is placed around 1990. E-journals originally started as products in textual format sent by e-mail by specialized newsgroups in the technical-scientific field and in the biomedical area. In 1992, the first e-journal appeared on the web and in 1997 publishers began to issue them at first in the Postscript or PCI formats and then in the more practical PDF format. Over the last few years electronic journals have become an important tool for scientists and medical practitioners (Spina *et al.*, 2004). With the requisite information technology (IT) infrastructure now becoming commonplace in academic and research institutions, electronic journals are becoming an established component in the life of academic and research institutions, but the management of electronic journals can not yet be considered trouble-free.

The author is grateful to the Director, Central Glass and Ceramic Research Institute, Kolkata for his kind permission to place this paper for publication and is also greatly thankful to Dr. K. K. Phani, Chairman, Library Advisory Committee, Scientist-in-Charge, Library and the Data Bank for his kind support. The author also wishes to thank the staff members of the Computer Section of the Institute for their support and cooperation to provide e-journal services to the users.



An e-journal is produced, published and distributed all over the globe via electronic networks or the Internet. Publishers have moved quickly towards the use of the latter as a major medium for the distribution of their products. In fact, e-journals are becoming an accepted and necessary means of meeting the demands for the dissemination of knowledge everywhere. E-journals offer tremendous possibilities and advantages over print journals. One is the ease of use, availability on the web and universal acceptance of web technology. The enhanced features of online journal access provided through web technology such as hyperlinks to related texts and links to multimedia also provide value-addition to these sources. E-journals also have sophisticated searching capabilities. Thus the e-journals are apparently infinitely available and the users have freedom to access these at their convenience of chosen location and time.

According to a recent study, 75 per cent of all currently published scholarly published journals are now available online. The remaining 25 per cent are expected to follow shortly, driven by user demand and the estimated 16 per cent additional margin that accrues to publishers on electronic – only titles (Lugg and Fischer, 2003). Over the past a few years customer demand for online versions of published material has grown exponentially and today it is expected that print and online go hand in hand. From the publishers' point of view, reasons to go online include:

- responding to customer demand for online access;
- being part of a growing marketplace;
- opening the opportunities for creating new revenue streams online;
- enhancing the availability of their content worldwide via the internet;
- removing the physical barriers of the printing process; and
- enhancing their overall offer without incurring major costs[1].

The rapid growth in popularity and availability of e-journals has left libraries struggling to adapt to the new demands imposed by this new form. Fortunately, librarians and their authorities in India are not being left behind. Institutions in India are investing in infrastructure and libraries have started to explore various e-journal access models and consortia based resource-sharing opportunities. One such library is that of the Central Glass and Ceramic Research Institute in Kolkata.

### **Central Glass and Ceramic Research Institute**

The Central Glass and Ceramic Research Institute (CGCRI) is one of the oldest laboratories of the (Indian) Council of Scientific and Industrial Research and carries out R&D activities in the field of traditional ceramics, special glasses and advanced ceramics – keeping pace with advances in the field the world over. In CGCRI, the library is an integral appendage to the R&D activities of the laboratory, and is designed to meet the total information requirement of its users. The library holds one of the largest and finest collections on glass, ceramics and other allied subjects by housing documents such as books, bound journals, microfilms, standards, reports, patents and annual reports of various organizations including bound volume of periodicals. The library has about 300 users comprising scientists, research scholars, project assistants and technical staff members of the Institute. It also extends reference and consultation facilities to external users from neighbouring institutions and industries etc.

For its part, the Council of Scientific and Industrial Research (CSIR), the parent body of CGCRI, is one of the main contributors to research and development being carried out in India. Established in 1942, CSIR is an autonomous body registered under the Societies Registration Act, 1860 with a wide-ranging charter for promotion and development of science and technology. CSIR has a network of 38 Laboratories and Field Extension Centres spread all over the country. CSIR has built, over the years, an impressive laboratory infrastructure with excellent manpower capabilities, which in most cases have been nationally and internationally acclaimed. CSIR has 5,000 active researchers (3,000 of them are Ph Ds/M. Tech) who are actively supported by 11,000 Technical Officers and 5,000 supporting staff. CSIR has gradually emerged as a global R&D platform forging alliances and collaborative arrangement with leading multinational and internationally acclaimed R&D organizations.

