Chapter 6
Findings, Suggestions and Conclusion
FINDINGS, SUGGESTIONS AND CONCLUSION

This study sought to examine the "ICT Skills and Attitudes of Library Professionals of Jamia Millia Islamia, Delhi". Most of the objectives are met satisfactorily and most of the library professional thinks that both Professional Competencies (like Managing Information Organizations, Managing Information Resources, Managing Information Services, Applying Information Tools and Technologies) and Personal Competencies (like skills, attitudes and values that enable librarians to work efficiently, be good communicators; focus on continuing learning throughout their careers; demonstrate the value-added nature of their contributions; and survive in the new field of work) are essential for performing the functions of library as ICT has saturated all levels of library operations and services.

FINDINGS

ICT Infrastructure

1. The present study reveals that the library have basic hardware facilities like enough number of PC's, Barcodes, Scanners, Photocopiers etc.

2. The study indicates that the library is using Windows as an operating system, LIBSYS to run the library activities, MS-WORD as word processing software and using Excel as spreadsheet software.
3. The library has membership in DELNET and INFLIBNET.

4. The library is using only barcode technology not RFID.

5. The library is providing the services such as lending, OPAC, reference, inter library loan and reservation etc to their users in computerized form.

6. All the important sections of the library such as acquisition, Cataloguing, Circulation, Serials Control, Reference and OPAC are automated.

Professional Development

7. Majority (66%) of the professionals have pursued higher education after entering the library profession.

8. Most (81.8%) of the professionals have acquired MLIS degree after entering the library profession.

9. 32% of the professionals have not pursued higher education for large numbers of the professionals think that they don’t need an additional degree in the present post.

10. ICT application in the library has influenced many professionals in pursuing education in Computer related courses after entering the library profession.

11. Analysis of the attitudes towards Continuing Education Programmes (CEP) proves that Library professionals have a positive attitude
towards CEP and that their attitudes are dependent on some of the personal characteristics.

12. The analysis also shows that ICT has influenced the participation in CEP as majority of the professionals attend CEP to get trained in the latest technologies and to acquire new skills.

13. It is revealed that the internet resources are the most preferred mode of information sources by 64% of Library professionals.

14. The study reveals that in the case of educational broadcasts on television network, a good majority 58% saw such programmes of educational interests. Importantly, IGNOU Programmes are the most proffered educational programmes.

15. The study reveals that in the case of E-learning programmes majority 42% have accessed online modules or e-learning modules and the most preferred module is that of IGNOU (40%).

16. Opinion about restructuring the present curricula of library and information science found that a good majority (70%) was positive about restructuring the curriculum.

17. In the case of topics to be added to the curriculum, IT oriented project work and apprentice training was pointed out by majority (71.42%) of professionals, Library software's was the next important topic preferred by 62.85% of library professionals.
18. The study reveals that majority of the professionals agree that their formal education has helped them in getting most of the IT related skills however it was also found that the professionals who have passed out their LIS courses during the 1980’s and 1990’s did not agree with the point since they did not have much IT related topics in their curriculum at that time.

**ICT Skills/Awareness**

19. It is evident from the study that most of the professionals are not directly linked with ICT based services.

20. The study reveals that the library professionals are much aware/skilled (above 50%) in the use of various technologies.

21. The study reveals that in the case of ICT based applications and services majority of the professionals have good skills. Majority (82%) of the library professionals are skilled in Windows based services and least number of professionals are skilled in Programming languages (14%).

22. The study reveals that the developments in web tools and services are not fully exploited by library professionals. Majority of professionals frequently use web tools/services such as e-mail, social networking, wikis, discussion groups, audio/video sharing/webcasting however some web tools/services such as
blogging, list serves, RSS feeds, social book marking and content management systems are used rarely by the professionals.

23. LIBSYS is the most common software known to majority (80%) of library professionals since the university library is itself using LIBSYS to support its services.

24. Knowledge about Digital library software is low among library Professionals. However Greenstone is familiar to 38% of the Professionals.

25. The study reveals that there is highly positive attitude of library professionals towards the application of ICT in their library.

26. The study reveals that lack of training is the main problem in the effective utilization of ICT according to majority of library professionals (70%).

27. The study reveals that in-house training programmes and workshops are necessary to update the knowledge/skills of library professionals.
TENABILITY OF HYPOTHESIS

The tenability of hypothesis can be checked in the light of above findings.

**Hypothesis 1 - Most of the professionals have enrolled for higher studies after entering the library profession.**

The study reveals that most of the professionals showed a positive attitude towards professional development and have thus enrolled for higher studies after entering the library profession. So the hypothesis is proved.

**Hypothesis 2 - Most of the professionals have acquired additional degree/diploma/certificate in IT after entering the library profession.**

The biggest challenges facing the library profession today is to use technology effectively. Thus most of the professionals have acquired additional degree/diploma/certificate in IT after entering the library profession. So the hypothesis is proved.

