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Using of Internet for Library Reference Service

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Abstract

The paper focuses on the Using of Internet for Library Reference Service. Today's Internet age, every library main goal or objective is to provide the right information for the right user, in the right way, in the right format and provide at the right time. Then result become a save time of the users, also save time of library staff and library satisfy the user's needs. Internet has become a part of library environment today's ICT based 21st Century. Internet has added a great value to the library reference and information services.

Keywords: Internet and, Library Reference Service

Introduction

Presently we are living in Information and Communication technology (ICT's) world. One of the most significant achievements in the information and communication technology (ICT) sector is the introduction of advanced communication network means the Internet Technology, the technology connecting a computer with millions of computers in the network. The internet today has become one of the most important modes of communication and its services are being exploited by people in every walk of life such as business, education, defence, medicine, health, science & technology etc.

Reference service is one of the most important services of any library. The internet can be successfully utilized for providing short-range and long-range reference service because various primary and secondary information

resources are available online on the internet from many websites. Information needs of the library users are satisfied with the help of different types of reference information resources. There are many-many subject information resources and websites available on the Internet. Library can use these information resources for library reference service. Thus, with the help of the Internet library reference service can be provided faster, effectively and timely.

Definition of Reference Service

Reference Service Definition given by some author: Reference service is the supreme and ultimate function of the library. This is in fact the hub of all library activities. Reference service is sometimes referred to as “*reference and information services*” or “*reader services*”.

According to A. B. Kroeger “Reference service as assistance in the use of resources of the library”.

According to Margaret Hutchins “Reference service includes the direct, personal aid within a library to persons in search of information for whatever purpose and also various library activities specially aimed at making information as easily available as possible.”

According to Samuel Rothstein “Reference service as the personal assistance given by the libraries to individual readers in pursuit of information.”

According to ALA glossary of library terms “Reference Service is that phase of library work which is directly concerned with assistance to readers in securing information and it using the resources of the library in study and research.”

Dr. S. R. Ranganathan (1989) “Reference Service as personal service to each reader in helping him to find the documents answering his interest at the moment pin pointedly, exhaustively and expeditiously. It is also to provide the right book / information for the right user, in the right way and at the right time, in the right personal way.

Library User’s and Reference Service

Any library main users of students, teachers, researchers, authors, business man, professionals, industrialists, scientists, entrepreneurs, senior citizens, housewife’s, children’s, and etc. library each users information needs are also different topics and specific requirement. Thus, library uses different types of reference information

resources to satisfy different user information needs, like a books, journals, magazines, databases, research articles, encyclopedia, dictionary, thesaurus, directory, yearbook, financial annual reports, photograph, pictures, maps, atlas, biographies, monographs, handbooks, conversion tables, indexing-abstracting tools, bibliographies, conference proceedings, government documents, company reports, standards, trade literature, audio-visual materials etc.

Concept of Internet

The Internet is an international system of interconnected computer networks that use the standard Internet protocol suite to connect users worldwide. It is composed of a network of smaller networks, from personal computers to large university systems, all of which are linked by various wireless, electronic, and optical technologies. The term '**Internet**' is the shortened form of the term '**internetwork**', a technical term used to describe the practice of connecting a computer network with other networks. The Internet is worldwide system of computer networks i.e. "network of networks" that consists of millions of smaller domestic, academic, business, government networks, which together carry various information and reference services, such as email, SMS, online chat, file transfer, search for information, e - Commerce, e-Business, online payment etc.,

Internet is a global data communication system in which two computers are linked with hardware and software. **WWW** (World Wide Web) is one of the services in which documents, images and other resources are linked by hyperlinks and URLs via Internet. Thus, information can be collected from any computer, sitting in any corner of the world with lot of flexibility and convenience of time and place. Methods to use internet include dial-up, landline, broadband, fiber-optic, satellite, Wi-Fi, cell phone with 2G-3G technology, etc.

Search engines and Wikipedia are the most useful tools available on the internet. Search Engine is specially designed to facilitate searching information on the world wide web- WWW. Website of any institute, place, personality, event, document or any topic can be searched with the help a search engine like- "Google" (<http://www.google.com>), "Yahoo" (<https://in.yahoo.com>), "Ask" (<http://ask.com>), "Bing" (<http://www.bing.com>), "Khoj" (<http://www.khoj.com>), etc. Google is the most popular search engine among all. Detailed information on any topic can be searched on Wikipedia.

