Chapter 2: Literature review

2.1 Introduction:
A literature search is a well thought out and organized search for all of the literature published on a topic. A well-structured literature search is the most effective and efficient way to locate sound evidence on the related subject of research. Evidences of the literature search may be found in books, journals, government documents and internet (Harvard 2007). The review of the literature is a broad, comprehensive, in-depth, systematic and critical review of scholarly publications, unpublished scholarly print materials, audiovisual materials and personal communications etc. The review of the literature is traditionally considered a systematic and critical review of the most important published scholarly literature on a particular topic. Literature review acts as a guiding path in research study. It reveals the concepts and ideas and helps in avoiding duplication of work. Literature review acts as supporting evidence to the facts deduced from the study. The purpose of literature review is to broaden the knowledge on a research topic and search relevant and related references. The different traditional sources like primary and secondary literature have been consulted by the researcher to find out the desired information. The new sources in digital era like internet, online journals and websites including search engines like Google Scholar etc. have been consulted more. Literature review helps to determine an appropriate research design/method (instruments, data collection and analysis methods) for answering the research question.

In the present study secondary and primary resources were consulted along with internet resources like Library and Information Science Abstracts (LISA), Library and Information Science Technology Abstracts (LISTA), Management Science Abstracts, primary information resources like journals, thesis, technical reports published in library science and management sciences, Conference proceedings, books and reference resources like encyclopaedias, electronic resources available on the web like Google scholar, databases like: Emerald, EBSCO, Science Direct and Library and Information Science journals like Library Trends, Library Philosophy and Practice, etc. Thesis databases like Shodhganga, Vidyanidhi and Australian Digital Thesis etc. have been
consulted. The information collected from these resources have been searched and organized in different facets. These facets are:

- Management education: Need and Importance
- Growth of management education and Institutes
- Role of academic libraries and services
- Information seeking behaviour, users need analysis, user’s demands
- Information searching skills
- Trends in Management libraries
- Trends in ICT and role of librarians

2.2 Management Education: Need and Importance:

Management education in India was initiated just after independence with establishment of Indian Institute of Management since then various changes, challenges, issues and implications have been reflected in the management education. MacNamara et. al. (1990) have criticised the concept of management education imparted by management institutes as focusing more on theory and on quantitative analysis while neglecting interpersonal relationship and qualitative findings. It is often stated that management education needs to be experienced-based, active, problem oriented, solving and modified by feedback and action learning. PaiPanandiker (1991) pointed out that knowledge and knowledge-creation is central to the management education of the future rather than technology. He has pointed out that to sustain in the life there is a need of knowledge, wisdom and innovative ideas, hence management education is both inevitable and necessary in the present scenario. Sahu (1991) tried to explain the values and importance of management education in his article while Sharma et. al. (1996) have pointed out that internationalization of management has changed dimensions in management education. Increase in research activities, revisions in curricula as well developing specialisation in management education have been reflected in the education system. Various management criteria have been reflected in the studies carried out by Albach and Bloch (2000) and they have considered the scientific development of business education on the basis of five criteria’s. The emphasis was placed on emerging scientific and societal trends which an
influence on scientific research. The study concluded covering specific themes like problem of interdependence, uncertainty, dynamics, development of various theoretical paradigms and trends such as globalization and ecological consciousness. The study conducted by Prince and Stewart (2002) was based on the grounds of rapidly growing market for corporate management education and the emerging role business schools have played in the market. The study concluded highlighting implications for both business schools and organizations seeking company specific management education programs.

Gill (2003) emphasized emergence of globalization and advancement in information technology and need to include the roles in management education in enhancing the knowledge base. Similar changes have been reflected in the study carried out by Sahney et. al. (2004) in which the author stated that Indian educational system is changing fast. Radical and ever revolutionary changes in the education sector are visualised in the future. The role of Indian women in management has been highlighted by Budhwar et. al.(2005). They have made an attempt to highlight the important issues relating to women in management in the Indian context. Research evidence from various sources has been presented to highlight the dynamics of developments in the status of Indian women managers. The study covered the main aspects of historical, socio-cultural and economic factors influencing women managers like gender-based stereotypes, barriers to women's movement to top managerial positions, impact of developments in information technology on women managers and the ways in which they have moved forward. The study concluded with messages for practitioners and contributions of women in management in the Indian context. Reddy (2006) stated importance of management education in India, which is at crossroads with the dawn of new millennium and reports an exceptional growth in management institutes with a need to upgrade their competencies.

