Digital Movement in Libraries: A Case Study of LIBSYS Ltd. Firm, Gurgaon, Haryana, India

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Abstract: *In a global digital market, India is a country with development of lots of digitalization in every field. The movement "Digital India" is in developing phases giving large markets to digitization world. The private and government organizations adopting digital systems for their working even with the help of outsourcing which creates employment for many youths all over India. The involvement and co-operation of private sector during this present phase is on a large scale. The organizations and institutions are adopting new hi-tech technologies for digitization. Libraries are also not untouched with all these happenings. The libraries for their hi-tech users are also adopting digital technologies with the help of outsourcing sources. The paper describes a case study of the private firm named LIBSYS Pvt. Ltd., Gurgaon, Haryana in India who provides different library services and products through the process of digital services and products in an advance hi-tech library system creating employment for several unemployed youths.*

Keywords: Digitization, Digital Resource Management, RFID, Automation, Innovation, Multimedia, Web-centric, Customization, Troubleshooting, Repository, Installation, Integration

Introduction: In the world of today, digitization is booming to the high level extent of information and knowledge with the advance developments of infrastructure in Information Technology. The need of digital movement and advance IT infrastructure is the requirement in the different libraries as the readers are becoming more hi-tech and techno savy regarding to their knowledge and information sharing. In India, most of the libraries are in the stage of digitization and automation. The outsourcing facilities entered in the field of digitization and automation in many government and non-government organizations. LIBSYS Ltd., Gurgaon, Haryana is one of the leading provider in the library management system across India and it offers many services such as library automation system, RFID, Digital Resource Management, etc. They work on different plans to sustain and enhance library with continuous innovations. The company offers good budget services with high quality, better efficiency and quick response to their clients. They are committed for power, modernize and foster knowledge sharing to the libraries and are also considered as a market leader in the field of library automation. They provide libraries various products mixed with new IT products and offers different library softwares.

Review of the Company: LIBSYS, Ltd., a New Delhi based company started in 1984 and is engaged in providing software solutions over two decades. Since, 1984, it has become the most trusted brand for libraries in India. The company has its headquarters in Gurgaon and extends its reach to India with commercial offices in Kolkata and Bangalore. The overseas clients are also encouraged through smooth relationships and enhanced working patterns. LIBSYS team has highly knowledgeable, experienced, committed staff to provide reliable services and support. They are passionate for continuous growth in Research and

Development efforts with incorporation of latest technological features and globally accepted standards. They are rendering different library services from the past 22 years. The company was incorporated in 1984 for taking up the software with developing different projects for General Insurance and Reinsurance business. In 1988, they released LIBSYS3 with the first installation at NIC and DOE. In 1995, LIBSYS secures overseas contract from Universidad National, Costa Rica for Spanish language. The British Council adopts LIBSYS for its libraries in India and South Asia. In 2000, Y2K migration accomplished with new invention of LIBSYS 4 client-server based software. In 2003, the first LSmart RFID System was introduced at Bank of Baroda, Mumbai with introduction of LS Digital- Digital Resource Management System. MARC21 preferred RDBMS and Unicode support is also an Add-On to LIBSYS 4. The first LSPremium multisite installed at GAIL. In 2008, LIBSYS7, the state of the art Web-Based LMS released globally. Within few years of time period, LSmart installation crosses 30 sites. In 2010, the company becomes a brand name "LIBSYS Ltd." In the global market. They launched LS Academia- an EPP for academic institutes. The new ventures initiated in other LSTech Ventures Pvt. Ltd., a subsidiary of the company. IIT's and many organizations in Delhi chooses LSmart- RFID system in their daily official routines. The use of LIBSYS7 grows up in 2010. In 2012, LSmart installations grows to 100+ and a new portal LSAcademia portal launched. The launching of LSNet- Company's E-commerce venture also launched.
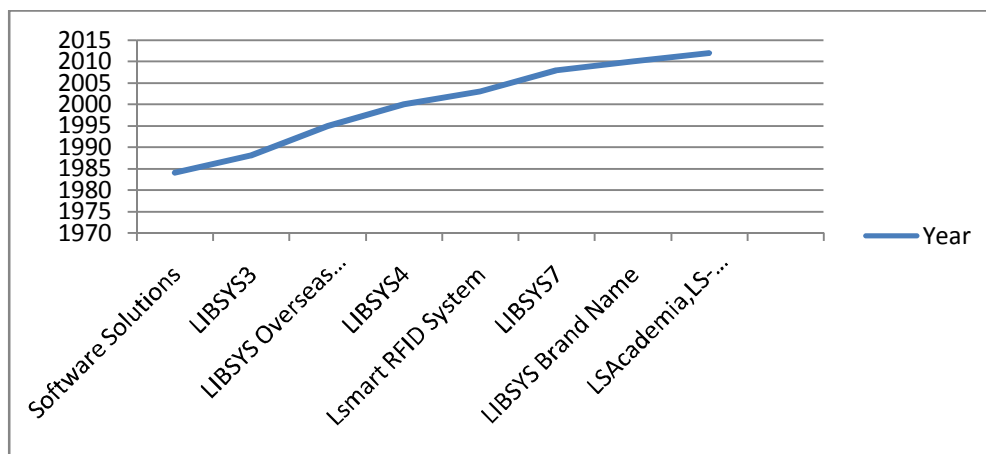