Information Sources/Documents available on the Internet

Depending upon the user needs for a “Document”/“Information” on a subject. Following are some of the examples in which a library can cater to their Reference Service, using various information resources websites available on the internet.

1. Books

This ICT age most of the libraries are automated and making books databases available on their website. Any books requirement of a user can be searched from these library websites and union catalogues, prepared by *DELNET*, *INFLIBNET*. The contact details of the library where the required book is found available can be either provided to the user or emailed for the ILL. Many books or documents are available in PDF format on find PDF. If user demand is buying the book, then the bibliographic details and price can be searched on “Flipkart”, “Crossword”, “Amazon”, “BookAada”, “Book Finder” and publisher’s website.

There are many-many websites available on the internet of free read online eBooks and also free download E-books. Free read online and free download eBooks same website like “Google Books” (<http://books.google.com>), “Internet Archive” (<https://archive.org>), “Free eBooks Library” (<http://ebooksgo.org>), “Free-Ebooks.Net” (<http://www.free-ebooks.net>), “BookBoon” (<http://bookboon.com>), “ebook3000.com” (<http://www.ebook3000.com>), “The eBook Directory” (<http://www.ebookdirectory.com>), “ebooko” (<http://www.obooko.com>), “General eBooks” (<http://www.general-ebooks.com>), “Bookrix” (<http://www.bookrix.com>), “Open Library” (<https://openlibrary.org>), etc.

2. Magazines

For general reading, magazines are most popular documents by almost all types of library users. Websites of some magazines like- “Business India”, “Business Today”, “India Today”, “Capital Market”, “Frontline”, “Safari”, “Outlook”, “Forbs”, “Harvard Business Review” etc. are available on the internet. There are all magazines available free on the internet, which can be subscribed by simple registration and creating an account on their website. Magazine covered are all most topics like a business, science, technology, entertainment, sports, news, bollywood, hollywood, stories, biography, poems, jokes, recipes, health, astrology, travel, history, religion, etc.

3. Journals

An electronic journal is a periodical publication which is published in electronic format, usually on the Internet. Electronic journals have several advantages over traditional printed journals. You can search the contents pages and/or the full text of journals to find articles on a certain subject. Most electronic journals are published in HTML and/or PDF formats, but some are available in only one of the two formats. Websites of some free e-Journals like- “Directory of Open Access Journals-DOAJ” (<http://doaj.org>), “Developing Library Network-DELNET” (<http://delnet.nic.in>), “Open Journal Access System-OJAS” (<http://www.inflibnet.ac.in/ojs>), “Vikalpa: The Journal for Decision Makers-IIM Ahmedabad” (<http://www.vikalpa.com>), etc.

4. Thesis & Dissertation

A thesis or dissertation is a document submitted in support of candidature for an academic degree or professional qualification presenting the author's research and findings. In some contexts, the word "thesis" or a cognate is used for part of a bachelor's or master's course, while "dissertation" is normally applied to a doctorate, while in other contexts, the reverse is true. Dissertations and theses may be considered as grey literature. “ProQuest” (<http://www.proquest.com>), “Shodhganga- INFLIBNET Centre” (<http://shodhganga.inflibnet.ac.in/>), etc. are some website for Ph. D. e-thesis or e-dissertations.

5. Newspapers

Newspaper is the most types of document and is read by almost all types of library users. General-interest newspapers typically publish news articles and feature articles on national and international news as well as local news. The news includes political events and personalities, business and finance, crime, severe weather, and natural disasters; health and medicine, science, and technology; sports; and entertainment, society, food and cooking, clothing and home fashion, and the arts. Most of all leading newspapers like “Times of India”, “Indian Express”, “Business Standard”, “The Hindu”, “The Economic Times”, “Hindustan Times”, “Business Line”, “Mint”, “Gujarat Samachar”, “Sandesh”, Divya Bhaskar”, etc. are online “E-Paper” available on the internet on their website with various city editions. Their old issues can be read by clicking on their “old date or archive section” any Indian language newspapers can be searched using “India press” or directly from Google. India Press language wise, state wise and city wise list of newspapers published is available.

