CHAPTER - 4
COLLECTION DEVELOPMENT AND SERVICES OF LIBRARIES

4.1 Introduction

The term “Collection Development” has been evolved to emphasize personalised services to satisfy users’ demand (Laxman and Ratna, 1993). Collection Development encompasses plans formulated for the systematic and rational building of a collection. The term includes a group of activities i.e. assessing the user needs, evaluating the present collection, determining selection policy, coordinating selection of items, re-evaluating and storing parts of the collection, and planning for resources sharing (Parmeswaran, 1997). The topic collection development is a planning and decision making procedure that covers broad range of activities related to the policies and procedures of selection, assessment of users’ needs, evaluating present collection, weeding out and storing parts of the collection and planning for resource sharing (Ravichandra, 1997).

4.2 Process of Collection Development

Collection development is a universal process in the library world whereby the library staff brings together a variety of materials to meet patron demands. This dynamic, self-perpetuating cycle consists of six definable elements: community analysis, selections policies, selection, acquisition, weeding, and evaluation, (Faruqi, 1997).

Figure-4.1
A collection development process is that which permits the library to develop a collection of materials responding to the information needs and service requirements of the users. It has also been defined as “a process that allows for the identification of the strengths and weaknesses of the materials collection of a library in terms of the needs of the users and the resources of the community. It is a universal process in the library world in which the library professional assembles a variety of materials in order to satisfy the demands of the users. This dynamic and constant cycle brings together six elements: users’ study, policies, selection, acquisition, weeding and evaluation” as has been described before. (Evans, 2004).

Similarly, Sanchez (2005) defines collection development as a process which assumes that the information needs of the users that are satisfied in an economic fashion and inside a reasonable period of time using resources as much internal as well as external to the organization.

4.3 Functions of Collection Development

Collection Development can be divided into two parts:

- Basic functions; and
- Umbrella functions.

Basic functions are performed by all academic libraries’ development process, i.e. selection of library materials, acquisitions, donations, weeding, preservation and intellectual freedom.

Umbrella functions are performed to inform library staff of the constituents of collection development process itself, i.e., collection development policies, user’s needs assessment, and collection assessment. Though these are not necessarily performed by all academic libraries, however these are vital tools of collection development (Available at http://www.libazus/cdf/colldev.htm - Accessed on 20th December, 2010).

4.4 Factors Affecting Collection Development

While formulating collection development policy the following important factors should be kept in mind:

- Philosophy of the organization / institution/library;
- Nature of the community;
- High standard of intellectual contents;
- Relevance of contents;
• Cooperation and networking;
• Access v/s ownership;
• Relationship with other information service units;
• Availability of budget and existing resources; and
• Revision of policy (Singh, 2005).

4.5 Pre-requisites of Collection Development:

Collection Development is an interplay of the libraries’ aims and strategies adopted by the librarian and his staff in order to meet the users’ requirement and for its implementation, a clear policy of acquisition, periodic evaluation of the collection and the systematic weeding out of documents whenever is needed.

Bloomfield, (1987) observed that collection development involves identification of some of the key issues such as:

• Identification of the purpose and mission of the library /parent organization.
• The library staff or a committee formulates the library’s collection development policy;
• Matching between users’ requirements and institutions aim and objectives;
• Budgetary provisions and the contingent problems.
• Working out of strategies for implementing the policies and programmes; and
• Policy statements have to be maintained, revised and updated.

Collection Development is thus, a dynamic and continuous activity, which involves the users, the library staff; and the subject experts on selection team. It is a process to develop a need based on up-to-date and balanced collection which is sufficient to meet the document and information needs of the users (Prasher, 1993).

4.6 Users of Libraries:

The collection building activities are designed in respect of the users to be catered. Since an academic library is to support the teaching, research and extension programmes of its organization, its collection and services are to cater to the curricular, co-curricular needs of the students, faculty and research scholars and background material by the under graduate, postgraduate students and research scholars.
4.7 Information needs

Information needs of a user depend on different factors, discipline and activities. It has been recognized by the scholars as there are three types of users’ information needs or approaches (Voigt, 1961):

- Current approach;
- Every day approach; and
- Exhaustive approach

4.8 Collection Development Policy

A collection development policy statement is a document that represents a plan of action and information which is used to guide the staff's thinking and decision making. Specially, the staff consults the collection development policy when considering which subject areas to augment and determine how much emphasis is to be given to each area. The policy should be such that it seems as a means of communication with library's service population and the people who provide it’s funding (Evans, 2004).

