ACKNOWLEDGEMENT

The work that I hereby present is a representation of efforts not solely my own but of a number of people who have directly and indirectly supported me in my research and helped me complete this work on time.

First and foremost, I owe a deep debt of gratitude to my guide Dr. Shailendra Kumar, Associate Professor, Department of Library and Information Science, University of Delhi, for the immense assistance, guidance and supervision he provided me with at every stage of my research through discussions; besides help in working out the plan of action and earmarking its various stages. Without his encouragement and constructive criticism, this research work would not have been possible.

I am thankful to Dr M. N. Patel (Dept. of Statistics, Gujarat University), Prof. A.V. Gajjar (Retd. Prof., Dept. of Statistics, Gujarat University), and Prof. Ketan V. Gajjar (Swaminarayan Science College, Ahmedabad) for their ever willing guidance and valuable help in pursuing statistical analysis smoothly. I would like to offer a very special word of thanks to Mr. Chintan Shah and Mr. Gunjan Varde, students of M.Sc. Department of Statistics, Gujarat University, for the assistance they provided in conducting statistical analysis for my research.

I would be failing in my duty if I omitted to express my most sincere appreciation and thanks to all my colleagues at the Vikram Sarabhai Library, Indian Institute of Management, Ahmedabad, who always extended their help and cooperation with joy and generosity. I would like to extend my special thanks to Mrs. Meera Nanavati, Deputy Librarian; Mr. Upendra Pandya; and Mr. Pragnesh Parekh for making available the necessary documents as and when needed for my study. I am also thankful to Dr. H. Anil Kumar, Librarian, Indian Institute of Management, Ahmedabad, for encouraging me to complete my study.

I deem it my privilege to acknowledge the contribution of the staff members of the Publications Department of IIMA for their support in giving a final shape to my thesis; particularly,
Mrs. Pratima Desai, Material Reproduction Officer, for providing me with moral support throughout my study, Mrs. Kanchan Jansari for providing material reproduction facilities; and a large slice of credit to Mr. Paresh, DTP Operator, whose sincere efforts and skill of DTP made my thesis presentable with proper layout and formatting. Last but not the least I am thankful to Ms. Rina Patel for her ever help as and when needed.

I am grateful to all the librarians and the users of the libraries who spared their valuable time in responding to my questionnaire.

I would like to express my special thanks to Ms. Mitali Sarkar, Editorial Associate, Vikalpa, and Mrs. Jayashree Ram Mohan and Mrs. Nisha Ravindran for their editorial support.

I am highly obliged to my cousins Mr. Sanjeev Dani, Senior Vice-President & Regional Director – Asia, CIS, & Africa, and Mr. Chintan Parikh, Chairman, Ashima Group, for making my stay at Delhi comfortable by providing me accommodation and transportation facilities.

It is a great irony of fate, indeed, that my parents who always encouraged me to study further, are no more in our midst now, when I submit my Thesis for the Degree of Philosophy. I do, however, with deep faith believe that their pious souls are showering their choicest blessings from the Heavens. I wish to take this opportunity to offer my most grateful homage to my parents. It is their dreams and blessings that motivated me to complete this work of research.

Above all, I thank God Almighty for giving me the spirit and moral strength to complete this study.

Shreyasi Kanchanlal Parikh