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A Case Study of All India Institute of Medical Sciences (AIIMS) Library, New Delhi (India) in the age of ICT

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Abstract:

Purpose: The purpose of this study was conducted to find out the case study about the All Indian Institute of Medical Sciences (AIIMS) library, New Delhi (India). This case study reveals the library activities, services, collection, ICT usages, infrastructures and management of the library for the benefit of user community.

Methodology: For the required information a set of questionnaire was prepared for the present study and it was distributed to the library professionals of AIIMS library only.

Findings: This study revealed that library has well furnished collection of printed and e-resources, facilities for disabled users, yearly training program for library professionals, usages of ICT in the library etc.

Research Limitations: The present study is limited only for the AIIMS library of New Delhi. Though different categories of library users use the library yet the research survey was limited for the library professionals only.

Practical Implications: Various library services like e-resources accessing, DDS service, SMS alert service, E-alert service, Single Point Search (SPS) service, MyLoft service, Remote Xs service, plagiarism checking service, printing & photocopying service etc have been providing for the library users. AIIMS library also provides different training programs regarding ICT application in library services to students, researchers, faculties & physicians so that the library may afford the best practices towards library services.

Originality: The present study is the original study of the researcher as it is entirely based on primary data from library professional's survey. Some supplementary data have been collected personally by physical observation and visit by the researcher to know the better usages of AIIMS library, New Delhi.

Keywords: *AIIMS-New Delhi, Case study, ICT, B B Dikshit Library, Medical professionals.*

Introduction:

All India Institute of Medical Sciences (AIIMS) are autonomous, government and public medical institutes established for advanced and quality medical education for the country. These institutes are recognised as the institutes of national importance by the Act of Parliament of India. There are total 15 numbers of AIIMS fully functioning in different states in India. The foundation stone of All India Institute of Medical Sciences (AIIMS), New Delhi was laid in 1952 and it was officially established in 1956 by an Act of Parliament to provide the best services in the field of biomedical science education and practice. It is one of the prime medical institute among the other biomedical institutions of national significance. AIIMS provides the medical education courses of undergraduate, postgraduate, doctoral, paramedical, nursing, dentistry, pharmacy & other allied subjects etc. Besides medical education, the importance has also given in biomedical research for the health professionals, quality based treatment & patient care, Evidence Based Medical Practice (EBMP), Faculty Development Program (FDP) and telemedicine etc. It is accepted as one of the chief research centre for the biomedical education in the country.

Brief Outline about Dr. B B Dikshit Library of AIIMS, New Delhi:

AIIMS central library of New Delhi is named as Dr. B B Dikshit Library (BBDL) which was established in 1956 in the name of first founder director Prof. Balachandra Babaji Dikshit of this prominent institute. BBDL is accepted as one of the academic and research library for students, faculties, physicians of pre and para clinical departments. The library is a two storied building and different sections have been arranged separately & systematically. The library building consists of two floors with a carpet area of 27000 square feet with seating capacity of 400 numbers of persons. The library remains open round the clock including Sundays and holidays except national holidays. The average numbers of users visit the library regularly is around 350 numbers. There are total 18 numbers of professional and non-professional library staffs in AIIMS library. The staff has been engaged their duty in 3 shifts as the library keeps open for 24*7 hours for the users.

Literature Reviews:

Trivedi (2006) has depicted about the health science libraries in 21st century. Latest technology has influenced in the health science libraries. By using the health science libraries, medical professionals has also enhanced the teaching and learning skills, patients care behavior, accessibility of medical information and telemedicine service etc. Different types of information are also distributed in various digital formats. By using the ICT based library

health science professionals can also save their time by accessing electronic information from any place.

Hussain and et al. (2010) has elaborated about the usages of different types of library collection and services of National Medical Library (NML) in India. This library has a good contribution for dissemination of e-resources among the health science libraries of India. Library users of AIIMS, New Delhi also use this library for reference and reading purpose. With the usages of latest ICT equipments, NML has been providing different types of library services for maximum utilization of the library collection.

Chidambaram (2017) has described about the e-resources accessibility by the medical professionals and other library users of AIIMS, New Delhi. The editor has also described about the availability and usages of e-resources like PubMed, BMJ Best Practices, Access Medicine, HSTalks etc. by the AIIMS fraternity. The author has also highlighted about Single Point Search service, Web scale Discovery service, Remote Xs facility for the library users. The author also described about the research metrics. AIIMS library users are highly interested in searching online resources in comparison to printed resources.

