

A Seminar on  
Knowledge Resource Management (KRM) 2010: Information Resource, Services &  
Practices

Tata Memorial Hospital, Mumbai

29<sup>th</sup>, 30<sup>th</sup> Sept – 1<sup>st</sup> Oct 2010

**A Report**

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The success of the two day Seminar KRM2008 held in November 2008 prompted the Department of Library Science, Tata Memorial Hospital (TMH) to jointly organize the KRM2010 with the Health Libraries Association of India (HLAI). The seminar received a fairly good response from the library and information science professionals in the country.

This Three days event - Knowledge Resources Management 2010 organised by Department of Library Sciences of TMH in association with Health Science Library Association of India had a pack full of discussions and deliberations from renowned resource persons on e-content and its management in scientific libraries and health science libraries in particular. The discussions addressed most of the legal and administrative concerns of Librarians in this constantly changing technological environment and challenging demands of tech savvy users.

This time the national seminar model was a mix of invited and contributory papers, covering areas not only related to medical sciences but also from libraries supporting different domains and S & T and management. The organising committee had invited papers from all over India for presenting their innovative practices in the technology driven environment. The event had received an overwhelming response. Of 17 papers received, 11 papers were short listed after peer review, accepted and brought in the form of proceedings of the seminar. The event received 39 registrations from various parts of India.

**Day one 29<sup>th</sup> Sept 2010**

**Tutorials**

The event started with two structured tutorials by Mrs Vasumathi Sriganesh of QMED and Dr Medha Joshi of TMH on 'Integrating library holdings in PubMed' and 'Designing Tutorials for End Users' had lot in it to take away for the delegates to experiment and apply the learnings in their libraries. The tutorials actually demonstrated how journal collection can be integrated in to PubMed to locate library collection while searching. Dr. Joshi demonstrated the method of

designing tutorials for information literacy skills for end users. Several points and established methods were also elaborated during the tutorial. The tutorial was intercepted with examples from everyday practice by both the speakers.

### **The Inaugural function**

In the inaugural address Director, TMC, Dr R A Badwe expressed his views and expectations of user needs in this overloaded information environment and expressed targeted information services as essential library services. Prof. Ajit Kembhavi, Director, IUCAA in his keynote address shared his experiences in e sciences. He showcased issues in e – science, information generated online in case of astronomy and the areas where LIS skills can help in organising and accessing the content. He also touched upon areas and issues in evolving consortia models in the Indian context with special reference to UGC INFONET and how central agency mediation can benefit academic institutions. He maintained that the future challenges lied in Maintenance, Relevance, and Growth of resources.

### **Day Two, 30<sup>th</sup> Sept 2010**

#### **Technical sessions:**

The technical sessions concentrated on e-resources management areas. There were in all four sessions concentrating on resource management, panel discussion on end-user perspectives on e resources, Consortia and Technology and applications.

The first session of day two started with a lead talk by Prof Sivakumar, Department of Computer Sciences, IIT, Mumbai. His talk entitled ‘Reference Management & Open Access: an end user s perspective.’ was very enthralling and pointed several issues related to resource management and use. His talk enlightened on modern readers demand, information hierarchy, reference management collaboration tools and open access models. Dr Sivakumar traced the development of internet, from times of affordable online access to digital content from anywhere to anytime, and its uses in to the next generation of internet using the Web 2.0. The web 2.0 facilitated easy collaboration with peers enhancing considerably the value of the content. He explored the rapid transformation of academic research, role of publishers, and librarians. Demonstrating several Innovative tools such as Connotea, CiteuLike, Zotero and Mendeley, he showcased how social networking ideas have been adopted to bibliography management. He also touched upon Open Access principles with many institutions setting up repositories and mandates for self archiving which is already permitted by most publishers. He emphasized that all these needed

standardization of the content and LIS professionals should initiate methods for standardization, availability and accessibility through various forums.