All the laboratories and organizations of CSIR have their own well-established libraries and information/documentation centres. In the beginning, these were small, but today the majority of them quite well-equipped and most modern in organizations, stock and equipments offering good services using best documentation techniques. The libraries are engaged to support the R&D activities of the respective labs and cater to the information needs of the labs' scientists. They are recognized as the best scientific and technical libraries in their respective fields and have a rich and valuable unique collection of books, journals, conference proceedings, standards, patents, other micro documents etc. in the fields of their subject interest in order to serve in achieving the unique goals of the labs. For instance, as noted above the CGCRI library is recognized by the Indian scientific communities as one of the best scientific and technical libraries of books, journals, conference proceedings, standards, patents, micro documents etc. in the fields of glass, ceramics, refractories, composite and allied subjects for retrieval and effective information services to the Institute's scientific and technical staff for their different R&D projects.

Almost every function carried out in these libraries has been altered by the use of information technology. The manner in which these libraries store, process and retrieve information has changed even the information medium itself with no restrictions to use print media only. Revolutions have occurred in these libraries to carry out activities pertaining to information storage, processing, retrieval and dissemination – card catalogue, printed indexes and abstracts being replaced by databases. The development of the Internet has added a new phase of developmental activities in the work pattern of these libraries. Almost, all the labs of CSIR now have a sound LAN infrastructure to access Internet resources and services. As a result, the Internet technology with its information resources and services is profoundly affecting the libraries of CSIR laboratories.

### **Print and e-journal subscriptions of CGCRI**

The subscription to the print journals of foreign titles by the CGCRI Library could be categorized into two groups: journals published by commercial publishers and journals published by learned societies. Over time the CGCRI Library experienced a high escalation of journal prices. With the year 2000 renewals, CGCRI Library's journal collection consisted of 70 print only subscriptions of which 10 titles were published by learned societies, e.g. American Ceramic Society, Optical Society of America and Society of Glass Technology. Currently, the CGCRI Library has subscriptions to 56

foreign titles including learned societies publications, but due to budget constraints, the library has been compelled to discontinue the subscriptions.

However, in the beginning of the year 2000, CGCRI installed a dial-up Internet access facility in the library to provide Internet access to its users. The library professionals trained users in how to access Internet resources and services. The creation of the facility helped these library users to access e-journals. Initially, the CGCRI Library started accessing e-journals, which were free against subscription to print version of the journals of the publishers. The library accessed e-journal as a remote user then on the basis of user ID and password. Later, the Institute's Computer Division commissioned a Local Area Network (LAN) with 168 nodes distributed over different sections and departments of the Institute and this became operational in June 2002. The LAN got connected to Internet through a leased data circuit of 256 kbps from the Institute to the VSNL-Gateway of India. Then, the library requested publishers to provide e-journal access through the IP wherever available and presently all the e-journals access at the CGCRI Library are mostly IP based. The advantage of IP based access for the library is that there is no need to keep a record of the user ID and Password.

The CGCRI Library has e-journal access on the basis of the following two models:

- (1) *Individual title access*: Free e-journal access against print subscription of the library. The library activated access of the titles locally against their print subscriptions.
- (2) *Consortium access*: E-journal access as a member of CSIR E-journal consortium. CGCRI library got accessed to the titles as a member of CSIR e-journal consortium against CGCRI library print subscription and without any print subscriptions of some publishers as an added benefit.

### **E-journal individual title access**

In the year 2000, after forwarding payment to the publishers for the print copy of the journals, the following workflow or steps were followed to have the online access to individual titles of journals:

#### *Step I: Collection of data*

We collected data on journals having online access free against print subscriptions and also simultaneously collected e-mail contact address of the publishers of those journals.

#### *Step II: Request to activate online access*

We requested publishers to activate online access. We also requested agents of the publishers to contact the publishers on the issue for the journals, which were subscribed through agents.

#### *Step III: License evaluation/negotiation*

Publisher instructed us to complete online user's agreement to have free online access of the journals against print subscriptions. For publishers who provided online users agreement, these were directly filled out online and were submitted accordingly. Although licensing has become more standardized, for publishers who do not accept online user's agreement then licenses/user's agreement were obtained, reviewed and signed wherever required to access e-journals and ultimately, were mailed to the publishers.

*Step IV: Activation*

Publishers activated the access and informed the library accordingly. Some publishers deliver their content online to their audience through intermediaries, as they required a cost-effective channel that delivers faithfully rendered and fully searchable content, has access to a global distribution network and provides a platform that supports online authorization and access for their readers. Such intermediaries provide these publishers with control over all aspects of the online process. Therefore, the electronic access to the journals of these publishers is available to as a subscriber, but this is through an intermediary such as Catchword or Ingenta.

