CHAPTER - III

PART A : INFORMATION SOURCES AND SERVICES

3.1 INFORMATION SOURCES

Information is mankind's most valuable resource, which has played and continues to play a crucial role in building human civilization and society, in every field - social, economical, political, scientific, technology and so on. At the same time, there is no field of human activity, wherein information is not a component. Each and every action of an individual being is linked with information. Most of these individuals gain this by means of observation, experience and experiments.

During the recent decades, information needs have not only increased in volume and variety but also the same information because of its volume, requires be reprocessing and repackaging to orient it to different types of users.

3.2 SOURCES OF INFORMATION

A document in any form can be a source of information. For quite some time, the printed page has remained the most useful and reliable source of information. The printed page in the form of books, periodicals, reports, etc. is to be seen everywhere. Along with the printed page, some other forms of documents have also appeared on the scene asking for more and, more attention. These are various audio - visual materials, such as, films, filmstrips, various forms of phono-records, etc. which have been accepted as sources of information and are required in a modern library. More recently we have seen the development of yet another form of document where the information is available in machine - readable form only, for example, punched cards, magnetic tapes, disks, microforms, etc. A modern library has to deal with various types of documents.
3.3 TYPES OF INFORMATION SOURCES

a) According to S. R. Ranganathan (Guha, 1983)

- Conventional - Books, periodical publications, maps, atlases, etc.
- Neo - conventional - Standards, specification, patent, data
- Non - conventional - Microscopy, audio, visual, E-Resources
- Micro documents - Direct record unmediated by human mind

b) According to C W Hanson (Guha, 1983)

- Primary - Books, journals, reports, patents, thesis, trade literature, standards
- Secondary - Abstracting and indexing journals, citation indexes, subject bibliographies, reviews and surveys.

c) According to Denis Grogan (Guha, 1983)

- Primary - periodicals, research reports, conference proceedings, patents, standards, trade & literature, thesis
- Secondary - Indexing and abstracting services, reviews of progress, reference books - encyclopedias, dictionaries, handbooks, treatises, monographs, textbooks, etc.
- Tertiary - Yearbooks and directories, bibliography 'of bibliographies (list of books, location list of periodicals, lists of indexing and abstracting services), guide to the literature, lists of research in progress, guides to libraries, and sources of information, guide to organisations, etc.

3.3.1 Primary Sources

Primary sources of information are the first published records of original research and development or description of new application or new interpretation of an old theme or idea. These are original documents representing unfiltered original ideas. These constitute the latest available information. A researcher producing new information can make it available to the particular community through the primary sources.

Primary sources are unorganized sources, which are rather difficult to use by them. Primary sources may include periodicals, patent, standard, report, reprint, trade journal, classic book, letters, diaries, and other personal papers, photographs,
interviews and transcripts, Government and historical records, newspaper clippings and other original sources.

There are certain primary sources of information, which remain unpublished. Examples: (i) Laboratory notebooks. (ii) Memoranda (iii) Diaries (iv) Letters to or from a particular individual (v) Company files (vi) Internal research reports (vii) State papers (viii) Inscriptions on tombstones (ix) Portraits (x) Oral history (xi) Coins.

3.3.2 Secondary Sources

A document concerning a particular subject of inquiry which is derived from or based on the study and analysis of the primary source of information is called the secondary source of information. In the secondary source of information the original information is selected, modified and arranged in a suitable format for the purpose of easy location by the user. The secondary sources of information thus provide digested information and also serve as bibliographical key to primary sources of information. Secondary publication includes text book, reference book, review of the literature, etc. Secondary sources of information are those which are either refer to primary sources of information or contain information regarding primary or original information.

3.3.3 Tertiary Sources

The tertiary sources of information are last to appear and mostly do not contain subject knowledge. It is designed to provide information about information and so acts as a guide to the primary and secondary sources of information. The main function of tertiary sources is to aid the user in using primary and secondary sources of information. The tertiary sources of information are bibliography of bibliographies, guides to libraries, other organizations, indexing and abstracting periodicals, list of accession, list of research in progress, directories, etc.