6. Maps / Gazetteers or Atlases

Geographic information is located in gazetteers, atlases and maps. A map is a symbolic depiction highlighting relationships between elements of some space, such as objects, regions, and themes. Any geographical area or place can be searched on “Google Maps”, “World of Maps”, “Yahoo Maps”, “Wikimapia”, “Bing Maps for India”, “Map My India”, Nokia Maps”, “National Geographic”, etc. these websites help in finding map, route and distance between two places.

- **Atlases** contain collections of maps. They provide information on geographical/political changes. There are world, national, and thematic atlases and these may be current or historical.
 - **World atlases** include World Atlas, Map of World, and National Geographic Atlas of the World.
 - **National atlases:** National Atlas, National Atlas of the United States, Atlas of the American Revolution.
 - **Thematic atlases** focus on a specific subject area, such as astronomy or agriculture. Examples include, The Oxford Economic Atlas of the World and the Environmental Atlas of Alaska.
- **Gazetteers** are sometimes referred to as geographical dictionaries and provide descriptions of places, but no maps.
 - **General gazetteers** include Webster's New Geographical Dictionary, The Columbia Lippincott Gazetteer of the World, Gazetteer of Undersea Features, The World Gazetteer, etc.
 - **Regional gazetteers**, such as Maharashtra State gazetteer, Smith’s Canadian gazetteers, Dictionary of Alaska Place Names, by D. Orth, focus on a specific geographical region and are good places to look if you want to know the location of a town, its population, or where its name came from.

Sometimes atlases and gazetteers are combined, as in the Alaska Atlas and Gazetteer, by De Lorme Mapping, which publishes similar products for the other states.

7. Encyclopedia/ Thesaurus

An encyclopedia or encyclopaedia is a type of reference work or compendium holding a comprehensive summary of information from either all branches of knowledge or a particular branch of knowledge. Encyclopedias are

divided into articles or entries, which are usually accessed alphabetically by article name. World most popular encyclopedia is “Wikipedia”, “Britannica”, “Science and Technology”, “Americana”. Wikipedia is an open encyclopedia. Wikipedia articles covered information of arts, science, technology, literature, geography, tourism, environment, atmosphere, land, mines, religion, etc., is also available Indian language.

Encyclopedias provide general background information; they are a good place to start researching a topic that you know little about. Large subject areas or disciplines are covered in broad articles that explain basic concepts. These overview articles often contain references to more specific aspects of the larger topic and may include a bibliography that leads you to more in-depth sources. Encyclopedias may be general or subject specific.

- **General encyclopedias** usually arrange articles alphabetically by topic. Look for an accompanying index which may list cross-references to other articles. Included in this category are Encyclopedia Britannica, The Cambridge Encyclopedia, Encyclopedia Americana, and the Columbia Encyclopedia. General encyclopedia LC call numbers begin with AE.
- **Subject encyclopedias** are available for almost every academic discipline. They provide more in-depth and technical information than general encyclopedias. Subject encyclopedias generally assume some prior knowledge of the subject. There is no general rule for how these tools are arranged. Look for an index. A few examples of subject encyclopedias include the McGraw-Hill Encyclopedia of Science and Technology, International Encyclopedia of the Social Sciences, Encyclopedia of World Art, Encyclopedia of Philosophy, and *the* Encyclopedia of Archaeology. Subject encyclopedias will have subject specific call numbers.

8. Translation/Dictionary

A dictionary is collection of words in one or more specific languages, often listed alphabetically (or by radical and stroke for ideographic languages), with usage of information, definitions, etymologies, phonetics, pronunciations, translation, and other information. Many Indian language dictionaries are available on internet like “Online dictionary portal for Indian languages”, “Alpadictionary” and many foreign language dictionaries are also available on internet like “Oxford Dictionary”, “Webster Dictionary”, “French Dictionary”, “German Dictionary”, etc. live service for translation and dictionary in many languages is available on “Google” and “Tamilcube” where translation can be done from English language to any Indian language. Dictionaries provide information about words.

