

## Report of Group 2

# THE ROLE OF THE LIBRARY AS AN INTERMEDIARY BETWEEN THE SCIENTIST AND THE ONLINE INFORMATION SERVICE

By

**Pauline Simpson, Lilian Mex-Jørgensen, Ann-Sofi Israelson, Elisa Paavilainen,  
Kristi Tamm, Marie Pascale Baligrand.**

We took the scenario of a librarian setting up an online information service. The intermediary role of the librarian is pivotal and involvement commences with:

### **Responsibility**

Define that the provision of online information services is the responsibility of the Library as the information provider. The computing section provides the infrastructure and network but the library provides the content.

### **Selection of Online Service**

- Discuss needs with researchers
- Survey services available
- Setup trials of short list - select service vendor
- Identify funding (library/institution)
- Write a proposal - gain support of users
- Negotiate license - individual, consortia, site/campus
- Decide license for web, cdrom network, standalone pc

### **Access**

- Liaise with IT section on network requirements, application software availability (Adobe etc.)
- Design and load web interface to make access to online service easy for users
- Setup IP or password login

### **Marketing**

Alert users to new services:

- Email, divisional meetings, coffee mornings
- Library Bulletin, poster, leaflets
- What's new web page

### **Training – Librarians**

- Refresh training and communication skills

- Attend vendors training workshops
- Computer based learning, On-line demonstration
- Hands on experience

#### **Training – Users**

- Design and run training seminars
- One-to-one training
- Compile user guide
- Advice on best databases
- Search tips
- Added value functionality
- Hotlinks to E-journals
- Document delivery
- Alert services
- Link on-line information service to own library provision

The on-going intermediary role of the library is as facilitator, provider, and trainer.