PREFACE

This study is a comparison of library performance and its measurements and indicators in Research and Development and Special libraries. The libraries which were selected for the study are the libraries of Ahmedabad and Gandhinagar.

The nature of the research problem as it has been conceptualized in the present study has to do with the identification and measurement of the variables thought to be relevant to the phenomenon of library performance and finding if there is an interrelationship among the variables and whether there is any difference between the two types of libraries, i.e. Special Libraries and Research Libraries in terms of performance indicators and measures as a point of users and in the view of the librarian.

The objectives of the study are:

- To conduct a comparative study of performance measurements of Special and R & D Libraries by statistical significance between the performance measurement attributes of the libraries;
- To know the culture of assessment in the libraries;
- To identify the most applicable performance measurement and ranking of performance indicators according to the librarian’s perspectives;
- To identify leadership role of the librarian in the library;
- To understand the correlation between performance indicators of the libraries;
- To know the different roles played by the library;
- To find the use of Information Technology in expanding information access in the libraries;
- To know the publicity methods used by the libraries to increase user awareness;
- To learn about satisfaction level of the users.

The thesis is presented in seven chapters. The present study uses the questionnaire and interview method for data collection. The scales used for measuring the variables in this study were constructed on the basis of interaction with the librarians of the selected libraries and also some senior professionals in the field. One pilot study was conducted which involved interaction with the users of the libraries and the librarians, based on which, the questionnaire was modified. The response from the users and librarians was used to create the modified version of the questionnaire.
The cross-tabulation was run on SPSS Statistical software to obtain the result for both types of libraries - R & D and special libraries. For the Librarian Questionnaire, Non-parametric technique was used as the sample was small and Fisher's exact value was used for the analysis. For the Users Questionnaire, mostly weighted arithmetic mean technique was used for the analysis. The study shows the comparisons between the two types of libraries. Possible topics for further research on a similar scale might be standards, norms and targets, collection of data from a further set of libraries, and actual statistical data comparison.