- **General dictionaries** are the most familiar to us. You may even own one. This group includes Webster's International Dictionary, the Random House Dictionary of the English Language, and the Merriam-Webster Collegiate Dictionary. These sources generally provide definitions, pronunciations, syllabication, and usage.
- **Historical dictionaries** provide the history of a word from its introduction into the language to the present. The Oxford English Dictionary is an excellent example of this type of dictionary.
- **Etymological dictionaries** are dictionaries which emphasize the analysis of components of words and their cognates in other languages. These dictionaries emphasize the linguistic and grammatical history of the word usage. The Oxford Dictionary of English Etymology is an example of an etymological dictionary.
- **Period or scholarly specialized dictionaries** focus on a particular place or time period. For example, try the Dictionary of Alaskan English if you would like to know when the word "cheechako" was first used.
- **Foreign language dictionaries** are fairly self-explanatory. We've all looked up words in French or Spanish or other Western European language. Don't forget other wonderful dictionaries, such as the Yup'ik Eskimo Dictionary or the Inupiat Eskimo dictionary.
- **Subject dictionaries** focus on word definitions in a subject area, such as finance, law, botany, electronics, physics, etc.
- **Other dictionaries** include dictionaries of slang, abbreviations, synonyms, antonyms, abbreviations, acronyms, reversals, rhyming, idioms, phrases, and guides to correct usage. Dictionary of Acronyms and Abbreviations, the Macmillan Dictionary of Historical Slang, Roget's II: The New Thesaurus, the American Language, Strunk's Elements of Style.

9. Directories

Directories provide names, addresses, affiliations, etc. of people, organizations, or institutions. They can be used to verify addresses, name spellings, and provide contact information. As in other reference sources, directories may be general or focused on a particular subject. "Yellow Pages", "India Mart", "India Trade Zone", "Indiacon", "Indian Business Directory", etc. are some websites of business directory, where product wise list of

suppliers, companies, services provides, and importer, exporter is available. Searched Google on website of BSNL link to state telephone directory, list of STD and ISD codes is also available.

- **General directories:** Zip Code & Post Office Directory, Encyclopedia of Associations, World General Directory (www.directory-world.org).
- **Subject directories:** Fairbanks Phone Directory, Museums of the World, A Directory of Eskimo Artists in Sculpture and Prints, Directory of Multinationals, Federal Government Agencies Directory (Hierarchical), Thomas Register of American Manufacturers, Scholarly Societies Project.

10. Computer Application Software

Application software is a set of one or more programs designed to carry out operations for a specific application. Application software cannot run on itself but is dependent on system software to execute. Examples of application software include MS Word, MS Excel, a console game, a library management system, a spreadsheet system etc. "www.in.com", "www.techradar.com", "download.cnet.com", "en.softonic.com", "www.brothersoft.com", "www.soft32.com", "www.mobile9.com", "www.googleplay.com", etc. are some free application software websites available on the internet.

11. Year Book/ Records

Yearbook provides facts and statistics for a single year and may be published annually. "Asia Pacific Statistical Year Book", "Manorama Year Book" and "India Year Book", are available in PDF format their website. International records information for categories wise is available on "Guinness Book of World Records".

12. Almanacs

Almanacs contain statistics and facts about countries, events, personalities, or subjects. Almanac resources have call numbers that begin with AY.

- **General almanacs** include the Statistical Abstract of the United States, The New York Public Library Desk Reference, World Almanac (an American focus), Information Please Almanac (print ed. called Time Almanac), and Whitaker's Almanak (United Kingdom focus).
- **Subject almanacs** include The Weather Almanac, The Almanac of Renewable Energy, Political Reference Almanac, Alaska Almanac, and *more*.

13. Handbooks/Manuals

Handbooks and manuals are subject area tools. Handbooks provide facts, terms, concepts, movements, etc. of a topic. Manuals provide detailed instructions on a particular subject, such as how-to-do something or how something works.

- **Handbooks:** Handbook of North American Indians, Guide to Alaska Trees, Words and Ideas: A Handbook for College Writing, Handbook of Mathematical Formulas, MLA Handbook For Writers of Research Papers.
- **Manuals:** Manual of Photography, Manual for Environmental Impact Evaluation, Alaska Craftsman Home Building Manual, United States Government Manual.

14. Financial Annual Reports

“Report Junction” (www.reportjunction.com), “Annual Reports Com” (www.annualreports.com), “The Public Register online” (<http://www.annualreportservice.com>), etc. websites are provided different sectors companies financial annual reports. By finding website of required company/institute name using “Google” their financial annual audited report can be available on their website.