4.8.1 Elements of Collection Development Policy

As Collection Development is a continuous and never ending activity, a well thought out long term policy is needed, which should provide to answers the following (Wilson & Tauber, 1956):

- Who has the responsibility for seeing that a policy is setup and regularly implemented?
- Who should have final authority for directing and controlling the distribution of book funds?
- What material should be acquired?
- Who should participate in the selection?

According to Evans. (1987) a policy document should have:

- A brief general description of the community to be served;
- Identification of specific clientele to be served;
- A general statement regarding the parameters of collection such as specific subject field and type of formats that the library will acquire;
- The statement on general limitations and priorities that will determine how the collection will be developed; and
• Keeping in mind the library’s role in cooperative collection development and networking, the policy should make it clear as to whether the basic philosophy is self sufficient or cooperative.

Perkins (1979), “Made certain recommendations of clients and knowledge of their information needs which are the key elements in deciding what to buy”.

4.8.2 Details of Subject Areas and Formats Collected

In these sections of the policy, the policy writers classify the collections into constituent subject areas, identify types of material collected, and specify the primary user group with each subject which is quite tedious. Collection Development officers have to collect, analyze and evaluate data relating to consumers’ needs. Collection of data is followed by assigning priorities to each area, perhaps by format within each area. All of this work is done with the goal of achieving a proper balance of subjects and supplying the information needs of the service community. (Evans, 2004).

The next part of the policy is a very vital one and it involves fixing responsibility for collection development. In a small library, the task is done by the librarian himself, while in case of a large scale library; the task is delegated to the other staff. However, the ultimate responsibility would lie with the head librarian. The policy should also be clear as to on what basis the selectors should take decision. A review policy for evaluating the performance of selections should also be formulated. (Evans, 2004)

4.8.3 Elements of Miscellaneous Issues

This section of the collection development policy statement deals with gifts, de-selection, discards, evaluation, complains and censorship. Though each topic is individually significant and important and separate policy statement can be prepared for each. This is usually not in practice. A gist of or summary of these topics is prepared by the collection policy writers instead.

4.8.4 Electronic Resources

A need for an overview section is felt that defines terms and outlines the context of the policy. What does the policy cover? Does it include the one time purchases of CD-ROM products, only ongoing subscription services, or both? Does it cover the library’s linking to various websites?
4.8.5 Getting the Policy Approved

Having the policy prepared with considerable efforts of the staff, the next step involves getting it approved by the governing board, so that everyone agrees in principle to serve the users community.

4.8.6 Policy Review and Revision

There should be periodic renewal and revision of policy to keep up with changes in users’ need and to make sure that it reflects current practices and procedures in the libraries.

4.9 Selection of Resources

As selection is the heart of the collection development process and it aims to build the library’s collection for a particular user community, skill, knowledge and the right tools are required to select appropriate library materials that meet the needs of the community. It is a challenge to build resources and formats for a balanced collection that meets the needs of user community. (Evans, 2004)

4.9.1 Book Selection

The books selection, complies with certain principles. Some of these principles are Macolvin’s Demand Theory, Dewey’s best book for the largest number at the least cost’ and Drury’s ‘Right book to the Right reader at the Right time. (Katz, William A, 1980) For book selection knowledge of the subject is one requirement (Magril & Hickery, 1984) feel that book selection has to be done by bibliographers, reference librarians, departmental librarians, faculty and combination of various groups. No single librarian or faculty should be made responsible for the selection. Interaction with readers handling the information requirements and subject background provides an opportunity to library staff in proper selection. Documentary needs of students and researchers should be known to the faculty.

Ahmad (1984) has stated that materials are selected by the library with aid and advice of academic staff. In practice, the staff takes little interest in advancing their suggestions for addition to the stack.

4.9.2 Drury’s Principles

Drury, (1930) clearly stated the basic principles that govern the selection of reusing material for a library. It states: “To provide the right book to the right user/reader at the right time”. The reader is the central theme and the veracity of a
document is in relation to the reader and the material/document should be available to the reader.

### 4.9.3 Mc Colvin’s Demand Theory

Mc Colvin, (1925) advanced his demand and supply theory of books selection. He states, “Books in themselves are nothing. They have no more meaning than the white paper upon which they are printed, until they are made serviceable by demand.” The more closely book selection is related to demand the greater is the resultant and possible services.

