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PUBLIC LIBRARY SERVICES, SOCIAL AND CULTURAL PROGRAMS

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CHAPTER-3

PUBLIC LIBRARY SERVICES, SOCIAL AND CULTURAL PROGRAMS

3.1 INTRODUCTION

All services and facilities provided by public libraries in study area were discussed in this chapter. The primary aim of the library is to promote the use of the reading material contained in it. Library can provide open access to the readers, preparation of tools like library catalogue and similar others are all indirect forms of assistance to users to find their documents in the library. The library is a backbone of any organization whether it is a public library, school, college library, University library or a research library. Public library is the store house of knowledge, where different types of literatures are available. The nineteenth century saw the beginning of many trends that have led to the recent pattern of library science. Libraries play a special role in the modern society. The aim of the modern libraries today is to provide services not only to its registered members but also to everyone of the society, so that the libraries may become familiar in the local public. To make the libraries familiar, extension services should be arranged so that the people may get maximum benefit from them. The public library is known as library where all services were obtainable and reachable to each and every one in community.

The mass characteristics, developed over a period of time into a culture that distinguish one social group from other residing in distant places are passed from generations either through personal contacts or through recorded knowledge. The experiences and achievements of a cultural group are preserved in the form of manuscripts, books, periodicals, etc., which embody the thoughts of saints and scholars, artists, educationists, philosophers, scientists and poets. The society as a whole or a region of it or an era all are found embodied in the pages of documents. In the social and cultural revolutions, communication plays an important role. Books and libraries are the most important means of such communication.
3.2 LIBRARY SERVICE AND FACILITIES

Libraries are service Institutions. Following services and facilities are run for society by public libraries. Public library interpretation in society is often a very haphazard affair. This is only natural since a great deal of publicity must of necessity depend on the opportunity to prepare a news article, make a talk, or arrange an exhibit. On the other hand, if the results are to serve a useful purpose, there should be a clearly defined program of interpretation and one person to guide and plan its development. The more systematic and definitely pointed the interpretation plan is, the more effective it will be and more easily managed. This is not to say that interpretation should be the work of only one person. A simple but effective organization will utilize the skills and cooperation of all members of the staff because above all other person they are the active agents of interpretation.

The function of readers’ advisory service in the public library was defined as aid in relating the user’s instruction to appropriate readings in the library and guidance in the student’s non-curricular reading. The essence of these services is availability; of at least one full-time readers’ adviser who is completely free from the distracting requirements of routine and administrative work and therefore able to devote to each user’s inquiry that unhurried attention which is required in any form of worthwhile instruction. The public library is supposed to be able to characterize all ranges of human being considerate and view, free of charge from the threat of suppression.

3.2.1 SERVICES TO USERS

The public libraries have to make available services basis on an investigation of the library and information requirements of the people in society. ‘In development services, clear priorities must be recognized and a policy is growth for service. Services ought to be residential for known goal group and provided such groups live in the society.’

The PL services are those which are rendered by the staff members to the readers directly. These consist of the provision of facilities for borrowing books for home use, the arrangements made for home delivery of books either through vans service or through post or other means and the aiding of readers through readers’ advisory service and reference service.
The annual report must review the steps taken for stepping up the progress in the various fields of the readers’ interest.

The services of the Public library are supposed to not focus on a quantity of, supporting or spiritual force. PL Services is obliged to and intelligent to regulate expand to reproduce changes in civilization; service patterns and demographic changes. These libraries must obtain version of conventional culture over and above new IT techniques. Like, maintain for by word of mouth methods of announcement as well as creation make use of IT techniques.

Public libraries make available a variety of services to comfort for dusers requirements in society. The public library ought to make possible right of entry to its services for each and every one, as well as those who have complexity interpretation issue. The subsequent services, which must be without problems available to the user in a diversity of types, may be provided: book loan facility, stipulation additional reading materials for makes use of public library, IT services like printing and surfing of Internet facility. Public library can be providing book or other than book material reservation services, population in sequence services, reader’s education as well as hold up for literacy programs, local cultural training programs or traditional events.

This is not a comprehensive catalog excluding a suggestion of some of the solution services for the public library. The variety and intensity of stipulation will based on the size of the library collection, person who gives service to users in society. Every public library ought to plan to be an energetic contributor in one or additional networks, which will provide the readers, right of entry to a broad choice of books and non-book material. Service condition is supposed to the public library structure as well as in use straight to the reader where admission to the public library is not probable. In on condition those services, in the library and beyond of working place, use of public library must be complete of IT technique.

The public library is supposed to the centre of the population, because of that the public library can engage in recreation and its actions towards public in society. Public library is dissimilar on or after other libraries in area like school library or academic library in expression of the service.
3.2.2 SERVICES TO CHILDREN

To make the children great, we have to bring them up carefully. They have to be taken care of in their education from the foundation stage, whatever opinions gained by the children when they are young remain throughout their life. Therefore, the opinions caused among them should be reasonable and ethical. In the schools children learn reading and writing. Those who could read must be given good books, since the schools give only formal textbooks. The need for the library for school children arises in that context. Therefore, it becomes necessary to provide a separate section for children in the public libraries.\(^2\)

Public library given that a broad variety of book and non-book materials and behavior, public libraries offer an occasion for children to knowledge and the pleasure of interpretation and the anticipation of discovering information and mechanism of the thoughts. Kids and their parents must be skilled that how they can create the most excellent make use of public library. They also thought about, how they can expand their attitude and make use of books and non-book materials. Public libraries contain a particular accountability to hold the procedure of education to understand writing, and to encourage books, CD, DV, Internet and databases for children. Public library has to make available particular actions for the children, like storytelling, behavior associated to the use of public library collection. Children may be positive to make use of public library beginning an early on age so they will create them additional probable to stay readers in upcoming years. Books and other reading materials or non book material ought to be accessible in mother tongue of the children. Many public libraries are organizing reading circles for children’s. Such circles are found to be always effective. These groups provide an opportunity to come together to discuss common issues, problems and get the information form library at their subject or internment.

3.2.3 INFORMATION SERVICES

The fast growths of IT techniques have brought a huge quantity of knowledge inside attain of everyone by means of right of entry to IT media. IT stipulation has forever a center position of the public library. Information service was started first in scientific and technical libraries because scientists and technologists were the first to feel the acute problem of increasing amount of literature. But today, other kinds of libraries are also beginning to provide this kind of
service. The user feels the need for information. He approaches the reference desk and makes a request for information by means of a specific query. He would be provided an answer to his specific query on demand. This would form first aspect of information service.

It is advantageous to discuss information services on the basis of information units. Here the traditional units—libraries are excluded. However, it is to be noted that these units do provide information services looking to the nature of users and nature of the parent unit. The public libraries have a quantity of role in on condition that in sequence—only if right of entry to in rank at every level. Public library have gathering the data concerning the confined society and creation this to easy to get, frequently in collaboration. Among additional, preparation citizens from any ages in the make use of technology and guiding readers to the correct information sources. These public libraries were providing opportunities for disabled people to have independent access, to information, acting as a gateway to the information world by making it easy to get all. Thus the public library has serving to viaduct the space flanked by ‘the information rich’ and ‘the information poor’. The theatrical progresses of the Internet have been mostly shapeless and unrestrained. The huge quantity of the information can be access by the use of web is of changeable excellence and correctness of the librarian is to direct readers to correct information resources, so they will able to convene their necessities.

Information service was started in scientific and technical libraries. The intention was that information service should be provided by one who was a member of the research team. He was expected to keep in touch with research going on in the laboratory. His primary function was to organize literature and he was expected to know all the possible sources of information.

3.3 HOME LENDING

The lending of books to the registered borrowers was the cognizable service of the libraries. A library is supposed to the most powerful and effective media for bulk communication of ideas for the betterment of society. To solve the social problems, research has become a regular feature. There is no end to research and there is no end to growth of knowledge. Thus, a library is expanding institution which keeps the knowledge self for posterity. Today, the library and information services are become more and more complex and difficult to manage. The modern library services as information needs of the clientele and supply
required information, necessary reading material to home. The clienteles visit the library with varied requirements and demands for qualitative library services by home lending services.