Vishwakarma, Khan and Neetu priya (2017) has described in their conference paper regarding the changing library services in the e-learning environment of AIIMS, New Delhi. With the application of different technologies in the library environment of AIIMS, New Delhi library user's access different types of ICT equipped library services along with their traditional library services. By using ICT tools, e-resources have been highly distributed at any time among the authorized library users.

Vishwakarma, Khan and Neetu priya (2018) has explained about the maximum utilization of the subscribed e-resources by the senior health professionals and other library users through remote login facility. The authors have also mentioned about the misusages of active library users login ID & password provided by the AIIMS library. ICT has changed the usages of subscribed e-resources in the digital environment.

Scope & Limitation:

The present study of the researcher is limited only for the AIIMS library of New Delhi and the research survey was limited for the library professionals only.

Objectives: The main objectives of this study are as follows;

- a) To know the library collection of AIIMS library, New Delhi.
- b) To identify the library services provided by AIIMS library, New Delhi.
- c) To know the ICT usages in AIIMS library, New Delhi.
- d) To find out the problems of AIIMS library, New Delhi.

Methodology:

A set of questionnaire has been distributed among the library professionals of AIIMS library, New Delhi. To know the depth information about the library personal discussion and physical visit has been done by the researcher.

Utilization of Library Budget of BBDL:

For the development of library, budget is very much essential. There is provision of separate budget for the procurement of e-resources and print resources in BBDL. From the total library budget, 80% of the library budget have been used for the procurement of e-resources. E-journals and e-books are procured annually for the library. The library gives the first choices for procuring more e-resources than printed resources.

Printed Collection of BBDL:

AIIMS library has well based print and e-resources collection for the library users. The library has approx 155000 numbers of printed resources including books, periodicals, bound volume journals, pamphlets, research reports etc related to biomedical science field and 31000 numbers of printed documents related to social sciences and different subjects. BBDL has also a separate collection of 2500 numbers of Hindi books. The library has a vast collection of back volume journals. Presently these journals are kept in two compactors shelves in another storeroom of AIIMS in different campus due to lack of space in the main library building.

E-resource Collection of BBDL:

In AIIMS library, printed resources are withdrawing day by day due to growth of electronic resources. The library has discontinued subscription of printed journals since a few years back. BBDL has vast collection of full text e-resources and bibliographic e-databases. The library has been subscribing 7 numbers of Systematic Reviews Databases , 2 numbers of E-Learning Packages, 2 numbers of Literature Search Databases, 11 numbers of other Medical Databases, 189 numbers of e-books and 1589 numbers of e-journals. All kinds of e-resources are available through AIIMS website which is governed by license agreements. BBDL on behalf of AIIMS has signed in the licence agreement with different publishers for subscribing the e-resources. User can access all these full text and bibliographic databases online. These kinds of major e-resources are basically used for academic and research purposes by the library users. Only the authorized members i.e. students, researchers, faculties, resident doctors and onsite visitors of AIIMS library can access these subscribed e-resources. All kinds of subscribed e- resources can be accessed through Webscale Discovery Service, Single Point Search service, IP enabled and Remote Xs facility by the registered members.

BBDL has been providing Article on Demand (AOD) facility for the bonafide library members. The library has an agreement with Nature Publishing Group (NPG) for delivering the requested articles from their published journals. User can approach to the Chief Librarian through mail for the required articles from Nature Publication. These articles are delivered on paid system as per users demand. These e-resources are delivered on users request separately from other subscribed e-resources of BBDL. There are total 54 numbers of journals in Nature Publication Group.

AIIMS is also the member of ERMED Consortium provided by National Medical Library (NML), New Delhi. Library users can easily retrieve current and archive e-journals from ERMED consortium. User can access all kinds of fulltext e-resources at free of cost from medIND database also.

Library Services of BBDL:

AIIMS library provides the services to the registered members including students, research scholars, faculties, doctors & academic staff etc. One can take the library membership by submitting application form along with supporting documents. The library has approx 4000 numbers of registered members. BBDL has been providing various library services both traditional and ICT based system.