### 4.9.4 Melvil Dewey’s Principle

Melvil Dewey Quoted by Prasher (1993), principle states, “The best reading for the largest number at the least cost.” According to this principle a library should select the best available documents that satisfy the users within the limited financial resources.

### 4.9.5 Ranganathan’s Laws and Document Selection

Ranganathan’s first three laws of Library Science are helpful in formulating the principles of document selection.

The first law – only those documents should be selected that satisfy the clients. While selecting the documents, the present and potential requirements of the users must be kept in view.

The second law of library science- Every reader his/her documents directs the selector to cater for the informational needs of all the users of the library.

The third law of library science- Every book its reader suggests that all efforts should be made to put to use those documents of value which have been selected in anticipation of the needs of the user.

### 4.10 Importance of Selection Policy

Selection policy enables a library to achieve quality, objectivity and consistency in the process of selection and ensures that resources satisfy the information needs of the users. Some libraries have separate selection and acquisition policies while others put selection policy as a part of acquisition policy. Selection policy may include the following: (Schammel, 2001).

- Core collection: it includes resources that are critical for fulfilling the objectives of the parent body and thus receive the highest priority.
• Supporting collection: includes items that supplement the core collection, providing additional information and adding value to the functioning of the organization.

• Peripheral collection: selection of core and supporting collections receive first and second priority respectively and peripheral collection is selected on the basis of the budget availability. They consist of costly online services that are rarely used, fringe publications that do not form part of basic needs of the users, and the items that can be obtained from other libraries on Inter Library Loan.

• Kinds of resources: Library’s policy must include specific guidelines for selecting different kinds of resources, such as general books, reference sources (such as dictionaries, encyclopedias, directories), serials, reports (both internal and external), online services, electronic resources, grey literature.

• Formats: All formats should be considered.

• Online sources: Access to online databases should be provided

• Inter Library Loan and document delivery.

• Project based products and services: there may be a need for the purchase of information resources beyond the scope of resources covered under the laid down selection policy to support the ongoing projects within the parent organization.

According to Drury (1930). “A necessary part of selecting process is the choosing titles from many valuable aids”. Selection of books is done through various tools like catalogues, leaflets (both print and electronic formats), journals, magazines, websites, online services, CD-ROMs many publishers bring out catalogues, covering resources prior to their publication, current reviews, national bibliographies, trade bibliographies, subject bibliographies best book recommended list and core collection. Selection policies have been replaced by material selection policies due to the increasing production of non print materials (which cannot be ignored). With the new emphasis on non traditional sources of information, librarian must contend themselves with formats other than books. These ranges from other print media such as news papers, periodicals and pamphlets to non print formats like tapes, motion pictures and the like. The librarian needs to be aware of the multitude of communication forms available and also to be more knowledgeable and skilled to be
able to make intelligent decisions regarding their unique contribution to the library goal of providing appropriate information forms to its patrons. (Hicks & Alma 1970).

4.11 Collaborative Selection:

The rising cost and decline in purchasing power of individual libraries made it difficult to acquire the electronic resources and tries it has led to the collaborative selection of these resources to came into operation. For this purpose, they form unofficial consortium whereas one library in a group purchases a particular item and the cost is spread across the group. On the payment of subscription and additional charges, a user license is obtained from the vendor, allowing users of each library belonging to the consortium to have access or user rights. Each library selects a different resource, paying subscription plus additional charges, and offering other libraries in the consortium with the reciprocal access. (Scammel, (ed). 2001).

4.12 Acquisition of Resources

Gelfand (1974) observes acquisition programme “is a plan for carrying out the objectives of the library with respect to the development of collection. It should be a long range plan, flexible in nature and subject to periodic review and revision”. It should be started for a period of five years or more with the approval and support of the authority within the budget. For obtaining support and cooperation of the faculties and libraries staff, wide publicity should be given to the programme.

Gelfand quotes Wilson and Swonk who describe the acquisition as “the continuous systematic analysis of weak spots in the book collection through the checking of bibliographies against the library’s holdings, the submission to the faculty lists of materials not owned, the rating by the faculty and library staff of these titles, and finally the preparation of want or decider at a lists”. The lists then goes to the other department where the process of procurement begins. Acquisition departments also have internal goals. (Evans, 2004), such as; quick procurement of order; ensuring lowest possible unit cost by keeping work processes simple, to keep work processes simple, to achieve the lowest possible unit cost, and to develop close, friendly working relationships with other library units and with vendors.

