CHAPTER II
LITERATURE REVIEW

Objective

Aim of this chapter is to focus on the scanned literature about public libraries and related issues accordingly. Present chapter has been divided under the following headings and sub-headings:

- Introduction
- Definitional analysis
- Functions of Public Libraries
- Collection development
- Public Library Services
- Electronic networks
- Human resource development
- Library building
- Library furniture & equipment
- Library funding
- Marketing and promotion of public libraries
- Public Library legislation & governance
- Scenario at International level

2.1 Introduction

The literature review is essential as a means of organizing the researcher’s thinking and a record of evidence and materials gathered in the form of articles from various sources. Although it might seem that the literature review is a task with a clear beginning and a definite end, it is more ongoing and open than this. As new evidence and material come to light throughout the research, the review is reshaped and appended as necessary. In the entire research work it should be noted that one source of information or data had lead to another. The earlier studies, which are similar to this study were carefully referred and examined by the researcher.
According to Wiersma (1995) “The review of literature provides the background and context for the research problem. It should establish the need for the research and indicate that the writer is knowledgeable about the area”. The purpose is to share with the reader the results of other studies that are closely related to this study and to show any gaps that this study intends to fill.`` knowing what data are available often serves to narrow the problem itself as well as the technique that might be used” (Ferber and Verdoorn, 1962).

The past researches, which are similar to this research were carefully consulted and examined from different sources. The researcher accessed the bibliographies published by Association of Indian universities (AIU) since 1980-81 to the recent one; ie of 1993 published in 1997 were referred. Also in support of this, the researcher consulted bibliography of research in library and information science in India compiled by Pathak and Ramaiah (1986); Kumar (1987) as they do cover research conducted at MLIS, M Phil and PhD level in library and information science. Further bibliography of doctoral theses in library and information science compiled by Verma and Shailaja (1998) was also consulted. The websites of INFLIBNET (2009) as well as Vidyanithi (2009) were also searched for theses database.


It was found that only two studies have covered public libraries in Kenya. The problems and documents in public library system were discussed in depth by Mungai (1994) in this study two-dimensional framework has been provided. The emphasis has been more on problems and documents. Wafula (2003) from University of Bangalore has worked on IT related scope with special reference to Kenya public libraries. The scope of this research work was predominantly on IT in public libraries. The importance of funds, legislation and staff development in public library system has not been covered, whereas they are major fundamentals in Unesco public library manifesto, hence the present study has undertaken the public library system in Kenya in totality so as to fill the knowledge gaps.

After acquiring carefully selected books, journals and e-journals, the researcher made use of these materials widely. They added value to this study, by enabling the researcher to organize information for effective use of the study. Also literature published by the individuals on the subject and official documents issued by varies organizations were studied with a view to taking an account of the latest development taken place in the concerned field.

2.2 Public Library

2.2.1 Public Library concept

The word library comes from the Latin word ‘libraria’ which means a place where books and other writings are kept’ for the people to use and value them (Gujrat, 1970, p13). Library is a collection of graphic, acoustic and holistic materials, such as books, serials, manuscripts, maps, charts, filmstrips, microfilms, musical scores, or other literary and artistic materials kept, for use. Such a collection is maintained and serviced by an organized institution named as library (Webster’s Dictionary, 1989; Butler, 1961; Sengupta and Chakraborty, 1981).

Library is a social institution- it belongs to the community and the society, it is a product or outcome of actual necessities in modern civilization, and it is collection or selection of books, accomplished by machinery for their exploitation operated by people trained in the necessary techniques. Hence its collections are
one social mechanism for preserving the racial memory and transfer them to living individuals who need them (Jast, 1939; Murison, 1955).

Basically library can be classified into three major categories, these are:

i) Academic library (include university, college and school)

ii) Special library

iii) Public library

The term public library as it first appeared in its Latin (bibliotheca publica) as a technical term in seventeenth century onwards to distinguish the general university libraries of Oxford and Cambridge from those of endowed libraries (Kelly, 1973).

Unesco has had a very significant role to play in the development of libraries and documentation centres and information services in developing countries, by cultivating a sense of library development planning and by helping these countries shape the necessary course of action. Unesco’s Charter of the Book has became the torch bearer of its zeal for the development of library and documentation centres in developing countries. The charter in its Preamble states ‘Convinced that books remain essential tools for preserving and diffusing the world’s storehouse of knowledge; believing that the role of books can be reinforced by adoption of policies designed to encourage the widest possible use of the printed word; recalling that the constitution of the United Nations Educational, Scientific and Cultural Organization calls for the promotion of the free flow of ideas by word and image as well as international cooperation calculated to give the people of all countries access to the printed and published materials produced by any of them; recalling further that the general conference of Unesco has affirmed that books perform a fundamental function in the realization of Unesco’s objectives, namely peace, development, the promotion of human rights and the campaign against racialism and colonialism’(The Public Library, 1949). The emphasis on the development and practice of public libraries was increasingly felt and made explicitly during the discussions of the proposals for a public library conference and a summer seminar for librarians produced Unesco library manifesto of 1948 and revised in 1972, 1994 and 2002.
2.2.2 Public Library definition

According to Unesco public library manifesto (1994) public library is a democratic institution for education, culture and information.

Ranganathan (1972, p236) in his model public libraries Act defined the public library as:

i) ‘any library established and or maintained by local Library Authority, including the traveling libraries and service stations;

ii) Any library, open to the public free of charge and maintained and managed by the government or by any local body ;and

iii) Any library notified by the government as public library’

Public libraries are those libraries which serve the population of a community or region with multipurpose information- education –culture, agency in respect of information dissemination services, free of charge or nominal fee (UNESCO/IFLA 1981; Rout, 1986; Thompson, 1974).

UNESCO (1995) discussed public library in depth in its Public library manifesto, it states that ‘the Public library shall in principle be free from charge and that services should be provided on the basis of equality of access for all regardless of age, race, gender, religion nationality, language or social status’. UNESCO (1963) further states that ‘for the public library to be truly public it must fulfill some of the following conditions: It should be established under the clear mandate of law, so framed to ensure nationwide provision of public library service and be maintained wholly from public funds, and no direct charge should be made to anyone for its services’. The introduction of charges in the public library services has been call for with little public or political support (White, 1983) he calls for charges and criticized the free services by public libraries. With the spread of information and communication technology together with changing social priorities have been the driving forces to question the future of public libraries.

Universal library (1978; p426) describes ‘Public library’ as understood in the west (meaning unfettered service to all free of cost) has an altogether different connotation in India. It denotes any library which permits its materials to be used
by the public with or without paying fee. Consequently the so-called public library set-up presents a spectrum of arrangements. There are libraries set up and sponsored and or supported by the government, including local bodies.’ Private individuals and organizations have established libraries, some of which receive aid from government. Most of these libraries are ‘subscription’ libraries.

Libraries that are provided through public funding are for public use and the public good. Public libraries make use of materials in printed, audio-visual and electronic format in order to collect, preserve, organize, retrieve, disseminate and communicate information, ideas and the creative product of the human imaginations (Feather and Sturges 1997, p530). Public library fittingly is ‘the popular library’ as is a free library for the use of the public-publicly controlled and tax supported or maintained by the state, city, district library authority, government (Sengupta and Chakraborty, 1981; Venkatappaiyah, 1990).

Khan (1982, p131) found that the public library is a product of modern democracy and a practical demonstration of democracy’s faith in universal education as a lifelong process’ and that ‘it should be active and positive in its policy and a dynamic part of community life. It should tell people what to think but should help them to decide what to think about. Khan further states that public library can be referred as ‘a people’s university’ because when properly developed these play an indispensable role as community centres for education, information, recreation, and culture. These libraries provide the citizen the documents or information he/she needs for his responsibilities as a citizen and individual. It is the backbone of national harmony, intended to serve the information and educational needs of all types of readers without any distinction of cast, creed, sex, or religion. It is an institution for the public by the public and of the public. It is an institution for the dissemination of knowledge and promotion of learning. Public library is very powerful means to eradicate the social evils and divert the national energies towards progress and development’. Public library opens its doors to all sections of community (Tomar, 1992, p45; Leigh, 1950, p12).

The model public libraries Bill of the planning commission opined that the public library is ‘a library within the public library systems of the state maintained from public funds which permits borrowing without charging any fees, deposits,
subscriptions or asking for any other forms of guarantee’ emphases the importance of free library service without cess (Ranganathan, 1972).

‘This open doors policy helps an individual to develop his potentialities and abilities which otherwise would go waste for lack of proper resources, equipment or atmosphere. A public library attracts such an individual by means of its varied activities and provides him with materials for self-education’ (Leigh, 1950, p12).