- **User Education Service:** BBDL provides the library orientation program for the newly joined library members i.e. for faculties, resident doctors, research scholars, scientists & students of AIIMS. In this orientation program, the Chief Librarian introduces the users with different sections, deliver lectures about the various library services and facilities. In the library orientation program, the chief librarian gives the guidance about the availability and accessibility of e-resources and web based services for the users. The librarian also provides a short term training and demonstration class for the members about the accessibility of subscribed e-resources of BBDL.
- **Reading Room Service:** The library has open access reading room facility to all registered library members of the institute for reading and reference purpose. Library users can use the library for 24*7 days.
- **Circulation Service:** The library issues 3 numbers of books per students for one month, 5 numbers of books per research scholars for 3 months and 10 numbers of books for the faculty members for 5 months. Users can borrow their books by using their Library Smart Card.

- **Overnight Issue Service:** AIIMS library provides the overnight issue service during emergency time for the valid users of BBDL. Users have to submit the document requisition slip to the circulation counter for overnight issue. The librarian gives the permission for issuing the document by seeing the user's necessity along with the condition of documents.
- **Book Display Service:** Newly added and recent edition printed books are displayed near the circulation counter of BBDL. The library is presently giving the preference for procuring only e-resources than printed documents.
- **Interlibrary Loan Service:** BBDL is the member of Developing Library Network (DELNET). The library provides interlibrary loan facility through DELNET. User can borrow books and articles from other libraries which is not available in BBDL.
- **Internet Service:** The library is equipped with an in-house IT service including 3 numbers of independent servers and 52 numbers of nodes. The library is using the LIBSYS automation software for library management works. The library provides internet and intranet facility for the registered library users.
- **E-Reading Service:** E-reading service is available in BBDL. A well furnished E-reading hall is available for e-book readers with the seating capacity of 80 numbers of readers at the same time. The library has 10 numbers of client computers for accessing e-resources and users can access, download & read the e-books in this hall.
- **Wi-Fi Service:** Wi-Fi facility is also available for the registered library members of BBDL. Wi-Fi facility is restricted for one device only per user and they can access all the library e-resources by using Wi-Fi facility.
- **OPAC Service:** OPAC service is available in BBDL. User can search the library catalogue to know the status of the documents availability in the library. It is updated regularly with the addition of new collections of BBDL.
- **SMS Alert Service:** BBDL provides SMS alert service to the users. Important SMS is sent to the registered library members regarding overdue library books, urgent need of borrowed books etc.
- **E-Alert Service:** E-Alert service is provided through e-mail facility to its active library members and respective departments by the Chief Librarian of BBDL. Through E-mail, the librarian also sends the reminders and updated notification to the active library members.

- **Content Page Alert Service:** Previously the library provides the content page alert service of the printed journals to the departments. After discontinuation of printed journals, the librarian send the list of available e-journals to the respective departments and registered library members.
- **Current Awareness Service (CAS):** The library provides the CAS to the users of BBDL with the newly added library collections. New additions of book lists are also uploaded through website of AIIMS.
- **Indexing Service:** Indexing service is provided in BBDL.
- **Information Desk Service:** Information desk service is provided for the users on query basis by BBDL staff for the convenience of library users.
- **Book Bank Service:** The library provides book bank service for the Under Graduate (UG) students only. Book bank service is provided everyday for the specific user's from 5 PM to 7 PM.
- **Online Newspaper Clipping Service:** With changing technology and users demand, online newspaper clippings service has been providing presently by BBDL. News paper clippings are digitized about the information related to biomedical science, news published of AIIMS, New Delhi on national and international level. These online newspaper clippings are accessible by library members only. Manual newspaper clipping service is also available for library members.
- **Institutional Repository (IR) Service:** AIIMS Institutional Repository (IR) is maintained by BBDL. From this repository user can access the bibliographic details of research articles/papers which was published by the faculties, doctors, research scholars & other publication of AIIMS, New Delhi. The library publishes a monthly online bulletin on AIIMS Institutional Repository Bulletin for the members. From 2012 to February 2021, approx 9000 research articles are uploaded in AIIMS IR by BBDL.
- **Single Point Search Service (SPS):** Various subscribed e-resources along with library catalogue and Institutional Repositories of BBDL can be searched concurrently with the help of Single Point Search (*iSearch@BBDL*) service. EBSCO Discovery Service has been developed the SPS which is like Google search engine. Registered library members can access the e-resources of BBDL through SPS service.
- **Remote Access Service:** The library also provides remote access service for the students, research scholars, faculties & physicians. The registered members can access

subscribed e-resources from the outside of campus at anytime from any places through OpenAthens, Remote Xs & Virtual Private Network (VPN) facilities. Library users can install the VPN client in their personal device also. By using the user name & password user can retrieve and collect their needed information. OpenAthens is cloud based service and advanced open access management system. E-resources can be accessed by Remote Xs facility through <http://elibraryaiimsdelhi.remotes.in>