Under capable, vigorous, and imaginative leadership, circulation work is not merely a routine business of handing out books at a loan desk or of keeping records of public library use. It is the nerve centre of the public library, the point at which readers and books are brought together. Dealing with the users is not the same kind of problem as handling finances, selecting books. It means working with human beings, not materials, with forces that sometimes lie outside the control of the library staff. Such circulation work implies not only large responsibilities but even greater privileges, the opportunity to introduce users to books’ to make friendly, personal contacts with public, and make library work not simply a mechanical service but an ideal service to people in society. It can be such only if the circulation staff has the vision to see its possibilities, and is capable of the task.

Consciously or unconsciously, everyone connected with the public library performs the functions of circulation work. A statement of these functions will be helpful in setting up a systematic, purposeful program with a certain definition of responsibility. These functions are to secure promptly all books requested by readers, to substitute when possible suitable and adequate material if the desired book or books are not available or are charged out, to assist students in using the card catalogue and to impress upon them the importance of the catalogue as a key to the resources of the library and to help readers in finding information through general reference books, such as encyclopedias and statistical handbooks.

### 3.4 REFERENENCE SERVICE

The readers that use a public are a mixed one as they are made-up of the entire public. Reference library staff has to provide both ready reference service as well as long range reference service basing on the kind of user. There should be a good collection of ready reference sources in a public library as most of the queries may be of ready reference in nature. Students should be trained in the use of reference books. Casual visitors need to be provided with the requisite information immediately. The library should build-up even special reference collection if there are some industries or institutions around. ‘The volume of reference works is definitely voluminous and thus difficult to revise and keep it up-to-date.’

The primary aim of the library is to promote the use of the reading material to the readers. Techniques like classification of documents and their subject wise arrangement on the shelves in a helpful order, providing open access to the readers, preparation of tools like the library catalogue and similar others, are all indirect forms of assistance to users to find their documents in the library. However, the more direct method that will promote the use of documents is to bring together documents and their readers by personal efforts by the staff of the library. This method of providing personal attention to readers in terms of meeting their specific needs of documents or for any information contained in them, has been developed into a specialized activity and given the name Reference Service. This service is the contact established between the reader and the right document at the appropriate time in the best manner possible.

Here right document refers to the documents needed by the reader which are likely to be of use to him. To providing the right document there must be an intimate communication between the reader and the library person, when involvement of the reference librarian right from the beginning to the last moment when he gets all his documents. Therefore, reference service is essentially a personal service.

‘As of the tip of sight of the reference, a public library partakes of the nature both of a business library and of an academic library. Its clientele are made up of the public.’

Therefore, they are of a mixed variety. Experienced businessmen as well as immature students will turn up at the enquiry desk of a public library. Therefore, the ready reference service of a public library cannot be of a homogeneous type. For some enquirers the actual information will have to be found out. For others the proper thing will be to establish contact with the right kind of reference books. The main function of the reference library staff in these libraries is to furnish the exact information either on demand or in anticipation.

3.5 NEWS CLIPPING

News is information. It is new or interesting information or fresh events reported. Therefore we can define news as current information. The newspaper disseminates current information. They report contemporary activities, events personalities local, state, national and international. These may pertain to current political affairs, sports and games, economic and commercial activities, painting and music, day to day entertainment engagement etc. The cutting
and documentation work inside the capacious memory of the living man is marvelous. Cutting of these news and providing to user, is important service of libraries. The librarian preserves these clipping for future reference. He may prepare an index of available clippings for reference. ‘Newspapers were the popular resource of most recent information. It was prepared in various consistent instructions and stored in a sequential way by use of IT for potential position in the library.’

Newspaper publicity is valuable in a Public library for three principal reasons; it enables the library –

3.5.1 To explain its resources and services to people.

3.5.2 To interpret its broader functions to the public at large; and

3.5.3 It enhances the opportunity of the library to win public support for additional endowment from private sources or for increased appropriations form the state legislature.

3.6 SELECTIVE DISSEMINATION OF INFORMATION (SDI)

To save the lost time of the users a new type of information service, which we call as Selective Dissemination of Information and in short SDI. In this type of service, the information is given only on the selected articles of selected periodicals. The service is provided on personal basis to the users in this service. Hence it is user oriented service, so the interest of the users should dept in our mind at the time of providing SDI. An information system should device a mechanism by which a continuous surveillance is dept over documents being admitted into the system to find out the relevance of each document from the point of view of each users interest.

SDI defined as Service restricted by a connection which apprehension itself by fresh matter of data, beginning at all resource. Such a service can be provided manually. But qualitative and quantitative changes can be made in personalized information services. This is because most of the users fail to express their exact needs in precise terms. The terms should be unambiguous, unique and consistent. The use of keywords from an accepted thesaurus is the most common technique for the maintenance of user’s profiles. Apart from providing assistance to users, the reference librarians or reference assistants are expected to orient the users in the library.
mechanism, because libraries are these days’ mechanized things. Mechanized things are dependent ones. One needs orientation to exploit the resources to the fullest extent.

This service is nowhere the information person will visit the user periodically to ascertain the exact requirements, carry on the search for the user and send the matter of relevance to him from time to time. Interview with the user, continuity; in service and agreement on collection of documents to be examined play an important role in the success of these services. The service provider tries to inform the user community in general about the latest literature in diverse disciplines.

‘These services, unlike earlier systems are personalized one, wherein, a profile or a list of words describing the specific interest of the user is run against the document profile in which process the computer or manual system will identify the documents of relevance to the specific user and post him with the information.’

3.7 TRANSLATION SERVICE

Translation service is one of the facets of documentation. This plays a very important role in dissemination and application of information and knowledge. Therefore the programs for providing translation services should be arranged and organized in each and every library, documentation centre and information centre. The arrangement of the programs of providing translation services are the time consuming and money-consuming programs. Due to the reason, it was felt that such programs must be arranged and organized on cooperative basis on national and international levels both, so that a heavy help may be taken in this field. For which, so many translation centers were established to support the programs. In the language of library science these are called Translation pools and Tools.

The II World Wars led to accelerate in research in all fields of knowledge, whether to known and unknown. Governments in various countries started spending considerable amount of money on research. Scientists started publishing their research findings in different languages. Recorded knowledge falls to be utilized fully if there are snags in its communication between individuals who read and write different languages. The solo researcher with the knowledge of one or two foreign languages cannot cope-up with the turbulence of literature produced on different parts in different languages of the globe.
It has been stated that a mere 40 per cent of world’s literature in science and technology is published in English. This means even those having knowledge of English has no access to 60 per cent of the world literature in science and technology. Translation of scientific papers is the likely solution, but the next question which comes up most in our mind will be who is to do it and how. It is not advisable for research scholars to start learning languages at the sacrifice of scientific research. Dr. Ranganathan was of the opinion that translation service forming past of documentation requires a scientist-cum linguist for each combination of subject language pair, but in practice such a specialist has not evolved to devote full-time to specialize in translation service.

To quote Ranganathan again, ‘the three parameters that govern the work of a translator are – knowledge of the translated- from language, translated – into language and the subject of the micro-document translated. The translator should know the technical jargon of the languages as the semantic content of a word in the technical jargon is often different from that of the same word in the natural language. A translator should have sound knowledge of established technical terminology at the international and national level.

3.8 REPROGRAPHIC SERVICE

‘When several booklover requires solitary or extra copies of the similar appearance the matching may be provided on no income no-loss-basis.’ Reprography is terms used to refer to photocopying as well as duplicating documents whereby single or additional copies of the similar dimension or in reduced or distended shape are produced. Document reproduction methods can be conveniently grouped into two categories- Photographic copying and Micro-recording. The readers have no time to stay in the library for his study. They wish to get the books to be read at home, but it is not allowed by the libraries. For solving this type of problem, the provision of reprographic services must be organized in the libraries. For this, library may get some fee per page from the readers.