‘The public library …is a social institution operating in a dynamic environment of aspirations, expectations, and ideologies, manned and controlled by personnel who can modify the character of the service offered in significant, even subtle ways’ (Luckham, 1971, p40; Rout, 1986, p131). Public libraries are locally based services for the benefit of the local community and should provide community information services. The services and collections they provide should be based on local needs, which should be assessed regularly (Das, (Ed) 2006, p15). They provide, the opportunity for personal and community development and artistic and scientific achievement through selection, preservation and dissemination of materials for education, lifelong learning, research, leisure and creation. Public libraries are agencies that speak directly to people. They help in literacy, foster culture and directly assist the production of books in indigenous languages.

2.2.3 Public Library System

According to dictionary definitions of a system is ‘An assemblage of objects united by some form of regular interaction or interdependence’. Foskett (1977, p16) describes the system as ‘the central feature in the concept of whole entities, whose parts are linked by a specific pattern of relations; the system as a whole is greater than the mere sum of its parts by virtue of this pattern. Each part may be considered a system, and the whole entity may in its turn be part of a supra-system. A combination of people, activities, events and objects resources working together to convert inputs to output is called as system (Kumar, 2002; Gore & Stubbe, 1975).

The library functions in the framework of two major types of systems: the data processing and the informational. The data processing system may be defined as the organization and the methods involved performing operations necessary to
effect the form or content of information needed to satisfy the library’s management requirements and goals. Chapman (1970, p7)

It is the communication of ideas and information for any type of users for their inseparable utilization in the promotion of democratic development of education to raise their economy as a result of sincere participation. Mostly it takes a pyramidal structure in nature with, state central libraries, district central libraries and village libraries. (Iyer, 1999, p.1). ‘public library system is the only possible neutral agency to give unbiased political, economical, industrial information to enable the voters to form their own judgment in helping the progress of a country and in keeping vigilance over the performance of the government’ (Ranganathan, 1972, p1). It is the only neutral agency best entrusted to serve the public in the democratic establishment in enriching knowledge and exercise best judgment.

Rout (1991, p23-24) argues that the concept of public library system has grown as independent single units. The concept of a library system as distinct from unitary libraries is not that old even in the west. This concept emphasizes that public libraries at different levels viz. state, city, district along with branches or service units should be so interlinked as to form part of system(s) or network(s). System consists of four components viz. Input, storage, process and output (Chapman etal, 1970)

2.3 Mission of the Public Library

The following key mission which relate to information, literacy, education and culture should be at the core of public library services:

1. creating and strengthening reading habits in children from an early age;
2. supporting both individual and self conducted education as well as formal education at all levels;
3. providing opportunities for personal creative development;
4. stimulating the imagination and creativity of children and young people;
5. promoting awareness of cultural heritage, appreciation of the arts, scientific achievements and innovations;
6. providing access to cultural expressions of all performing arts;
7. fostering inter-cultural dialogue and favoring cultural diversity;
8. supporting the oral tradition;
9. ensuring access for citizens to all sorts of community information;
10. providing adequate information services to local enterprises, associations and interest groups;
11. facilitating the development of information and computer literacy skills; supporting and participating in literacy activities and programs for all age groups, and initiating such activities if necessary. (UNESCO, 1994)

2.4 Functions of Public Libraries

Public libraries occur in variety of societies, in different culture, historical background, technological and at different stages of economical development. However, their service delivery has common characteristics although in a varied contexts in which they operate. They primarily provide resources in a variety of media to meet the both diverse users and their needs. Public libraries represent an indispensable link in the scientific system chain, a vital role link in the development and maintenance of wide range of knowledge innovation and ideas in society and individual level.

The public library is the local centre of information, making all kinds of knowledge and information readily available to its users. The services of the public library are provided on the basis of equality of access for all, regardless of age, race, sex, religion, nationality, language or social status. Specific services and materials must be provided for those users who cannot, for whatever reason, use the regular services and materials, for example linguistic minorities, people with disabilities or people in hospital or prison.

All age groups must find material relevant to their needs. Collections and services have to include all types of appropriate media and modern technologies as well as traditional materials. High quality and relevance to local needs and conditions are fundamental. Material must reflect current trends and the evolution of society, as well as the memory of human endeavor and imagination. Collections and services should not be subject to any form of ideological, political or religious censorship, nor commercial pressures.
Being an organization established, supported, and funded by the community, public library provides the following functions (UNESCO 1994; Das, 2006):

The public library as the name implies is one that caters to the information needs of the public at large, which means variety individuals with requirement-raging from the supply of simple recreate reading (in the form of newspapers and popular magazines and fiction) to others who have more complex needs of different nature and altogether.

1) **Provide education:** the need for an agency available to all, which provides access to knowledge in printed and other formats to support formal and non-formal education is the reason for the foundation and maintenance of public libraries and remains the fundamental purpose of these institutions. Learning does not end with the completion of formal education but is, for most people, a life-long activity, so public library compliments this provision. This is part of the active support literacy campaigns manifested through public library.

2) **Provide information:** it is a basic human right to be able to access an understanding of information. Being the age of information than ever before in the history of the world, public library has the key role in collecting, organizing and exploiting of information for its users to access it. The wide range of information sources in the present age, public libraries have the particular responsibility to provide access and make them readily available for users. As part of providing information they act as memory of the past by collecting, conserving and providing access to materials relating to the history of the community and of individuals. The vital role of the public library is to bridge the gap between the information rich and information poor which continues to widen stately and in every second.

3) **Provide opportunities for personal development:** the vital function of the public library is providing access to major collections of the world’s literature and knowledge, including the community’s own literature to users for their personal development. This creates an opportunity to develop creativity and pursue new interests on accessing the works of imagination and knowledge. In communities with high illiteracy rates the public library
provides the users with information needs on daily survival, social and economical development on basic life skills, adult basic education, and AIDS awareness programs.

4) **Provide by creating and strengthening reading habits in children and young people from early age:** the special reasonability to meet the needs of children and young people, by inspiring through excitement of knowledge. Public library provides works of imagination at early age of users to enrich and enhance their contribution to the society this inculcates the strength and habit of reading.

5) **Cultural development:** Public library by working in partnership with appropriate local and regional organizations provides spaces for cultural activity, organizing cultural programs, and ensure that cultural interests are always represented in the library’s materials. It should be with variety reflection of cultures represented in the community both in language spoken and read in the local community, support cultural traditions. This will function well on focusing on cultural and artistic development in the community served by the public library.

6) **Social development:** public library as a public space and meeting place functions in particular to the communities its serving, more so where there are few places people to meet, it draws people together. The public library provides information on leisure topics, brings people into informal contact with other members of the community hence a positive social experience.

7) **Function as an agency for change:** Public library acts as an agency for social and personal development and so it is a positive agency for change in the community. The public library impacts economical, social, and political life of individual and the community by providing a wide range of materials to support education and by making information accessible to all. Public library creates a well-informed and democratic society by empowering the people in development and their social lives, by the fact that public library is aware and close to the people issues it serves and provide information to them.

8) **Function as a place for freedom of information:** Public library is able to represent all ranges of human experience and opinion, free from the risk of censorship mostly in a democratic society. Their collection and services are
not subjected to any form of ideology, political, or religious censorship, nor commercial pressure. This is basically a human right which is to be upheld by all information managers.

9) **Access to all:** the fundamental function of public library is that its services are made available to all, not directed to one group or community in a given society. Services in their provision are equally available to the minority who for some reason may not be able to use the mainstream services. Both from funding development of services, design of libraries for (physically challenged) and opening time, are all planned with the concept of universal access as a basic principle. Collections development is also based on this concept of access for all.

10) **Provision for local needs:** Public libraries are locally based services for the benefit of the local community by providing information needs and operating within the context of that community. From both services and collection development the focus is on the local needs, which are normally assessed regularly to avoid getting out of touch with those it serves. The library managers should be aware from time to time of the changes in the society arising from social, economic development, demographic changes, and variations in age structure, education and employment.

11) **Local culture:** public library is the local agency of the community, from the collection, preservation and promotion of the local culture in all its diversity. All local historical collections, storytelling, oral tradition and exhibitions are maintained. It’s the key agency of local culture to the community it is serving, for the users of that community is a priority is information provision.

The emphasis given to any of the above functions will vary greatly according to the place and time of the stated public library. However, with the spread and the dramatic developments in information and communication technology (ICT) together with changing social priorities have led some to question the future of public libraries. During the last few years this rapid and very exciting developments have posed great challenges to public libraries in the ways of information collection, display and access. Many public libraries have responded to the challenge of electronic revolution and taken an exciting
opportunity to help bring users to the global conversation. Opportunities and dangers seem to be there, but the service will survive and thrive, so long as it meets the fundamentals requirements of the societies and individuals by keeping the quality that differentiate it from much of the mass, and some of the electronic information providers.