**The Technical Session I** on “**E Resources management – issues and challenges**” was chaired by Dr G K Manjunath, Chief Librarian IGDRI, Goregaon, Mumbai. . There were two invited speakers and three contributory papers. Dr G K Manjunath initiated the session by his very encouraging and effective talk on – ‘E-resources Management, Issues and Challenges addressing issues related to technological obsolescence, retrieval software, local search engines and concepts on CLOCKSS and LOCKs. Mr Manish Mankad, Unilever, Bangalore, deliberated on Enterprise Resource Management. All organisations generated loads of information and information resources, forming very huge resources of Knowledge. His talk targeted issues on such enterprise resources and challenges faced while managing such varied forms of information. He made special reference to cost saving, information security, human resources and copyright related issues in ERM.

Among the papers presented during the session, Ms Seema Vyas Chief Librarian GMC Nagpur shared her experiences about managing E-journals and framing policies at various stages, with special reference to Enterprise resource system. Mr Mehdi Aslam presented his views on E-resources in health sciences.

**The session II** was a **panel discussion of end users** of the TMH library. The session was chaired by Dr K M Mohandas, Director, CCE, TMC. The panel had with a spectrum of 7 different information users - Clinicians, Scientists, Peer reviewers, Specialists and Trainees viz., – Dr S Chiplunkar from ACTREC, Dr . S Gupta ( Medical Oncologist) , Dr P Pai (Surgeon, Head and Neck Services), Dr U Mahantshetty ( Radiation Oncologist), Dr Navin Khattry (Prof., Medical Oncology), Dr G Amit ( Resident GI unit), Dr Mitali Dandekar ( Resident H & N services). Dr. Mohandas initiated an interesting theme for panel discussion - Users Perspectives – E Resources Current and Back Volume: Need and Accessibility. All the panellists actively participated in the discussion and shared their views on need of information in different context and situations. Inaccessibility of supplementary data, short supply of conference proceedings, alerting services, accessibility of articles from back issues, availability of Indian articles /data on cancer were some of the major concerns. It was also suggested that specialised services be developed by libraries to support individual information needs i.e library / LIS professionals should bring in filters to avoid unwanted information from flowing in to the searches conducted by the end users. Panellists also emphasised on libraries to introduce new services to assist the authors for writing articles. The discussion highlighted change in the reading habits of users and specified services required by the specialists.

**Session III** on “**Consortia: future trends and challenges**” was chaired by Dr Maya Avasia (Advisor to library, Kamala Raheja School of Architecture). Dr Avasia shared her experiences of initiation of first concept on Consortia by TIFR in 1998. In the session four invited papers were presented. Dr Waydande (Dpty. Librarian, IIT, Mumbai) shared his experiences of INDEST consortia at IIT. Dr Surya Nath Singh (Documentation Officer, NIV, Pune) presented his views on National consortia models and their future needs with specific relation to Medical and health science consortium. Mr Prabhakaran (SO- ‘C’, TIFR Library, Mumbai) educated the delegates on licensing issues and shared his experiences on various issues to be considered while signing licensing agreements. He identified areas of concern in licensing and contracts / MOUs with publishers and how to resolve issues related to fees, price cap, hosting fees, jurisdiction and liquidity. The session being very close to present day practice received lots of queries and discussions. Mr Devidas presented various resources available in the Internet.