15. Pictures & Photograph

Pictures & photograph required of users of any theme or topic can be searched on “Google Images”. This all pictures and photographs can help them in making dissertation, thesis, projects, writing paper and presentations.

16. Conversion Tables

Online Conversion, Convert Me, ASCII Codes, Smart Conversions, Conversion Tables, Measure Converter, Convert It, etc. are some of the websites, which help in concerting ASCII codes, currency, temperature, time, pressure, power, energy, speed, weight, volume, area, length, etc. from one unit to another and also provide their formula.

17. Autobiography or Biography or Biographical Dictionaries

A biography or simply bio is a detailed description or account of a person's life. It entails more than basic facts like education, work, relationships, and death a biography also portrays a subject's experience of these events. Unlike a profile or curriculum vitae (resume), a biography presents a subject's life story, highlighting various aspects of his or her life, including intimate details of experience, and may include an analysis of the subject's personality. "Wikipedia", "Bio", "World of Science", "Biography Online" are some of the websites, where biography of famous leaders, sportsman, scientists, politicians, authors, artists, etc. is available. Autobiography of a celebrity can be searched using "Google".

Biographical dictionaries contain short articles about people's lives. Biography resources have call numbers that begin with CT.

- **General biographical dictionaries** include Current Biography, Dictionary of American Biography, Who's Who, Encyclopedia of World Biography, *etc.*
- **Subject biographical dictionaries** may focus on a subject area or group. These sources include Dictionary of Scientific Biography, Contemporary Authors, Biographical Dictionary of Psychology, New Grove Dictionary of Music and Musicians, Women of Science, *etc.*

18. Indexes/ Abstracts

Indexes and abstracts lead to additional sources of periodical articles. Indexes only provide author, title, and subject information. Abstracts tend to be more descriptive. Some online index databases also include the full-text of the article.

- **General:** Reader's Guide to Periodic Index (FirstSearch), Book Review Index, Periodicals Abstracts (FirstSearch).
- **Subject:** Art Abstracts (FirstSearch), New York Times Index (*ABI Inform*), Biography Index (FirstSearch), Chemical Abstracts.

19. Bibliographies

Bibliographies lead to other information sources. They are lists of books and other materials that provide author, title, and publication information. Annotated bibliographies also include a brief description or summary of the item. Bibliographies are available on almost every topic and may focus on specific persons, groups, subjects, or time periods. Many bibliographies are selective and do not attempt to include all publications. Bibliographies are sometimes referred to as "Guides to the Literature ..."

Examples: American Fiction: 1774-1850, Bibliography of Education, Utilization of Wood Residues: An Annotated Bibliography, A Bibliography of Sir Walter Scott, MLA Bibliography (FirstSearch), Current Bibliographies in Medicine (NLM), Equity Issues in Science and Math (State of AK, Dept of ED), Alutiiq Ethnographic Bibliography (ANKN).

Subject wise Information Sources/Documents Available on the Internet

1. Education

Many Universities, Colleges, Institutes and Schools websites are available on the internet. Help with Google they can search. University, College, Education Institute and School details can be searched on their websites like- AICTE, UGC, NCERT, KVS, CBSE, IIM, AIMS, NCERT, All India University Directory, etc. Educational institutional websites provide about offered courses, results, syllabus, exam notices, question banks, entrance exam details, facilities, faculties details, etc.

2. Employment

Employment News, RoZgaar Samachar- Gujarati, Maru Gujarat, Times Ascent, Times Jobs, Sarkari Job, Naukri, etc. are some employment websites. Any other employment can be searched using Google.

3. Government websites

"National Portal of India" (<http://india.gov.in>) This is the Official Portal of the Government of India, designed, developed and hosted by the National Informatics Centre (NIC). The objective behind the Portal is to provide a single window access to the information and services being provided by the Indian Government for citizens and other stakeholders. An attempt has been made through this Portal to provide comprehensive, accurate, reliable

and one stop source of information about India and its various facets. The current Portal is a metadata driven site that links to the other Indian Government Portals/websites for most updated information.