- **MyLOFT Service:** MyLOFT (My Library on Finger Tips) service is newly launched in BBDL for 2200 numbers of registered members. This is a versatile mobile and web enabled app and user can install in their personal devices also. By using this app the registered members can access and download the articles or other information from the subscribed e-resources of BBDL from anywhere at any time. These e-resources can also be accessed through Remote Xs facility. This kind of advanced ICT based service has been provided for the growth of users and e-documents as well as development of advanced technology.
- **Videoconferencing Service:** This service is also available in BBDL. Students, faculty members, research scholars and library staff can attend various local, national and international level seminars/conferences through this facility.
- **Document Scanning Service:** Document scanning facility is available in BBDL. AIIMS library staff provides required documents by scanning facility as per user's requirement.
- **Online Document Delivery Service:** AIIMS library has an agreement with some Publishing Group to provide required articles on requirement through online for the library members on paid basis. If any registered members of BBDL require any article they can send request through email to the Chief Librarian.
- **Reprographic and Printing Service:** The library provides Xerox facility for copying the required documents from printed materials available in BBDL at minimum charges to the library members. Xeroxing facility is available from Monday to Friday (9.30 AM to 5.15 PM). Printing facility is also available for the library members. Only on Saturday, (from 9.30 AM to 1.15 PM) printing facility is available for the users. User can take out the print copy of articles/book chapters from e-resources also at low cost. Both black & white and coloring photocopy/printing facility is available in BBDL with different charges and the charges for printing documents are also different.

- **Plagiarism Checking Facility:** BBDL has also plagiarism checking facility for the user's publication. Users can scan some documents to verify plagiarism through *iThenticate*- an anti plagiarism Software. This anti plagiarism Software is provided separately for the faculty members so that they can enable it in their departmental desktop computer or personal laptop also. For the activation of *iThenticate* Software, users have to send their first and last name along with the valid e-mail id to the Chief Librarian of BBDL.

Amenities for Disabled Users of BBDL:

BBDL has a separate section for the differently abled users in the 1st floor so that these students may use the library as per their capability without any difficulty. A special lift has also been arranged for the differently abled users for their handiness. In this section all the essential services & facilities are available for the *Divyang* users of BBDL and this special service is one kind of unique service of AIIMS library.

ICT Usages in BBDL:

AIIMS library has more than 1200 numbers of CD/DVD and 437 numbers of video & audio cassettes related to medical subjects. The library is furnished with good ICT infrastructures like desktop computers, barcode scanners, LCD projector, printers, Xerox machines, web cameras, Wi-Fi and fax machine etc. In BBDL, clients PC's are installed with Windows 2000, Windows XP and Linux Operating System. The library has high speed network facility provided by National Knowledge Network (NKN) project. The library has LAN & Intranet connectivity with Leased Line Network. Firewall systems have been installed in all the computers of BBDL. All the available computers are secured by Antivirus Software. The library has 52 numbers of client machines (PC) along with three independent servers.

Libsys Premia Software has been used for library automation facility and this automation system support data entry and retrieval in Hindi language also. All the library routine works and bibliographic/documentation services are automated in BBDL. The library is also having the digitization work by using D-Space Software. Wi Fi facility is available in BBDL for the library users. User can access all the subscribed e-resources also through Wi Fi facility. Regarding the library collection and other updated announcement the librarian uploads all the information through institutions website. There is no separate library website of BBDL but user can access all information related to library through home page of AIIMS, New Delhi (<http://www.aiims.edu/en/library.html>). This website is very useful which provides the proper link for searching the current information. All the updated library collection lists and e-resources links are uploaded in this website.

The library is under CCTV surveillance from the entrance along with the different sections of the library for monitoring the troublemaker. RFID security gate has been installed near the entrance of the library for proper security of the library resources of BBDL in AIIMS. The library committee and the librarian also conduct video conference from time to time to discuss some library related matters.