3.4 INFORMATION SERVICES

The nature and efficiency of the information services provided by the libraries varies from one to another, owing to the whole range of interest of their user community. However, with the emergence of computers and communication technology have made it possible to provide a varieties of technology based
information services over a wide range of interests, which were not possible earlier. The major objectives of any library are to save the precious time of the library customers and to provide the right information to the right customer, timely in anticipation. By providing the information services to the users community the library is able to fulfill its aims and objectives for the promotion of advanced learning and research. Extending the active library services by the library to the users community is a very fundamental in attaining the total quality in library service systems. Some of the basic library services of the any universities are compilation of bibliographies, reference and referral, CAS, SDI, photocopying, bibliographies, Inter library loan and Internet search and CD-ROM services.

To meet the varied and complex information needs of users, information centres have developed various techniques and services so as to provide their users the required information pin pointedly, exhaustively as well as in a form which could best suit their purposes. Different services such as SDI, CAS, Referral, and Repackaging of information, Translation, Reprography and others are some of the services being rendered by these information centres.

3.4.1 Reference Service

Dr. S. R. Ranganathan defined reference service as the process of establishing right contact between the right reader and the right book at the right time and in the right personnel way.

Reference service is of two types:

1) Ready reference service.

2) Long range reference service.

3.4.1.1 Ready Reference Service

According to Ranganathan, Ready Reference service is reference service finished in a very short time in a moment if possible (1961). Ready reference service is more or less fact finding service.
3.4.1.2 Long Range Reference Service

As the name indicates, immediate satisfaction can not be provided in long range reference service. It is difficult to say as to how much time is required for search before it becomes long range reference service. In long range reference service, the search starts with ready reference sources of information and is continued into ordinary books, periodicals, non-book materials, etc. In case, information is not located in the library, then search may be continued into resources of other libraries. If necessary, the search may be carried to libraries in the other parts of the world.

3.4.2 Referral Service

Referral service is defined as "the process of linking a person with a need/problem with a service which will meet the need or solve the problem". The emphasis of this definition is that referral is an activity or process and never a producer. These entire concepts emphasize that the referral activity, unlike reference service, is never and need not be confined to the library domain, but involves and interacts with the information society as such which includes any individual or institution.

3.4.3 Current Awareness Service

Current Awareness Service is an announcement mechanism usually in documentation form. It is designed to meet or cultivate the current approach to information. It also provides information about the recent developments taken place in subject field. This service covers broader subject area of reassert. Through which the users of information can be informed promptly, as soon as possible after publication but before absorption into the comprehensive, secondary sources, of current literature on a broad subject field or on an area in which a group of persons are interested, and presented in a manner, volume, and rhythm intended to facilitate or cultivate current approach to information.

3.4.4 Current Additions

It contains bibliographic entries pertaining to the document added to the library. It includes Books, Conference Proceedings, Reports and other documents added to the library. The entries are arranged subject wise. Author and Keyword Index is provided at the end of the list.
3.4.5 SDI Services

Selective Dissemination of Information (SDI) is based on the concept of personal service. It is one of those services, which are directed towards individuals so as to cater to individual requirements. It is a refinement of the idea of current awareness service. H.P. Luhn is a pioneer in this field. According to him, "SDI is that service within organization which concerns itself with channelling of new item of information from various sources to those points within the organization.

3.4.6 Document Delivery Services

Delivery Service basically refers to the supply of photocopy of research papers from journals or conference proceedings, against a request from a user either through the librarian or from the users directly. The users can send their request either by post, E-Mail or Fax. On the bases of users request for photocopy of any article/articles of journals, the request shall be met within a fortnight from the date of receipt of the query. The library will charge at nominal rate for handling the service.

