Chapter 6

Conclusion

6.1 Introduction
With the tremendously developing technology when the life style and all round expectations of the people are drastically changing, library users also are not satisfied now-a-days with traditional library practices. Presently, there are challenges for the survival of libraries in the context of popularity of the internet. Libraries must be functional with full strength to survive, because internet can never be the alternative of libraries. Internet serves as supplementary and complementary agency to the library and information centers. Therefore, library professionals are expected to change the work and culture of the library by adopting the technological developments. Library must disseminate information to users in utilizing the existing knowledge in their search for new knowledge and information. Knowledge treated as information for further research and application in any sphere is the super power in the knowledge-based 21st century world. Knowledge is occupying the centre-stage position in the economy of the modern world.

Owing to various constraints like finance, manpower, space and such other issues, libraries are to work in coordination with each other libraries enabling them to extend services to the optimum way on the use of resources available. Resources, irrespective of their forms (Printed or Digital) are to be collected and disseminated to the others beyond the four walls of a library. The situation has reached such level that instead of single location, collections
and services are becoming decentralized; enabling the libraries to prepare themselves to go to the people at his/her place. The National Knowledge Commission (NKC) recommended libraries as one of the important components in developing knowledge society. Libraries are the treasure house of knowledge of any form. They have to organize them for their easy location and easy access and preserve them for future use. The recommendations put forward in the report of NKC have identified different issues including modernizing the existing libraries of the different parameters, consider for modernizing the libraries. The use of ICT devices is one of the major areas that the NKC report has pointed out. For that, libraries need to have qualified library personnel- it may be by way of job analysis and accordingly through in-service training or by new recruitment.

6.2 Meeting the Objectives

Keeping in view the issues on job analysis of library professionals in Science and Technology Institutes of Assam, it was proposed to study the subject area with few basic objectives. These objectives are given due importance and attention while preparing the thesis. The way the objectives are studied and results received are described as follows-

Objective 1: To identify different science and technology institutes and their libraries in Assam

With the venture of both State and Central governments, there are a variety of science and technology institutes established in different districts of Assam. From the study it has been found that there are 55 science and technology institutes located in different places of
Assam. The detail has been discussed in chapter 3 and enlisted in Annexure III. It is found that there are only 29 (52.7%) institute having library professional in their libraries out of 55 different S & T institutes located in Assam (Annexure III). The institutes of these S & T have three broad categories which are Research & Development institutes, Graduate institutes and Undergraduate institutes depending upon the nature of organization. It is also seen that the manpower, services and ICT infrastructure are better in Graduate categories of libraries (Table 5.5, Table 5.22, Table 5.8 and Table 5.13). The existence of these science and technology institutes were started with the Tocklai Tea Research Institute in the year 1911 and recently Indian Institute of Information Technology Guwahati was established in the year 2013 (Table 5.1). Before independence there were 3 institutes and most of the other institutes are of post independence period which are 52 in number.

Objective 2: To identify the organization and services of science and technology institute libraries of Assam.

The application of ICT and library management software is very important and building block of modernizing a library to fit with the modern society. During the study it has been found that there are 6 (22.2%) libraries running without library management software (Table 5.4). The number of professional staff is less 62 (40.3%) than non-professional 92 (59.7%) numbers of staff (Table 5.5). The maximum 27 (100.0%) libraries are offering lending services to their users and lowest by 1 (3.7%) documents delivery services (Table 5.8). The status of total library collection (physical) among the science and technology institute libraries is not the same. AAU has highest 197859 number of physical documents
and lowest 841 in IITG (Table 5.10 & Figure 5.6). Regarding the digital collections the highest 145770 e-Books; e-Journals 12853 and 4546 CD/DVD are in IITG; on the other hand there is no single e-Books and e-Journals in 15 libraries and no single CD/DVD in 11 libraries (Table 5.11). From the table 5.13 it is observed that 9 libraries do not have any server computer. There is not a single computer in 3 libraries. Highest 51 numbers of computers are in TU and lowest 1 computer in 4 libraries. The Wi-Fi facility is in 12 libraries and RFID technology is available only in 3 libraries. The detail has been discussed in chapter 5.

**Objective 3: To know the different LIS professionals’ job position of the science and technology institutes of Assam.**

Out of the 27 institutes 17 (62.9%) libraries are having only one library professional working in the library; in the 5 (18.5%) libraries only two numbers of library professionals are working (Table 5.6). The highest 12 (19.4%) numbers of library professionals is in IITG. The only professional has to perform all the duties and responsibilities (Table 5.22).