Muniapan (2007) focused on some pertinent issues in management education and recommended to improve the effectiveness of management education in the context of Malaysia. Cygnus Business Consulting and Research Pvt. Ltd (2009) has submitted a report on business education in India and indicated the growth and trends in management education. The report clearly stated that in India the growth of business education is estimated at an alarming rate of 12%. The report also indicated that increasing
globalisation in context of Indian business economy requires an expanded horizon of management and leadership which could be achieved through continuous improvement of capabilities and skills with management education. Sinha (2010) has elaborated the growth right from the concept of management education and establishment of the management institutes internationally and nationally. The author stated that number of overseas management institutes are being setup in the country and has also touched the curriculum aspect of management education. He has analysed subject-wise specialization introduced by the institutions along with the importance of these specializations in management sector. Author has concluded by suggesting a need to upgrade the status of management education according to changing trends and requirements for the improvement of industries and individuals. A recent study conducted by Kumar and Dash (2011) on trends in management education and its related issues in the Indian context explored the present situation of management education in India and highlighted its trends prevailing. They also tried to find out implications of management education in India over the industry and individuals. The ultimate challenge of management education indicated by them is for more practical-oriented education based on the needs of industries.

Summary:

Value to management education is increasing considerably along with increasing specialisations in education. Institutes imparting management education are also increasing. The experts have suggested that regular changes in management education are visualised and there is a need of experience based problem solution provider and qualitative management. The articles reviewed clearly indicated that management education is gaining more importance and due to globalization, collaboration, industrialization there is a need felt for the managers to perform the tasks at different levels. The global development in management education is fast and in India also the same situation is visualised. The experts opined that growth in management education is visualised but there is also a need to revise the management education according to trends and requirement of business and industry. There are challenges in management education
as it is constantly changing and growing impact of ICT is also visualised more in education system especially online and distance learning.

2.3 Growth in Management Education and Institutes:
Engwall and Zamagni (1998) discussed the development of business schools in Europe and assessed the role played by American business schools in the context of national models of management education. The authors have highlighted a comprehensive view of development of managerial education in various countries. The Indian scenario of management studies has been studied by Mello (1999) and emphasized the need to reorient curricula of Indian management studies. He has expressed the need to break out neo-colonial mindset that chooses subjects in conformity with what is going in the US rather than considering the Indian context. Jagdeesh (2000) highlighted the increasing demand for postgraduate education in management in India, which is considered as the main cause for rise in the number of institutes offering management education. The author has described the structure and pattern of post-graduate management education offered in India. Mudbidri (2004) in his research thesis pointed out that good management institutes should have not only good building but also good computer and IT facilities and well equipped libraries. The study further stated that the good management institutes stimulate the thinking of the students and makes them think creatively and differently. Popli (2005) recommended the areas of management education that need improvement to cater to student needs as per their expectations. The feedback from industry was based on in-depth interviews with selected industry personnel. Mayank and Dave (2007) have focussed on issues of faculty which is a major bottleneck in the growth of management education in India. Management education has become a major profession that attracts considerable attention across the world. With the mushrooming growth of about 1000 management institutes across the country in management sector it still faces various issues and challenges and one of the most important is faculty shortage. The author added that the paucity of faculty is not just quantitative but also a qualitative factor. Debnath and Shankar (2009) have examined the performance of 20 Indian B-Schools, separating their profitability and marketability and concluded with suggestions to improve management education system in India. Sahney (2011) presented the results
of an empirical study conducted on students of selected management institutes in India. The study was an attempt towards the integration of multiple methodologies to identify customer requirements and evaluate service quality, prioritize improvement of service and guide and develop educational services by incorporating the voice of the customer. The results of the study are useful to policy makers, educational planners and administrators in developing an education system based on customer satisfaction. Rai (2011) developed new instructional models, so as to meet corporate future requirements of professional managers at the entry point and covered the importance of value added management education. His results have highlighted the need of courses to be conducted by management institutes and for this they have to be equipped with certain core competencies like quality of course curriculum, selection process of students, teaching faculty, teaching methodologies, teaching aids and infrastructures, evaluation system, industry-interface, placement, research, management development and consultancy which relate to the main functional areas of any management institute.

Summary:

The literature reviewed indicated that there is phenomenal growth in management education globally. Even developing countries have shown growth along with specialization in management education and this has increased the institutes imparting management education. The growth is multiplied but non-aided institutes are increasing in this sector. The number of IIMs is also increasing and similar type of organizations has been established in management education. In India, the growth is reported every year. Growth in management education is increased in last decade but along with growth the quality is also required as per the opinion of experts. The experts also opined that education system also incorporate IT facilities, use of technologies and well equipped libraries to support management education system. The service quality, quality of course curriculum, teaching faculty, teaching methods, industry student interface, teaching methodology are also to be considered along with growth.