3.4.7 Reprographic Services

The Library should be equipped with most modern photocopying machines and offer Xeroxing facility to students, faculty, staff and outsiders. The advantages of reprography are: Procuring copies of out-of-print material or unpublished works such as laboratory notes; Securing the contents of valuable documents; Publication in limited editions; Saving storage space; Acquisition of copies of portions of books, periodicals, etc. without having to acquire the whole of the original etc.

3.4.8 Compilation of Bibliographies

This service involves compilation of bibliographies on selected topics on demand and in anticipation.

3.4.9 Newspaper Clipping Service

In the Newspaper Clipping Service, a library subscribes to one or more daily or weekly newspapers, carefully chosen for their coverage of areas of interest to the organisation of which the library is part. Each of the newspapers is scanned and any items of news that are considered to be of interest to the user group are clipped (i.e. cut), and pasted on a sheet of thicker paper or card. The clipping is then assigned one or more subject headings or group/class codes. At periodic intervals, (eg. daily,
weekly) the clippings are arranged by subject headings and disseminated to users.

3.4.10 Research-in-Progress Bulletin

This kind of current - awareness service as the name suggests alerts user to new research projects and progress made in ongoing research projects. A research-in-progress bulletin usually contains information about the laboratory at which the project is being done, names of principal and associate researchers, funds and sources of funds, duration of the project and special equipment is use if any. In addition it includes a narrative description of the research project and/or progress achieved till date.

3.4.11 Indexing and Abstracting

Indexing and abstracting services bring together all or significant current publications, that lie scattered in a number of source documents. Indexing service facilitates identification of a published document with all its bibliographical details, thus providing access to literature. Abstracting services, while performing the basic access function, aids a user, through the summary or abstract, in deciding whether or not, the user should seek a copy of the original document for study or consultation.

3.4.12 Bibliographic Service

The Organizations, particularly those engaged in research activities, have active publication programmes. Frequently, their libraries are called upon to conduct the initial searches of the literature for relevant citations concerning a given project, provide assistance to staff in checking and verifying bibliographic citations and provide advice regarding bibliographic format and style. In addition, special libraries on their own initiative may complete various reading lists, bibliographies, bibliographic reviews and path finders to the literature on topics of interest to clientele of the organization.

3.4.13 Translation Service

The most expedient way to make the body of foreign language material available to the scientists and engineers of the system is by the provision of a translation facility. Translation from German, Danish, Russian, French, Japanese, etc. (main languages in which engineering literature is found) to English would be necessary. It may also be imperative, at a later date, to provide for translation
facilities to regional languages from English to facilitate access to information to the operating and technical personnel in the lower cadres.

3.5 ELECTRONIC RESOURCES

3.5.1. Meaning

An electronic resource is defined as a resource which requires computer access or any electronic product that delivers a collection of data, be it text referring to full text bases, electronic journals, image collections, other multimedia products and numerical, graphical or time based, as a commercially available title that has been published with an aim to being marketed. These may be delivered on CD-Rom, on tape, via internet and so on.

According to AACR2, 2005 Update, an electronic resource is: "Material (data and/or program(s)) encoded for manipulation by a computerized device. This material may require the use of a peripheral directly connected to a computerized device (e.g., CD-ROM drive) or a connection to a computer network (e.g., the Internet)." This definition does not include electronic resources that do not require the use of a computer, for example, music compact discs and videodiscs.

3.5.2. Categories of Electronic Resources:

2.1.1. Electronic Journals.
2.1.2. Electronic Books
2.1.3. CD-ROM Databases
2.1.4. Internet
2.1.5. E-mail
2.1.6. List serv
2.1.7. Usenet
2.1.8. Chatting
2.1.9. WWW

3.5.3. Electronic Journals:

E-journals are available in different formats for accessing like ASCII text, HTML, WWW pages and some use PDF. The e-journals are acquired through a number of sources including registration for free online access offered in conjunction with print subscription, consortium licenses, aggregation of journals
compiled by third party vendors and licenses for individual journals titles negotiated directly with publishers.