Figure 1. Growth of The Company During Twenty Two Years

Latest Launches

1. LSEase: It is India's most preferred library management software. It has all the features which are required for the library system. It provides the library with low-cost high value on the basis and demand of client-server architecture. It gives user an advance form of technology and is very easy to use. The software provides minimal data entry and facilitates the software with minimal data entry with easy data back-ups from the database. It provides Web based search facility for the bibliographic large database searches in a very fast manner. The different advantages of LSEase are:

(a)   It supports any operating system in a flexible manner.
(b)   Multi-media files are supported.
(c)   The user interface provided is interactive, screen oriented and menu driven.
(d)   The security levels in using the software is very strong.
(e)   It supports web based architecture.

The compliance of this software is supported by MARC21, Unicode, SRU/SRW with Z39.50 with applicable net cataloguing services. It supports RFID system with RDBMS backend. The acquisition ordering, invoice processing, accessioning with order follow-up, budgeting and expenditure analysis also supports in a progressive way. The software supports cataloguing with MARC 21 editor and maintain title in process . It also handles multi-lingual cataloguing, catalogue searching, holding summary and stock verification. The lending operations, membership records keeping, printed bar-coded photo id-cards with overdue items. The library notices/reminders with fine management of circulation. The software also supports Boolean operators based search with new arrivals, e-resources with titles, online book reservation/renewal, review/ rating of titles, downloading/ e-mailing of records, my account options through OPAC interfaces. The software can handle subscription management, invoice processing, loose issues management, claims, monitoring, managing e-journals with reports. A standard implementation needs LINUX or Windows Based Server with options for Web Application Server and RDBMS backend. LSEase- Special Edition can be configured for multi-location implementation on centralized servers which is fully based on Web Centric LIBSYS7 on the concept of Web/ Lib 2.0 giving information sharing, inter-operability and collaboration among the libraries for the users.