2.4 Role of Academic Libraries:

Alire (1984) conducted a survey of doctoral students at the national level to assess the importance of library. The findings from the study revealed that research scholars have
recognized the role of library and its resources but there is a need for bibliographic instruction, proper orientation and library research methodology for these students to make an effective use of library resources. Mahajan (2005) explained that the primary objective of academic libraries is to provide access to information and only the methods have to be changed along with the formats. It has been observed that in the present scenario of declining budgets and higher costs it is becoming very difficult to meet the demands of the library users. Anunobi (2008) has discussed the nature of academic libraries and described the digital age including the resources. He has also discussed the concept of universal access and the role of the universal access to print and electronic resources. He presented and described a conceptual model of resource access for academic libraries in developing countries. The emergence of information and communication technology has repositioned the frontiers of academic library resources, operations and services as well as expectations of user groups. The print and the e-resources access model can serve as a stepping stone. When such a step is taken academic libraries must take into consideration factors like expansion, flexibility and compatibility. Goswami (2009) indicated that in the present era of computer mediated information storage and retrieval system there is a need for developing proper strategy for managing the libraries. LIS professionals with deeper understanding of sources of information as well as research and investigative experience are required for imparting user oriented services.

Midda et al. (2009) observed that the academic libraries are changing faster than their respective parent institutions. Eventually everything in and around the library is changing such as services, technologies, organizational constructs, etc. Most of the academic libraries in India have been facing financial as well as technological constraints. With the advent of computers the nature of academic libraries has changed dramatically. Computers are being used in libraries to process, store, retrieve and disseminate information. As a result, the traditional concept of academic libraries is being redefined in terms of a place to access the books to one which houses the most advanced media including CD-ROM, internet and remote access to a wide range of resources. These can overcome easily with the help of change management in the activities of libraries and offer better services to the users. They have concluded that library professionals have to
get them equipped for the advent of different technologies and provide better services to uses which is only possible with the help of change management.

**Summary:**

Researchers, students, professionals, faculty have understood the importance of libraries but the resources available are not properly utilised by users. There is a need to provide training on how to consult libraries and make effective use of information resources. The training and assessing the need and expectations of users helps in collecting the information services as well as enhance the use of libraries. The changing scenario in LIC is due to use of ICT and trends to match the growing needs in limited budgets. The academic libraries are facing challenges due to use of ICT, e-libraries, consortium, e-books and e-journals, databases and changing users expectations. The trends in academic libraries are shifting from print to digital and the information seeking process of users is also changing but users are not properly information literate. Thus, there is a need for bibliographic instruction, library orientation and library research methodology for these students to make effective use of library. Primary objective of academic libraries is to provide access to information.

### 2.5 Information Seeking Behaviour, user needs and user demands:

Marchionini (1989) stated that the execution of an individual’s information-seeking system for a particular information problem is considered as an Information-Seeking Strategy (ISS). A well designed strategy examines the problem and works out the best source of information that matches the information need of user. This settlement is further confirmed by Valentine (1993) (Onuoha 2011) by pointing out that undergraduates looked for the fastest way, that would lead to satisfactory results when doing research and hence they prefer for electronic information sources first along with print resources. The need for information is often understood as evolving from a vague awareness of something missing and as culminating in locating information that contributes to understanding the meaning (Kuhlthau 1993). Researchers like Bates (2002) and Broadus (1987) also investigated the information-seeking behaviour of people in the humanities and they reported that humanities scholars generally did not use indexes and abstracts or consult librarians for fulfilling their needs. Ocholla (1996) in his study at Moi
University Kenya, surveyed four faculties viz. health sciences, information sciences, environmental studies and education and the results indicated that academicians depended on libraries and colleagues for getting information. The users lacked awareness of information sources and services. In addition, academicians indicated that they needed information mainly for career development, for their professional and occupational needs. The author suggested that library should provide current awareness services as well as publicity and promotion of information products and services to the academicians. Fidzani (1998) indicated that awareness of available library services to users is required for proper collection development. The study helped in finding the needs of the users and their reading habits.