Ingenta is the established market leader in online publishing, providing online content services to over 270 publishers since 1998. IngentaConnect offers one of the most comprehensive collections of academic and professional research articles online – some 18 million articles from 29,000 publications, including over 8000 online. IngentaConnect provides access to the full text of online articles, through online purchase of individual articles, or through subscriptions to publications. Over 17,500 institutions worldwide use IngentaConnect as their preferred method of accessing the full text of articles – delivered online, by fax or Ariel[1]. First, one must register to activate their subscriptions through ingenta as the publishers need to authorize Ingenta to make subscribed titles available to the subscriber on their password. Once institutions have registered their institutions, they can activate their subscriptions at any time. Institutions have to sign in with their administrator user name and password, and institutions will be provided with a menu of administration options. Therefore, we first registered our institution through Ingenta. We browsed IngentaConnect to view the publications available and used their activation form to claim online access of our subscribed publications, or asked our subscription agent to send them our subscription details. We simply provided our subscription agents with our IngentaConnect ID and asked them to activate our subscriptions through IngentaConnect. Requests for access were validated and they authenticated access automatically and confirmation was emailed to us at the address with which we registered. We needed subscription number to activate the subscription supplied by the publisher. This number we collected from mailing labels or invoices. Wherever we were unsure, we contacted agents and publisher for our subscription number. Ultimately, 15 titles have been finalized for e-access at our lab level.

*Step V: User awareness*

Later, time-to-time, whenever a new title was activated users were informed to have the access of the e-journal through institute e-mail facility.

**E-journal consortium access**

The CSIR E-journal consortium comprises an association of 38 laboratories of CSIR along with their field centres located in various part of India. It is one of the Tenth Five Year Plan network projects of Council of Scientific and Industrial Research. The objectives of this network project are:

- to provide CSIR scientific and technical personnel electronic access to world scientific and technical literature through strengthening the facilities for pooling, sharing and electronically accessing the CSIR information resources; and



- to nucleate the culture of electronic access with a view to catalyzing the evolution of digital libraries (Council of Scientific and Industrial Research).

CSIR with its constituent laboratories together subscribes to over 4,000 scholarly and research journals at a cost of about Rs. 25 cores every year. This print version collection creates an annual depository of 500,000 plus printed articles spread across the labs. In order to enhance the accessibility, use and increase the resources base of world S&T literature, the fifth meeting of the Heads of CSIR laboratories and Information Centers had recommended that a Consortium for access to E-journals be set up. Consequently, CSIR's Director General set up a study group to collect and compile information on the journals presently subscribed to by the CSIR laboratories, including CSIR Headquarters and also to study the feasibility and economic viability of CSIR laboratories subscribing to identified journals on-line on a consortium basis and devise a system for the management of the consortium and equitable sharing of the expenditure thereof. On the basis of the recommendations of the study group, CSIR decided to set up a consortium for electronic access to journals resources to harness the fruits of technology based global information resources. As a first step, CSIR entered into an agreement with Elsevier Science, one of the leading S&T publishers of the world, having cognizance of its usefulness, to enable all its laboratories access to 1,200 electronic/online journals on 10 June 2002 and since then all labs/Institutes of CSIR accessing 'Science Direct'. During the period of contract the usage had been very satisfactory. Initially, in July 2002, the monthly usage downloads were about 11000 articles, which over the period exceeded to 100,000 downloads/month (Chand and Mahesh, 2003).

#### *Initial e-journal access at CGCRI*

During the first quarter of 2001, the CGCRI Library was requested to provide feedback on having a trial e-journal access of Elsevier's ScienceDirect – the world's largest electronic collection of science, technology and medicine full text and bibliographic information[2]. It is the essential information resource for millions of scientists around the world. Since its launch in 1997, ScienceDirect has evolved from a web database of Elsevier journals to one of the world's largest providers of scientific, technical and medical (STM) literature. It is an open platform offering its subscribers desktop access to more than 2 million full text articles. Coverage includes over 1,800 journals published by Elsevier Science, Academic Press and Harcourt Health Sciences and dynamic linking on ScienceDirect via CrossRef provides access to articles from over 120 leading STM publishers. An expanding suite of scientific full text journals and abstract databases in a rich linking environment provides subscribers with increasingly flexible and extensive access to the world's published STM literature. ScienceDirect (online) users should possess a good connection to the Internet, preferably through their institution's network connection; a standard web browser such as Netscape Navigator™ (6.0 or better) or Microsoft™ Internet Explorer (5.0 or better); and Adobe Acrobat Reader™ to view PDF articles.

