Chapter II

REVIEW OF LITERATURE

Introduction –

In this section attempt is made to review briefly the previous research and literatures libraries. The review does not claim to be comprehensive since it was not possible to narrate all works on the subject within the limitations of the present research.


• **(Uddhav R. Jadhav 2010)** provides a comprehensive information about resources, infrastructure, services offered by the information resource centres. The professional looking after the centres are trying to cope up with the before the Library and Information Science Profession. In that included that, History of Special Libraries including industrial libraries in India and Maharashtra ;

• As there are no comprehensive studies reported so far in India on all aspects of industrial libraries, except study made **(C. Sasikala 1994)** 28 on the field surveys conducted in the state of Andhara Pradesh. Most of the other studies covered are of other countries. They range from surveys of individual libraries and user groups to larger groups of libraries and user group.

• **Thaulingon N (2000).** Industrial library surveys in the Indian context are also covered because they not only contain much valuable information but also due to the fact that they are the available studies reported in the literature.

• Very few studies can be termed as comprehensive survey of Industrial libraries in India where the library as well as the opinions of user about its services and sources were covered. But there were several surveys which focused on the individual libraries or on users in these libraries. Documented research work in the filed of
industrial libraries can be traced to three studies- ‘Role of Industrial libraries in Maharashtra (Patil, 1972) 29, Industrial Libraries in Gujrat’ (Mehta, 1974)30 and ‘Industrial Library System’ (C. Sasikala,1944) 31 Consequently studies of Patil and Mehta were as dissertations of MLIS programme. But some case studies were prepared by the library and information professionals as well as students.

- The number of dissertations /trend report on industrial and business libraries and related areas reported till the end of 1985 was about 30(3%). Doctoral studies reported in related areas of industrial libraries were only two (Kumar, 1987)


- In 1958, Sharp (1958) also made a similar survey for the electronic library but from the stand point of the individual library rather than the corporation.

- Campbell (1960) carried out a survey of special libraries in the UK to ascertain factual data on the size, scope, level, organization methods and cost of special libraries and information services in industrial and commercial organizations in the United Kingdom.

- Kruzas (1965) conducted a study of business and industrial libraries in USA, 1820-1940. The study traced the development of special features of these libraries.
In 1988 a questionnaire survey was conducted to portray the library/information centre function, in all its variations within major U.S. and Canadian Corporate Head-Quarters. The results were compiled by Tobi Brimsek (1989) as company profiles.

In 1944 an account of library services provided the engineering department of Scintilla Magnet Division, Bendix Aviation Corporation was presented by Morgran (1994)

Jahoda, Gerald studied in his ‘Special Library and Information Centre in Industry in the United States, ’ UNESCO Bulletin for Library, Where special libraries and information centers offer the services which were listed by the professional committee of the Special Libraries Association.


Whitehead (1963) gave details of technical library of British Cellphone, relating to design, collection , staff and services. From a survey of 147 industrial libraries and information units, Rowley (1979) also stated that traced out practices associated with 321 local current awareness services.

Jackson (1973) gave a detailed description of demands made on General Motors Corporation which had a group of twenty two company libraries in the United States and means and ways adopted by the system to fulfill them.

A questionnaire survey cum interview on the use of information services and their impact on research and product development in an Indian organization provided means for making the services more responsive to user needs (Haravu and Nagaraja, 1979)
• Praplingam (1980) reported the experiences of a librarian from personal interviews with users of information in a large textile company in India to frame user subject profiles.

• Jackson and Jackson (1980) given the pattern of budget allocation to support library services in Industrial R & D was studied based on comparative analysis of data available in Fortune and Business Week.

• As there are no comprehensive studies reported so far in India on all aspects of industrial libraries, except study made by C. Sasikala (1994) on the field surveys conducted in the state of Andhra Pradesh. Most of the other studies covered are of other countries. They range from surveys of individual libraries and user groups to large groups of libraries and user groups.

• Individual library surveys in the Indian context are also covered because they not only contain much valuable information but also due to the fact that they are the available studies reported in the literature.

• Very few studies can be termed as comprehensive survey of Industrial libraries in India where the library as well as the opinions of user about its services and sources were covered. But there were several surveys which focused on the individual libraries or on users in these libraries. Documented research work in the field of industrial libraries can be traced to three to three studied – ‘Role of industrial libraries in Maharashtra’ (Patil, 1972), ‘Industrial Libraries in Gujrat’ (Mehata, 1974) and ‘Industrial Library System’ (C. Sasikala, 1994). Consequently studies of Patil and Mehta were as dissertations of MLIS programme. But some case studies were prepared by the library and information professionals as well as students.

• The number of dissertations / trend reports on industrial and business libraries and related areas reported till the end of 1985 was about 30 (3%). Doctoral studies reported in related areas of industrial libraries were only two (Kumar, 1987).