The major full text resources available including abstracting databases based on UGC Infonet resources are

- American Chemical Society (31 Journals): http://www.pubs.acs.org/
- Royal Society of Chemistry (23 Journals): http://www.rsc.org/
- Institute of Physics (36 Journals): http://www.iop.org/EJ
- American Institute of Physics (19 Journals): http://www.aip.org/
- Cambridge University Press (72 Journals): http://journals.cambridge.org/
- Project Muse (222 Journals): http://muse.jhu.edu/journals
- J-STOR (293 Journals): http://www.jstor.org/
- Emerald (28 Journals): http://www.emeraldinsight.com
- Nature (1 Journals): http://www.nature.com/
- Science Online (1 Journals): http://www.scienceonline.org/
- Encyclopaedia Britannica: http://search.eb.com/

3.5.4. Electronic Books

Essentially, an electronic book is just a metaphor for handling and structuring large volumes of computer based information. More precisely, such an artefact is usually considered to be composed of a collection of reactive (screen-based) pages of electronic information that are organized in a thematic way and that exhibit many of the characteristic features and properties of a conventional book.
3.5.5 CD-ROM Databases

The CD-ROM format provides reliable access to a wide variety of media, such as: computer data, images, text, audio and video. A CD-ROM is made of plastic and the data stored on each disc are digitally recorded on one track that begins at the center of the disk and extends about 3 miles to the outer edge of the disc. The data’s are recorded in a series of pits (microscopic holes) and lands (flat surfaces) which are read by a laser beam.

3.5.6 E-databases / Online Databases

These databases are either full text or indexing and abstracting databases available on the net. Generally, these databases are fee based, wherein the users are provided login user name and password to access the subscribed databases. For instance, EBSCO Databases viz. Academic Search Premier and Business Source Premier provides access to full text as well as abstracting information covering ample of scientific journals published around the world.

3.5.7 Electronic Magazines

E-Zine means electronic magazine and it is also called web-Zine. The articles that are stored of a file server may be distributed or accessed via a computer network.

3.5.8 Electronic News (E-News)

E-News can be accessed resources like LexisNexis and Factiva, and links to local, national and international newspapers.

3.5.9 E-Images

Digital images are electronic representations of images that are stored on a computer. These elements are called pixels (short for picture elements), and they are arranged in a grid format with each pixel containing information about its colour or intensity.

3.5.10 E-Subject Guides

The subject librarians maintain online subject guides that direct the readers to the best resources in their research area including databases, books, and journals. For example, if you have a business question, the business subject guide will provide database recommendations and ways to get started on business topics.
3.5.11 E-Conference Proceedings

A collection of academic papers presented at a professional association meeting or conference is made available online or in digital form.

3.6 ADVANTAGES OF E-RESOURCES

1) The information needed can be delivered from the most appropriate source to the user.
2) The user can specify his or her needs dynamically.
3) The information is obtained when it is wanted, so becomes “just in time” rather than “just in case” the user selects the information needed to answer the specific question.
4) The information is only stored should the user wish.
5) Electronic information sources are often faster than consulting print indexes.
6) When searching retrospectively, they are straighter forward when wishing to use combinations of keywords.
7) They open up the possibility of searching multiple files at one time, a feat accomplished more easily than when using print equivalents.
8) Electronic resources can be printed and searches saved can be repeated at a later date: They are updated more often than printed tools.
9) One main advantage, especially to distance learners or those with limited time to access the library, is their availability from outside the library by dial-up access.

3.7 DISADVANTAGES OF E-RESOURCES

A major drawback of e-resources is comprehensiveness. E-resources don’t generally date back as far as their print counterparts. However, this is changing as more and more materials are being converted to digital formats. Another drawback is that digital formats can be difficult to read on computer screens, especially if there are multiple pages involved. Generally, people do not find digitized resources as aesthetically pleasing as paper.