Photographic copying can further be divided into two groups’ wet process and dry process. Photostat copies are made on a Photostat machine. The apparatus and met of are quite simple. One has to push the document to be copied into the machine and press the lever. A finished black and white product comes out in a few seconds. Lithography is a process of
printing from a smooth surface treated so that ink adheres only to the matter to be printed. Reflex copying is a process whereby text printed on both sides of the original can be copied. However, these contact copies can be used only in artificial light. It takes a long time to produce a copy.

Direct positive copying can be used when the object to be copied is translucent and the text to be copied is on its one side only. In this the light is made to pass through the original onto the light sensitive surface. Diazo – Printing is also a contact method based on the principle of fading of certain dyed material on exposure to light. The major disadvantage in this process is, the image is not permanent.

As it is well known that considerable time of a research worker is wasted in noting down the reference literature, required and hence every possible efforts should be made to provide Photostat/Xerox copies of the reference to research worker, so that they can devote more time for their research work.

Xerography is also known as electro photography, electrostatic photography or electrographic print. This process combines both the capabilities of a copier and a duplicator. Copy flow is process whereby copies can be made from 16 mm or 35 mm microfilm using Xerox process. Other latest reprographic products include fax machines; audio and video copiers; compact discs; three dimensional copiers, color copiers etc.

**3.9 CURRENT AWARENESS SERVICE**

The current Awareness Services aims at bridging the time lag between the publication of a primary document and its coverage in an indexing / abstracting periodical. These services can be more effective at local lever. However, there are national and international services like chemical titles, current contents, current papers in physics etc. ‘CAS is the service designed for the immediate declaration of recently acquired knowledge.’ Some current awareness is an automatic by product of normal working activities, arising incidentally from a multitude of actions and observations having other purposes. It can be increased greatly by deliberate regular reading.
The major problem with bibliographic sources is the time lag. Even primary publications have delayed. However, the urgent need for current information has to be satisfied. Some tools have therefore been created and are still being perfected to provide nascent information in the quickest possible time. These are included under the generic term Current Awareness Services.

A book is regarded as a most important announcement of introduction memorandum at what time it contains additional fresh objects of methodical in sequence, however it is not sufficiently complete to permit users to confirm the supposed material. Sometimes these may be published under the heading notes, letter to the editor or short communications. When it is a latter, it gives brief comments on work already published in the journal. Of late, these communications are giving fairly detailed account of experimental methods and results, to allow readers to verify the information, but with only a very brief introduction and discussion to place the work in scientific context. The CAS bulletins are generally issued once a week or fortnight, or sometimes once a month.

3.10 READING ROOM

The library must have reading room. Readers must be freely allowed to enter in the reading room of the library also. There should be no restriction on it. Every one either the member of the library or the outsider must be allowed to enter freely so that he may make his reading there and may fulfill his desire by reading his required information.

The accommodation of readers is usually provided in reference, periodical, reserve, and browsing room, and in special facilities for individual study and group work. The need for the realigning room may well be questioned if the space allowance is limited and if provision for general cultural reading is emphasized at various centers throughout the library. A separate room of current periodical reading, recommended in the Carnegie advisory group standards, must also be weighed against the usefulness of a periodical room containing bound files of the most-used journals and located next to the reference room and adjoining the stacks. A further departure from the conventional is to be noted in at least one recent public library building which has shelved the reserve, periodical, and reference rooms which follow the general pattern of the curriculum.
Many libraries, however, have separate rooms for recreational reading with a reader’s adviser in charge who devotes full time to guiding users in their choice of books. In the well organized library, these services are administered and planned though the circulation department. As reference books do not warrant continuous reading and as they are costly and abnormal they are to be consulted within the premises. Further, they are costly. Most of them oversized and are kept in a separate collection in a library. They are only use reading rooms in public library.

The quantity of room necessary to a public library it depends on the things as the exceptional requirements of the entity group of people, functions of the public library, the rank of possessions accessible, the dimension of the assortment, and the propinquity of new public libraries. Since these rudiments will differ considerably from universal standard.

3.11 INTERNET

The Internet and predominantly compilation of IT sources recognized as the WWW which is not drawing to sustain prearrange of knowledge as libraries be. Since the digital library idea becomes supplementary resolutely entrenched and assume better implication for community and managerial in sequence policies and strategy, so it require for a structure to systematize our understanding of these growths becomes additional imperative. From time to time hear the Internet characterized as the world’s library in the digital period.

A world extensive communiqué arrangement that is associations millions of computers have been residential. These networks are called the Super Highway of Cyber breathing space, or recognized as the Internet. The Internet permits people to transfer or getting messages commencing their computers to each and every one in excess of the world. The internet provides a managed information surroundings in desolate dissimilarity to the disorder of the Internet. As internet technologies grown-up the center is affecting away from the technical aspects of accomplishment and expansion to deliberation of the organization of information and end – user applications. This is seen as vital to the in general success of the intranet and a region for which the information component is in an ideal world appropriate. Information professionals are becoming webmasters and internet coordinators.

Internet is well-known as a network of computers. In additional we are able to speak that Internet is not only a set of connections but also is an association of links provided that
worldwide right to use crossways physical borders. Internet completed an unassuming commencement technique back in 1969 in the United States. Internet is linking millions of citizens and allocation information in dissimilar areas.

‘Virtual public libraries have been introduced in Denmark. It is probable to increase admittance to the users of all public libraries advantage the major investigate and extraordinary libraries. Citizens are intelligent to organize an article from wherever in the kingdom and gather information at their confined library.

3.12 INTERNET THREAT TO PUBLIC LIBRARIES.

The Internet is seen by many as a threat to the survival of physical libraries. The challenge posed by the Internet is real and strong. It is seen as a vast repository of knowledge, a digital world, network accessible, offering information in multimedia and in hypertext format, enabling new means of information transfer, and is continuously expanding its capacities for storing, retrieving, representing, and manipulating information. Society is beginning to view digital information as the preferred form of information. Online databases and Internet databases are gaining importance, precisely because they offer global contact to an extensive variety of in sequence on the network for search and retrieval and with speed.

The physical library is known mainly for its four roles- collections, physical space, user services, and as a social institution. Though the Internet might have succeeded in compromising physical library’s strength as unique sources of knowledge and information, but its role as a physical space, service provider, and as a social institution still remains unique and unchallenged. Public libraries need to strengthen these roles for their survival, vitality, and impact in the Internet era. This requires improving their potential as a service provider by filtering scholarly information contained in the documents as well as on the Internet for their users, restructuring the libraries on the lines of access model for developing scholarly collections, say, on consortium basis. The ownership model for developing library collections has become obsolete in the Internet era. Besides, developing their strength in terms of unique resources, public libraries need to offer services such as consumer edification in organize to provide their readers with the information in search of skills required for living wage in the information society, make stronger their purpose the position for lifetime education, continuing
and adult education, and developing suitable programs to give out the inhabitants in their society. As a social institution, the public library should engage individuals and groups in the community for intellectual satisfaction through public talks, discussions, debates, lectures on issues of societal interest and on program initiated by the government.

3.13 AUDIO – VISUAL MATERIALS

The printed word is no longer the only resource of transmitting information. Audio-visual materials have been slowly but steadily supplementing the bibliographic resources. As Kathleen Molz points out, ‘Public libraries are confronting the realities of a public who no longer depend upon print as the primary medium for news and information, who no longer have the leisure and education necessary for serious reading and who indeed may not have mastered even basic reading skills needed for day to day coping. In this environment non-print materials are certain to become increasingly emphasized in public library collections.’

CD-ROM is already being used in – house by a range of public and private organizations data distribution, distributing procedures manual, telephone directories, reference work etc. It is being tested in a wide range of technical publishing applications in the aerospace, aircraft automotive, ship building and many more manufacturing environments for distributing parts catalogues, training manuals etc. Online database search in its simplest term means that a library or information centre can gain access to vast stores of information in computers located anywhere in the World and retrieve the required information in shortest possible time. Online database search presupposes availability of telephone, a terminal normally a micrometer and a modem which connect the terminal to the telephone line.