The softwares are designed according to latest developments and needs of the global technological market. The software is designed to re-endered upto date library services with the help of latest development in the technological and digital aspects which must be friendly to the library environment. The software supports all the library activities which include various library services like acquisition, circulation, cataloguing, webopac, serials and reports, etc. The software for its strengthening and smooth running needs proper LAN as well as internet connections without any interference and disturbance. The security levels for using the software is also a top priority concern for launching these type of products by the company.
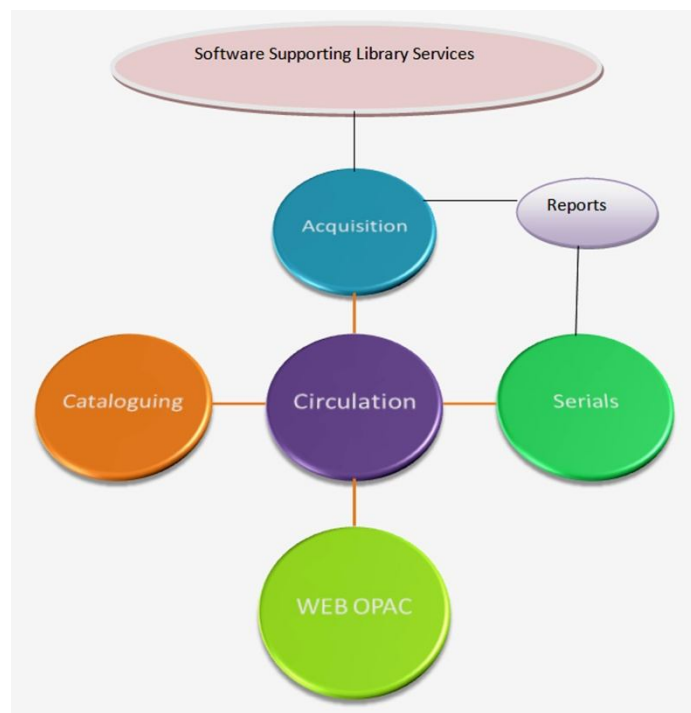

Figure 2- Software Support Different Library Activities

Few new products introduced by the company

LS Academia : It is a complete ERP solution which manages and integrates different administrative departments and ensures smooth flow of the information. It is a friendly and useful software which gives advanced GUI interface. It is platform independent and industry standard browser interface with e-mail, sms, payment gateway, biometrics, RFID. It generates customized integrated reports and supports maintenance, enhancement and full customization. The admissions, student management, academic administration, examination/results, fee management, learning triggers, time table, student/parent portal, faculty/ director portal, bus use, hostel, staff management, payroll, alumini, library management and more ad-on modules can be applied. The company provides installation, database migration, training and annual support and software updates. The product variants LSAcademia School Edition and LSAcademia Standard Edition are also introduced.

2. **LIBSYS 7 :** It is based on Lib 2.0 and delivers all the library functions for both the patrons and library staff. It is web based platform independent. It supports most advance OPAC and has value added features for library services. It supports all library functions like Acquisition, Cataloguing, Circulation, Serials, Article Indexing, Web OPAC including all customizable reports. It has GWT based GUI with multi-tasking features and Unicode support including e-mail, sms, rss feeds integration with google books, book finder, etc. with interactive features like online reviews, ratings, renewals, reservations, etc. to maintain library reports and running the services in a smooth way. The software supports MARC 21, Unicode, SRU/SRW Z39.50 compliance alongwith NCIP (NISO) and SICI Barcode standards. The software accomplishes the integration with biometric on RFID technology with instant sms alerts and e-mails with multi-locations. Patrons can perform self reservation and self renewal.

3. **LS Mirroring:** It is a tool for ensuring 100% automatic, parallel and real time back-up of database on a secondary server level.
4. **LS Premia:** It is a total web-based solution for independently operating multi-location libraries.
5. **LSmart:** A complete RFID- EM hybrid solution to facilitate library operations which provides security and item identification
6. **LS Net:** A virtual " Library of Libraries" facilitating a platform for its subscribers to maintain and share their personal collection of books, dvd's, etc. in a perfect manner.
7. **LS Digital:** It is a document digitization software used by the libraries for the purpose of easy management, multi-access, reduction of storage space and preservation of documents against spoilage of rare books, research papers documents, newspapers, etc. can be easily performed. It defines and organizes the data structure/ flow according to the needs and various image structures. The software works on resource structure, scanning, version maintenance, format conversion, resource database, maintenance, searching and retrievals. It provides the standard compliance with OAI for metadata harvesting and Dublin Core.
8. **LSearch:** LSearch App is a software application designed to run on android based smart phones, tablets and other mobile devices providing access to library OPAC. It directly connects device to library server for real time information retrieval . It supports in searching

library catalogue on title, author, publisher, ISBN, category, etc. Based on word, combination of words and phrases. The enriched bibliography with images, expert reviews, share personal reviews, greater interaction and participation, reservation of item in advance, purchase request, search circulation history, online alerts and notices. This advance App on mobile devices provides quick, efficient and portable way of remaining connected to the library.