**Session IV** of the day on theme “**Technology and applications**” was chaired by Dr V N Patkar, Independent Researcher, Mumbai. In all four papers were presented in the session. Among the invited speakers, Prof. Dr S Jha (Mehta school of Management IIT Powai), delivered a thought provoking talk on peer review of knowledge, Technology surplus and their different types and related copyright issues. His talk brought to the forefront the areas of where IPR / copyright can be violated in a digital environment. He also suggested methods to address these issues. Mr Amol Deshpande, (MD, Scrum Systems Ltd, Pune), covered challenges of Future Technologies in libraries and emphasised on the need of services on 24x7 models. The next speaker was from media libraries, Ms Anita Pujari (GM Information services, DNA, Mumbai) shared her experiences of archival importance of Media and Entertainment sector with an interesting concept - RNA of DNA – Research N Archives. Mr M Singh,(SO, SIRD, BARC) shared his expertise on distribution of information using Technology. He demonstrated how BARC had developed portal and interfaces to districted in-house generated resources and out-sourced resources to reach all end users. Mr V K Singh, (Fellow Delhi University) presented contributory paper addressing views on problems and prospects of E resources Management through portal.

### **Day Three, 1<sup>st</sup> Oct 2010.**

#### **Technical Session**

The deliberation of the third day, started with the technical session V on – Librarianship and was chaired by Dr S N Singh, Documentation Officer, NIV, Pune. The session had two invited talks and two contributory papers. Dr Perin Marolia (Reader, NID Cell, SNTD) was invited to share her experiences and expertise on the portal for women managers - “Networking and Information

Dissemination (NID) cell” which has been instituted in SNDT University by UGC. The focus of her talk was on delivering / distribution of information to support information needs of women managers in India, and to build their capacity. An interesting portal designed to provide reference service & SDI was covered by Dr S. Nagarkar (Dept of Lib & Inform Sc. Univ. of Pune), in her talk ‘Reference Services through Internet’. The presentation covered use of freely available tools in the internet for having effective services and focussed on specific users. The session also had two contributory papers from Dr. S Sawant and Ms D Kasbekar. Dr S Sawant from SHTPT School of library Scs, SNDT Women University, presented paper on “Open Access Publishing models” briefly discussing issues related to costs involved in publishing peer review papers in renowned journals. Ms D Kasbekars’ paper discussed the ‘Users & Librarians’ perspectives’ on e resources. The third contributory paper was not presented as the speaker cancelled his participation at the last moment. Dr Singh summed up the session by changing and refining roles of LIS professionals in the electronic era.

The session ended with a product demonstration from Wolters Kluwer, by Mr Verma and Ms Gupta on products ‘Up to Date’ and ‘Ovid’.

**Session VI** was a panel discussion by creators and distributors of e-resources. The panellist were a mix group - publishers, aggregators, soft ware developer and, librarian namely, Ms Shanti Ganeshan (Librarian, NIRRH Parel), Mrs. Meera Gaikewari (Algorithms, Pune), Mr V. Singh (Country Manger India ,Thomson Reuters India), Mr Prathap Das (Regional Sales Manager, Proquest), and Mr. Manoj Nambiar (General Manager, Springer India Ltd). Mr N V Satyanarayana, MD, Informatics India Ltd Bangalore moderated the discussion on ‘**Acquisition & Usage of E Resources: Perception & Challenges**’. The debate was initiated based on four access models – Pay by use; Rent for a year; Buy for life and Free. The discussion covered aspects of accessibility and federated searching, missing contents, trends in pricing and use of new technologies. The discussion was very interactive and informative. Subscription based ‘Library Automation Tools’ and cloud computing models were some of the new trends, which were discussed. The panel discussion was well received by the audience, raising several practical difficulties for e- journals during the discussions. The panel discussion helped in bringing to the fore the common issues for administrative and management issues like budgeting, accessibility and sustainability of e journals.

The **Session VI** on ‘ **Information Literacy Skills**’ was chaired by Dr Sushma Poudwal (University Librarian & Head SHPT School of Librarianship, SNDT Women’s University Mumbai). The invited speaker Ms Shobha Kulkarni, Deputy Librarian, IIT Powai, presented her views on need for ‘Information Literacy initiative for Knowledge Resource Management’.

