Developing Live Chat Portal for Library Services@JRDTML in Indian Institute of Science, Bangalore

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Abstract: The last two decades, libraries have experimented with technology to provide traditional library services in the online environment. The use of e-mail, chat and other online media to provide reference services has presented numerous challenges and opportunities. As a result of these collaborations, librarians must often work with users outside of their primary patron base. Collaborative online reference services have brought together librarians from different environment, including public, academic and special libraries. Livechat@JRDTML Web Portal will allow our Library Users to review of their work request on-line from any computer that is connected to the Network. Online chat, RSS feeds – we never imagined that these technologies would impact on information services in the ways they have and we can begin to imagine the greater changes that tomorrow it will bring in the world of the virtual reference library. This paper is to help librarians to understand and appreciate chat reference users, to present practical tools for serving this population and to stimulate further discussion and inquiry into teen use of chat reference services. I believe that responsive service to this population is crucial to the future development and growth of chat reference services.

Keywords:

Introduction

Since the late 1990s, Libraries have experimented with technology to provide traditional library services in the online environment. The use of e-mail, chat and other online media to provide reference services has presented numerous challenges and opportunities. As a result of these collaborations, librarians must often work with users outside of their primary patron base. Collaborative online reference services have brought together librarians from different environment, including public, academic and special libraries.

Meaning of Instant Messaging

According to Wiktionary

A computer application which allows instant text communication between two or more people through a network such as the Internet.

Note: - Wiktionary
A wiki based open Content Dictionary

Definition of Chat

Two or more individuals connected to Internet have real-time text-based conversations by typing messages into their computer. Groups gather to chat about various subjects. As you type, everything you type is displayed to the other members of the chat group.

Review of Literature

This chapter deals with the relevant Review of Literature. It enables one to be aware of the past and current trends in any particular branch of research.

WARD, J. et. al. (2003) highlighted the The Winter Park Public Library began Chat Live/Ask a Librarian (Chat Live), a live online reference service, on February 1, 2002. We first chose Live Assistance as our library's service provider but later switched to QuestionPoint, sponsored by OCLC. This paper outlines our experiences with both chat services and includes the following: our