All the users of the CGCRI Library were informed of this new facility and requested to give their comments. Comments received from the users were highly in favour of the subscription to the facility and to explore the possibilities of subscribing e-journals of other publishers. This was the beginning of accessing e-journals at CGCRI as a member of CSIR E-journal consortium and since then CGCRI has had the opportunity

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to access e-journals in huge numbers. Initially Elsevier Science provided the accessibility to 1200 e-journals to all the CSIR laboratories over six months on trial access, but later access was extended for the CSIR e-journal consortium to all the e-journals of Elsevier for the period 2001-2004.

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#### *Development of CSIR e-journal consortium access*

From then on, many developments have been taking place within the CSIR e-journal consortium. As a result, the development of e-journal access in CGCRI gradually increased and is currently continuing. From time to time we keep receiving e-mail from NISCAIR, the CSIR e-journal implementation agency, informing about various trial accesses such as web of Science(R) Trial Server Access, IEEE digital library trial access, Scopus: the world's largest abstract database of scientific literature, etc. and settled access of various publishers. NISCAIR, upon seeing the success of e-journal access to Elsevier, invited further proposals from the company along with other e-journals publishers. Recently, access to the e-journals of 11 publishers has been approved by the Council of Scientific and Industrial Research covering 3,316 individual e-journals for its constituent laboratories (Table I). Paying for 20 print subscriptions, CGCRI, as a member of CSIR e-journal consortium has now access to 400 journals published by six major publishers, namely, Elsevier, Springer, American Chemical Society, Royal Society of Chemistry, John Wiley, and Oxford University Press (Table II). This access will remain up to the end of 2007 as per the agreement between CSIR and the publishers.

#### **Impact of e-journals on library operations**

##### *Managing e-journal access*

The e-journals have become very popular to the scientists, and how to provide e-journal services or access to the scientists became an issue for the library. E-journal management requires different skills all together. As the journals of various publishers are distributed over Internet, it is felt better to organize them in one place so that the scientists or users of

Sr no.	Name of publisher	No. of subscribing labs	No. of labs for e-access	No. of journals for access	No. of subscribed journals
1.	Elsevier Science	38	All	1,500	399
2.	Springer	32	All	800	120
3.	American Institute of Physics	8	8	16	17
4.	Blackwell	23	23	355	55
5.	American Society of Civil Engineering	8	8	30	20
6.	American Chemical Society	24	All	41	31
7.	John Wiley	28	All	41	31
8.	Cambridge University Press	11	11	74	18
9.	Oxford University Press	15	All	69	28
10.	American Society of Mechanical Engineering	6	6	20	19
11.	Royal Society of Chemistry	18	All	37	22
	Total: 11			3,316	813

**Table I.**  
Details of CSIR e-journal  
consortium

**Source:** Council of Scientific and Industrial Research (2005, p. iii)



the Institute can directly go to the relevant page and can have the access to the full text and bibliographic database of the publishers. To solve this issue, we have created a web page (Figure 1) in our Intranet providing a hyperlink to the site address of the publishers and for the e-journals which are subscribed by the CGCRI only against print subscription and not covered under CSIR e-journal consortium, to ease access to the e-journals with a couple of mouse-clicks. The URL address of the title is being integrated with the Online Public Access Catalogue (OPAC) of our library package so that users will be able to access the title through it. But, this would give access to only those titles for which library has a current subscription - not all those titles which are additional as a member of CSIR e-journal consortium. The CSIR e-journal consortium division, NISCAIR, has developed web based monitoring system to act as an interface between the users (CSIR Labs) and e-journals publishers. The system has three different interfaces i.e. CSIR labs, Publishers and Administrator of the consortium (Figure 2).

### *Library budget*

The pricing-structure of the e-journals varies significantly from vendor to vendor and from publisher to publisher. As CGCRI accessed e-journals against print subscription of the publishers, we did not have any extra strain on our library budget. For the consortium access, we had and still have the responsibility to continue the print subscription of the publishers as subscribed in the year considered as base year. Later, the option of continuing the print subscription changed to continue the value of the subscription of the publishers to accommodate deletion and addition of new journal titles as per requirement of the institute projects.