The library professionals including librarians, deputy librarians, information scientist, PA, SPA, and LA are permanent in nature except 2 (15.4%) assistant librarians which are temporary in nature. Among all the professionals 2 (3.2%) are temporary professionals and 60 (96.8%) library professionals are permanent in nature (Table 5.25).
All the deputy librarians, information scientist PA, SPA, LA are having promotional scope. Except 6 (26.1%) librarians and 3 (23.1%) assistant librarians all the librarians and assistant librarians are having promotional scope in their job. On the other hand except 2 (20.0%) in research & development, 7 (16.3%) in Graduate institute category all the professionals have promotional scope. All the library professionals in the category of undergraduate institutes have the promotional scope (Table 5.27). For the entire (100%) library professionals i.e. librarian, deputy librarians, assistant librarians, information scientist PA, SPA, LA performance evaluation is done for the all categories of libraries (Table 5.29 and Table 5.30).

Overall 55 (88.7%) professionals are working in IT application in their work place (table 5.33). Overall 51 (82.3%) excellent, 6 (9.7%) reasonably good, 3 (4.8%) are working in fair working condition and 2 (3.2%) undesirable condition (Table 5.35). In the category of Research & Development category highest 7 (70.0%) are working in excellent and lowest none (0%) is working in undesirable condition. In graduate category, highest 41 (95.3%) are working in excellent condition and none (0%) in undesirable condition. In undergraduate category, highest is 3 (33.3%) in both excellent and reasonably good condition and lowest 1 (11.1%) in undesirable condition (Table 5.35 and Table 5.36).

The whole response of satisfaction level of job is satisfied 27 (43.5%), highly satisfied 25 (40.3%) and moderately satisfied 10 (16.1%), not satisfied is zero. In the category of research & development category highest 5 (50.0%) numbers are satisfied and none (0%)
is not satisfied; in graduate category highest 19 (44.2%) numbers are satisfied and none (0%) is in not satisfied and in undergraduate institute libraries highest 4 (44.4%) are highly satisfied and none (0%) in not satisfied with their job (Table 5.39 and Table 5.40).

Objective 4: To identify the various duties executed by the library professionals’ of science and technology institutes of Assam.

The frequency of important duties and responsibilities performed by the different library professionals in the science and technology institutes is based on ALA (1948), (JLA) 2000 list of important categories of duty types. Among the different important duties and responsibilities of the sub category, the highest frequency is 23 (37.1%) for Library overall planning and operations and the lowest is 1 (1.6%) for book arranging and cleaning. In the main category of general management, the highest 23 (37.1%) is for library overall planning and operations and lowest 9 (14.5%) for library committee arrangement, human resources management and financial management. In the main category of user service, highest 17 (27.4%) is for user education and lowest 1 (1.6%) for book arranging and cleaning. In the main category of materials management, highest is 22 (35.5%) for classification of materials and lowest 11 (17.7%) for documents management. In the main category of system utilization and operations management, highest 14 (22.6%) is for E-resource/ Internet service management and lowest 7 (11.3%) for web data base management and homepage construction and maintenance (Table 5.23).
The highest 23 (37.1%) frequency is for librarian in library overall planning and operations and lowest 1 (1.6%) for book arranging and cleaning. The highest 2 (66.7%) frequency for deputy librarian is for library statistics, financial management, facility maintenance and management, general affairs, miscellaneous duties, e-resource/ internet service management. The highest 8 (61.5 %) frequency for assistant librarian is for Software and hardware maintenance. The highest 1 (100.0%) frequency for information scientist is for software and hardware maintenance, implementation and maintenance, e-resource/ internet service management, web data base management, homepage construction and maintenance, digital library operation. For PA highest 6 (54.5 %) frequency is for documents organization. For SPA highest 2 (100.0 %) frequency is reference services, current awareness service and lastly for LA highest frequency is 8 (88.9 %) for classification of materials (Table 5.24).

6.3 Recommendation & Suggestions

For the betterment of library and library professionals, to enhance the usability of library by the users, the following suggestions/ recommendations have been forwarded. These are appended into some specific group area of study.

a) Science and Technology Institute Libraries

1.1 The overall physical infrastructural facilities with adequate manpower and staff pattern guidelines should be up to the mark in accordance with the need of the library professionals and the users.
1.2 Libraries should be updated and modernized in conformity with the shifting trends of time, information and technologies; and the library may be upgraded properly as knowledge resource centre in their use, collection development and extension of services.