Public libraries were offer equivalent chance and give a protection net alongside estrangement and communal leaving out from IT move ahead by flattering the electronic entrance to knowledge in the electronic period. Public library is supposed to allow all people to have right to use the information that will allow them to administer their live at the restricted stage, to obtain vital information concerning the autonomous procedure and to contribute absolutely in a more and more worldwide. The public library ought to afford admittance to the capital of the library and to those of additional libraries all the way through the conception and continuation of and sharing in successful links at every level from limited to global. This be
capable of comprise chipping in group of people, programs to expand technically superior community and networks connecting agency.

Libraries use computer for providing access to information. Of late, many libraries are providing computers and software for use on the premises. Libraries in addition engage in recreation an imperative function in training users in the use of computers, assisting academic staff in developing courses in microcomputer applications and loaning the applications software. Libraries are maintaining databases of reference information. They are also providing access to external databases through online facility. Public started using the computers and software available in the public libraries, to calculate their entitlement, welfare benefits, tax assessment, and to manipulate data. A number of personalized information systems have become available in these public libraries.

3.14 INDEXING

The preparation of a number of entries to include in a subject catalogue or printed index is known as indexing. Hence indexing is a technique providing to serve operation. It is a communication link between a collection of a library and those who intend to obtain some information from it.

An index is a retrieval tool. It provides various access points through which a user can identify the document of his interest. Indexing is a technique or a complex of techniques of preparing an index. Indexing is a method of document representation, the ultimate aim of which is to provide access to the users through the description used. Sometimes it is difficult to represent a document in a single term. In such a case, more than one form has to be used. These index terms are arranged in a more searchable order. This ordering involves a definite syntax, semantics and orthography. Because of these characteristics, indexing is described as a language, more so, an artificial language. The indexing language may be available in a prepared form for adoption in any information retrieval system or the language may have to be specially designed for a system. A scheme of classification is a ready-made indexing language. An indexing service periodical is a regularly published work constituting of title of articles of primary nature. They help in knowing all material in the context.
The simplest way of providing an access to the literature is an index. In other words, the titles of publications are arranged in such a manner that the user can use this list to trace publications in the list on subjects that interest him. Two aspects of this indexing are particularly important, the number of publications indexed and the indexing system. The two aspects are related. As the number of publications in the index increases, it is necessary that less intellectual work per title goes into the indexing. The user must remember that these large indexes are useful for a first superficial approach to the literature of the subject he wants to study. He will find much literature in these indexes that on further examination proves irrelevant. Of late indexes and abstracting services are available on compact discs which are easy to record, transport and disseminate.

3.15 DIGEST SERVICE

It is of course primarily for current information that yearbooks of this kind are consulted, but their historical value should not be overlooked. While much of their text is repeated with appropriate dating from year to year – unlike, for example, the pure Annual register type yearbooks whose ascertaining the exact status at a particular point in time of an international organization or a country. A run of the Statesman’s year book 1864, for instance, provides an unrivalled quick-reference source for historical, provides an unrivalled quick-reference source for historical states.

It does occasionally happen that the information required is too recent even for a current yearbook. The obvious current affairs source supplementing the year book is the newspaper, but such searches are usually very time-consuming and often frustrating. Just as frequently perhaps librarians turn to such indexed sources of current information as facts and file. Its appearance weekly ensures that it is more up to date than a newspaper index would be, and of course that text that is indexed appears within the same covers, obviating the second step that consultation of a newspaper index requires. Its coverage is international, though its United States emphasis reflects its American origin. One advantage not to be disregarded is that these news digest services do strive in reporting controversial events to achieve as balance that is not always found in newspaper accounts. Duplication is also acceptable for different languages. One may not, for instance, expect that any other language.
Unambiguous services and resources have to be providing for individual readers. Each and every one has to come across the material applicable to their requirements in the library. Book collections and services encompass to consist of all types of suitable medium and up to date technology as well as usual reading texts. High eminence and significance to local requirements are essential. Reading material must reproduce present trends and the development of civilization, as well as the recollection of human being mind. ‘Book collections and services ought to be topic to any form of ideological, spiritual restriction or profitable pressure.’

3.16 ABSTRACTING

Abstracting is an operation which offers two important advantages: first, it reduces considerably the amount of primary information, and second, it lays emphasis on aspects or particular interest to users. There are two ways of viewing an abstract: a structural element to be formed and manipulated or an intentional element. Most, if not all, current attempts at a definition of the term abstract mix these two views and consequently fail to provide a definition. This is an abbreviated and accurate representation of the contents of document. In other words, the size of documents is reduced considerably and the contents are still accurately represented. In this way an abstract is a summary of a document specifying its nature as well as the techniques findings, time and place of an investigating. Hence, the predation of an abstract, i.e. abstracting is not an easy task because an abstract prepared includes all the main ideas of the original.

Abstracting serves three functions are dissemination of information, selection of information by the end-user and retrieval of information especially in computerized information storage and retrieval systems. The advent of the computer has made it possible to use abstracts either for extracting keywords for the storage of information or for comparing the terms they contain with those used in queries during search operations.

The public library ought to make available a extensive of reading and non-reading materials in a diversity of types in adequate extent to convene the requirements and benefit of the society. The backgrounds of the local group of people and culture have to be seen in the source of book collection. Public libraries should maintain alongside each other of innovative formats and new types of accessing data. In public library there should be as reading material in willingly
accessible as achievable, in an irrespective of arrangement. The growth of knowledge resources is very important in public library.

Different types of abstracts can be recognized on the basis of information that they contain and the person who has prepared them they are- Titular abstract, Indicative abstract, Mini-abstract or Micro-abstract, Informative abstract, Critical abstract and Slanted abstract etc.

3.17 ALERTING SERVICE

A particularly individual approach to the user is the alerting service. ‘The success of an alerting service depends on the personal relations between service and user.’ Before an alerting order can be accepted, an interview is necessary between the user and the service to determine the user’s precise needs. Such an interview can be useful only if there is mutual trust and confidence. It must further be possible to alter the order after a period of trial. A second condition is that the service must continually keep the user’s interest in view and base its selection from the literature on it. It is even advisable for the literature searcher to visit the users institute now and then.

Next condition is that the two parties agree on the collection of documents, journals, books and patents etc. that are examined by the service and that the service checks new material daily and as far as possible, sends out information daily. A non-mechanical system such as this requires much work and has a limited capacity. It demands further a highly analytical capacity from those searching the literature. In the immediate future, a combination of the intellectual with the computer method is the obvious choice. Public libraries have to serve to the needs of all sections of the society-normal and abnormal, male and female, young and old, children, women, rich and poor, literate and illiterate, city and rural etc. Libraries have developed various tools and techniques to help the readers that come to the library to help themselves. With little guidance, the readers can know to how to use the catalogue, how to locate the books on the selves etc. a library can be publishing a library bulletin to provide information about new additions to the library, book reviews to help the readers to select the books, new services that are being introduced, information about library rules, timings, staff activities.

The success of the service depends on the personal rapport between the service and the user. The service must keep continually the user’s interest in view and base its selection from
the literature on it. The service provider should visit the user frequently to ascertain the satisfaction level of the user. This type of service warrants provision of new material almost every day. Public library

3.18 INTER LIBRARY LOAN

The last law of library science implies that a ‘library is a growing organism’ which means that all its component parts grow constantly. Books, which constitute an important element of a library, are published every year in increasing numbers and if every library wants to purchase all these books, it requires huge amount of funds and space which are unluckily not available and it becomes difficult to control them. Each kind of libraries is charged with a specific duty and the division of functions and responsibilities is affected. This implies that each library remains dependent upon each other for fulfilling the needs of its clientele. This can be achieved only if books of a library can be issued to the members of other libraries. ‘It is necessary for a librarian to have a connection by means of supplementary libraries in the vicinity’.