9. LS Opac Touch Screen Kiosk: It is available as a free standing model which can be placed at a convenient location in the library. It possess high quality Corian Kiosk Enclosure with 24" Touch Screen LCD and LCD Arm (Planar, USA- World Leader's Indisplay). It has ultra small factor CPU (Dell/HP) with Windows OS and has LSOPAC Touch Screen Software. It is also known as Web OPAC-LSOPAC Touch Interface Kiosk which has total height of 1520 mm and includes Height (W/O Screen) : 1030 mm and Basic Size: 470X470 mm.

The library can interface different features related to WebOPAC through this new modern technological digital product which provides self service for the readers in the library.

There are many customers of the company within India and abroad to which they are providing their services and products.

Some Overseas Clients of the Company

- Nationale de Universidad, Costa Rica (USA)
- University of Moratuwa, Colombo (Sri Lanka)
- Open University of Srilanka, Nawala
- University of Kelaniya, Kelaniya (Sri Lanka)
- Skyline University, Sharjhah (UAE)
- Some Indian University Clients of the Company
- IGNOU, New Delhi

- Aligarh Muslim University, Aligarh
- Vishav Bharti, Shantiniketan
- Jamia Milia Islamia, New Delhi
- Calicut University, Kerala
- Pune University, Pune
- Pondicherry University, Pondicherry
- MDU, Rohtak
- Mangalore University, Mangalore
- Indian Institute of Science , Bangalore

Some Clients of Indian Colleges of the Company

- Shri Ram College of Commerce, New Delhi
- Lady Irwin College, New Delhi
- Lady Shri Ram College, New Delhi
- Sri Venkateswara College, New Delhi
- Miranda House, New Delhi
- IP College for Women

Some Indian School Clients of the Company

- Delhi Public School (PAN)
- DAV (PAN)
- Cambridge School, New Delhi
- Amity International Schhool
- Airforce Public School, Delhi

Some Corporate & PSU`s Clients

- Engineers India Ltd., New Delhi
- Tata Steel Limited, Jamshedpur
- GAIL India Ltd
- Novell, Bangalore)
- Larsen & Toubro, Mumbai
- ICICI Infotech, Mumbai
- Eicher Consultancy Services (Pan)
- Phillips Software, Bangalore
- Tektronics, Bangalore
- Bharat Heavy Electricals Limited, Bangalore/Hyderabad

Some Multiple Installations of the Company

- Birla Institute of Technology & Science (5 Sites)
- Council of Scientific and Industrial Research (15 Sites)
- Defense Research and Development Organization (10 Sites)
- Department of Atomic Energy (20 Sites)
- IGIDR, Mumbai
- UNICEF, New Delhi

- Indian Council of Medical Research (10 Sites)
- Indian Institute of Information Technology (2 Sites)
- Indian Institute of Management (6 Sites)
- Indian Institute of Technology (7 Sites)
- Indian Space Research Organization (14 Sites)
- State Central Libraries, Goa (7 Sites)

Company Provides Services for some Different Indian Organizations

- Ministry of Statistics & Programme Implementation (NSSO), Kolkata
- Directorate General of Commercial Intelligence & Statistics, Kolkata
- Bhabha Atomic Research Centre, Trombay
- Export-Import Bank of India, Mumbai
- Indian Oil Corporation Ltd., Mumbai
- National Institute of Industrial Engineering (NITIE), Mumbai
- National Stock Exchange, Mumbai
- SEBI, Mumbai
- Hindustan Aeronautics Limited, Bangalore
- National Aerospace Laboratory, Bangalore
- ISRO Satellite Centre, Bangalore
- Indian School of Mines, Dhanbad

Multiple Location Installations By The Company

- Wipro Corporation (Pan)
- TISCO
- ONGC (7 Sites)
- TIFR (4 locations)
- GAIL (5 Locations)
- Geological Survey of India
- Indian Institute of Science (Central Library + Department Libraries)
- National Center for Radio Astrophysics (2 Locations)

 Services to customer satisfaction: LIBSYS has central customer care portal which is an online support portal to provide online customer support. It has single point of contact for customers with friendly web-based tool interface. They are committed to update, track and monitor all calls records till closure with priority basis and maintains call history for a site. They also offer repositories of technical solutions offered. They provide comprehensive training programme to clients both onsite and at our offices after implementations. The periodic training to clients on new features incorporated in the software. The clients get 1 year warranty on the product which includes update in software and free operational support. They provide AMC/ASD after warranty period for their products. The customized solutions to meet specific requirements of clients for specific needs and consultations on budgetary and financial requirements of the project to attend the individual needs with concern.