Covi (1999) analysed information seeking behaviour of academic researchers in the field of molecular biology, literacy theory and computer science and the use of digital libraries. The result of the study indicated differences in the search strategies employed and the types of material selected among the researchers in the various academic disciplines. Challener (1999) investigated ISB of artists and art historians, teaching faculty from five liberal arts colleges and three universities. The results showed that faculties need information for teaching and research. Users visited libraries frequently and also more than one library to get the information. They also required assistance from the librarians in searching information. Mallaiah and Sumangala (1999) presented the overall opinions of the users about the facilities and services provided in the Mangalore University library. They found that books and periodicals were the most used resources from the total library collection. A significant number of respondents among students opined that there was a lack of proper arrangement of reference books and reports available in form of literature.

In the views of Wilson (2000) information behaviour is the totality of human behaviour in relation to sources and channels of information, including both active and passive information seeking and information use. Whitmire (2001) in his study found out that undergraduates use the library mostly as a place to study and make photocopies. They do not make great use of some of the available library services such as interlibrary loan and the reference desk. Herman (2001) in her study assessed the users’ impact on the
changing information environment. Tadasad and Metesheela (2001) analysed that books, newspaper, popular magazines, class notes, notes of seniors are the most used sources of information. General dictionaries, subject dictionaries, subject encyclopaedias and scientific periodicals are also useful sources for the post-graduate students in the Gulbarga University. They also reported that memoranda, diaries and letters, CD databases, trade catalogues, thesis/dissertations, microforms, laboratory notes, handbooks, human sources, course materials of open universities, guide to subject literature, directories, statistical sources, biographical sources, library catalogue, almanacs, geographical sources, research reports have been never used by majority of post graduate students. Similar type of study was conducted by Vijayalaxmi and Maheswarappa (2001) to find the use pattern of students’ population and reported similar type of results as Tadasad and Metesheela. Waydande (2001) conducted a doctoral research study indicating the behavioural pattern of users and observed three factors covering profile of the users, efficiency of the library and actual use of the library by the users. The outcome of the study was that libraries have to develop and systematically organize orientation programs for users and library professionals which would increase the use of library. It also indicated that internet was being used by the users but still library was being used for seeking the required information.

Suriya et al. (2004) in their study investigated the pattern of seeking information of the faculty members from the library. Kingakew (2006) studied diversity of library collection which plays a vital role in successful operations of the library. The information on web has changed scenario in libraries which has also changed information seeking behaviour of the faculty members and overall users. The study also suggested that the libraries shall be well equipped with ICT facilities such as internet and modern infrastructure, communication facilities, laser printers and scanners etc. Chikonzo and Aina (2006) conducted a study related to the information needs and sources of information used by veterinary students at the University of Zimbabwe. They found that students required information for writing assignments and studying for tests or examination and the major sources used were books, videos, lecture notes, handouts, internet, projects, CD-ROM databases and journals. The students confirmed making little use of indexes, abstracts and dissertations available in libraries. Dhanavandan et. al. (2007) has examined the
characteristics and internet using behaviour of the respondents. Eleven percent of the respondents expressed that they didn’t know how to use the internet. It was suggested that the library professionals should concentrate on providing library orientation programme for all the students to motivate them and make them familiar with e-resources and their use. Igun and Adoqbeji (2007) have analysed study habits of PG students to examine duration, place of study, materials used for study, and their main motivators. The opinion of users indicated that library is still the best place for quiet study. In a library there should be privacy and reading materials, with computers, printers, reference materials, email stations, comfortable lighting, along with a quiet atmosphere. Vasishta (2007) viewed the status of libraries of the deemed universities and based on the analysis of physical facilities, users, technical processing etc. it has been concluded that the present situation of libraries was not so good with reference to professional staff and collections as well as development of e-resources.

In another study, Ajiboye and Tella (2007) examined the information seeking behaviour of undergraduate students in the University of Botswana. The result of the study revealed that the internet is the most consulted source followed by students’ class notes and handouts. Jamali and Nicholas (2008) examined two aspects of information seeking behaviour in their study including methods applied for keeping themselves up-to-date and for finding articles. The relationship between academic status and research field of users with their information seeking behaviour was also investigated. Martin (2008) investigated the information seeking behaviour of undergraduate majors to gain a better understanding of where they find their research information (academic vs. non-academic sources) and to determine if library instruction had any impact on the types of sources used. Majority of students surveyed find their research information on the freely available Web and they admit that academic sources are more credible. These results are supported by other studies that indicate that today’s college students are using freely available internet sites much more than library resources. Nishat and Naved (2008) conducted a survey and noted that the usage of library resources and its services may be increased. Student oriented information resources such as textbooks, reference materials, journals, internet facility, databases etc. may be facilitated. The library should provide initial orientations, workshops and ongoing seminars for students to train them in using
resources so that utilization of resources and services is maximized. In a recent study by Warwick et. al. (2008) it has been observed that information resources such as libraries, archives, museums and research centres and the web pages that provide information are vital for humanities scholars. They consider university library website to be the most important resource as compared with Google.