3.8 ICT BASED SERVICES

The major areas of emerging technologies viz. computer technology, data storage and retrieval, electronic image technology, network technology etc. can improve quality and efficiency of a system. With the tremendous volume of primary
literature appearing every year in all the disciplines, the users need ways to become aware of new critical items they should be reading. The information service that provides the assistance to the users by libraries using information technology automatically search on most recent entries in a database for the benefit of users is termed as info-tech based information services. The various Info-tech based information services are discussed below.

3.8.1 Digital Reference Service

Digital Reference Service provides professional reference service to users anywhere anytime, through an international, digital network of libraries. This service is a real-time reference service via the Internet by making use of valuable resources.

3.8.2 Online Public Access Catalogue

With the advancement of Information and Communication technology, applications of Computer technology with dedicated library software’s has enabled the libraries to develop new service known as Online Public Access Catalogue (OPAC) to the users. This reflects the library holdings in machine-readable format providing various searching access points like author, title, call number, Keywords etc. The OPAC in the networked environment is confined to the users within a campus, whereas the Web-OPAC extends its identity to the world by putting its resources made available in the bibliographical format.

3.8.3 Document Delivery Service

Document Delivery is a term used in libraries to refer to the process of acquiring a copy of an item, which the home library does not own and does not intend to buy in the original. Thus, it could mean Inter-library Loan, the process whereby copies of books are borrowed from resourceful library to other libraries or copies of articles are obtained from them. Under Document Delivery Service, a print copy of the article/document can be delivered to the user using preferably Information Technology gadgets. Even with the service of Pay Per View (PPV), the article can be downloaded from the publisher site and the user pays for each article downloaded online using credit card facility.
3.8.4 CD ROM Database Service

CD-ROM Databases include indexing and abstracting periodicals, encyclopaedias, directories and profiles. These databases facilitate easy searching of information with various access points and as a result, the libraries have preferred to develop these CD-ROM databases in the interest of users. The popular CD-ROM Publisher is Silver Platter, OVID etc. Some of the important databases are : Math Science ; Biological Abstracts ; Biotechnology Abstracts ; Sociological Abstracts ; Econ Lit ; Psych Info ; Cross Culture ; Georef ; ERIC ; LISA ; Dissertation Abstract International ; ABI/Inform and INSPEC.

3.8.5 Content Alert Service

The library can also provide the Articles-Alert Service to its users by downloading e-journals in which some of them are available freely and can be uploaded on to the intranet. The options include a search alert that lets you input author names, subject words, etc.; a volume/issue alert to discover when a new issue appears; and a citation alert that notifies you when an indicated article has been cited by someone in a newer article.

3.8.6 Selective Dissemination of Information Service

Selective Dissemination of Information (SDI) can be constructed to produce frequent computerized updates from the Primary sources or Abstracting databases or other information sources. By maintaining User Profile and Document Profile, one can provide E-SDI Service to its users. One can give personalized SDI service by sending the list of latest addition to the library, journal articles of their interest can be scanned and send as an attachment. Also articles of interest downloaded from the World Wide Web can also be saved and later on sent to the user or pasted on the bulletin board of the library page, saving the time required to surf the net.

3.8.7 Web Based Library Services

- Access to full text database
- Access to bibliographic database
- Selective Dissemination of Information
- Scanning of Documents and forwards
- Routing of periodicals
3.9 B-SCHOOL IN BANGALORE CITY

3.9.1 Introduction

Management education plays an essential role in today’s dynamic business environment. The rapid trend of globalization and technological changes made difficult for organizations to survive in the competitive world. As a result, the importance of management education has been increased many folds. Business executives need to update their skills to cope with sudden changes in the external environment. Due to the increasing complexity of the nature of organizations and businesses, there is a need compelling for the business schools to impart relevant, current and cutting edge knowledge to the students of business management. Management education can play a vital role in social uplift and igniting the entrepreneurial spirit in society.

The Master of Business Administration (MBA) is a master's degree in business administration, which attracts people from a wide range of academic disciplines. The MBA designation originated in the United States, emerging from the late 19th century as the country industrialized and companies sought out scientific approaches to management. The MBA degree has since achieved worldwide recognition.

