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**USE OF ELECTRONIC MAIL FOR LIBRARY AND INFORMATION SERVICES:
REPORT ON SOME PROJECTS IN A TECHNOLOGICAL UNIVERSITY LIBRARY**
(Abstract)

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Projects at The Technical University Library of Norway (NTUB) will be described, share universities' networks and electronic mail systems are used for:

- ordering photocopies and loans from our library
- downloading and disseminating online search results to clients
- handling various information requests from users
- distributing newsletters electronically
- sending manuscripts and information to groups of users
- accessing library catalogues and databases all over the world

A complete system for ordering documents has been made in our library, consisting of the electronic mail system EAN at a VAX at the university's computing center, and PC software developed in the library. The system has shown to be an efficient way to communicate and cooperate with users at the university and in industry as well.

A study is currently underway in our documentation department on the use of online services (both remote and local including CD-ROM), bulletin boards and electronic mail systems among Norwegian users and libraries. Results from a questionnaire will be presented.