Muhammad and Kanwal (2009) investigated the information seeking behavior and satisfaction level of teachers of National Textile University in Pakistan. It was found that the students prefer both electronic and printed formats equally. The users expressed the requirement for increase in library collection to meet their subject as well as leisure needs. Mahajan (2009) conducted a study and explored the information-seeking behaviour of the undergraduates, postgraduate students and researchers in sciences, social sciences and humanities etc. Information-seeking behaviour differs among user groups. Academic libraries must understand the information needs of faculty and students in order to address those needs. This study examines the kinds of academic information needed by respondents, resources they prefer, level of satisfaction with the library collections and the general pattern of information-seeking, with special reference to the influence of course of study. A study conducted by Kumar, S. et. al. (2011) on information seeking patterns of Defence Research and Development Establishment (DRDE) scientists has revealed an increase in research activities. The satisfaction of need for accurate and pinpointed information to the scientist has been an important task for the library. It was also found that internet was the most popular information seeking medium among the scientist. Prajapati and Shastri (2011) have discussed the concept of user satisfaction with an objective to identify the levels and kinds of user needs, the limitations or problems, which seem to discourage the use of library to identify areas that needs improvement. They have planned to arrange educational videos in the library which may be complementing the class schedules. Gupta (2011) conducted a study and focused on usage of electronic journals from INFONET consortium by faculty and research scholars of physics and chemistry departments at Kurukshetra University, India. The study concluded that respondents depend more on open-source materials than those available via INFONET. It was also reported that there was a need to offer training in using e-resource and retrieving information from time to time. It was pointed out that e-
resource need to be increased especially of e-journals. Ansari and Zuberi (2010) in their research studies focused attention on information needs and information seeking behaviour of media practitioners in Karachi. They pointed that when individual requires information they consult information system, library or interpersonal sources for satisfying needs. The objective was to assess information needs of media practitioners working in radio, newspaper, TV etc. The study conducted by Kadli and Kumbhar (2011) found that the kind of information required by user, method used, in searching information, time space, problems faced, solutions found, satisfaction or dissatisfaction from information gathering etc all come under purview of user study. It can be said that user studies are essential for systematic examination of characteristics of information behaviour of users. Applications of IT has offered today’s information seekers different opportunities to access the information resources in variety of formats including e-resources like e-documents, databases, OPACs, web/internet resources. These resources are replacing traditional print information sources. Increase in literature available in e-form over web and net has affected ISB.

**Summary:**
From literature review it is noticed that ISB studies are conducted in all subject areas. In many studies, users are analysed to find the methods of searching information and using information resources available in the area of interest. There is a need to seek the user needs and accordingly initiate the development of libraries. ISB is commonly used to analyse users habits in particular type of information sources used, method of searching information for solving problems and it also helps in preparing proper search strategy.

The studies highlighted the need of ISB due to the following factors such as:

- users are not aware of information sources, methods used for searching information, preparation of search strategy etc
- print resources are more used than e-resources as they easily available and accessible
- users depend generally on libraries and colleagues in getting information but unaware of facilities and services provided by libraries
• under graduate student community uses books, newspapers, class notes, notes of seniors etc. and PG students and researchers use reference sources, journals etc and make use of library services at minimal level
• e-resources are not used optimally inspite of their advantages and economy
• ISB varies from user to user and user groups
• users expects need based collection and advanced services, but did not consult library staff
• ISB is shifting due to changing trends in libraries like use of internet resources, e-publications, databases, web resources, open source publications etc

The outcome of the literature review is, every user or group of user have different needs and ISB helps in identifying needs and solutions. Information literacy is needed due to changing practices and availability of e-publications. Users are interested in orienting themselves for proper information searching. Hence, ISB studies are gaining importance to make proper use of information wealth and searching the same.