2.5 Collection Development in Public Libraries

2.5.1 Collection Development

The public library should provide equality of access to a range of resources that meets the needs of its users for education, information, leisure and personal development. The library should provide access to the heritage of its society and develop diverse cultural resources and experiences. Constant interaction and consultation with the local community will help to ensure this objective.

Collections complement services and should not be seen as an end in them, but their primary purpose is the preservation and conservation of resources for future generations.

Large collections are not synonymous with good collections, particularly in the new digital world. The relevance of the collection to the needs of the local community is more important than the size of the collection.

Collection size is determined by many factors, including space, financial resources, catchment’s population of the library, proximity to other libraries, regional role of the collection, and access to electronic resources, assessment of local needs, acquisition and discard rates, and policy of stock exchanges with other libraries.

2.5.2 Collection Development Policy

Each public library system requires a written collection development policy, endorsed by the governing body of the library service. The aim of the policy should be to ensure a consistent approach to the maintenance and development of the library collections and access to resources.

It is imperative that collections continue to be developed on an ongoing basis to ensure that people have a constant choice of new materials and to meet the demands of new services and of changing levels of use. In the light of today’s technological advances, the policy must reflect not only a library’s own collections
but also strategies for accessing information available throughout the world.

The policy should be based upon the needs and interests of local people, and reflecting the diversity of society. The policy should define the purpose, scope and content of the collection, as well as access to external resources.

2.5.3 Content of the Policy

The policy may proceed from statements of universal applicability that are relevant to all library services, through more general statements that are relevant to particular countries, or regions, to statements that are specific to particular library services and could include the following elements.

2.5.3.1 Element one

The first element consists of a clear statement of overall institutional objectives for the library, both long and short term. Mission and vision of the library statement will help library selectors and give specific meaning for the work of collection development. Also in this part of the policy the selection responsibility with the organization should be given.

2.5.3.1.1 Service clientele

Specific identification of the service clientele should be given in this stage of policy. Does this include anyone who walks to the library? Probably not? or at least not at the same level as the primary clientele. Who are the primary clients? does this group include all the local citizen, all the staff and students of educational institution?.

Will you serve others? If so, to what degree? Will the service to other be free or with fee? Are there other services differences to various groups? (Adult, children and blind, faculty and students)? Will there be service for disabled? Must all users come to the library?

2.5.3.1.2 Community analysis

A complete listing of patrons groups should be provided and further groups to be subdivided into various categories again. This will enable to achieve a proper balance of subjects and supplying the information needs of the service community under the jurisdiction of the service library. The following is the
example of major categories:

- Adults
- School-age children
- Preschools children
- Physically disabled
- Shut-ins
- Teaching faculty
- Researchers
- Staff and administrators
- Undergraduate students
- Postgraduate students
- Alumni

2.5.3.1.3 Patron needs

A complete listing of patron groups and formats should be given also the breakdown of all subject areas to constituent areas. Specific primary user group and secondary be given. After this data collected priority should be assigned to each area, to ensure the proper balance of subjects and supplying the information needs of the service community – patron. The outcome will exhibit assigned numerical value of patron to each subject in terms of both current collecting level and exciting collection strength.

2.5.3.1.4 Parameters of the collection

A general statement regarding the parameters of the collection should be included in this stage of policy. They include what subject fields will the library collect? Are there any limitations on the types of formats that the library will acquire (e.g. only printed materials, such as books, periodicals and newspapers)? What are the limits in audiovisual or non conventional collections? Identify relevant legislation.

2.5.3.2 Element two

In this section of the policy, the policy writer must break down the collections into constituent subject areas; identify types of material collected, and user for each subject on priority basis. The list of the constituent subject provides a
clear picture of the magnitude of the project of development collection, especially when ads are given in subject area considerations and ever changing formats.

2.5.3.2.1 Collections

The following categories of library materials may be represented in a typical public library, although this list is not exhaustive:

- fiction and non-fiction for adults, young adults and children
- reference works
- access to databases
- periodicals
- local, regional and national newspapers
- community information
- government information, including information by and about local administrations
- business information
- local history resources
- genealogical resources
- resources in the primary language of the community
- resources in minority languages in the community
- resources in other languages
- music scores
- computer games
- toys
- games and puzzles
- study materials.

2.5.3.2.2 Special collections

General acquisition and discard rates may not be relevant to some parts of the collection or to particular special collections or where special circumstances prevail. In these cases the collection policy must reflect the special needs. Particular examples of these exceptions are:

- Indigenous resources – the public library has a role in maintaining and
promoting collections of resources related to the culture of indigenous people and ensuring access to the

- Local history resources – material relating to the history of the locality should be actively collected, preserved and made available
- Libraries in communities with a high proportion of particular groups, e.g., children, retired people, young adults, indigenous peoples, ethnic minorities or unemployed people should reflect the needs of these groups in their collections and services.
- Reference collections – older reference material may need to be retained to provide historical data for research.

2.5.3.2.3 Formats

The following formats may be included in a public library collection although this list is not exhaustive and new formats are continually appearing:

- Books, both hard and soft covers
- Pamphlets and ephemera
- Newspapers and periodicals including cuttings files
- Digital information through the Internet
- Online databases
- CD-ROM databases
- Software programs
- Microforms
- Tapes and compact discs (CDs)
- Digital versatile discs (DVDs)
- Videocassettes
- Laser discs
- Large print materials
- Braille materials
- Audio books
- Electronic books
- Posters.
2.5.3.2.4 Range of resources

The public library should provide a wide range of materials in a variety of formats and in sufficient quantity to meet the needs and interests of the community. The culture of the local community and society must be reflected in the resource collection. Public libraries must keep abreast of new formats and new methods of accessing information and electronic resources including online access to periodicals and other databases. All information should be as readily available as possible, irrespective of format. The development of local information sources and resources is vital.

2.5.3.2.5 Criteria for collections

The main criteria for collections should be:

- A range of resources that cater for all members of the community
- Resources in formats that enable all members of the community to make use of the library service
- Inflow of new titles
- Inflow of new books
- A wide range of fiction categories and of non-fiction subject coverage
- Provision of non-print resources
- Access to external resources such as libraries of other institutions, electronic databases, local societies, government departments or the community’s knowledge of oral cultures
- Library co-operative relationship and arrangement with other libraries and information systems.
- Discard of old, worn and outdated books, non-print resources and information sources.

2.5.3.2.6 Small libraries and mobile libraries

The general acquisition rates would be inadequate to meet the needs of small libraries and mobile libraries where stock numbers are limited. All libraries require a certain minimum stock in order to provide a sufficient range of books from which users may make their selection. The acquisition rate of 250 books per 1000 population may not be relevant in the smallest service points, where physical
limitations may reduce stock levels below the minimum recommended level of 2500 volumes. In these cases the acquisition rates, renewal rates or exchange rates should be based upon the collection size rather than the population served, and be in the order of 100% or more per annum.

An efficient interlibrary loan system is essential in these situations (IFLA/UNESCO, 1994)

2.5.3.3 Element three

This section of the collection development policy statement deals with gifts, deselecting and discards, evaluation, complaints and censorship, budget allocations and priorities of library services. Each topic is important. However, each can stand alone, and some libraries develop longer, separate policy statement for each as the local condition will allow. Because they do have an impact or some relationship to collection development, the collection policy writers incorporate an abstract or summary of those policies instead of preparing something new.

2.5.3.3.1 Gifts

The golden rule for gifts in all categories of libraries is: Do not add a gift unless it is something the library would buy. Selection must resist the temptation to add an item because it is free. Processing costs are the same for gifts and purchased materials. A written policy must make it clear whether the library accepts only items matching the collection profile, or accepts any gift in the form of library materials. Applying the same standards to gifts as done to purchased items will also reduce later weeding costs and problems. However, if the library is trying to expand the collection through gifts and endowment monies, the policy should write who to coordinate the activities. Gifts and endowment monies are excellent means of developing a library collection, provided the library has maximum freedom in their use. Otherwise there should be a clear reasoned statement as to why the library does not accept conditional gifts.

2.5.3.3.2 Collection maintenance principles

Public libraries of any size will contain materials in a variety of formats. Collection maintenance applies equally to all materials whatever their format. Materials on open access should be in good physical condition and contain current
information. A smaller, high quality stock will result in more usage than a large stock with a high proportion of old, worn and outdated books, in which newer titles can be lost among mediocre stock. Using outdated reference material can result in the user being given inaccurate information.

Materials in electronic formats complement book collections and will replace them in certain areas. Reference works and periodicals on the Internet and on CDs are viable alternatives to printed formats.

2.5.3.3 Acquisition and discards

The library collection is a dynamic resource. It requires a constant inflow of new material and outflow of old material to ensure that it remains relevant to the community and at an acceptable level of accuracy.

Acquisition rates are more significant than collection size. The acquisition rate is often determined largely by the size of the resource budget. However, it can also be affected by factors, like: the number of books published in local languages, the population served, the level of use, the multicultural and linguistic diversity, age distribution of the population, special needs such as people with disabilities or older persons and access to online information.