• Articles in journals like Special Libraries, Journal as American Society for Information Science, Aslib Proceedings, Library Trends, Journal of Library and

**General Studies On Industrial Libraries**

- In 1956, a questionnaire survey which focused on the industrial corporation library was conducted by (Gibson (1957)
- In 1958, (Sharp (1958) also made a similar survey for the electronic industry but from the stand point of the individual library rather than the corporation. 
- In 1959, Bedsole made a survey of large industrial corporations in USA to study the organizational structure of industrial libraries (Bedsole, (1961).
- (Campbell (1960) carried out a survey of special libraries in the UK to ascertain factual data on the size, scope, level, organization, methods and cost of special libraries and information services in industrial and commercial organizations in the United kingdom.
- (Kruzas (1965) conducted a study of business and industrial libraries in USA, 1820 – 1940. The study traced the development of special features of these libraries. 
- In 1988 a questionnaire survey was conducted to portray the library / information centre function, in all its variations within major U.S. and Canadian Corporate Heas – Quarters. The result were compiled by Tobi (Brimsek (1989) as company profiles. 
- Some authors made attempts to review the previous studies on information seeking behavior of scientists and engineers to draw some general conclusions. 
- The above surveys are reported from the view point of the present work. While these do include a considerable amount of pertinent information, all of them are conducted in countries other than India. Such studies were not reported so far in India at doctoral level (Kumar, 1987) except survey conducted for industrial libraries in Andhra Pradesh by (C. Sasikala, 1994) published entitled ‘Industrial Library
Systems'. These studies were conducted a long back and do not cover Maharashtra State. Therefore, a work to report the present conditions in industrial libraries of Maharashtra in India was felt to be a necessity.

**Services :-**

- In 1944, an account of library services provided to the engineering department of Scintilla Magnet Division, Bendix Aviation Corporation was presented by Morgab (1994).
- The result of a survey conducted in the British petroleum Company’s Technical Information and Library Service in 1958 were presented by Cole (1958).
- Jahoda (1963) study examined whether special libraries and information centres offer the services which were listed by the professional committee of the Special Libraries Association. the two studies by Bedsole (1961) and Weil (1958) were taken by Jahoda as basis for determining the services actually provided in special libraries.
- Whitehead (1963) gave details of technical library of British cellophane, relating to design, collection. Staff and services. From a survey of 147 industrial libraries and information units, Rowley (1979) traced out practices associated with 321 local current awareness services.
- Jackson (1973) gave a detailed description of demands made on General Motors Corporation which had a group of twenty two company libraries in the United States and means and ways adopted by the system to fulfill them.
- A questionnaire – survey – cum – interview on the use of information services and their impact on research and product development in an Indian Industrial organization provided means for making the services more responsive to user needs (Haravu and Nagaraja, 1979)
- Prataplingam (1980) reported the experiences of a librarian from personal interviews with users of information in a large textile company in India to frame user subject profiles.
・ **Jackson and Jackson (1980)** given the pattern of budget allocation to support special library services in industrial R & D was studied based on comparative analysis of data available in fortune and Business Week.

・ Organization of data services in Indian Petroleum Industry with special reference to Oil and Natural Gas Commission (ONGC), was reported by Deb and **Tripathi (1981)**

・ The need for having a nation – wide data bank on refractory sector also emphasized in the light of the constraints relating to data accessibility, gaps, time – lag and consolidations by **Roy and Bhattacharya (1981)**

・ The policy which was adopted to solve storage problem in the libraries of Research Division of Beecham Pharmaceuticals was given by **Blick and ward (1984)**.

・ An empirical study on managerial support and use of information services was done by **Wolek (1986)**. The same aspect was also emphasized by authors like **Drake (1984)**, **Mick and others (1980)**.

**IT Applications in Industrial Libraries**

・ Extensive use of computer applications in industrial library operations and information centres is now a well known fact. **Shulze (1961)**, **Jahoda (1962)**, **Swenson (1985)**, **Ayres (1967)**.

・ Computer application for library and information work in a corporate R&D centre in India was reported by **Haravu and others (1985)**.

・ Another instance of computer application in the compilation of union catalogue of periodical holdings in the same Corporate R&D centre was described by **Satyanarayana (1987)**.

・ Provision of computerized SDI services was also reported by **Ramanada and Rajitha Chandra (1987)**.

・ Ahemedabad Textile Industry’s Research Association (ATIRA) established in 1947, can be described as the first to start the industry oriented documentation services. Besides regular services to inform the reader about library resources, abstracting and indexing services, preparation of bibliographies, literature search services, preparation of abstracts the help of research workers having specialized knowledge of the subject is availed (Shah, 1987).
User Education

There were also studies on user education in industrial organizations with the methodology adopted by the individual libraries to implement user education programmes. Prataplingam (1981) presented details of the regular user satisfaction programmes conducted for senior and middle managers, management trainees, engineers, supervisors and technical trainees in a textile company.

In U.K. details about the user training programmes organized by Group Information Services Committee, which consists of heads of different information departments working under the Pikington Brother were provided by Whitehead (1982).