4.13 Evaluation of Collection:

Collection analysis is the basis for evaluation. According to Katz, the purpose of analysis and evaluation of the collection is to determine the quality of the collection. Evaluating such large collections is a difficult task. Evaluation can be done
either by analyzing how well each individual item is or how good the item suits the particular needs of the users. To evaluate in these two terms utilization of the user’s knowledge is essential. (Katz, 1980) gave the possible ways of evaluation. They are:

- Statistics on holdings use and expenditures;
- Checking lists, catalogues, bibliographies, etc;
- Obtaining opinions from regular users;
- Examining the collection directly and applying standards; and
- Testing document delivery capability.

Katz (1980), states that the library can cut 80% of book collection and 40% to 60% of periodicals, but still can serve 99% of the users. Good collection may not necessarily guarantee utilization of documents. Modification of the existing acquisition policy through evaluation would improve the quality of the collection.

### 4.14 Library Services:

A library is a service provider institution and the university library is no exception to it. University library is spring of knowledge and information provided will always be valued at premium. In the modern significantly and socially vigilant society, especially when the grains of right to information are gaining much currency, the university libraries are sanguinely expected to be more responsive and interactive with their users.

The library service which brings the staff in contact with users to provide right information to the right user at the right time and to help in finding out resources and providing required information should be emphasized. Some important kinds of services offered by libraries are:

#### 4.14.1 Circulation Service:

One of the prime functions of a university library is the circulation of documents or lending of library materials. Every library executes it and intends to satisfy its users. Geer, (1955), has advocated that while embarking on a circulation system for a library, it should be evaluated on the parameter of cost involved in its organization and administration’s improvement in readers’ service and reduction in costly records.

From the beginning onwards the world of librarianship has brought out the following systems:

- Ledger system
• Permanent slip or card system
• Browne charging system
• Newark charging system
• Detroit charging system
• Token charging system
• Photographic charging system
• Audio-charging system
• Visual record charging system
• Tape charging system
• Double call slip charging system and
• Computer based charging system
• Bar code based system

4.14.2 Reference Service

According to Ranganathan, (1961), right contact means contact between the right reader and right books at the right time and in the right personal way. He is of the view that the establishment of such a contact is “the only available and effective method” of discharging the function of converting the users into a habitual users. He has named that method as reference service. Thus, he adds that “Reference service is the establishing of contact between reader and book by personal service”. Here, emphasis is laid on personal service to each user to help him to find documents. Rothstein S, (1961), similarly defines it as “personal assistance given by the librarian to the individual reader in pursuit of information”. According to Hutchins, “Reference work includes the direct personal aid within a library to persons in search of information for whatever purpose and also various library activities especially aimed at making information as easily available as possible. (Hutchins 1944).

A university Library is supposed to perform the following functions: Teaching, research, publication, conservation of knowledge and ideas, extension and service and interpretation, (Ranganathan, 1961), a university library is a sub set of a university establishment. Thus it exists to provide the objectives of its parent organization. In other words, a university library should intend to spur up the function. The clientele mainly consists of students, teachers and research scholars. The requirement of the users is diverse oriented. The services to be provided are listed below (Kumar 1996).
Instruction in the use of library,
providing of general and specific information,
Assistance in the location (or searching) of documents or use of library catalogue understanding of reference books,
Literature search,
Readers advisory service,
Compilation of bibliographies, preparation of indexing and abstracting services,
Reservation of documents- In case a document has not been loaned, then a user who needs it can be get it reserved, so that when the document is returned then the user can be informed and he can get it issued,
Interlibrary loan – ILL refers to request for a document not available in the library. Whatever might be the nature of library, but it should take advantage of borrowing books from other libraries,
Holding of library exhibitions including display of new additions to the library,
Maintenance of clippings; and
Maintenance of vertical files containing pamphlets like prospectuses, report, etc.

The kinds and nature of reference services to be facilitated would hinge upon curriculum research programmes, methodology of teaching and objective of university education.

4.14.3 Information Service:

The term information service has a wide ambit and is not restricted to specific items of information provided on demand but also the provision of information in advance. There are number of modes to forecast and predict the actual demand. Users approach seeking information may cover bulletins, bibliographies, documentation lists, document delivery, annual reports, literature survey, CAS, SDI, Online searching, reports, etc. (Pal, 2004), Information service is prime activity in any kind of library. In University library, it is indispensible for the use of researcher as well as faculty members, staff and students.
4.14.4 Bibliographic Service:

Bibliography today indicates a gamut of documents but mainly material arranged in a logical way to fulfill the needs or the demand of users. The Oxford English Dictionary defines Bibliography as the systematic description and history of books, their authorship, printing, publishing, editions etc.