The size and quality of the stock should reflect the needs of the community.

2.5.3.4 Complaints and censorship

The final section of the collection development policy statement outlines the steps to be taken in handling complaints about the collection. Eventually, every library will receive complaints about what is or is not in the library collection. The library can always buy the non stocked items or materials in the event of none stocked, but problem on the exciting collection needs to be addressed on the policy in a certain way. The guidelines for handling such should be provided in the established review procedure. Whatever system for handling library complaints, the ultimate chooses must become part of the collection development policy (Evans, 2004).

2.5.3.5 Reserve stocks

It may be necessary to maintain a collection of older and lesser-used books on shelves not directly accessible to the public. This should only contain books that
have a current or future use and that cannot be replaced or found in any other format. This may include special subject collections that are used on a regular, if limited, basis and out-of-print fiction. Books that contain outdated information or are in poor condition and can be replaced should be discarded and not held in a reserve stock. It is efficient to maintain a cooperative reserve with other libraries. The maintenance of a reserve stock should be a regular and on-going activity guided by preservation and conservation policy of the library concern. The availability of a wide range of information on the Internet and electronic databases reduces the need for public libraries to keep extensive reserve stocks.

2.5.3.3.6 Inter-lending & resource sharing

Each library collection is in some degree unique. No collection can contain all the materials that the members of its public require. Libraries, therefore, can greatly enhance services to their users by providing them with access to the collections of other libraries. Libraries can participate in resource-sharing schemes at any level, local, regional, national and international, involving libraries of a wide range of organizations with information resources.

The library should also make its collection available for loan to other libraries through participation in a network, for example, in a union catalogue or in a local network of information providers, such as schools, colleges and universities.

Overall service to the community is enhanced when libraries develop links for exchanging information, ideas, services and expertise. Such co-operation results in less duplication of service, a combining of resources for maximum effect, and an overall improvement in community services. In addition, individual community members may in some cases be of great assistance in helping the library to carry out special tasks or projects. Within a library service with several outlets a regular program of exchange of stock between libraries makes maximum use of the stock and provides users with a greater variety of titles from which to choose.

In order to meet the information needs of users the library should borrow materials from other libraries both within the same organization and beyond. The library should establish inter-lending policies, which address such issues as:

- Lending materials to other public libraries
• The type of materials it is prepared to lend or not to lend
• The length of time for which materials will be lent
• When it will request materials from other libraries
• Methods of shipment
• How the costs of the service will be met
• Action to be taken if materials are lost or damaged (Kaul, 1999).

2.5.3.3.7 Evaluation

Evaluation is essential to collection development. Evaluation helps to monitor the implementation of library and information services and quality and cost-effectiveness of services. It should indicate whether the evaluation process is for internal purposes or external. It should be able to establish the weakness and the strength of the library collection. Evaluation of the collection should be readily give feedback to the library management how money used and collection made have achieved the library objective, and improve access to library and information service and promote library development, so also it helps the selector in review of his/her work performance on regular basis (Evans, 2004).

2.5.4 Collection development program for new libraries

An assessment is required of the demographics of the community in the catchments areas of proposed new library developments to determine the initial mix of collections. The development of local and regional standards should be undertaken to take account of variations in the catchment’s population to be served by the new library. The following recommended standards relate to book provision. Additional standards will be required for other media.

2.5.4.1 Establishment phase

A basic collection should be established in new libraries to serve the needs of the general population within the catchments area. A sufficient range and depth of resources to meet general needs should be the aim at this stage rather than comprehensive coverage. The interlibrary loan system should be at its peak utilization during this phase to supplement the developing collections. In some countries materials from a national or provincial centre are used to supplement the local stock.
Ideally a new library should be established with a minimum base stock of 1.0 book per capita.

Where this is not achievable a modest growth plan should be implemented to establish this minimum base stock over a period of three years. Access to electronic information sources should also be included in this phase of development.

2.5.4.2 Consolidation phase

The objective under this phase is to achieve growth in the stock size, range and depth. Special conditions of the population are taken into account and collections developed to meet the more in-depth needs of the population served. The book discard factor comes into play and the collection growth rate decreases as discards begin to offset acquisitions. A growth to 2.0 books per capita would be a modest target over a three year period (IFLA/UNESCO, 1994)

2.5.4.3 Steady-state phase

The collections meet the needs of the community in depth, range and quantity. The quality of collections is maintained by acquisition rates matching discard rates. New formats are accommodated within the collections as they become available and access is provided to the widest possible range of resources through the use of technology.

2.5.5 Standards for book collections

The following proposed standards relate to book collections. Local and financial circumstances could lead to variations in these proposed standards. Where resources are severely limited these may be regarded as target figures and medium and long-term strategies should be developed to work towards achieving these standards in the future.

As a general guide by IFLA/UNESCO an established book collection should be between

1.5 to 2.5 books per capita – For every library user there should be 2 volumes. The minimum stock level for the smallest service point should not be less than 2500 books.
The following examples suggest the size of book stock for communities of different sizes.

**Scenario 1**

- Established library service serving 100,000 population
- Median book stock of 200,000 volumes
- Annual acquisition rate of 20,000 volumes

**Scenario 2**

- Established library service serving 50,000 population
- Median book stock of 100,000 volumes
- Annual acquisition rate of 11,250 volumes

**Scenario 3**

- Established library service serving 20,000 population
- Median book stock of 40,000 volumes
- Annual acquisition rate of 5000 volumes

In the smallest collections materials for children, adult fiction and adult nonfiction may be provided in equal proportions. In larger collections the percentage of non-fiction titles will tend to increase. These ratios can vary according to the needs of the local community and the role of the public library. Relevant collections to serve the needs of young adults should be developed. Where the library has a strong educational role this is likely to be reflected in the composition of the stock.

Where reliable population figures are not available alternative methods of developing standards are needed. The estimated size of the community served, the size of the library, and the number of current and anticipated users can be used as a basis for developing standards for the size of the collection. Comparisons with a number of existing libraries serving communities of a similar size and make-up can be used to determine a target figure for the size of the collection and the resources needed to maintain it. (IFLA/UNESCO, 1994; Das, 2006).

**2.6 Public Library Services**

In order to make the most effective use of available library and information resources, and take full advantage of the opportunities offered by the development
of electronic information sources, many countries are developing national information policies. Public libraries should be a key element in such policies.

A clear policy must be formulated, defining objectives, priorities and services in relation to the local community needs. The public library has to be organized effectively and professional standards of operation must be maintained. Cooperation with relevant partners – for example, user groups and other professionals at local, regional, national as well as international level- has to be ensured.

Information is an essential part of nation’s resources and access to it is one of the basic human rights. Information network are not meant for scientists, technologist, and scholars but also equally important for all citizens of the country to have access to the knowledge and information.

To have access to knowledge and information in public libraries, they should offer:

i) Technical services
ii) Public services

2.6.1 Technical services

Libraries at all level would get it almost impossible to discharge their collections to the users, without the collections being coded and allotted the unique numbering as per the scheme of classification to enable easy organization as well as description of the collection, hence following technical services need to be given by the library viz.

- Classification
- Cataloguing
- Preparation of bibliographic databases
- Indexing & Abstracting
- Content creation

2.6.1.1 Classification

For maximum use of library resources and saving the time of the user, public library has to classify its resources as per a particular scheme of
classification. This will help user to locate the needed information much easily.

2.6.1.2 Cataloguing

To search the information, catalogue is necessary, hence public library should prepare catalogue for every book by using some standard catalogue code with entries to meet the various approaches of users.

2.6.1.3 Abstract and Indexing

To access huge amount of information at shorter time possible, public library has to prepare abstracts and indexes which the user can scan and decide to use the document.

2.6.1.4 Preparation of Bibliographic Databases

The public library should make a bibliographic databases based on MARC or any other acceptable standard for its users, which will facilitate their inclusion in wider network.

2.6.1.5 Content creation

Content creation includes publication of information brochures and the development of web content by providing access to information about the library or held by the library in printed formats. This positions the library as an electronic gateway by the creation of links to useful web pages. (Evans, 2004)

2.6.2 Public services

The concept of a ‘library charter’, which identifies and publicizes the level of service the public library, should offer and what the users should expect out of the public library. This established a ‘contract’ between the public library and the users. Library charters have more credibility if they are developed in consultation with users who are major stakeholder in the public library (IFLA, 1994).

To be successful in fulfilling its goals the public library service must be fully accessible to all its potential users. Any limitation of access, whether deliberate or accidental, will reduce the ability of the public library to fully achieve its primary role of meeting the library and information needs of the community it serves. The following are important elements in delivering an effective public
library service:

- Knowing potential users and their needs
- Developing services to groups and individuals
- Introducing customer care policies
- Promoting user education
- Ensuring access to services
- Providing library buildings (IFLA, 1994).