These services enable a public library to demand to library all the way through the network, for more than one book on inter-library loan base for conversation the impenetrability of its readers. This capacity is counting ability for keep a reading material, if it is on credit in the most important public library. The actual transmission of the book itself will be through postal mail or other physical delivery mechanism like inter-city courier services. Well-organized and successful apparatus of substantial escape of the text desires to be urbanized. Achievement of the service depends in the lead the helpful strength of share libraries. A system for inter-library advance deal may have to be evolved and adopt by all the libraries. Libraries having a richer collection will be major providers of this service. Such libraries may need additional support for administering the inter-library loan service satisfactorily.

Inter-library loan service is a recognized function of the reference department because the tools necessary to its proper functioning are found in the reference room collection. In the opinion of some users, it is probable that inter-library loans are even more important in the small public libraries in village. Few public libraries can purchase all of the materials like periodicals, journals and books. Whether there is agreement on this point or not, it is abundantly evident that no libraries accept a great district library can possess all the materials it needs for their users.
In the world of libraries, institutions from networks primarily are to achieve better sharing of resources consisting of bibliographic information and of collections and better service to patrons. When any two or more libraries talk to each other, we have the fundamental conditions for networking that is exchange. When one library provides a service to another we have the rudiments of network behavior. Inter library loan or bibliographic exchange in any form, is the chief function of library network.

The stipulation of inter library loan service obliged to be necessary to increase the use of the books. If a required book is not present in one library, it must be provided from the other library on inter library loan basis. It is also the most important service these days which must be organized among the libraries.

**3.19 REFERRAL SERVICE**

Referral service is the service in which the user is provided with the name and address of a person or an institution, where he may find the required information, referral means passing of the enquirer (or the enquiry in written form) on to another library or other source of information.

According to Ruth Finer, ‘Referral service connects a searcher for specialized information with an appropriate personal or organizational source’. Thus, referrals primary purpose is not to provide answers to enquiries nor documents, but it functions as an intermediary directing enquirer to suitable source of specialized information. In referral service the user is not only directed towards the possible source of information but efforts are also made to make initial contact with the source.

According to the conservative approach the user is provided with only the name and address of the contact person or institution and rest is left to him. As no groundwork is done, the user’s problem may remain almost unsolved. In such situation majority of the users may not turn to the contact place for, they may have doubt the results of their visit to the contact place. Also this approach does not care much for follow-up and feedback. As a result, what the referred enquirer actually does when he leaves with the librarian’s recommendation is unknown. No library is able to satisfy all demands for information without taking hop from outside sources. This is truer if the request is for current information on a highly specialized topic, which is beyond the scope of conventional library sources. In such a situation the librarian has to think
for non-conventional sources or to put it more appropriately, for non-library sources. These may include an expert in a field, a specialized institution.

The need for referral service is twofold. It is needed, firstly, because of the nature of information sought by the enquirer and the sources available in a library; and secondly, because of the acceptance of the professional responsibility. Requests for actual provision of information which cannot be satisfied by service library are referred to another source wherefrom the information can be had. In this service, the users are information can be had. In this service, the users are informed of the sources to the approached to get the required information. The users are put into direct contact with the sources of information. The libraries will be required to maintain a representative stock of referral directories and tertiary tools for undertaking this service. The referral function will get maximized progressively in the libraries at higher levels of the hierarchy. For the reference professional adequate knowledge of informal sources as individuals, institutional, etc. is indispensable.

3.19.1 User information needs and demand for intensive services.

3.19.2 Growth of libraries in all dimensions and their complexities.

3.19.3 Modern tools and techniques developed for library and information Services.

3.19.4 Volume and variety of documents, both print and non-print: and

3.19.5 Impact of information technology.

3.20 BOOK DISPLAYS AND EXHIBITS

Book displays are generally intended to call attention to books for immediate circulation, to encourage browsing, and to help the reader in his selection of books. Exhibits have a more specific aim. They are intended to tell a logical story. The book, pamphlets, objects, or other materials used in the exhibit are not available for immediate circulation. ‘The exhibit must be preserved as a whole during the period of the exhibition.’

A single theme must be stressed throughout so that the user comes always with a tangible idea, easily remembered.
Whether the book display consists of one book or a group of books, it should catch the eye and stand out from the surrounding objects in the room. The various parts of the display, such as the poster or book legend, should help to carry out the idea of the display. Color, compelling slogans and skillful arrangements of the books have a great deal to do with the way in which a display is able to circulate books. The practice of placing several books displays in various parts of the library where many readers pass or come to study is important. A single book placed on a stand in a prominent place on the loan desk will often circulate immediately if a brief note or caption suggests its timeliness and particular interest.

Libraries arrange exhibition of books and photographs on the occasion of library day, or any function. Libraries and information centers deal with the reading materials and readers. It is their province of activity. The readers and the reading materials constitute the two important angles of the triangle. Without them there is no library.

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Mobile displays are on the increase to promote the library consciousness especially in the rural community through a network of book distributing points. In all types of displays, color captions, and a skillful arrangement of the books and the display of book jackets of new titles or pictures help them to be more attractive. The displays can also be augmented by using hodographs, cut-out pictures, charts and models. The lettering used for display work and posters should always be simple and eye catching. A display of books on sport can be enlivened by such shop-window dressing as the introduction of a football, a tennis racquet or a cricket score board.

Book displays can contribute to this aim by calling attention to older standards works, primary sources, and the more important monthlies and quarterlies which users all too frequently neglect for the digest magazine or the pictorial weekly.

3.21 DRINKING WATER

Adequate arrangements should be made for permanent supply of filtered drinking water, preferably in every public library. In summer season especially, cold water should be made available. This may be done either by installing water coolers or by keeping earthen pitchers. Clean glass tumblers or stainless steel utensils for drinking purposes should be made available.

3.22 LIGHTING AND ILLUMINATING

Efforts should be made to provide as much natural light as possible though sun-breakers and windows. The color – scheme should smoothen the glare of the nature light. The artificial light for the darker hours should be least tiring to the eyes. The lighting of the library ranks in importance, as a problem of social welfare, with the lighting of all work surfaces where difficult tasks of prolonged duration are being performed. How much lighting is necessary has been a controversial matter, even among illumination experts. A uniformly illuminated field of view is the goal of good lighting while some experts suggest that library lighting might be 30 foot – candles for library reading room. Even natural lighting can be too glared from window. Proper placement of chairs and table is also necessary. The public library should endorse the services to the people to make certain that they are reserved knowledgeable of the services provide to convene their knowledge necessities.
3.23 PERIODICALS

A library has been rightly charge with the function of collecting, preserving, preparing and disseminating knowledge with a certain aim – the aim being the fulfillment of the purpose of the parent body. The general aim of libraries is the providing of reading facilities to the public so that their personality is enlightened. These aims and purposes differ to some extent in different kind of libraries. In public libraries, the endeavor of the public library is to make available inspiration and recreation to the readers so that they can become ideal citizens and that they may be able to perform their duties properly. In case of academic libraries, the libraries, the libraries have to provide the reading materials particularly in a accordance with the curricula of various disciplines to help the users to grasp knowledge for examination purposes, besides their general mental development. These aims can be fulfilled only if all relevant reading materials including books, periodicals, etc. are made available to the users.

Scientific periodicals are still the most important sources of information of science. These are called periodicals because; these are published at regular intervals. A periodical generally contains more than one article. A periodical in one sense is an unlimited series of publications. A characteristic of the periodical is the way it appears at set intervals of time. Usually it is published regularly but its regularity often leaves much to be desired. Another characteristic is that an issue usually contains more than one article, although sometimes an issue contains only one treatise. The difference between journal and series is therefore not sharp, although a series is not usually periodic. There are therefore many public libraries which combine journals and series into one category in the library under the term periodicals. In which the criterion of a periodical is that it is an unlimited series of publications.