Bibliography was the art of recording books and the science of making of books and their extent record. (Esdaile 1969). The usual attribute of these descriptions is that bibliographies list books in a systematic way to reveal the source of knowledge. The scope of marshalling of bibliographic records has been widened with the application of information technology.

A bibliography is reduced by numerous limitations, so as to restrict its size to a handy book form. There are no such constraints for electronic storage of bibliographic records.

A bibliography may cover only a few thousand citations of books but a database provides for unlimited scope. These are known to cover millions of such records and are updated at regular intervals; computers have assisted in compilation of bibliographic data through its transfer to electronic storage. (Pal, 2004),

The bibliographies are distinguished in the character and are in function. There are various types of bibliographies available to fulfill the needs of their users.

- Subject Bibliography
- Historical Bibliography
- Descriptive Bibliography
- Comprehensive Bibliography
- Universal Bibliography, etc.

4.14.5 Abstracting Service

The modern era is christened as an era of information age. There is no branch of knowledge where a large quantum of information has not been generated. Therefore, huge sources are documented but it creates problem of not only organizing knowledge but also in selection of quality and important information products. An abstracting service intends to facilitate the summarization of new documents and inform the users about the topical areas of interest to them, (Ashworth 1979), the various kinds of abstract are reorganized by their scope on coverage. The commonly
known abstract are indicative and informative. Other kind of abstracts are author abstract, locative abstract, telegraphic abstract, auto abstract, etc.

4.14.6 Indexing Services

With the escalation in quantity and complexity of published literature, and with the awakening that information is of paramount significance for research, socio economic development and decision making, the utility of an index has garnered wide acceptance and sizeable improvement in quality and design of an index have been made to match the varied requirements of the users and in tandem act as a forceful communication link between the source (Prasher 2003) of information and the user of information.

An index is an organized tool to the text of any reading matter or to the contents of other collected document materials, covering a series of entries, with headings shaped in alphabetical or other chosen order, and with references to reveal where each item indexed are located. Thus, it is cogently perceived that an index is a list systematically arranged providing enough details about each item, so that it can be figured and brought out (British Standards Institutes, 1964).

There are various types of indexes.
- Book indexes
- Indexes of collections
- Periodical indexes
- News papers indexes
- Citation indexes

4.14.7 Current Awareness Services (CAS)

The researchers, students and faculty members are required to be abreast of the latest development in their respective areas to remain updated and to sustain the challenges of fast growing competitive environment. Pertinent current information is available in newsletters, newspapers, journals and other micro documents (Pal, 2004).

Vickery defines CAS as “more frequently and more adequately met by circulation than by retrieving current journals, newly received book and reports, abstract bulletin and the like being fed and scanned by users. (Vickery, 1965), The librarians glossary defines CAS as “a system and often a publication for notifying current documents to users of libraries and information services, e.g. selective
dissemination services, bulletin, indexing services, current literature. (Harrod’s Librarians Glossary, 1984).

4.14.8 Selective Dissemination of Information (SDI)

The term SDI was coined by Hans Peter Luhn for the first time in 1959. A service which is personal rather than common; it has evolved out of the development of key term indexes, viewed as a ‘Personalized CAS/SDI services high interest areas. Luhn defines SDI as the service concerned with the “channeling of new ideas of information for whatever source to those points within the organization where the probability of usefulness, in connection with current work of interest, is high. (Luhn, 1961),

The SDI encapsulate a strategy to prepare users services manual and computerized methods are in operation mainly depending upon the level of automation of library services.

4.14.9 Reprographic Services

The term reprography was used for the first time in 1954 as a generic term for all kinds of facsimile reproduction of documents, covering in its scope, processes and techniques related to photo copying, micro copying, blue printing, electronic copying, thermo copying, dyeline reproduction, etc.

In earlier times all these processes and technique were called copying which without doubt was wider in its ambit and did encompass copy typing and duplicating in the offices, photo copying in the libraries and blue printing in drawing office. (Prashar, 2003).