The services of the library should not be subject to any form of ideological, political, religious or commercial pressure. Services must be able to adjust and develop to reflect changes in society, for example, variations in family structures, employment patterns, demographic changes, cultural diversity and methods of communication. They should take account of traditional cultures as well as new technologies, for example, support for oral methods of communication as well as making use of information and communication technology. In some countries the services that the public library must provide, are defined in library legislation.

The public library must provide services based on an analysis of the library and information needs of the local community. In planning services, clear priorities must be established and a strategy be developed for service provision in the medium to long term. Services should be developed for identified target groups and only provided if such groups exist in the local community.

Public libraries provide a range of services, both within the library and in the community, to satisfy their users’ needs. The library should facilitate access to its services for all, including those who have difficulty reading print. The following services, which should be easily accessible to the user in a variety of formats and media, should be provided:

- Loan of books and other media
- Provision of books and other materials for use in the library
- Information services using print and electronic media
- Readers’ advisory services including reservation services
- Community information services
• user education including support for literacy programs
• programming and events.

This is not an exhaustive list but an indication of some of the key services of the public library. The range and depth of provision will depend on the size of the library and the community it serves. Every library should aim to be an active participant in one or more networks, which will give the user access to a wide range of material, however small the access point. Service provision should not be confined to the library building but also taken direct to the user where access to the library is not possible. In providing services, both within the library and beyond, use should be made of information and communications technology as well as the printed word.

The following are further recommended services stands for public libraries by IFLA (1994).

Physical accessibility is one of the major keys to the successful delivery of public library services. Services of high quality are of no value to those who are unable to access them. Access to services should be structured in a way that maximizes convenience to users and potential users.

• User not to wait longer than 3 minutes to be served, at a counter or enquiry desk, except at peak periods.
• Answer to be provided to users while waiting, or be advised how long that will take.
• Users letters and telephone calls promptly and efficiently answered, and reply or acknowledge within 3 working days. If necessary, a full reply to follow within 10 working days.
• Library to supply 70% of requested items within 15 days and 80% within 30 days. Items which obtained from outside the county, library to let users know about the progress of their requests within a specified time, but not more than 60days.

2.6.2.1 Opening hours
In order to provide the best possible access to the library service, the library must be open at times of maximum convenience to those who live, work and study in the community (IFLA, 1994, Das, 2006).

Public library should provide services to all people without any discrimination of cast, color, creed, religion, etc hence the public library should provide services to:

- Children
- Young adults
- Adults
- Shut-ins

2.6.2.2 Services to children

By providing a wide range of materials and activities, public libraries provide an opportunity for children to experience the enjoyment of reading and the excitement of discovering knowledge and works of the imagination. Children and their parents should be taught how to make the best use of a library and how to develop skills in the use of printed and electronic media.

Public libraries have a special responsibility to support the process of learning to read, and to promote books and other media for children. The library must provide special events for children, such as storytelling and activities related to the library’s services and resources. Children should be encouraged to use the library from an early age as this will make them more likely to remain users in future years. In multilingual countries books and audiovisual materials for children should be available in their mother Tongue (IFLA, 1994).

2.6.2.3 Services for young adults

Young people between childhood and adulthood develop as individual members of society with their own culture. Public libraries must understand their needs and provide services to meet them. Materials, including access to electronic information resources, which reflect their interests and culture, should be provided. In some cases this will mean acquiring materials that represent youth culture, in a variety of media that are not traditionally part of a library’s resources, for example,
popular novels, book and television series, music, video tapes, teenage magazines, posters, computer games, graphic novels.

It is important to enlist the help of young people in selecting this material to ensure that it reflects their interests. In larger libraries this material, with appropriate furniture, can form a special section of the library. This will help them to feel that the library is for them and help to overcome a feeling of alienation from the library, which is not unusual among this age group. Relevant programs and talks to young adults should also be provided.

2.6.2.4 Services for adults

Adults will have different requirements of an information and library service related to the variety of situations they will encounter in their studies, employment and personal life. These requirements should be analyzed and services be developed on the outcome of that analysis.

2.6.2.5 Services to special user groups- physically & shut- ins

Potential users who, for whatever reason, are unable to use the regular services of the library have a right to equal access to library services. The library should, therefore, establish ways of making library material and services accessible to these users. These will include:

- special transport, e.g., mobile libraries, book-boats and other forms of transport to serve those living in isolated areas
- services taken to the home of those people who are housebound
- services taken to factories and industrial premises for employees
- services for those confined in institutions, e.g., prisons and hospitals
- special equipment and reading materials for those with physical and sensory disabilities, e.g., hearing impaired and visually impaired people
- special materials for people with learning difficulties, e.g., easy-to-read materials and cassettes
- services for immigrants and new citizens to help them to find their way within a different society and to provide access to media of their native culture
• electronic communication, e.g., Internet catalogues.

Services for people with special needs can be enhanced by the use of new technology, for example, speech synthesizers for the visually impaired, online access catalogues for those in isolated areas or unable to leave their home, connections to remote sites for distance learning. Mainstream service provision, for example, public access catalogues (OPACs) can often be adapted to meet the needs of those with physical and sensory disabilities.

Those who can benefit the most from technological developments are often the least able to afford the investment needed. Innovative schemes should, therefore, be developed by the public library to exploit the new technology in order to make services available to as many people as possible.

Services for ethnic groups in the community and for indigenous peoples should be developed in consultation with the group concerned. They are likely to include:

• The employment of staff from the group in the library
• Collections including the native literature of the group and reflecting the oral tradition and non-written knowledge of the people.
• The application of special conditions, developed in conjunction with local people, to culturally sensitive material (Moore, 1989).

2.6.2.6 Lifelong learning

The public library supports lifelong learning, working with schools and other educational institutions to help students of all ages with their formal education.

The challenge of providing educational support provides an opportunity for public libraries to interact and network with teachers and others involved in education. The public library should also provide a range of materials on a variety of topics which will allow people to follow their interests and support their formal and informal education. It should also provide materials to support literacy and the development of basic life skills. In addition the library must provide study facilities for students who have inadequate or no access to these facilities in their homes.

The development in distance learning is having an impact on the public
library. Distant learners, studying at home, are likely to make use of their local library as their primary source for material. Many will require access to the Internet which the public library should provide. Public libraries play an increasingly important role within the educational network and should provide space and access to materials to meet this demand (IFLA, 1994)

**2.6.2.7 Leisure time interests**

People need information to support their leisure time interests and meeting this need by a range of resources in a variety of formats is another key role of the public library. Public libraries must be aware of the cultural, social and economic changes in the community and develop services that are sufficiently flexible to adjust to these changes. The public library should also help to preserve the culture, history and traditions of the local community and make them readily available.

The public library, by organizing activities and exploiting its resources, should encourage artistic and cultural development in people of all ages. The library is also an important social centre for individuals and groups to meet both formally and informally. This is of special importance in communities where other meeting places are not available.

**2.6.2.8 Information services**

The rapid development of information technology has brought a vast amount of information within reach of all those with access to electronic media. Information provision has always been a key role of the public library and the ways in which information can be collected, accessed and presented have changed radically in recent years. The public library has a number of roles in providing information:

- Providing access to information at all levels
- Collecting information about the local community and making it readily accessible, often in co-operation with other organizations
- Training people of all ages in the use of information and the associated technology
- Guiding users to the appropriate information sources
- Providing opportunities for disabled people to have independent access to information
• Acting as a gateway to the information world by making it accessible to all, thus helping to bridge the gap between ‘the information rich’ and ‘the information poor’.

The dramatic development of the Internet has been largely unstructured and uncontrolled. The vast amount of information that can be accessed via the Internet is of variable quality and accuracy and a key role of the librarian is to guide users to accurate information sources, which will meet their requirements.

2.6.2.9 Services to community and community groups

The public library should be at the centre of the community if it is to play a full part in its activities. It should, therefore, work with other groups and organizations in the community. This will include departments of government and local government, the business community and voluntary organizations. An analysis of the information needs of these bodies should be conducted, and services be provided to meet these needs. This will not only help the organizations involved but will also demonstrate, in a practical way, the value of the public library to people in the community who are likely to have some influence on the future of the library service.

Many public libraries, for example, provide an information service to local government politicians and staff, giving a practical demonstration of the value of the public library. Library services can also be provided in a variety of places in the community where people congregate. Like metro stations, beaches, formal settlement or squatters’ areas, and the likes (Kaul, 1999).