- Resource sharing
- Current Awareness service
- Internet Browsing
- Web based OPAC
- Article alert service
- Library blog
- Directory of open access resources
- Online library guides
- Library orientation/library tour
- Online book reservation
Accreditation bodies exist specifically for MBA programs to ensure consistency and quality of graduate business education, and business schools in many countries offer MBA programs tailored to full-time, part-time, executive, and distance learning students, with specialized concentrations.

3.9.2 NBA Accredited B-Schools in Bangalore

The researcher has selected 24 NAAC accredited B-Schools of Bangalore City for his research study. A brief profile of the select B-School libraries is given below:

Table 3.1 shows that only 3 B-schools have less than five computers while other B-School libraries have more than 5 computers. Power back-up is available in all the B-School Libraries. All the 24 B-School libraries are automated.

Table 3.1
Institutional Profile: Section - 1

<table>
<thead>
<tr>
<th>Name of the B-School</th>
<th>No. of Computers</th>
<th>Back up facility</th>
<th>Status of Automation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acharya Bangalore B-School</td>
<td>&gt; 15</td>
<td>Available</td>
<td>Automated</td>
</tr>
<tr>
<td>AIMS Institute of Higher Education</td>
<td>11-15</td>
<td>Available</td>
<td>Automated</td>
</tr>
<tr>
<td>Alliance University-Alliance Business Academy</td>
<td>5-10</td>
<td>Available</td>
<td>Automated</td>
</tr>
<tr>
<td>Bangalore University-Canara Bank School of Management</td>
<td>&gt; 15</td>
<td>Available</td>
<td>Automated</td>
</tr>
<tr>
<td>Brindavan College</td>
<td>&gt; 15</td>
<td>Available</td>
<td>Automated</td>
</tr>
<tr>
<td>Christ University</td>
<td>&gt; 15</td>
<td>Available</td>
<td>Automated</td>
</tr>
<tr>
<td>Dayananda Sagar College of Management</td>
<td>&gt; 15</td>
<td>Available</td>
<td>Automated</td>
</tr>
<tr>
<td>Donbasco Institute of BMS</td>
<td>5-10</td>
<td>Available</td>
<td>Automated</td>
</tr>
<tr>
<td>East West College of Management</td>
<td>&gt; 15</td>
<td>Available</td>
<td>Automated</td>
</tr>
<tr>
<td>Jain University</td>
<td>11-15</td>
<td>Available</td>
<td>Automated</td>
</tr>
<tr>
<td>Jyoti Nivas College</td>
<td>11-15</td>
<td>Available</td>
<td>Automated</td>
</tr>
<tr>
<td>Kristu Jayanti College</td>
<td>&gt; 15</td>
<td>Available</td>
<td>Automated</td>
</tr>
<tr>
<td>M.P.Birla Institute of Management</td>
<td>5-10</td>
<td>Available</td>
<td>Automated</td>
</tr>
<tr>
<td>M.S.Ramaiah College of Arts, Science and Commerce</td>
<td>&lt; 5</td>
<td>Available</td>
<td>Automated</td>
</tr>
<tr>
<td>M.S.Ramaiah Institute of Technology</td>
<td>&gt; 15</td>
<td>Available</td>
<td>Automated</td>
</tr>
</tbody>
</table>
Table 3.2
Institutional Profile: Section - 2

<table>
<thead>
<tr>
<th>Name of the B-School</th>
<th>Digital Library</th>
<th>Xerox Machine</th>
<th>Web OPA C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acharya Bangalore B-School</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>AIMS Institute of Higher Education</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Alliance University-Alliance Business Academy</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Bangalore University-Canara Bank School of Management</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Brindavan College</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Christ University</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Dayananda Sagar College of Management</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Donbasco Institute of BMS</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>East West College of Management</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Jain University</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Jyoti Nivas College</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Kristu Jayanti College</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>M.P.Birla Institute of Management</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>M.S.Ramaiah College of Arts, Science and</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>M.S.Ramaiah Institute of Technology</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Oxford College of Business Management</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>PESIT University</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Presidency College Centre for Management Studies</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>R.V. Institute of Management</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Table 3.2 discloses that 18 B-School libraries have digital libraries functioning. Xerox machine is available in 22 B-school libraries and Web OPAC is available in 19 B-School libraries.