The selection of periodicals should be conditioned by the kind of library and its clientele. For example, in a small public library, if advanced magazines are not, it is certain that these will not be even touched by any reader and it will be a sheer wastage of money. Moreover, the selection of periodicals should not be left in one or two hands but like books, there must be a committee for this purpose so that judicious selection may be made possible.
3.24 READING ROOM

One of the earliest functions of the public library was to supply reading – room in which newspapers and periodicals literature were made available to that great majority of the population who could neither afford to purchase nor had other means of gaining access to sources of current information and recreation. Most of public libraries are merely reading – rooms where people who do not have any means to have access to the other reading materials flock to these reading – rooms. These libraries still charge subscription for the use of books which a huge quantity of the inhabitants cannot afford to pay.

As the standard of living has risen and other media of mass communication have developed, the public reading – rooms has greatly diminished in importance to such an extent indeed that many librarians actively regard these departments as wasteful and redundant. But still the utility of the public reading-rooms cannot be overlooked because if these are closed down, the public will stick to one or two newspapers and it will not be able to have a balanced view of day to day happenings which they can have by taking resort to the public reading – rooms where newspapers and periodicals of all shades of opinion are available.

3.25 LIBRARY PUBLICITY

Publicity is the practical method of bringing to limelight the usefulness of any saleable or usable article in such an imperceptible, impersonal and symbolic but an effective manner that the prospective customer is compelled to ask for the article or service advertised or publicized. Publicity is a potent factor in boosting up the sale and use of commodities. The basic truth about publicity has made in the mainstay of businessman, especially in case of areas and commodities where free and hard competition prevails. The ultimate aim of publicity is to derive maximum profit.

Public libraries function in a gradually more multifaceted civilization, which make a lot of call on people’s occasion and concentration. It is significant, that libraries broadcast their attendance and the variety of services they offer. Advertising ranges and encourage to the public library and its work to society. Up to this point an attempt has been made to show the importance of close and cordial relationship between the library and certain groups and organizations which
use its services or contribute to its growth and development. The reminder of this chapter will be devoted to a description of the media which are commonly used to interpret the services of the library to these groups.

A library is a non-profit institution. It does not earn any profit out of its services rendered. It is, on the other hand, a spending body. It is maintained by the state and the people in general. A library does not and should not be made a means of earning monetary profit out of its services. But the spirit of the word profit is germane in libraries as assessed from the data concerning the use of books and the readers served. The nationals of a country, who are awakened by library services, are net gains not only to the libraries but the nation as a whole also. So this profit is incalculable and invaluable. The reading habit and the demand of books being very weak and fleeting, it becomes incumbent upon librarians to enter the third stage of publicity also in order to sustain the reading interests of readers by the provision of requisite reading material perennially.

Moreover, reading is a life-long process. This process must be sustained in such a manner that not only it is prevented from being evaporated but it should remain a permanent means of gaining knowledge.

### 3.26 EXTENSION SERVICES

Libraries play a special role in the modern society. The aim of the modern libraries today is to provide services not only to its registered members but also to every one of the society, so that the libraries may become familiar in the local public. To make the libraries familiar, extension services should be arranged so that the people may get maximum benefit from them. Extension services are undertaken in two ways, i.e. internal extension services which are arranged within the libraries. The other one are external extension services which are arranged outside the libraries. In fact, the external extension services are the real extension services.

The extension services in public libraries are one of the programs, which increase the number of readers and use of the libraries. Such programs must be arranged so that the public of that area in which the public library is established may be attracted towards the library. These programs may be organized through propaganda, exhibitions, films, mobile libraries, study circles etc. propaganda through the newspapers, radio, televisions, can be done in the public regions, so that the people may attract towards them. Exhibitions of books on the occasions of
fairs, festivals and other programs in the nearest areas of the libraries and study circles can also be organized to give extension services for the public.

The public libraries are established only for the public i.e. for the people of the society. For the benefit of the public, the public libraries should increase its extension services, so that the people who are interested may be attracted towards the libraries.

3.26.1 To make reader to non-readers – Most of the people of the society are unknown with the library activities already organized by the public libraries in their areas. Therefore they could not member of the libraries. By arranging extension services in these areas, these persons can aware with library activities and they can use to go the library also. In this way, who was non-reader before some time became reader of the library. Hence we say that the extension services are very much helpful and important to make the nonreaders as the regular readers of the libraries.

3.26.2 To make literates to illiterates – It is not only the aim of the libraries to provide a service to literate’s people of the society only. Today the aim of the public libraries is also to make illiterates to literate also. Hence by providing extension services in the areas where most of the illiterate people live, atmosphere can be changed. And these illiterate people may become literate by organizing evening schools in the local libraries under extension program.

3.26.3 To awake reading habits – Near about half of the public of the society do not have reading habits. Therefore such people in any way cannot be attracted towards the libraries. If extension services are arranged in nearby libraries, then they may come to the libraries and may attract towards the books, which will create the reading habits in them. In this way they will attract towards the libraries and may become the regular members.

3.26.4 Maximum use of reading material – By the provision of extension services in the public libraries, the number of reader’s increases, therefore the use of reading material is also increased. In this way the maximum use of reading material as well as libraries becomes possible. The third law of library science directs that every book in the library must get its reader. In other words, we can say that the efforts should be made for giving encouragement in the use of books, so that all books of the library can be best used. By making provisions notice board for new arrivals, open access, annul reports and extenuation services, the maximum readers can be attracted towards the libraries, and maximum use of books and libraries can be done.
3.27 USER’S INFORMATION NEEDS

After the World War –II, a number of new institutions in almost every field of science, technology and industry were created and established, where specialized groups of people have been working with different functions and responsibilities. This in turn has given rise to the need for information and knowledge on the various aspects of work each group has been involved. These developments naturally have brought pressure on the libraries to innovate new type of intensive reference service to meet the growing demand for information. Each group has a distinct purpose for information support. Hence different types of groups of users are satisfied by providing reference services to them.

The primary aim of the library is to promote the use of the reading material contained in it. Techniques like classification of documents and their subject-wise arrangement on the shelves in a helpful order. Providing open access to the readers, preparation of tools like the library catalogue and similar others, are all indirect forms of assistance to users to find their documents in the library. Exploration of information almost every field of science, technology, industry and business where created and established, where groups of people specialized have been working with different functions and responsibilities. This in turn has given rise to the need for information and knowledge on the various aspects of work each group has been involved. These developments naturally have brought pressure on the libraries to innovate new type of intensive reference service to meet the growing demand for information. Each group has a distinct purpose for information support. Hence different types of groups of users are satisfied by providing reference services to them. ‘The media sparkly possess educational setting and contain prepared and gained support for their have café’.16

The need and purpose of information user’s have necessitated the creation and establishment of different types of public libraries, which offer some of these services. The new activities have resulted in the growth of collections, their proper organization, display and control, creation of different types of tools for accessing them and providing specialized types of services. All types of the usually are aware of the ways in which libraries organize and operate their activities. Efforts have to be made pertaining to reader’s services. Public libraries have responded to these needs of users by initiating the users in the use of the library, by conducting tours of the library and explaining every aspect of the library’s collections, their display on
stacks, tools such as the catalogue, reading room facilities and availability of personal assistance, etc.

‘In Colombia Public Library has makes a website with up-to-date data associated to community services.’

3.28 USER’S EDUCATIONS

Public libraries are serviced institutions like hospitals, and the stock of documents they hold, the information these documents carry are all for intensive use, students, teachers, researchers, scientists, engineers, doctors, general public could greatly increase efficiency and effectiveness in many areas of their endeavors and make a positive contribution to socioeconomic development, if only they know how to collect and use information. Experiences have shown that our libraries which have a very comprehensive collection of documents are very much unused and under used. This is largely because most of the users are not generally aware either of the collections or the library services. It is, therefore, considered necessary to build skills in users for making full use of libraries, their collections and the different types of service offered by the libraries and information centers. For this the more organized approach for self-help is to get exposed to asset of instructional lessons of education on the use of library and its information sources. Hence it has become very essential for the libraries to organize and conduct short courses of education and training in the use of public libraries and their sources.