Creating Employment for Young Aspirants: The company also creates employment for the best minds working with determination and clear objectives by providing them better

opportunities for their professional growth. They believe in making their best employee to became better by providing them exposure and opportunities to make technical and professional skills better. The company opens door for apply of the job for fresh candidates online as they are always in search of new talents. The product and management training with technical aspect to software development groups are highly created for the employee groups by the company.

The recruitment process of the company is strictly based on screening and different stages:

Management Level Testing
Stage 1- Reasoning
Stage 2- Subject Knowledge
Stage 3- Business Communication
(a)   Micro- Case Study
(b)   Analysis- Personal Interview
Step 4- Panel Interview

Programming Level Testing
Stage 1- Technical Aptitude Test
Stage 2- Programming Test
Stage 3- General Aptitude
Stage 4- Personal Interview

The company gives true reflection of talent and performance shown by employees who are responsible for success as per job profile. The benefits includes:
1. Medical Insurance
2. Accidental Insurance
3. Group Life Cover
4. Gratuity
5. Provident Fund
6. Performance Bonus
7. Development Bonus
8. Employee Career Counselling
9. Company Vehicle Schemes
10. Medical Room Facility

The company works on different aspects by performing different roles for developing their clients in India as well as from abroad which are:

Business Group Roles
1. Direct Selling
2. Tender Setting
3. Special Projects
4. Marketing Communications
5. Brand Management
6. Product Design
7. International Marketing
8. Vendor Management

9. Key Account Management
10. Customer Relationship Management

Software Deevelopment Group Roles
1. Requirement Analysis
2. Technical Writing
3. Interface Designing
4. Website Development
5. Java Professionals
6. Programming Engineers
7. Database Management
8. Integration with RFID
9. Testing Engineers
10. Quality Assurance

Planning Group Roles
1. New Business
2. New Geographical Markets
3. Investments
4. Departmental goals, policies and procedures
5. Finance Planning
6. Infrastructure
7. Manpower and HR Allocation

Operations Group Roles
1. Installation of LIBSYS products
2. Deployment of RFID system
3. Requirement Analysis
4. Turn key projects
5. Digitization Projects
6. Customer Care
7. Computing Infrastructure

Roles of Technical Support
1. Periodic Client Visits
2. Installation of Products
3. Query Resolution
4. Troubleshooting of Client site
5. Installation of Updates
6. Forwarding Sales Leads

6.1 Testing of the Products

The usability, functionality, compatibility and reliability testing depends on software development cycle. The success of testing depends upon:
(a) Test Cost
(b) Number of Test Participants
(c) Shipping
(d) Duration of test
(e) Demographic Coverage

The product is launched to the target market for gathering feedback on special features before future release of the product with required improvements if needed. The internal feedback of organization regarding the product is also gathered from employees. The testing reduces the product failure risk with customer satisfaction and feedback. It is cost-effective and creates goodwill among the customers. It helps in finding errors and functionality of the product in early stages.

Conclusion: LIBSYS is an developing firm which encourages innovative ideas, new creations and work on the development of new technologies in the digital era. They are putting their best efforts for making goodwill of their products in India as well as abroad in providing better services to their customers. The company is providing and creating employment hopes for the young aspirants who has new innovative ideas and calibre to adjust in digital world. They welcome even library professionals for joint ventures or appointments for the deserving persons. Since, the libraries are moving globally towards digitization and the firm like LIBSYS can combine their hands in support for the introduction of the digital products with the aim of providing better services and digital products to the entire satisfaction of their clients. In future also, the firm can create new ventures in introducing and marketing of many digital library products.

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