**Hypothesis 3- Most of the library professionals attend CEP to get trained in the latest technologies.**

Most of the library professionals showed a positive attitude towards attending CEP to get trained in the latest technologies and acquire new skills. So the hypothesis is proved.

**Hypothesis 4- Most of the professionals prefer internet sources to support their educational and information needs.**
The study reveals that most of the professionals prefer internet sources over printed sources of information to support their educational and information needs. So the hypothesis is proved.

**Hypothesis 5- Most of the professionals suggest revising curriculum of library and information science courses.**

The study reveals that most of the professionals suggest revising curriculum of library and information science courses because they think that due to developments and innovations in ICT more IT components should be introduced in the syllabi. So the hypothesis is proved.

**Hypothesis 6- Library professionals have the opinion that their education in LIS has helped in getting most of the ICT skills.**

The study reveals that the Library professionals have the opinion that their education in LIS has helped in getting most of the ICT skills. But the professionals who have passed out their LIS degree in 1980’s and 1990’s did not agreed with the point since at that time IT was not the part of their curricula. So the hypothesis is partially proved.

**Hypothesis 7- Most of the library professionals are aware/skilled in ICT based applications and services.**

Library professionals have learnt the use of ICT based applications either from their formal education or by acquiring an additional degree in IT. So most of them are aware/skilled in ICT based applications and services.
The hypothesis is thus proved.

**Hypothesis 8- Most of library professionals use the web tools frequently.**

The study reveals only fifty percent of library professionals use the web tools frequently. So the hypothesis is rejected.

**Hypothesis 9- LIBSYS is the most common software known to majority of library professionals.**

The library is using LIBSYS to support its services so it is the most common software known to majority of library professionals. The hypothesis is thus proved.

**Hypothesis 10- Most of the library professionals show a positive attitude towards the application of ICT in their library.**

The study reveals that most of the library professionals have a positive attitude towards the application of ICT in their library since they think that ICT facilitate quick access to current data and improve the quality of services. So the hypothesis is proved.
SUGGESTIONS

Based on the findings and views of the library professionals the following suggestions are put forward to improve the ICT based facilities of the Library and to enable the library professionals to utilize the ICT facilities more effectively, by improving their knowledge and skills in ICT applications and services in the library:

1. The library have to utilize effectively, the available resources to improve the ICT infrastructure.

2. Efficient utilization of budget is important to meet the ever-increasing cost of equipments and electronic resources.

3. Allocate more funds towards development of modern ICT based infrastructure and to maintain the existing infrastructure.

4. Library on its part can also put forward development projects to various funding agencies like UGC, DST, ICSSR etc and improve the library facilities with the help of such minor projects.

5. A standardized designation for Library professionals in the University is to be implemented with uniform pay scales.

6. In the changing electronic environment, additional qualification or training in information technology related areas should be considered while recruiting library professionals, in order to serve the IT perceptive academic community.
7. Incentives provided to teachers for career development must be extended to library professionals also, to encourage them to acquire higher qualifications.

8. A continuous programme of professional development should be made mandatory for all library professionals.

9. The training programmes and orientation programmes to develop skills of library professionals are to be organized by the institution in a regular manner and equal opportunities are to be provided to all library professionals irrespective of experience/designation to participate in workshops/seminars etc conducted by various other institutions and library associations.

10. Professional development activities ought to be encouraged from the junior most level to develop the competencies of all professionals in providing various technology based services.

11. The library and information science curriculum must be restructured in such a way giving more importance to practical skills in library professionals not only in technology, but also in traditional library topics, organizational and personnel management of libraries, public relations, soft skills, marketing of library services etc.
RECOMMENDATIONS FOR THE FURTHER RESEARCH

Based on the findings of the present study the following suggestions are made for further research.

1. Similar study can be conducted in other university libraries.

2. A comparative study can be conducted between two or more university libraries.

3. Evaluation of ICT based applications, services in University Library can be studied from a user’s point of view, and it would be helpful to improve the services in the University library.
CONCLUSION

The results of the study based on opinions from the library professionals listed here are applicable to library profession in general. Most of the library professionals have an optimistic approach towards the application of ICT based services in libraries. The professionals do not seem content with the opportunities in their work environment as suggested by the study. It may be mainly because of lack of adequate ICT infrastructure in University Libraries. Majority of the professionals irrespective of their age, experience or qualifications have suggested the need for more IT oriented topics in the curriculum. To develop competitive personnel in a technologically advanced world, the University administrators and Library associations must provide opportunities to develop skills in ICT applications, library management and soft skills. Library science schools and teaching departments across the country have to take significant steps to revise library science curriculum, and incorporate significant changes to achieve the demands and challenges of library science profession.