2.6 Information Searching Skills:

The information searching skills of medical students and physician faculty was studied by DaRosa et.al (1983) and it was found that there was no difference in searching between third and fourth year students and the group of physicians. Fidel et. al. (1999) analysed the web searching behaviour of high school students and found that there is an increase in the use of World Wide Web as a tool for information gathering and learning. There is a need for library training to all the users along with library staff which may include information seeking and searching behaviour. In the survey conducted by Schilling et. al. (1995) it has been found that librarians have become partners in the educational process along with teaching faculty for the development of curriculum. The students consult the librarian for getting their information needs fulfilled. Chu and Law (2007) studied the searching skill of postgraduate students of education and engineering. They found that in the beginning the students searched for subject related references and the keyword searching was less but later on as they understood the subject their pattern of searching reversed. The study also found that education students used more complex keyword searches and adopted sophisticated search queries than the engineering students. The
usage of searching skills increased as the students became more familiar with the usage of these skills. Tsai et. al. (2012) conducted a survey which showed that net savvy students had better information searching strategies than those who were less net savvy. The study expressed the need for training students in the web searching strategies.

**Summary:**

The searching skills are necessary for searching proper information. These skills are advancing due to e-resources, development of databases and availability of information on internet. The users need to understand method of preparing search strategy for proper searching of information from the available information. Librarians are the only intermediaries for training the users in searching proper information using e-resources.

### 2.7 Future of Academic Libraries:

The future of academic libraries has been highlighted by Patil et. al.(2006) in the study on benefits of RFID (Radio Frequency Identification) system in libraries and way towards modernizing the libraries. Singh and Kaur (2009) made assumptions that the future of academic libraries is in the hands of librarians. It further emphasizes the need for change in academic libraries in the context of the emerging knowledge economy. It underlines the mandate of the National Knowledge Commission and highlights the present scenario with regard to higher education and access to knowledge and information. It highlights the impact of ICT and paradigm shift in academic libraries, library consortia, institutional repositories and open access archives as strategic response to the paradoxical situation of growing digital documents and declining library budgets. It also enlists the challenges and opportunities to be faced by the academic libraries. Tikekar (2009) in his study explained the special features of academic library and presented landmarks of the forward march like professional literature analysing the transitory period. The study also highlights the special features of 21st century academic libraries like library software’s, retrospective conversion and digital library initiative. The changing librarianship is explained and indicates the emphasis on new competencies for library and information professionals. It concluded that though the core work of libraries remains the same but practices have changed due to ICT applications. The library services have been enhanced and have become more effective. Saha (2009) has discussed issues related to library and
The role of the librarian and library professional has changed to cybrarian, information processor, information consultant etc. To cope with the rapid changes and to control the rate of information generation, librarians along with their professional colleagues have to equip themselves as per the requirement of the electronic information society. The author highlighted the reasons why library and librarian use modern technology and also tries to point out the role of the librarian in the changing society, services offered by the e-library, e-learning and issues faced by the librarian. Panda et. al. (2009) in their study on electronic books discussed the use and promotion of collection developments of e-books and emergence of e-books as e-resource which has grown drastically in the digital age. The concept and importance of Web 2.0 was studied by Jadon et. al. (2009). The concept of library 2.0 has emerged as a driving force in current libraries and follows the principles of web 2.0. The authors are of the opinion that the global building of internet connectivity and growing availability of computing and communication device have made the World Wide Web powerful. They have also suggested use of different services provided through blogs, Wikis, RSS and Social Networking etc. The authors concluded their study with the suggestion that Web 2.0 technologies are very essential for libraries and these new technologies have changed the library environment. The libraries can apply Web 2.0 applications to provide better services and information retrieval tools. Polger and Okamoto (2010) have discussed the student perceptions of academic library as teachers.

**Summary:**

Future libraries are digital and developing countries also seen marching towards the digital era. The academic libraries of future are based on automation, digital library, consortium building, use of IR, use of online databases, use of web tools and use of internet etc. These modern technologies help librarians to provide library services in various forms. The future of libraries including academic are changing along with their shape and acceptance of new technologies which are useful in libraries. The future libraries are changing shape and using more digital information sources and for this users need orientation for its proper usage in deriving desired information.
2.8 Trends in Management Libraries:

Raina (1997) proposed a resource sharing model for establishing a network among the IIM libraries. He is of the opinion that the future demands can be met only through resource sharing. Rao (2001) in his research article illustrated the challenges to be faced while developing networking of libraries and information centres in India. The author suggested that libraries and information centres may provide computerized services to users, promotion of resource sharing among member libraries, the development of a network of libraries and the coordination of efforts for suitable collection development at economical level. The concept of resource sharing has been expressed by Pandian et. al. (2002). This concept is termed as an economical aspect for collection development and user assistance in any library. They consider the main factors which affect such efforts are human attitude along with technological. Authors also suggested a framework for the internet based consortia model approach for facilitating information access and use by providing a single web enabled window to the information users for the participating institutions like IIMs. Cholin and Karsiddappa (2002) discussed the needs of library users, libraries to take active part and provide access to on-line resources. The paper has also discussed the role of OCLC (Online Computer Library Centre) and the services offered by OCLC in different packages to their members. Sreekumar and Sunitha (2009) discussed the efforts for searching on-line resources through the formation of consortium while Sridhar (2002) in his case study highlighted sharing of on-line resources among the ISRO libraries where the effort has been made by using the consortia approach effectively.