4. Statistical Information

“Nation Master” (www.nationmaster.com), “The World Bank” (data.worldbank.org), “The World Fact Book” (<https://www.cia.gov>), “Info Place” (www.infoplease.com), etc. these all websites provide worlds all counties economic and statistical information in the form of tables, graphs and charts. “Statistical Yearbook”, “Census of India” and “Ministry of Statistics Programme Implementation” are the Indian websites where state wise all the statistical data and other information are available.

5. Sports

Different types of sports information, latest sports news and live matches and its score is available on Television Sports channel website like a “Star Sports”, “Ten Sports”, “Star Cricket”, “ESPN Star” and other television news channels websites like a “Aaj Tak”, “Zee News”, “DD News”, “India TV”, “NDTV”, “News 24” etc.

6. Weather

Information on weather, climate and forecast is available on websites like “Weather Forecast Maps”, “Time and Date”, “Weather City”, “Weather” etc.

7. Health

Information about on health like a children’s health, first aid, diet, living, fitness, nutrition, hygiene, etc. is available on “Health Me Up”, “National Institute of Health”, “Family Doctor.com”, “Health Line”, “Healthy India”. Different types of disease information are also available on “Wikipedia”.

8. Current Affairs/ General Knowledge

“General Knowledge Today” (www.gktoday.in), “Current Affairs Today” (urrentaffairs.gktoday.in), “Online Current Affairs General Knowledge” (www.onlinegk.com), “Latest General Knowledge Current Affairs” (www.onlinegkguide.com), “Jagran Josh” (www.jagranjosh.com), etc. some of the websites for current affairs and general knowledge, where information on current affairs and general knowledge questions and answers available, which is help for preparation competitive examination, professional interviews and entrance exams.

9. Travel

Any place history to development information available on “Google Maps”, “Yahoo Maps”, etc. these all websites help in finding maps and route/distance between any two places. “Incredible India”, “Travel India”, “Tourism in India”, “Tourist Places in India” etc. give information for traveling in India.

10. Online Shopping / E-Shopping

Online shopping or e-shopping is a form of electronic commerce which allows consumers to directly buy goods or services from a seller over the Internet using a web browser. The largest of these online retailing corporations are Alibaba, Amazon.com, and eBay. Online shopping or e-shopping websites like “Amazon”, “Flipkart”, “Home Shop 18”, “eBuy”, “Snapdeal”, “Jabong”, etc.

11. Religious / Spiritual Information

Information about various religious and spirituality in India is available on websites like “Indian Gyan”, “I Love India”, “Sanatan Society”, “Indian Mythology”, “Indo Link” etc. E-books of various religious are available of “Holy Books”. India’s various temples information available on “Mandirnet”, many Indian temples have their own temple website which can be searched using Google. Temple’s all types of information available on these websites.

12. Arts, Culture and Heritage Information of India

Indian Arts, Culture and Heritage information is available on Wikipedia. “India”, “Indian Mirror”, “Culturpedia”, “India Picks”, “India Heritage”, “UNESCO Worlds Heritage Centre” etc. are some of the websites which given information about Indian arts, culture and heritage.

13. Recipes

Information about all types of recipes websites like a “Vegetarian Cooking”, “Indian Khana”, “Indian Food Forever”, “Khana Khazana”, “Indian Recipes”, “Indian Recipes Info” etc. are available in internet. Along with cooking recopies, glossary of Indian recipes terms and their translation in different Indian languages.

14. Children's Websites

Children's related some websites available on internet like a "Kids Page", "Play Learn India", "Fun School", "Fun Brian", "Indian Child", "Kids Health", "Kids Know It", etc. Children can learn school topics with interesting play way method, read stories, play games, solve puzzles, do various activities and school projects, colour drawing pages and many more on these websites.

15. Astrology

Information about ob foretelling, numerology, tarot etc. is available on "Astrology", "Webdunia", "Astroyogi", "Kundali". Horoscope can be also prepared on "Webdunia", by entering information about birth time, date and place.

Conclusion

Today's we are a living ICT's based 21st century. A different type of information need of different library users is satisfied with the help of various free reference /information resources and documents available on the Internet. Any academic library due to lack of financial fund and storage spaces, information and technological resources, etc. are always limited and insufficient to satisfy their users different information needs. There are many-many free information resources/documents websites available on the internet, depending the library user's information need and requirement. This time library can cater to their reference service use of these free information/documents resources websites. Thus, with the help of Internet, library reference service can be provided more effectively, quickly and timely.

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