### *Training and awareness*

The introduction of e-journals required the training of library staff with the new facilities so that they in turn could train and help library users to access the facility. CSIR organized a CSIR E-journal consortium Trainers Training Programme for accessing the Elsevier e-journals to enable trainers to impart training to all users of their respective labs for optimum utilization of this facility. Three library staff members of CGCRI benefited from attended the training session. Publishers too played an active role to train library staff as per terms and conditions of CSIR e-journal consortium.

The responsibility of the library staff increased to provide training and support to the library users with the new e-journal facilities so that users can use the e-journals independently with out much help from the library staff. However, it is necessary for

Sr no.	Name of publisher	No. of print subscription of CGCRI	No. of Journals CGCRI has access as a member of CSIR e-journal Consortium
1.	Elsevier Science	13	1,500
2.	Springer	6	800
3.	American Chemical Society	0	41
4.	John Wiley	0	374
5.	Oxford University Press	1	69
6.	Royal Society of Chemistry	0	37
	Total: 6	Total: 20	Total: 2,821

**Table II.**  
Details of CGRI e-journal  
access as a member of  
CSIR e-journal  
consortium

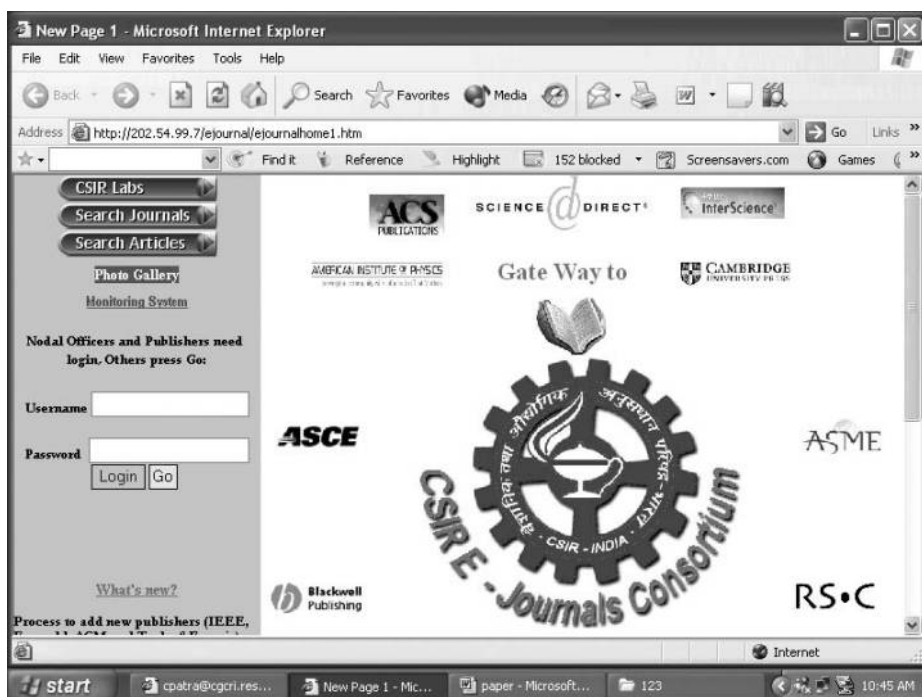
**Online access by Publishers (all the titles)****American Chemical Society:** <http://pubs.acs.org>**Elsevier Publication :** [www.sciencedirect.com](http://www.sciencedirect.com)**John Wiley:** <http://wileyinterscience.com>**Oxford University Press:** <http://www.oup.co.uk/jnls/online/all.html>**Royal Society of Chemistry:** <http://www.rsc.org>**M/s Springer & Kluwer e-journals:** [www.springerlink.com](http://www.springerlink.com)**Online access by title of the journals (exclude above publishers)****Advances in Applied Ceramics :****Direct URL:** <http://www.ingentaselect.com/rpsv/cw/maney/17436753/contp1.htm>**American Ceramic Society Bulletin :** [www.ceramicbulletin.org](http://www.ceramicbulletin.org)

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**Figure 1.**  
Web page of CGCRI  
e-journal



**Figure 2.**  
Screen shot of web  
monitoring system  
developed by NISCAIR,  
CSIR e-journal consortium  
implementing agency

users also to do the work themselves, and scientists indeed have often wished to do so, not being very willing to delegate their “keeping up with the literature” to someone else. Therefore, it was important for the scientists and as well as other library users to know how to conduct search, how to take print out, how to download etc.

