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DESIDOC JOURNAL OF LIBRARY & INFORMATION TECHNOLOGY

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DESIDOC Journal of Library & Information Technology

Volume 44

Number 5

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CONTENTS

Research Papers

- 277-283 Implementing Free Persistent Identifiers in a Scientific Journal Management System Alternatively to DOI
Yasiel Pérez Vera and Alvaro Fernández Del Carpio
DOI : 10.14429/djlit.44.5.19891
- 284-288 Curating the Future of Research: Navigating FAIR Challenges in Academic Repositories
Juan-José Boté-Vericad, Emina Adilovich, Anna Caellas-Camprubí, and Ignasi Labastida
DOI : 10.14429/djlit.44.5.20075
- 289-297 Examining User Opinions, Satisfaction Levels, and Challenges Towards Institutional Repository: An Empirical Study
Unzila Hurum, K.L. Mahawarand and Somipam R. Shimray
DOI : 10.14429/djlit.44.5.19669
- 298-306 Article Processing Charge for Open Access Articles in Iran
Fatemeh Sohani, Maryam Shekofteh, Azam Shahbodaghi, and Sara Jambarsang
DOI : 10.14429/djlit.44.5.19991
- 307-313 A Meta-Analysis on the Correlation Between Traditional Metric Indicators and X Metrics of Library and Information Science Articles
Vysakh C.
DOI : 10.14429/djlit.44.5.19841
- 314- 327 Content Analysis of Library Websites of the Centre with Potential for Excellence in Particular Area (CPEPA) Universities
Sanraj Roy and Nivedita Bhattacharyya Sahu
DOI : 10.14429/djlit.44.5.19597
- 328-337 Web Presence and Features of Library Websites/Webpages of NIRF-Ranked Pharmacy Institutes of South India: An Evaluative Study
Sanraj Roy and Nivedita Bhattacharyya Sahu
DOI : 10.14429/djlit.44.5.18850
- 338-345 Research Practices and Priorities of Chemistry Researchers in the Western Himalayan Region of India
Muruli N. and N.S. Harinarayana
DOI : 10.14429/djlit.44.5.19929

Review Papers

- 346-352 Marketing Strategy of Library Digital Services
Syifaun Nafisah, Nazilatul Laili Sa'adah, and Nazrul Effendy
DOI : 10.14429/djlit.44.5.19189

Back Cover: Information for Contributors

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Brown, S.J. & Duguid, P. Balancing act: How to capture knowledge without killing it. *Harvard Business Rev.*, 2000, **78**(3), 73-80.

Kumbhar, Rajendra. Academic library's responses to the emerging trends in higher education. *DESIDOC J. Lib. Inf. Tech.*, 2014, **34**(6), 477-85. <http://publications.drdo.gov.in/ojs/index.php/djlit/article/view/6878/4701> (accessed on 5 December 2014).

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Lancaster, F.W. & Warner, Amy. Intelligent technologies in library and information service applications. Information Today, Inc., Medford, NJ, 2001.

(iii) Chapter from a Book

Gupta, Dinesh K. A focus on customers: Imperative for managing quality in library and information services. In *Delivering service quality: Managerial challenges for the 21st century*, edited by M. Raghavachari & K.V. Ramani. Macmillan, New Delhi, 2000, 401-06.

(iv) Conference Paper

Huggett, Sarah & Lau, Georgin. Metrics in research evaluation. In *10th International CALIBER 2015: Innovative Librarianship: Adapting to Digital Realities*, 12-14 March 2015, Shimla, HP. 2015. pp. 12-20. <http://ir.inflibnet.ac.in/bitstream/1944/1841/1/2.pdf> (accessed on 15 April 2015).

(v) Report

Birkler, John; Smith, Giles; Kent, Gleen A. & Johnson, Robert V. An acquisition strategy, process, and organisation for innovative systems. National Defence Research Institute, RAND, USA, 2000. RAND-MR-1098-0SD.

(vi) Standard

Bureau of Indian Standards. Quality management and quality assurance standards, Part 3: Guidelines for the application of 180 9001:1994 to the development, supply, installation and maintenance of computer software (first revision). BIS, New Delhi, 1997. 32 p. 18/ISO: 9000-3 (Part 3)-1997.

(vii) Thesis/Dissertation

Dutta, Nandini. Changing ethos of library service in the new environment: A study of select special libraries in Delhi. University of Delhi. 2012. PhD Thesis. 372p. URL: <http://hdl.handle.net/10603/28343>

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Zuraidah Arifl, Abd Latif Abdul Rahman, Zati Atiqah Mohamad Tanuri, Moh. Safii, Wan Irham Ishak and Mohd Zool Hilmie Mohamed Sawal
- Application of Mobile Technology for Stock Management in Academic Libraries
Sneha Tripathi and Mohd Shoaib Ansar
- Trends in Plagiarism: A Bibliometric Approach
Nagaraja L. Gujarappa, M. Chandrashekara and Premkumar
- ICT-enabled Information Services Using Web 2.0 in Public Libraries of Tamil Nadu
Akshaya Kumar, K.S. and Paramjeet, K. Walia
- Comparative Study of Emotional Correlations, Academic Information-Seeking Behaviour, and Library Services in Special Schools in Karnataka, India
Dayanandappa Kori and K.R. Mulla
- Non-alphanumeric Characters in the Title of Research Papers in Two Indian LIS Journals: A Comparative Study
Prabin Karkee and Sudha Sinha

May 2024

- Massive Open Online Courses in Social Sciences and Their Implementation at Universities in Delhi: An Exploratory Study
Raj Kumar Bhardwaj and Vimal Saxena
- Awareness and Usage of E-books Among Students of Panjab University, Chandigarh
Seema Sood, Neeraj Kumar Singh, Suman Sumi and Deepika Tewari
- Generative AI Tools for Collaborative Content Creation: A Comparative Analysis
Prafull Malakar and M. Leeladharan
- Controlled Terms Versus Uncontrolled Terms in Resource Description: A Comparative Study Based on Social Science Books
Kalyan Sundar Samanta and Durga Sankar Rath
- QR Codes Making Smart and Effective Library Services: A Case Study
Sarwesh Pareek
- Scientometric Study on Authorship Pattern in Knowledge Management: A Global Trend
Salma M.S. and Prakasan P.M.
- How Many Videos Are Cited in Academic Research? An Analysis of Indian Scholarly Publications
Arpan Kumar Pakira, Amit Nath and Jhantu Mazumder
- Bibliometric Analysis of Global Research on Scientific Writing
Muammer Maral