1.3 It is recommended that facilities for accessing e-resources and collection development of e-resources should be strengthened by way of enhancing Internet connectivity including increased bandwidth, increased number of computers, required software, and joining consortia etc. in order to accommodate more users at a time.

b) Library Professionals

2.1 Librarians must attend Orientation Course (OC) and Refresher Course (RC) conducted by UGC HRD Centers in due course of time so that he/ she can keep himself/ herself updated and render service to the satisfaction of the users. This will help to get better results in job analysis. Short term and long term Library and Information Science (LIS) courses including attending workshops and seminars will certainly enhance their professional skills; and the science and technology institutes will be benefitted for their services.

2.2 Searching the quality information with more precision value from different sources in accordance with the need of their users is imperative. Moreover, it is recommended that library professionals should take timely and necessary initiatives and responsibilities for conducting awareness programs in relation to
searching techniques and availability of such resources for getting their information needs with minimum effort.

2.3 Continuous or frequent in-service training programmes among the library professionals on the day by day emerging technologies is essential for upgrading professional skills so that they become well-equipped to serve the institute in the fast changing environment.

c) Job Analysis for LIS Professionals

3.1 Job analysis must be tied into the library strategy of any institute so that the objectives for integrating job analysis schemes in institutes could be achieved.

3.2 It is recommended that libraries and the institutes should have the courage to motivate the LIS professionals through effective job analysis.

3.3 Since the improved performance of the LIS professionals leads to greater institutional productivity, it is recommended that the LIS professionals should be encouraged to bring out their best through efficient job analysis.

d) Library User

4.1 The user orientation program should include the hand in practice on the usage of resources and more practical session at individual level so that users become comfortable in using the library resources.
4.2 In order to retrieve pinpointed online resources and information from huge resources, it is very essential to develop proper information retrieval technique. The users are suggested to learn such techniques by attending such programmes to develop the skills in order to ensure the authenticity of the resources.

e) Library Service

5.1 The application of ICT and modern ICT enabled services should be mandatory for the libraries.

5.2 Government agencies should take initiative regarding basic library rules and regulations of the library policies like minimum library services, yearly collection development policy, etc.

5.3 The user orientation programme should include more practical ways for using resources at individual level so that users find it comfortable in using the library resources.

6.4 Summing Up

Today knowledge is deemed to be the primary super power that supplies energies to deal with all human developments and growth. It is also aimed at combating every negative force that threatens the very human existence. Governments of all countries, industries and business houses and other organizations are heavily investing in the production and growth of new knowledge than ever before to be in the forefront of economic and political spheres
and save human society from disasters. We perceive knowledge to be a huge reservoir that comprehends a wide range of human skills, new knowledge arising out of R & D in science, technology, social science and humanities; individuals who are endowed with extraordinary gifts of inexplicable intuitive faculties for creativity, practical skills, expertise that may be their tacit knowledge; embedded knowledge in nature, man-made artifacts; conventions and traditions and many others.

India as well as Assam is moving towards developing a knowledge based society. To achieve this, libraries must be reconstructed in such a manner so that the libraries can work with the modern society. Working independently by a library with its collection, manpower, expertise and services cannot give the full satisfaction to their user. There are lots of limitations and hindrances for individual libraries. Resource sharing over network is a common service and continuously increasing with more and more involvement of professionals. This has given a new direction and momentum among the libraries. This technology leads the documents to the users directly with the help of internet in the remote places. This also helps in performing professional jobs and extending services.

Thus the LIS professionals have an unenviable opportunity to participate in the transformation of our economy into a knowledge economy. In the process, LIS professionals may have to face different challenges. It is necessary for us to think, plan and organize an effective strategy for the library professionals to perform at their best. It will be appropriate, at this point of time, to access our present strengths to build on and
reinforce them, identify our weaknesses to overcome and get rid of them, look for opportunities to grab and successfully utilize them and be prepared to face various kinds of threats that may harm the interest of the library profession.

6.5 Suggestions for the Further Research

Libraries will continue to be the meeting and learning places and to play important social, cultural, technical and pedagogic roles. The further research areas with some of the areas peripheral to the present study are identified as follows:

a) A comparative study is suggested to be conducted among the different libraries like State Government, Central Government & Private sector or academic, public & special libraries.

b) The web-based job analysis is an important area for further study.

c) To examine the relationship between organizational performance and employee job analysis is another area of study.