2.6.2.10 Reading promotion and literacy

Reading, writing and the ability to use numbers are basic prerequisites to being an integrated and active member of society. Reading and writing are also the basic techniques needed for making use of new communication systems. The public library should support activities that will enable people to make the best use of modern technology. It should support other institutions that are combating illiteracy and promoting media competence. It can achieve this by:

• Promoting reading
• Providing appropriate materials for those with poor literacy skills
• Working with other agencies in the community involved in combating
illiteracy
• Participating in campaigns to combat illiteracy and improve numeracy
• Organizing events to promote an interest in reading, literature and media culture
• Promoting and providing training in the use of computer technology
• Promoting awareness of new developments in the media market
• Helping people to find the information they need in the appropriate format
• Co-operating with teachers, parents and other contact persons to help new citizens acquire the necessary educational skills that will help them to manage their lives in the new context.

The public library provides a range of creative literature and can use promotional techniques to bring its variety and range to the attention of its users. It can also organize interactive programs that enable users to exchange views about books that they have read (Subramanyam, 1980).

2.6.2.11 Customer care

The policies and procedures of the library should be based on the needs and convenience of the users and not for the convenience of the organization and its staff. Quality services can only be delivered if the library is sensitive to the needs of its users and shapes its services to meet those needs. Satisfied users are the best advocates of the library service.

The public library should have a positive policy of customer care. This means ensuring that in all policy planning, design of libraries and of systems, preparation of operational procedures and drafting of information and publicity material, a positive effect on the user should be a prime objective.

The following actions should be elements in a customer care policy:

• The image projected by all libraries must be neutral and objective
• Staff should be courteous, friendly, respectful and helpful at all times
• there should be a regular program of staff training in customer care
• All staff should receive basic awareness training on how to deal with people with disabilities or from ethnic minorities
• Jargon should be avoided in all forms of communication, verbal and written
• Staff should have a friendly and informative telephone manner
• Methods of communication with the users must be provided, e.g., billboards, bulletins, website
• Library services should be properly planned, adequately prepared and reliable
• The design of the library should be as convenient and inviting as possible
• Opening hours should be convenient for the users
• Open public access catalogues should be available on the Internet so that the user can access services from home and outside opening hours
• There should be efficient renewal and reservation services
• Services should be delivered beyond the library building when users’ needs require it
• Users should receive a response in the shortest possible time; letters and other forms of communication should be answered promptly and courteously
• Equipment should be provided to make library use convenient, e.g., drop-in boxes for returning materials out of hours, self-service issue and return equipment in the library, answering machines for communicating with the library out of hours
• All printed information about services should be available in appropriate alternative formats, e.g., large print, tape; they should also be available in minority languages
• When resources allow, good quality electronic equipment should be provided in the library including special equipment for the partially sighted and hearing impaired.

2.6.2.12 User Participation

Customers should be involved in service development

• By asking them through surveys what services they use and require
• By analyzing and responding to users’ complaints
• By monitoring users’ reactions to services and new initiatives
• By ensuring the input received from users is considered in the development
of policy and procedures

- By providing feedback to users about the effects of their input on service development
- By providing suggestion boxes and a complaints and commendations procedure.

2.6.2.13 User Education

The public library should help its users develop skills that will enable them to make the most effective use of the library’s resources and services. Library staff must act as information navigators to help users of all ages to make the most effective use of information and communications technology, and program of user education should be developed. As the new technologies become more commonly available, the role of the public library both in providing access to these technologies and in helping people learn how to make best use of them is of vital importance.

Guided tours of the library should take place regularly to introduce people to the library building and services and how to use its tools, for example, catalogues and technical equipment. These guided tours have to be carefully planned according to the needs of those taking part. Tours for groups should be organized in co-operation with the institution from which they come.

2.6.2.14 Relations with schools

One of the most important institutional relationships for a public library is that with the local schools and the education system in the service area.

- Types of linkages and/or forms of co-operation include:
  - Class visits to the public library
  - Joint reading and literacy promotion
  - Program of web-awareness for children
  - Jointly arranged authors’ visits (Evans, 2004).

2.7 Electronic Resourcing and Networks

Public libraries are instruments of equal opportunity and must provide a safety-network with technological advancement by becoming the electronic doorway to information in the digital age. They should enable all citizens to have
access to the information that will enable them to manage their lives at the local level, to acquire essential information about the democratic process and to participate positively in an increasingly global society. The library manager must ensure that networks are developed and maintained at national, regional and local level, using information and communication technology wherever appropriate. This enables a very wide range of resources to be brought to the user at a local level free and to access to the Internet/world wide web. They should also develop good working relationships with other agencies in the community, for example, schools, other local government departments and voluntary organizations for the benefit of the users, and to confirm the public library’s role at the centre of community activity, introduce and make use of specialized staff who are given adequate training in the use of the system with regular reviews. Making the library catalogue available on the Internet increases its accessibility to the public, and to other libraries, and improves the quality of the service. The public library’s role is becoming one of mediator, of being the publics’ electronic doorway to digital information and of helping citizens cross the ‘digital divide’ to a better future. Whereas, the librarian’s role is increasingly becoming as of ‘information navigator’ ensuring that they are part of information policy and user gets accurate and reliable information (IFLA, 1994; Sager, 1984).

2.7.1 Standards for Electronic Information facilities

The development of standards for the provision of electronic information facilities is at an early stage. Current standards include the following: A standard of one computer access point per 5000 population has been used in Canada.

A recently developed standard in England recommends that the total number of workstations, including those for online catalogues, that are available for public use, should not be less than 6 per 10 000 population. In Queensland, Australia it is recommended that the following be provided:

- For populations up to 50 000 – one PC per 5000 population.
- For populations over 50 000 – one PC per 5000 population for 50 000 population and one PC per each additional 10 000 population.

These standards recommend that at least half the public PCs should have access to the Internet and all should have access to a printer (IFLA, 1994).
2.7.2 Planning for the future

Library managers should be aware of developments both within and outside librarianship that are likely to have an impact on service development in the ICT. They should make time to read and study so that they can anticipate the effect of changes, particularly technological, on the future shape of the service. They should also ensure that policy-makers and other staff are kept informed of future developments (Bhattacharjee, 2002).

2.8 Human Resources

2.8.1 Educational qualifications

Staff is a vitally important resource in the operation of a library. Qualified librarians will have undertaken a degree or post-graduate course in librarianship and information studies at a school of librarianship. To ensure that they remain in touch with the latest developments, librarians should maintain a process of continuing professional development on a formal and informal basis. It is important that public librarians maintain close links with the schools of librarianship in their country and are fully aware of course content. Whenever possible they should participate in the work of the schools, for example, by contributing lectures, assisting in interviewing of prospective students and other appropriate forms of co-operation. It is recommended that in all levels of different library staff categories, they should have the following educational qualification:

- Library Technical certificate (LTC)
- Post Graduate Diploma (PGD)
- Bachelors of Library & information Science (BLiSc)
- Masters of Library and information Science (MLiSc)
- Doctor of philosophy (PhD)

The above educational qualification is desirable and depends on the kind of work to be performed and responsibility involved in it, at different levels of public library categories (Mittal, 1987).

2.8.1.2 The skills of library staff

The public library is a service aimed at all members of the community who will have varied and changing needs. Public library staff will require a range of
skills and qualities, including interpersonal skills, social awareness, teamwork and leadership and competence in the practices and procedures of the organization. The fundamental qualities and skills required of public library staff can be defined as:

- The ability to communicate positively with people
- The ability to understand the needs of users
- The ability to co-operate with individuals and groups in the community
- Knowledge and understanding of cultural diversity
- Knowledge of the material that forms the library’s collection and how to access it
- An understanding of and sympathy with the principles of public service
- The ability to work with others in providing an effective library service
- Organizational skills, with the flexibility to identify and implement changes
- Imagination, vision and openness to new ideas and practice
- Readiness to change methods of working to meet new situations
- Knowledge of information and communications technology (IFLA, 1994).

2.8.2 Staff categories & composition

The following categories and composition of staff are found in public libraries:

- Qualified librarians
- Library assistants
- Specialist staff
- Support staff.

In some countries there is an additional category of library technician, or Para-professional, with an intermediate level of qualifications. Staff in all categories may be appointed on either a full-time or part-time basis. In some countries two or more people share a single post, a practice known as job-sharing. This provides the opportunity to appoint and retain experienced staff that may not be able to work full-time.

The composition of the staff should, as far as possible, reflect the make-up of the population it serves. Where, for example, there is a significant number of people from a particular ethnic group within the community, the library staff should include members of that group. This demonstrates that the library is a service for all members of the local community and will help to attract users from
all sections of the public.

2.8.2.1 Qualified librarians

Qualified librarians are professional staffs who have undertaken a course of study in librarianship and information studies to degree or post-graduate level. A librarian designs, plans, organizes, implements, manages and evaluates library and information services and systems to meet the needs of the users of library and information services in the community. This will include collection development, the organization and exploitation of resources, the provision of advice and assistance to users in finding and using information and the development of systems that will facilitate access to the library’s resources. Qualified librarians will have regular contact with members of the community that they serve. In order to fulfill its functions staff with expertise in specific areas, for example, children’s librarians, information officers and reference librarians should form part of the professional team.