Ramesha et. al. (2004) evaluated IT based services on the basis of user requirements and satisfaction. The results of the study showed the lack of manpower as the basic cause in declining the quality of library and information services. Singh and Gautam (2004) presented an overview of the electronic databases developed in India and highlighted various electronic databases. Kanamadi and Kumbar (2006) discussed the web-based library services expected at management institutes in Mumbai city. The article explored the availability of institute website, importance and extent of the library details hosted on the institute website. This survey revealed the needs of management science users in terms of services required. Sinha (2008) identified various issues relating to access and
bibliographic control of e-journals, access management problems, policy issues and development of e-journals consortium approach to subscribe scholarly peer reviewed journals for the library users in network environment. He analysed various consortium efforts made in India. Author is of the opinion that the national institutions like IIMs, IITs and universities have to be involved in consortia approach for providing increased access to a number of e-journals and databases to the user community. Aher et. al. (2009) studied the impact of electronic resources on the libraries and their users in Nashik city. The study found 25% of students visited the library for electronic resources such as CDs, e-books and e-journals from the total population who visited for reading books and journals. Further the researchers mentioned the overall opinion of the user population that the electronic media helped them in understanding their subjects, gathering relevant information with a faster access as compared to the information in print form. Parameshwar and Patil (2009) surveyed the use of internet in management education by faculty and research scholars and presented the findings. The article concluded that internet is a major source of information collection and dissemination, use of internet is explored in every discipline and there is a need to acquire but searching skills to get the proper information from the ocean of available internet resources. Nwezeh (2010) conducted a survey and revealed that a majority of the users found the internet very useful. The concept of resource sharing was studied by Ranjan (2011) and it was found that rapid pace of change in knowledge resources is increasingly influencing the creation, publication and dissemination of educational materials and sharing of information having an impact on learning. The paper concluded with findings that there is an urgent need to share all the knowledge resources in business schools for effective delivery. The author highlighted and discussed the conceptual framework for sharing knowledge resources by different academic entities in any business schools. Rao (2011) indicated that the role of library is to guide the students in learning use of Google or Wikipedia rather than just copying the contents available in them. It has been observed that students prefer to consult the web resources to complete their projects rather than going to the library and referring the scholarly available resources.

Summary:
The management libraries are changing their practices and re-engineering the process in libraries due to implementation of ICT in education system, classrooms as well as in libraries. The use of internet web based technology, web resources, development of databases are increasing. There is a need for networking of management libraries and achievement of better resource sharing using consortium. It is noticed that management libraries are improving their status by initiating RS among them and using internet, web tools, online and offline access to information resources, delivering databases for specialised services, making use of e-resources etc. To support the changing needs assistance from librarians is needed as well orientation to users is also necessary.

2.9 Trends in ICT and Role of Librarians:

Rice (1989) pointed out that librarians are quite comfortable with the idea of making evaluative decisions while selecting information resources. He suggested that the users during the process of online searching of databases could conduct best possible searches using the acquired resources. Bates (1996) conducted a two-year study and found that most humanities scholars made little use of online databases. Scholars appreciated the fact that the databases covered many topics but complained about the difficulty of their search language and the lack of availability of desired resources. It is interesting to note that scholars regarded themselves as experts in their subjects and did not expect to learn anything new from the databases pertaining to search skills. Delgadillo and Lynch (1999) pointed out that most studies were carried out before the widespread influence of the internet in the 1990s. Libraries had catalogues, databases and online abstracts in the 1980s but the explosion of the internet and the rapid expansion of textual materials online had not evolved in those times. The availability of sophisticated computer technologies has changed the habits of scholars although the technologies have changed the ways in which most scholars create the product of their research. Bansode and Perirea (2000) reviewed automation and related areas in libraries and suggested that library automation in library is required to perform all the library functions. Ge (2005) studied how the internet has affected the information-seeking behaviour of social scientists and humanities researchers at Tennessee State University. The results showed that internet resources are playing an important role in the information-seeking process. The World
Wide Web was the most used internet resource. It was observed that the researchers in social sciences were using more electronic resources as compared to humanists. Bass et al. (2005) noted the increased use of electronic sources in comparison to use of personal reference and monograph collections. Formal information sources used by scholars included books, journals, library catalogues, databases, articles in popular scholarly press and the internet. A large number of the survey respondents mentioned usage of Google Scholar and other internet search engines in their research. Krishna (2006) emphasized the fact that librarians have to work over the large spectrum of libraries and information centres. Librarians also have to acquire advanced skills of ICT due to which the scenario is rapidly changing. The quality of manager in terms of innovation, efficiency, leadership in libraries has to be truly shared. Mahajan (2006) in his study pointed out that the science researchers were more positive towards the internet and its impact. It was recommended that faculty members and students should be encouraged towards usage of internet. The librarians should provide appropriate training for making proper and fruitful use of internet.