Mr S. Munnolli (Librarian ACTREC) shared his experiences of enhancing the usage of e-contents in his talk 'Use and effective use of online resources'. Contributory paper by Milind Patil from TMH Library, shared experiences of TMH customised tutorial model for information literacy skills developed for TMH staff. He explained in detail the basis of the model, how the model evolved and is constantly reviewed to add newer areas for clarity. He concluded that a constant change in tutorial model is useful in not only imparting life-long learning module, but also helps in developing a strong relationship between the LIS Professionals and end users. The tutorials also helped in promoting libraries and their services to end users. Dr Poudwal summed up the concept of Information Literacy & covered skills required for conducting Information Literacy Programs by briefly demonstrating efforts of SNTD libraries for the same.

### **The Concluding & Valedictory Session**

Dr K Sharma Director, Academics, welcomed the chief guests and participants to the valedictory function and suggested such discussion should be a regular feature to address changing needs of end users. Valedictory function was presided over by Dr P Shingare, Jt. Director DMER, Govt. of Maharashtra. Dr Shingare was introduced by Dr Medha Joshi. For the benefit of the president, an overview of the three day deliberations were presented by Mr. Satish Munnolli (Librarian ACTREC). Ms Seema Vyas (Librarian, GMC Nagpur) gave her observations on the deliberations and also suggested state level the need of consortia as a possible solution to improve access. Dr A. D'Cruz, Director TMH, in his concluding remarks commented that the seminar report described in detail the proceedings and coverage in terms go service. He suggested that the libraries should focus on specific information needs and should evolve specialised services to address such information needs. Dr Shingare, in his presidential address, congratulated TMH library and HLAI, for organising a seminar on a theme, which is of relevance to both Libraries and library users. He expressed that the deliberations and exchange of ideas must have benefitted all participants, and expressed his desire to form a state level consortium. He suggested that such seminars should be organised often and encouraged Libraries of Govt. Medical Colleges to organise such academic activities to develop expertise and share experiences. Dr K Sharma highlighted the benefits of seminars and should maintain continuity. He suggested that e-books should also be treated as important and main collection of libraries. He emphasised that the inspecting authorities should not insist on print copies. E- books like E journals have their advantage of campus wide, multiple simultaneous access and are helpful to students where ever they are in the campus. He requested Dr Shingare to take this matter on behalf of the libraries and recognise e- book collection as the

main collection, thus encouraging libraries to be modern in approach. The function concluded with a vote of thanks proposed by Dr Medha Joshi.

The three days deliberations covered changing concepts and challenging demands of managing E resources and provided the opportunity for delegates to share, discuss and understand their thoughts, thus achieving the objectives of the KRM 2010. The observations and recommendations that emerged from KRM 2010 are:

1. There is tremendous Information over load and a need for filters in terms of search interface and manual filers are essential
2. The information needs are becoming more and more focused and therefore personalised services are essential. Efforts may be made to identify such needs and design services accordingly.
3. The constant growth in resources, complexities of resources, technologies and inaccessibility needs makes it difficult for end users to identify and use appropriate resources. Information literacy skills are necessary and imparting these to end users is need of the hour, hence. newer models be developed and implemented to suit their specific needs
4. Consortiums are being developed by so many individual governing bodies. These models are good examples for developing one at state level in Maharashtra. National level consortium should also be encouraged.
5. The licensing terms and conditions are the main documents for a successful consortium. Efforts may be made to standardise these across the country. A draft proposal may based on the guidelines of [licensingmodels.org](http://licensingmodels.org) by the panel on KRM, to ensure good licensing practices and ensure benefits to participants of consortiums
6. Special workshops / course should be conducted to educate LIS professionals on matter such as licensing models, pricing, negotiations criteria etc. for achieving better deals and access by HLAI and TMH together.
7. E- Books should be recognised as main part of library collection by the inspecting authorities and with a request to Jt. Director, DMER to intervene.
8. Medical libraries should develop strong network at all levels to share resources and practices as well.
9. HLAI and TMH library should develop mid career development courses to support continuous learning amongst LIS professionals.

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