ICT has the crucial part for improvement of the library services. ICT has great impact of library services, collections, users and staff of BBDL. In BBDL, very less printed resources are procured in comparison to electronic resources. Printed journals have been ceased due to high demand of e-journals subscription from the users of BBDL. With the addition of ICT in all sectors of BBDL, e-resources have been highly accessible by the users and they can access these resources both from on and off campus. Both current and archives e-resources can be accessed by the users. Users spend more time than earlier for the sake of library usages because they can access all the essential library services and resources without visiting the library. For enormous procurement of e-resources in the library, the cost effectiveness of library collections have been fulfilled. The working environment has changed due to adoption of ICT in the library. With the ICT application in the library services of BBDL, it has become easier for the library staff to do their work at less time. Library staffs work dedicatedly in this new ICT based environment and also want to learn the new techniques in digital library environment. AIIMS library usages statistics report has showed finest usages by the users. Though BBDL has space and manpower deficiency for arrangement of different sections yet the library services have been providing to the users at optimum level without any interruption.

Weeding Out Policy of BBDL:

BBDL has been doing the weeding out process for the printed journals. The Chief Librarian has conducted a survey about the evaluation of printed journals of BBDL from the library users i.e. faculties, doctors, researchers, UG & PG students of AIIMS, New Delhi. From the users feedback it has been revealed that majority of the users have suggested for withdrawn of the printed journals. Users have also recommended about the subscription of online journals and online databases so that huge e-resources can be accessed easily. After receiving the user's feedback the Chief Librarian along with the Library Committee have taken the decision for weed out the duplicate, back volume printed journals. As per user's feedback, the Chief Librarian with the Library Committee has taken the decision for subscription of e-journals. And from the year 2015 onwards, BBDL has been subscribing e-journals only.

Training Program for Library Users in BBDL:

Training for the library staff is one of the essential contributions of AIIMS authorities. To be accustomed with this new ICT based environment in BBDL, the library professionals have highly demanded the training for learning the emerging ICT skills. In BBDL, the Chief Librarian arrange the training program as per direction of the Director, AIIMS to upgrade the library personnel for better handling of the ICT related matters. The library also provides the orientation program and information literacy training program to the users. The library staffs have been trained through different training programs like in-house training program, IT conference, participation in ICT related workshop, seminar on accessibility of medical literatures in electronic atmosphere, consultation or special talk by visiting ICT expert personnel, introduction of modern library services, different types of yearly project submission about the modernization of library activities etc. The library users of BBDL have been provided training yearly by National Medical library (NML), New Delhi for accessing the e-resources through ERMED Consortium of NML. Different publishers of on-line medical databases also provide the training program for the users and library staffs for proper usages of subscribed e-resources.

Problems of BBDL:

- BBDL has shortage of adequate manpower in comparison to users and library resources. There should be more skilled professional staff for providing the services to the users as the library is open to the users for 24 hours.
- This library has been providing service since last 63 years to the users. There is lack of sufficient space for systematic arrangement of various sections in BBDL. The library is in urgent need of complete renovation of a new library building with state of the art facilities.
- There is need of a separate library website of BBDL for the optimum utility by the users of AIIMS, New Delhi. So that library related information source list, e-resources links and other important notices should be uploaded regularly in their specific library website for the bonafide users.
- It seems that there is financial crisis for upgrading the ICT environment in AIIMS library. Though library budget has been allotted regularly, yet it is not sufficient for upgradation of the library completely. The allotted budget is basically earmarked for procuring the online resources, reference & text books only.
- It sometimes creates problems by accessing the subscribed e-resources due to misuse of unauthorized users through Remote Xs facility.

Conclusion:

AIIMS, New Delhi is recognised as Rank 1 for the year 2019 & 2020 consecutively among all the medical institutes in India by National Institutional Ranking Framework (NIRF) under Ministry of Human Resource Development (MHRD), Govt. of India (GOI). This institute is also ranked as 231 in the world for the year 2020 in the category of life science and medicine. B B Dikshit Library of AIIMS, New Delhi is one of the richest library for the medical students and professionals. This library has been providing good services to a large group of medical community to fulfill their needs and demands. User can access optimum updated information as it has the maximum number of e-resources related to biomedical science field. This library is not only serving the institutional members but also providing the services to AIIMS students and professionals who stay abroad for higher education or research purpose also. BBDL of AIIMS, New Delhi is one of the fine library of the country which has been providing the library services with the help of ICT at best to the medical community.

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