The librarian is an active intermediary between users and resources. Professional and continuing education of the librarian is indispensable to ensure adequate services. Trained and competent staff in adequate numbers is vital to selection and organizing resources at the same time assisting users. The professional staff has a good knowledge both of the principles and the techniques of their work. Professional protocols and standards are safe in the hands well trained staff. Thus in addition to the experts on acquisition, cataloguing, and information works like subject specialists, librarians to have special skills in dealing with children. For the chief librarian of the public library should be sympathetic towards readers and should be capable of understanding varied tastes of the public. Besides advanced learning, he should also be able to command respect by his qualities of leadership.

The following is a list of some of the duties of the qualified librarian. This list is not exhaustive nor is it likely that the qualified librarian will undertake all these activities simultaneously:

- Analyzing the resource and information needs of the community
• Formulating and implementing policies for service development
• Planning services to the public and participating in their delivery
• Retrieving and presenting information
• Answering reference and information enquiries using appropriate material
• Assisting users in the use of library resources and information
• Developing services to meet the needs of special groups, e.g., children
• Creating and maintaining databases to meet the needs of the library and its users
• Designing library and information services and systems to meet the needs of the public
• Developing acquisition policies and systems for library resources
• Managing and administering library and information systems
• Cataloguing and classification of library materials
• Promoting library services
• Evaluating library services and systems and measuring their performance
• Selecting, evaluating, managing and training staff
• Budgeting
• Strategic planning
• Participation in planning, design and layout of new and refurbished libraries and of mobile libraries
• Keeping up-to-date with current developments in librarianship and information services including the relevant technologies (Mittal, 1987).

2.8.2.2 Library Assistants

The duties of the library assistant include routine circulation functions and operational library tasks such as shelving, shelf-checking, processing library materials, data entry, filing, secretarial support and basic level reader enquiry work. Library assistants are the staff the public will come into contact with most frequently. It is essential, therefore, that they should have a high level of interpersonal and communication skills and receive appropriate training.

2.8.2.3 Specialist Staff

Large public library services may employ specialist staff to carry out
specific functions, for example, computer system managers, administrative, financial, training and marketing staff. Specialist staff may have a qualification in their specialism rather than in librarianship.

2.8.2.4 Support Staff:

Support staff includes caretakers, cleaners, drivers and security staff. They carry out important functions, which contribute to the smooth operation of the library service. They should be regarded as an integral part of the library’s staff.

2.8.3 Staff management

Library staff is a vital element of the library’s resources and staff salaries are normally the largest part of the library budget. It is very important that the management of staff should be sensitive, consistent and based on sound principles if staff are to work most effectively and with high levels of motivation and job satisfaction. The following are important elements of staff management:

• An equitable procedure and ethical standards be observed during staff appointments. Job and person specifications should be drawn up prior to a post being advertised. Interviews should be conducted in a way that is fair to all applicants. Appointments should be based solely on professional judgment and suitability for the post and not be prejudiced by any other factors.

• Good communication between staff at all levels. Managers should review internal communication systems regularly to make sure staff is well informed about the policies and procedures of the library service.

• The opportunity for staff to participate in the development of policy and operational procedures as part of career development. Initiative should be encouraged to make the best use of the skills and experience of staff. By bringing staff into the decision-making process they will feel they ‘own’ the policies and procedures of the service.

• The principles of affirmative action, mentoring, training and including the creation of nominated positions for special needs areas, may be adopted (Unesco, 1994).

2.8.3.1 Ethical standards
Public library staff has a responsibility to maintain high ethical standards in their dealings with the public, other members of staff and external organizations. All members of the public should be dealt with on an equal basis and every effort must be made to ensure that information provided is as full and accurate as possible. Librarians must not allow their personal attitudes and opinions to determine which members of the public are served and what materials are selected and displayed. The public must have confidence in the impartiality of the library staff if the library is to meet the needs of all members of the community.

2.8.3.2 The Duties of library staff

The operation of a library should be a team effort with a close working relationship between all members of staff. It is important, however, that staff are used primarily for tasks related to their skills and qualifications. It is a wasteful use of scarce resources, for example, for qualified librarians to regularly carry out routine circulation functions. For the same reason it is not necessary to have a qualified librarian in every library regardless of size or circulation rate. Small libraries open for limited hours do not require the continuous presence of a qualified librarian. They should however be under the supervision of a member of the qualified staff. All users should have the opportunity of access to a qualified librarian. Staff should have a written contract at the time of their appointment, which clearly states their duties and responsibilities. These should not be changed without consulting the member of staff involved. Through a structured system, work subdivisions are arranged, defined and co-ordinate for the set goal of the library and brings together all the staff members as a team, hence efficiency and effectiveness is achieved (Mittal, 1987 and Das, 2006).

2.8.3.3 Staffing levels

The number of staff required in each library service will be affected by a range of factors, for example, the number of library buildings, their size and layout, the number of departments within each building, the level of use, services provided beyond the library and requirements for specialist staff. Where some services are provided or supplemented by a regional or national central agency this will have an impact on the number of staff required at local level. The level of available
resources is also a critical factor. Allowing for these and other local differences the following basic staffing level (excluding support staff) is recommended: One full-time equivalent member of staff for 2500 population One-third of staff (excluding support staff) should be qualified librarians.

These are basic recommended levels, which will be affected by local circumstances. Where reliable population figures are not available staffing levels can be related to the size of the library, the range of its functions and the number of users. Another method of developing an appropriate staffing level for a library service is to carry out bench-marking with libraries of comparative size and similar characteristics (ILFA, 1994).

### 2.8.3.4 Training

Training is a vital element of the activities of a public library. There must be a planned and continuous program of training for staff at all levels, which should include both full-time and part-time staff. The rapid developments in information technology make the need for regular training even more essential, and the importance of networking and access to other information sources should be included in training programs. Specialist and support staff should receive induction training in the functions and purpose of the public library and the context in which it operates.

In budgeting for the implementation of new systems, an element should be included for training. In large library services a post of training officer should be created to plan and implement the training program. To ensure funds are available for training a set percentage of the budget should be earmarked for this function. It is recommended that 0.5%–1% of the total library budget should be earmarked for training purposes.

This level of funding for training should be maintained at times of budget reductions as the need for a well-trained staff is very important in such circumstances.

### 2.8.3.4.1 Mentoring

An effective and economical method of training is to introduce a system of mentoring. New staff works with a more experienced colleague who provides guidance and training. The mentor should be able to advise the new member of
staff about issues relating to their work and employment. A checklist of the training provided by the mentor should be maintained to ensure that it is carried out effectively.

2.8.3.4.2 Contacts

In addition to in-service training staff should be given opportunities to attend short courses and conferences relevant to their ability to carry out their work. They should be encouraged to be active members of the relevant library association, as this creates links with other library staff and provides opportunities for an exchange of ideas and experience. It may also be possible to arrange staff exchanges with staff in other libraries, either in the same country or in a similar library in another country, which can be a valuable experience for all those involved.

2.8.3.4.3 Career development

In order to motivate and retain skilled staff opportunities for career development should be available at all levels. A scheme of performance appraisal should be in place that provides staff with an evaluation of current performance and guidance in improving and developing their skills. It also presents an opportunity to review career progression.

2.8.3.5 Volunteers

Where a library uses volunteer help from individuals in the community to assist library staff, a written policy should be in place defining the tasks of these volunteers and their relationship to the library operation and staff. Volunteers should not be used as a substitute for paid staff (IFLA, 1994).

2.8.4 Working conditions

All library staff should have satisfactory working conditions and the conditions of employment should be clearly stated in the contract given to the new member of staff when they are employed. Salaries should be at a level appropriate to the level of work being undertaken and competitive with other similar jobs in the community. Working environment should meet the working conditions for the safety and health at all times.
2.8.4.1 Health and safety

The health and safety of staff must be a high priority and policies and procedures put in place to reduce risks. Consideration should be given to:

- good working conditions for staff
- ergonomically designed furniture and equipment
- availability of technical aids for employees with special needs and disabilities
- the drawing up of evacuation plans and their testing on a regular basis
- identified health and safety risks being rectified at the earliest opportunity
- ensuring that all equipment and cabling conforms with recognized safety standards
- the establishment of a staff health and safety committee
- appointment and training of staff as first-aid officers and fire wardens
- provision of safety devices for staff, particularly when staff work at nights or away from the library
- providing advanced driver training for staff who drive library vehicles
- protective clothing when required
- limiting the weight of cartons and loads on book trolleys.

Public libraries are often open for long hours including evenings and weekends.

In creating work schedules for staff every effort should be made to ensure that their working hours provide them with adequate time off at appropriate times for social activity. It is vital that good labor relations are maintained and fostered with staff.