The concept of borderless library was discussed by Muzumdar (2007) along with the skills required by the library professionals in the ICT era. The study highlighted different programs to enhance skills among the professional’s like technical skills for managing computer and technological tools, skill for using internet and computer communication and networks, gaining knowledge on SMTP, HTTP, FTP etc. Information retrieval skill, traditional basic skills, managerial skills, communication skills, preservation skills, online searching environment skills required to face the ICT era. Author concluded with capacity building issues among library staff to manage the borderless library with group of skilled manpower to develop global information hub. He further added that skills would help in fulfilling the objectives of the NKC (National knowledge Commission). Kanamadi and Kumbhar (2007) analysed the impact of ICT on libraries attached to management institutes in Mumbai. Ramzan and Singh (2010) investigated the various IT factors which affected the attitude of librarians. The authors stated that information technological innovation has made impact on the library functions, operations, process, infrastructure and services at a very high rapid rate.
Rao et. al. (2009) focused attention on tools and skills of library professional and self-motivation. The author listed out a few tools for learning and development in LIS like formal education, training, workshops, library meetings, library week, library exhibitions, book fairs, internet browsing, memberships in professionals associations Institutional Repositories, library Websites, library consultancies, felicitation programs, etc. Gowda and Shivalingaiah (2010) reported preference of researchers to use electronic resources more than the print resources. This indicated that electronic resources had created a positive impact on research community for searching the information. Technological developments including tools and techniques influenced the information seeking behaviour of users. Muhammad et. al. (2010) conducted a study of usage of electronic resources and facilities by scholars of humanities and found that the users of humanities prefer the printed sources but they also pay attention to the electronic resources. These users have access to computer facilities at home and office also. They use a variety of electronic technologies regularly and perceived that modern technology made their work easier. Lihitkar and Lihitkar (2011) highlighted few library softwares which are useful for automation and supported functions like acquisition, cataloguing, circulation, serial control and online public access catalogue (OPAC).

Summary:
In the modern era use of ICT in libraries is changing the role of librarian. The use of Web 2.0 technology has shifted the libraries towards library 2.0 and the role of librarian as Librarian 2.0. Different authors have pointed out the fact that to sustain the libraries and librarians in ICT and digital era there is a need to acquire both traditional and advanced skills including computer, communication, technology, internet and database searching tools, online and offline information retrieval skills etc. To make meaningful use of available library resources it is necessary to find the seeking behaviour of users. Since the use of ICT is increasing and e-publications are growing the information seeking behaviour of users is changing. Similarly, limited knowledge of information resources affects the users searching behaviour. The opinion derived from this literature review is that ICT use is increasing and the librarians have to adapt the skills as well as train the users for proper information use available to them.
Chapter Summary:
From the literature analyses following facts are visible:

- There is phenomenal growth in management education globally including India and in prominent cities like Delhi, Ahmadabad, Chennai, Bangalore, Mumbai and Pune etc.
- The growth in management institutes is also visualized and more non aided management institutes are coming up in the country.
- Management institute libraries are changing their practices and have to re-engineer based on use of technology and information resources and provide better and efficient services form the qualitative need based collection.
- There is increased use of ICT in libraries. The e-resources are growing fast and e-publications are taking place of print slowly. Procurement of information resources are changing. Librarians need to procure document within limited budgets.
- Users are unaware of proper information search either from print or non print resources.
- Digital libraries are taking shape. Libraries are facing challenges due to modernization.
- Users need training or orientation for getting proper information. Use of online information resources as well as internet resources is increasing. Training of users is very important to make effective use of the available resources
- User’s demands and expectations are increasing and librarians have to understand the ISB of users for developing useful and qualitative collection. There is also a need to provide better and new services. User habits of seeking information are changing due to ICT and availability of e-publications and Internet resources.

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