According to Bose, (1972), reprographic service is a group of mechanical devices whereby one or multiple copies of a document can be made through copying and duplicating process. In fact reprography covers not only devices but processes and techniques and also includes mechanical along with photographic, thermal and electronic processes too.

According to Hawken, (1966), reprography is a term applied to draw attention to the copying processes and methods applied for both copying and duplicating documents. The role of reprography is instrumental in communication. In the modern era, there is aggrandizement of information, reprography facilities and information scientists who brings home a researcher, right at his desk, the literature pertinent to his area of subject for numerous sources.
4.14.10 Translation Service

The development of a nation in the modern times hinges on the maximum usage of information within the length and breadth of the country and outside. There are numerous languages which have documented the pace of progress and achievement in various areas of knowledge where then western countries have made significant and scientific advances in the 20th century mainly in languages like English, German and French.

In recent years, Japan has been acknowledged as the big player in the areas of economics and information. It is calculated that more than half of the global scientific and technical literature consist of 1.5 million items in languages other than English. A scientist prefers to use a document in his own language which assists in applying it conveniently. The way out of the problem is to develop adequate infrastructure for getting the intended document changed into a language familiar to the user. In university library milieu, this service is pertinent for researchers mainly for scientific research. (Pal, 2004).

4.14.11 CD-ROM (Compact-Disc Read Only Memory) Services

CD-ROM is one of the storage media developed due to information explosion as well as the urgency for quicker processing and accessing of information. CD-ROM is known for revolution in information media. CD-ROM technology has proven itself as blessing for libraries in facilitating library service to the users. CD-ROM is more accessible for searching the information and as it occupies less space and has large storing capacity, it is more suited for the university libraries. (Khan, 1997).

4.14.12 Online Services

Online system is also a revolution, in which the user is provided a seat at a terminal connected to a database and has the capacity of interaction with computer. Shaping search strategies on the basis of response, the searcher has quick access to the database. The user can interrogate the computer directly. The output can be printed out or displayed on the screen. The computer acts as storage place for accumulation of information. Online services indicate that users have access to information through the usage of video displayed keyboard. The user can operate the key board, give the command and the outcome can be revealed on video display or cathode ray tube. If the users want a printed record then he has to push a button and record will be printed out. If the user has numerous indexes and abstracts available to search at a computer
terminal, (the contents of all those indexes and abstract that is known as online database is available on the single click) (Sharma, & Grover, 2004).

### 4.15 Conclusion

The collection development policy ensures active participation of the authorities, the users and the library staff in the process of building a collection. It lays down collection goals of the library and determines who has selection responsibility, and also the selection criteria, acquisition procedures including the process to handle the electronic resources. Thus collection development policy should be based on the aims and objectives of the library.

Selection policy should be sound and comprehensive to build up an adequate collection of resources and it also ensures judicious spending of money for building resources to meet the information needs of the users and bring consistency to the process of selection of resources. The role of a selection librarian is becoming increasingly complex due to exponential growth of resources, the number of formats, delivery options and charges. The decrease in purchasing power further aggravates the problem.

The success of the process of the acquisition of documents requires knowledge of publishers and book trade and envisages understanding of the ordering procedures, practices and policies and also the policies regarding gifts and exchanges. The acquisition librarian should have a bibliographical flair to be able to detect cases of duplication either at the indent stage or at the stage of placing orders. Sending order is a work of great responsibility and the librarian should scrutinize the orders carefully to detect errors, if any. In the present day environment, the librarian has to be dynamic in discharging his responsibilities. Besides, the traditional role of buying the books, periodicals publications and other materials, he has also to carry out the task of shelf preparation, distribution of e-books and e-journals, document delivery, etc. With the introduction of internet, it has become possible to provide electronic resources to users directly at their desktop. The communication between librarian and vendors, and the process of seeking answers to queries, or sending orders has become faster. It has accelerated the process of acquisition. Services to the users of the library have significantly improved due to these developments.

The discipline of collection development is instrumental in the advancement of the organization of information. The quality of the collection in tandem with
service offered in any information institute or university depends on the proper selection and acquiring of the information sources. The pursuit of collection development entails development of policies that guide its cardinal moments and garner procedures and necessary processing that assist the task of professional incharge of the collection development and assist in the decision making process. The information policies have to be refashioned to be in sync with the requirements of organization and facilitate information to all its members. In case of local area if has to be physically attached with computer by cable. In case of remote place, the terminals will connect via telephone line or via communication satellite.
References