Initially, some users were provided with brief personal help informally to make them aware of the ScienceDirect facilities. Formally, a lecture was delivered on the topic to provide an overview and to make all users aware of the various facilities of ScienceDirect such as Quick search, Browsing of publications, Searching, Recording search history, Content and Linking, Linking from the article page and My alert and Profile. These features were also demonstrated to the users along with a live presentation through Internet. Each and every user was also provided with personal assistance whenever they requested it. User manuals were distributed to each section of the Institute. Elsevier also conducted a ScienceDirect Refresher Training Session in mid 2004. Users were also sent e-mails to keep them aware of added facilities or added titles or any kind of changes etc.

### *Library services*

The collection size of the CGCRI Library has been increased due to the wider range of e-journals that CGCRI can now access as a member of the CSIR e-journal consortium. The library has presently subscriptions to around 56 foreign print journals whereas the library can actually also currently access a total of 2,836 e-journals. And as has already been mentioned that paying for 20 print subscriptions, CGCRI, as a member of CSIR e-journal consortium, has now access to 2,821 journals published by six major

publishers. The library, has activated another 15 e-journals online access locally against the print subscriptions.

This is a tremendous information resource for the CGCRI library. The introduction of e-journals has improved the services of the library and has also enhanced access to journal literature. With the introduction of e-journals, researchers today have a treasure-trove of information that they could never have dreamt of accessing with such ease earlier with just a couple of mouse-clicks. They can even access their literature without ever coming to the library (which is not necessarily a good thing!).

E-journals access has reduced the physical presence of users in the library. Browsing of recent journal arrivals in the library has become less as users are getting the same information while seated in front of the desktop in their offices. The Current Awareness Service of the library, particularly, the Content page has lost its relevancy. The alerting services provided by the publishers keep the user instantly aware of the latest developments in their respective fields. In the world of research it is important to know when the latest research is available and the best way to be notified when a new issue or article appears is use of the alerting services of the publishers. From such alerting services, user can quickly and easily add, remove, modify and save alerts on the search, journal issue and citations.

The use of print journals has decreased dramatically – and with it the demand for the photocopies of the articles also has been reduced since users can download or make printout of required articles from their PCs themselves. But demand for the photocopies for the old volumes is still there since we only have access for the full text from Elsevier since 1995, from Springer since 1997 and from other publishers since 2000. In some cases, the publishers have not yet made full text available for the old volumes. E-journals have also reduced the document delivery of single articles, the shelving time of the library staff and the circulation of documents of the library.

Despite the popularity of the e-journals, users need significantly more guidance in using them than they did in using a library of print materials. Therefore, Reference work has increase in alternative ways: the task of listening to a user's needs, how to access those resources, and how to formulate their queries for search systems etc. In fact, the whole process of electronic journal development requires effective management of change. The introduction of electronic journals has an impact on working practices requiring more technical skills and competencies and changes in management priorities. Tracking electronic journals to collect usage statistics is not an easy task. Most publishers provide usage reports to show which titles have been used, which articles have been accessed and various other statistics. Looking at the statistics a library could take decisions on how to maximize the use of the e-journals. Since we have e-journals against print subscriptions, activities in relation to the management of print subscriptions presently are being carried out side by side and the library has remained the appropriate structure through which to take decisions about the distribution of budgeted funds for the purchase of e-journals. In summary, the introduction of e-journals has reduced some of the traditional library activities but has also introduced some new activities and procedures in the operations of the library.

### Conclusion

This article has described the introduction of e-journals within the library of the Central Glass and Ceramics Research Institute. The success of e-journal access for an

organization depends on a good LAN infrastructure along with an Internet connection with good bandwidth. The bandwidth needs to be increased at CGCRI since it is slowing down the access of graphics and animation incorporated in the publishers resources. E-journal interfaces and software of the various publishers are quite different; it is very difficult to always remember all the options. Therefore, one has to have these facilities using again and again the various publisher sites. Links also need to be created for each individual title from the library e-journal page of the Institute - though it is easy to check whether the access is live or dead by one click only for the publisher site, which would not be possible by each and every title. We library professional not only collect, retrieve and provide information but also archive the information for future use. Publishers have the option to provide archives of older material, therefore it is now issue in front of us whether or not to purchase print version of serials that can be just as easily accessed on-line with archive.

### Notes

1. [www.ingentaconnect.com](http://www.ingentaconnect.com)
2. [www.sciencedirect.com](http://www.sciencedirect.com)

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