Public libraries can be organized user’s orientation program. In this program user’s were familiarize with the environments, circumstance, facets of the public library, i.e. the users of libraries should get themselves acquainted with the environment of the library, its collections and their physical location in the library, the tools that provide access to the collections and other types of services offered by the library. While this acquaintance with the library, skills to use the library collections and services can be acquired by a person through experience, it is more helpful if a person gets a systematic initiation in the use of libraries and information sources and services. User’s orientation programs are usually organized of short ones, ranging from one hour introduction to the library and its services, to two or three days program depending on the types of users. These programs can be organized of various types of users.
Orientation and informative tour of the public library be supposed to assist obtain rest frequently to commence public to the public library working, how to utilize all facilities in public library, and what are the important sources of information in the subject areas of interest to the new users. Besides, the new members may be given graded reading lists according to their subject and professional interests.

The public library is supposed to facilitate its readers increase skill that determinations allow them to create the majority effectual make use of the library’s sources. ‘Public library staff has to take action as navigators to assist readers to create the largest part effectual make use of IT, and program of readers learning.’ The novel IT converted into additional usually obtainable, the position of the public library provided that admission to these technology and in serving public be trained how to create most excellent utilize of them is of fundamental significance.

3.29 MOTIVATING TO THE PUBLIC, FOR USE LIBRARIES.

Poverty, illiteracy, different socio-economic backgrounds and the changing society in some way or the other compels the city as well as village dwellers, specifically youth, to equip them to earn material rather than the intellectual wealth. There is a sensation surrounded by a segment of a public that illiteracy possibly will not require libraries. Illiterate people may not always essentially be unaware people. Rather a lot of of them are moderately progressive and are approachable to novel thoughts. Mobile libraries can be medium to reach the readers who may not be able to visit libraries. A public library should provide pleasant, aesthetic and functional ambience to provide equal opportunities of reading for illiterates, neo-literates, women and children in particular through innovative ways and means. Modernization of libraries through installation of computers, regular addition to the existing collection keeping in mind the basic literary requirements for use in daily life and changing the library set up over a period of time by adding new furniture, new racks or chairs needed may help to retain the daily users and add new members. Organizing discussions with which a common man can relate himself, inviting well known personalities on special occasions, celebrating library day by doing something special for the readers and always helps in attracting users.
These days, the computer is mostly being used in the house-keeping operations and for various services in the libraries. In addition to the use of computers, communication technology has also developed databases for the communication of information’s. This world create a new demand for getting special skills in the use of different technological gadgets, such as computer terminals, off and on line searching, inland and foreign databases, use of various electronic copiers, use of micro form reader-printer and similar other facilities made available in the libraries. While this education program can part of orientation programs or bibliographic guidance, it may be necessary to provide exclusive training facilities for the use of technological gadgets.

3.30 NOTICE BOARD AND OTHER GUIDANCE

The important information’s regarding libraries must be pointed out on the notice board. Guidance and other directions must be written at various places where required on walls and plates inside the libraries, so that the readers may not spend their voluble time.

3.31 LIBRARY BUILDING

‘Library buildings engage in recreation an essential division in public library stipulation.' The Library building is supposed to reproduce the function of the library functions. It is easy to get to all in the society and be adequately bendable to provide accommodation innovative and altering services. They must be situated shut to supplementary group of people behavior. Public library ought to be accessible for society makes use of meetings and exhibitions. Public library resolve formulate an important part to the strength of an urban area. Librarians are supposed to make sure that library buildings be use and manage efficiently to create the most excellent use of the amenities for the advantage of the society.

However rich the collection of libraries might be they would not fulfill their purpose if their library buildings are not attractive with beautiful elevation and equipped with comfortable furniture only them would they attract readers and invite them to enter in these temples of knowledge and get enriched with mental food without any tension. The time spent in these libraries by the readers should be considered as the best utilized of their hours in these libraries. It is indeed very essential that such libraries must have an attractive building fully equipped with
ultramodern furniture and have the useful holdings in the form of books, periodicals, non-book materials etc.

3.32 OPEN ACCESS

Closed system of books in libraries is not so much useful for the readers. ‘Books in lock’, this system creates problem for the readers. Therefore the open access system of books was introduced for the point of view of getting books easily without any loss of reader’s time. In this system, the readers are frequently and freely allowed to enter in the main stack room of the library and choose their own required books. In this way this system helps in increasing the maximum use of books and libraries.

All the readers have got the liberty to consult the books, and in this manner, they can select their appropriate reading materials. User’s valuable time is also saved and they have not to wait for the books to be brought by the pages because the reader can go direct to the stack room for bringing the requisite books. It does not take much time if the books are arranged in a helpful order. Their time which is liable is too wasted in closed access, can be saved if open access system is followed. In closed access, a reader by consulting the catalogue gives a requisition slip and he gets the book issued for home reading. But on perusing the book, he may find that it does not serve his purpose. He returns the book on the next day and selects another book by consulting the catalogue. It is possible that the second book may also not be useful to him. In this way, lot of his time is wasted and he feels disappointed because he does not have any opportunity to have close communication with the books. Moreover, the page or the restorer who has to bring the requisite books from the shelves has to cater to the needs of so many readers at one and the same time. He naturally is liable to consume a lot of time, thereby forcing the reader to wait for a longer time. In an open access system, the ‘Third law of library science’ is also satisfied because every book has got the chance to being used by its readers. Open access allows readers to adventure among books. In this adventure, they do not feel the flight of time. This makes them love going to the library again and again. In open access, there is no need to have special staff, book – lifters.
3.33 COMPETITIVE EXAMINATION GUIDANCE CELL

The libraries provide the facility of guidance cell to the readers preparing for various competitive examinations by displaying paper cutting, issuing several periodical and journals etc. Aggressive books were must accessible for a variety of competitive assessment.

3.34 CELEBRATIONS AND FUNCTIONS

The libraries celebrate functions such as – Library Day, Science Day, Independence Day, Republic Day, Library Foundation day, various leaders birthday etc. the readers are made aware of the culture and civilization. There are many programs public library be capable of establish among the assist of users and stimulate local public to study. For adolescent ones tale hour are for all time a greeting extravagance, particularly at what time it is supplement by slide show. A tale told by means of puppets is one more appeal for kids. This can be follow by imaginative dramatization of story in conclusion whetting their appetites to rotate to the book themselves.

3.35 LECTURE SERIES

The library arranges lecture series of eminent personalities from various field of the life. The readers get benefited by such activities. It will help readers to increase the reading habits. ‘Frequently leads to users deficient to understand writing additional books by the identical author. Preparing projects on dissimilar authors and poets is an additional technique of heartening the understanding tendency.’

Readers collect as to large extent information as likely on writers, arrange their mission statement, and then give a appearance to the community. These give users the chance of familiarize themselves with dissimilar authors, and dramatists especially when there is an exchange of development in the library. Get together the Author sessions are able to pleasurable at what time modern-day writers are invited for conversation with the students regarding their books.

3.36 HEALTH PROGRAMS

In the context of new public health action, it is important to include such information as distribution of health resources, accessibility of health services to the population groups defined by age, sex socioeconomic level and geographical location. Different issues mortality, morbidity,
disability and nutritional status accord to demographic, socioeconomic and geographical characteristics.

Health is a fundamental human being right and is necessary for a community and financial expansion. Health endorsement is life form familiar as a vital component of fitness progress. For health development health information is a vital tool to implement as per the strategic plans framed to benefit the entire community of the world.

The perquisites for suitability are quiet community impartiality, admiration for human being rights and evenhandedness. Public library can arrange blood donation camp another social work camps.

3.37 READERS AWARDS

The libraries confer the best reader annual award for the readers who read widely and thoroughly. This activity makes healthy competition among the readers. These activities know how to be of huge help to the users in collecting a large number of books commencing the public library. Frequently readers are inclined to keep the similar author and rank of understanding for a figure of years just because no one has concerned to wean them away from a favorite author.