Table 3.3
Institutional Profile: Section 3

<table>
<thead>
<tr>
<th>Name of the B-School</th>
<th>WI-FI</th>
<th>RFID</th>
<th>Library Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acharya Bangalore B-School</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>AIMS Institute of Higher Education</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Alliance University-Alliance Business Academy</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Bangalore University-Canara Bank School of Management</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Brindavan College</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Christ University</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Dayananda Sagar College of Management</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Donbasco Institute of BMS</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>East West College of Management</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Jain University</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Jyoti Nivas College</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Kristu Jayanti College</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>M.P.Birla Institute of Management</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>M.S.Ramaiah College of Arts, Science and</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>M.S.Ramaiah Institute of Technology</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Oxford College of Business Management</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>PESIT University</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Presidency College Centre for Management Studies</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>R.V. Institute of Management</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Reva University</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Sambhram School of Management</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Institution Name</td>
<td>Wi-Fi Access</td>
<td>RFID Technology</td>
<td>Library Website</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>--------------</td>
<td>-----------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>St. Joseph College of Business Administration</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Surana College</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>T. John College</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

Table 3.3 reveals that 23 B-School libraries have extended wi-fi access. Three B-School libraries have implemented RFID technology. 15 B-School libraries have their own library websites.

### 1.11.1 Institutional Category-wise Distribution of B-Schools

#### Table 3.4: Institutional Category-wise Distribution of B-Schools

<table>
<thead>
<tr>
<th>Institutional Category</th>
<th>No. of B-Schools</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government</td>
<td>01</td>
</tr>
<tr>
<td>Private Aided</td>
<td>12</td>
</tr>
<tr>
<td>Private Unaided</td>
<td>05</td>
</tr>
<tr>
<td>Autonomous</td>
<td>06</td>
</tr>
<tr>
<td>Total</td>
<td>24</td>
</tr>
</tbody>
</table>

Table 3.4 reveals that out of 24 B-schools selected for the present research work, a maximum of 12 B-School are private aided followed by 6 autonomous B-Schools, 5 private unaided B-school and just 1 government B-School.

#### 3.9.3 DATABASES SUBSCRIBED

The 24 B-School libraries of the present study have subscribed to the following databases to serve their users.

- DELNET
- EBSCO
- IEEE
- Indiastat.com
- Sage
- PROWESS
- N-List
- Capital Line
- J-Gate Plus
- Proquest
- Emerald
- I-Scholar
- CRISIL
- Economic and Political Weekly
- Springer
- JSTOR

#### 3.10 CONCLUSION

The present chapter has given an overview of conventional information sources, conventional information services, ICT based e-resources and ICT based e-services. The later part of the chapter deals with a small profile of the study area
focussing on the ICT infrastructure available and databases subscribed by 24 B-School libraries. The forthcoming chapter will analyse the data collected by the researcher using various statistical tools and techniques and revel the interpretations in the form of tables and figures.

CHAPTER – V

FINDINGS, SUGGESTIONS AND CONCLUSION

5.0 INTRODUCTION

The data analysed and inferences drawn in the previous chapter is summarised and presented in the present chapter in the form of major findings of the study. The hypotheses set for the study in tune with the objectives of the study were tested with suitable tools and the results are summed up in the second part of this chapter. The suggestions required to make the effective use of library resources and services among the management students are enlisted in the third part and the directions for further researchers to extend the research more intensively and extensively are given in the fourth part of this chapter.

5.1 MAJOR FINDINGS OF THE STUDY

5.1.1 Socio-Demographic Profile