3.38 GROUP READING

The activity of group reading helps readers to know about the classics in literature. They also come to know about the new arrivals in the library. This activity improves the reader’s literary competence. Groundwork of wall newspaper providing students writings in interest to text and poems, their cartoon strips and illustrations, arithmetical puzzles, knowledge quizzes and funny anecdotes and assist to expand imaginative consideration and appearance accurate as of initial time.

3.39 PHYSICAL ATMOSPHERE

The physical atmosphere of the libraries also attracts the readers. Therefore the atmosphere around the library must be clean, attractive and healthy. For this, the arrangement of light, bulbs, drinking water and natural light may be done in the libraries. The arrangement of a
small garden in front of the library will increase the suitability of atmosphere, beautifulness, attraction and use of the libraries.

**3.40 VOCATIONAL GUIDANCE**

The libraries guides the students about various vocational courses, available in various fields displaying newspaper cutting, displaying on notice board, and arranging lecture of imminent persons. Throughout the extended summer vacations, a lot of students are at a defeat to know how to expend their moment in time productively. They do not enjoy the common kind of schedule habitat coursework, other than if they are asked to get ready a few motivating models or projects on subjects of their alternative, by means of material commencing the books, it is accretion how much imaginative effort formed functioning models are completed.

**3.41 PLANTATION AND ENVIRONMENTAL PROGRAM**

The library arranges ‘Plantation Program’ at several places. Libraries also organized lectures of renowned personalities for environmental awareness, wild life preservation etc.

**3.42 CLEANNESS WORK**

Libraries run cleaning program in the village as well as town. In this program people are made aware about of the importance of leanness. All the public places (Bus stand, Roads, Foot paths, Public toilets etc.) are creates of dirt and diseases. With the help of volunteers make people aware about the cleanliness.

**3.43 CULTURAL PROGRAMS**

A significant responsibility of the public library is given that a spotlight for educational and creative expansion in the society and serving and sustain the enriching distinctiveness of the society. This be capable of achieve by functioning in company with suitable restricted and local organizations, by provided that freedom for ensuring that cultural welfare are represented in the public library’s reading and non-reading materials. The public library’s involvement ought to reproduce the multiplicity of cultures represent in the society. It must supply books in the languages speak and convert in the local population, and hold up civilizing way of life.
The library organizes variety entertainment program for the society. In these current issues, social programs are handled with verity entertainment. Religious program also take by libraries like – preaching, folk dance, folk story, fancy dresses, one act play, singing programs etc. The public library must be a enter organization in the confined society for the books collection, conservation and endorsement of local traditions. This is able to be achieved in a diversity of conduct e.g. the continuation of local record exhibitions, local awareness and increasing programs. Where the spoken institution is an imperative way of announcement the public library is supposed to support its growth.

3.44 PUBLIC AWARENESS PROGRAMS

Public awareness about government programs such as literacy movement, adult education, right to information, polio eradication, reading habits in children, and family planning etc. is essential for their success. Public libraries have a great potential in undertaking awareness activities about government programs. They offer a public forum for discussion and expression of views on issues underlying various programs and educating and sensitizing thereby social groups and organizations in the community for the purpose. Public libraries can organize campaigns, as well as participate in such campaigns, as well as participate in such campaigns organized by others for promoting awareness about government programs. Besides, the library can offer discussion groups on the internet for holding ongoing debates.

The occasion to expand individual inspiration and chase novel benefit is significant to human being enlargement. To realize this, people require right of entry to information and method of the mind. The public library know how to offer admission, in a diversity of dissimilar medium, given that admittance to main collections of the world’s text and knowledge, counting the community’s own text, has been a significant job. The public library be able to create a basic gift to every day continued existence and communal and financial growth by being unswervingly concerned in given that information to citizens in rising community.

3.45 DUTY OF THE BOOKS CARE

‘Books the life – blood of great thinkers of the past and the present are the essential constituents of a library.’ Without these a library cannot came into existence. A book may be
compared to a human being. Like the latter, it has soul and a body. A librarian owes a duty to the book to keep its body clean like his own body and save it from destruction by its enemies i.e. insects and white-ants. He should repair it at the moment it is torn and also treat it insecticides at periodical intervals. Besides, he has to take appropriate steps to save the book from its other enemies which include fire, water, dust and human thieves etc.

As regards his duty to the soul of the book, a librarian must try his best to make known its contents to the existing, prospective and potential readers; otherwise he will be cursed by the book for this negligence. The third law of library profession viz. ‘every book its readers’ it of an obligatory nature and a librarian must use all publicity methods in order to bring each book in the limelight. He can do so by putting stack guides and using other methods such as issues of notices in the newspapers, issuing of hand-bills, by arranging lectures and by the use of topical sequences etc.

The duty of the public library staff towards the books is two – fold i.e. the preservation of the book and putting it to maximum use. In other words, he has to fulfill the demands of both the first law of library science viz. ‘books are for use’. Moreover, in order to be true to their duties to the books they must bring them in close contact with the readers in an exciting manner.

3.46 SUCCESS FACTOR FOR PUBLIC LIBRARY PERFORMANCE

The performance of the public library lies in its growing library membership size, its penetration in the local community, its transactions in circulation service, photocopying volume, visitors per day, reference queries per day, its linkages with the social groups and organization in the community, its awareness activities through quiz sessions, group discussions, talks, invited lectures, its areas of specialization of providing community information services, its activities for promotion of local culture, and more importantly the currency and relevancy of its collections to the community needs. In order to be effective in its performance public libraries need to undertake several measures sc as –

3.46.1 Membership promotion;
3. 46.2 Developing linkages with bureaucracy, local institutions, individuals and groups in the society;
3.46.3 Provide ICT infrastructure for library automation, online access to digital resources, and sharing resources through library networks;
3.46.4 Appealing and inspiring ambience of library interiors and exteriors;
3.46.5 Qualified and competent staff, and rewarding motivation, dedication, and efficiency;
3.46.6 Best practices in library collection development, information processing, management of library operations and services, library cooperation, and education and training of in-service staff
3.46.7 From and structure of the library must reflect on culture roots of the area in which it operates;
3.46.8 Library collection and services must reflect user’s needs; and
3.46.9 Introducing user education and customer care policies.

2.47 MANPOWER DEVELOPMENT

The public library is intended at all members of the society who will have wide-ranging and altering desires. Public library employees will have need of a variety of skills and character, community consciousness, cooperation and management and capability in the practice and events of the association.23

Capable librarians are specialized staffs who have undertaken an itinerary of revision in librarianship. A librarian designs tactics, equipment, evaluates library and information systems to get together the requests of the readers of library and information services in the society. This will comprise book collection, the association and utilization of possessions, the stipulation of recommendation and support to readers in pronouncement and use information and the enlargement of systems that will make easy admission to the library’s property. Skilled librarians will encompass usual make contact with peoples of the society that they serve up. In arrange to complete its functions employees among know-how in explicit areas.

Human resource development is vital for the effective performance of an organization. It is a process by which the staff in the organization acquires, develops, and updates their knowledge and skills necessary for performing professional tasks on the job. It is about improving professional qualifications through the system of formal and non-formal education for career development of the staff in public libraries. Hence, a two pronged approach is suggested for the
education and training of the staff in public libraries, education through universities, and education and training of the in-service staff. The focus will be on developing skills in library and information science, information and communication technologies and their applications to libraries, and management skills in improving organizational performance.

The library staff has a great role to play in the success of the library services. The staff should try to attract the users to the library and expose them to the collection. This can be done in different ways, by publicity, by extension activities, by displays within the library etc. They should try to ascertain the needs of the users and provide suitable service. The book selection is an important job of the library staff. The staff should build up a good collection of reference works and provide personalized service if needed.

For the education and training of in-service staff the focus should be on improving ICT skills for handing library operations and information services on the network, developing web portals for access to library resources, leadership and team management skills, communication skills, for marketing information, and education of the staff in the culture and civilization of the area in which the library operates.

The present chapter is deals with, the services and facilities of public libraries in study area. The present chapter doesn’t analysis the data of collected by the researcher. It is done in the next chapter.
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