2.8.4.2 Anti-social behavior

In any building freely accessible to the public, staff will occasionally encounter users who behave in an unpleasant and anti-social manner. Staff should be trained in how to deal with such situations and have alarm systems that can alert other staff. Senior staff should be immediately available to assist staff and full records of such occurrences should be kept. A support system involving other staff and people from other agencies, for example, social workers, should be developed.
to help library staff deal with these situations (Das, 2006).

2.9 Library buildings

In general, while planning a library, the librarian and governing body should consider the following elements or building programs (Sager, 1984):

- the function of the library
- the size of the library
- designated spaces, standards and demographic data
- design features
- book stacks and accessible shelving
- sign-posting
- the ambience of the library
- location of service outlets
- environmental requirements
- safety
- parking.
- Library budget

2.9.1 The Function of the Library

The library should have adequate space to implement the full range of library services that are consistent with the library’s strategic plan and that meet local, area or national standards/guidelines. Both the present function and proposed future functions should be taken into account. Modular construction is mostly preferred for the main idea behind it is to keep the building as ‘open’ as possible, so that the rigid divisions are kept to the minimum. As a result, the use of the space is not pinned down to one function in the library but is interchangeable. Library work and function divides the staff accommodation into two kinds: the work-rooms behind the scenes and work with the public. The library should provide work flow system for all those works behind the scenes on its lay out (Thompson, 1963).

2.9.2 The size of the Library

Library planners should keep in mind that automation has changed library
service patterns and the design and size of the library must take current and future technology into account.

The amount of floor-space required by a public library depends on such factors as the unique needs of the individual community, the functions of the library, the level of resources available, the size of the collection, the space available and the proximity of other libraries. Because these elements will vary significantly from country to country and between different building projects it is not possible to propose a universal standard on the space required for a public library (Sager, 1984).

2.9.3 Designated spaces, standards and demographic data

The library should include space for services to adults, children and young adults and for family use. It should aim to provide a range of materials to meet the needs of all groups and individuals in the community the range of functions provided and the space available for each will depend on the size of the library. In planning a new library the following should be considered for inclusion:

- the library collection including, books, periodicals, special collections, sound recordings and video cassettes and other non-print and digital resources
- reader seating space for adults, children and young adults to use for leisure reading, serious study, group work and one–one tutoring; quiet rooms should be provided
- outreach services: space should be provided to house special collections and preparation areas for outreach services.
- staff facilities, including work space (including desks or PC workstations), rest space for eating and relaxing during breaks and meeting rooms where staff can meet with colleagues and supervisors in private.
- meeting room space for large and small community groups, which should have separate access to the washrooms and to the exterior to enable meetings to be held while the library is closed.

A recently developed standard in England recommends that the total number of workstations, including those for online catalogues, that are available
for public use, should not be less than 6 per 10,000 population.

- technology, including public access workstations, printers, CD-ROM stations, copiers, microfilm/fiche readers, public typewriters and facilities for listening to recorded sound
- special equipment, including atlas cases, newspaper racks, self-service book circulation, dictionaries, wall-mounted display racks, display stands, filing cabinets, map cases etc.
- sufficient space for ease of circulation by both public and staff; this can be 15%–20% of public areas and 20%–25% in staff areas
- in larger libraries a café area for the public is a desirable facility
- space must be allowed for the mechanical services of the library, e.g., elevators, heating, ventilation, maintenance, storage of cleaning materials, etc (Mittal, 1987, IFLA, 1994).

### 2.9.4 Design features

The library should guarantee easy access for all users and in particular persons with physical and sensory disabilities. The design feature should provide all resources to be housed in each unit. The following features or Ten Commandments should be included in the planning of a new library building:

- **Flexibility** with a layout on modular construction, structure and services which are easy to adapt library and avoid rigidity
- **Compatibility** for ease of movement of readers, staff and books and reduce the distance to minimum in offices and cubes
- **Accessibility** from the exterior into the building and from the entrance to all parts of the building to provide access without any obstacles, also to cater for physically challenged users. Once the user is in the library should be able with easiness to locate the principal elements of the library e.g. lavatories, stairs, help desk etc.
- **Expandability** the library should be able to allow future growth with minimum disruption of the main library structure
• **Varied**  Both the users and library materials should give a provision of accommodating each other at the same time give reader spaces to make wide freedom of choice of information needs

• **Organized** structure to reduce confrontation between books and readers in all times

• **Comfortable** to promote efficiency of use of information resources

• **Constant** an environment for the preservation of library material

• **Security** to control user behavior and loss of books, its prime importance that in library every place should be seen to avoid losses and vandalism of information resources

• **Economic** to be built and maintained with minimum resources both in finance and staff.

Allowances should be made for estimated increases in population served and in number of readers for at least twenty years. The site also permits future extension (Thompson, 1963).

### 2.9.5 Book stacks and accessible shelving

In time, as collections grew, library finds the alcove to be restricted; it’s recommended that libraries to separate the reader from the book stack. Here a special reading room is constructed around the book stacks.

Materials should be displayed on open shelves and arranged at a height within easy reach for users. All shelving should be adjustable and preferably on lockable wheels so that it can easily be moved. The furniture in the children’s section should be appropriately sized. Shelves should be of accessible height and width for persons using a wheelchair (Sager, 1984).

### 2.9.6 Sign-posting

The library’s exterior signs not only identify the particular function of the building but are also the library’s most basic form of publicity. Signs should therefore be carefully planned to communicate an appropriate image of the library. Internal areas of the library and parts of the collection should be clearly identified
by signs of a professional standard so that users can easily find them, for example, the library catalogue, magazines, reference services, the children’s area, washrooms, Internet stations, copy machines etc.

    Signs should also be posted in Braille where necessary. Where appropriate, signs should be provided in languages used by ethnic groups in the community.

    A sign displaying the opening hours of the library should be clearly visible from outside the library. Talking kiosks could also be considered to help all users find their way in the library. Directional signs should be erected in nearby streets and town centres to guide the public to the library.

2.9.7 The Ambience of the Library

    The library should provide a physical setting for the library service that is inviting to the public and that provides:
    • adequate space to store and display the library collection
    • adequate, comfortable and attractive space for the public to make proper and convenient use of the library’s services
    • sufficient space for the library staff to carry out their duties in an efficient and comfortable setting
    • adequate space and flexibility for the future.

    Provision of sun breakers to check direct sun rays especially on windows facing East and West, also trees is planted around the building to reduce glare of the sun to some extend and provide aesthetically pleasing surroundings (Sharma, 1970).

2.9.8 Location of service outlets

    Public library service outlets should be located for the maximum convenience of residents of the community. If possible they should be near the centre of transport networks and close to areas of community activity, for example, shops, commercial centres, cultural centres. Where appropriate the public library may share buildings with other services such as arts centres, museums, art galleries, community centres and sports facilities. This can help to attract users and achieve capital and operational economies.
The outlet should be highly visible and easily reached by foot, public transport, where available, or by private vehicle. For rural where there are more than 500 people unable readily to use a library, in well-developed urban and suburban areas a public library should be available within a journey by private vehicle of about 15 minutes (Thompson, 1963).

2.9.9 Environmental requirements:

Provision for Lighting, heating, ventilation and air conditioning, electrical and telecommunication outlets should be outlined.

The climate of the library should be maintained at a comfortable temperature, using efficient heating and air conditioning. Humidity control helps to protect the stock as well as increasing the comfort of the library. Larger libraries may include a café open either throughout the opening hours of the library or for special occasions. Such facilities are sometimes contracted out to a commercial provider. Dry construction is preferred here for consists in putting up temporary, thin, easily removable partitioning walls of prefabricated materials like plywood, glass, aluminum etc meaning wet mortar is not used in such construction and environmental friendly (Sharma, 1970).

2.9.10 Safety

Every effort should be made to ensure that the library is safe for the collection, public and the staff. Smoke and fire alarms should be provided and security protection for staff and resources. The location of fire extinguishers and emergency exits should be clearly marked. Staff should be trained in first aid and first aid supplies be made readily available. Evacuation drills should be carried out regularly. The library manager in co-operation with the emergency services should prepare a disaster plan to be put into action in the event of a serious incident, for example fire. Public library should grant children safety by provision creating a separate department, with separate entrance and hand washing facilities (Sharma, 1970).

2.9.11 Parking

Where users travel to the library in private vehicles there should be sufficient safe and well lit parking either at or close to the library with
appropriately identified spaces for persons with disabilities. If bicycles and motor bikes are a common mode of transport, secure cycle racks should be provided outside the library (UNESCO, 1994; Leigh, 1950).

2.9.11 Library budget

Building budget is usually the most powerful tool by which the library planners thinks through the relationship between desired results and available means. The classic qualification of a building plan appears in the form of budget. Performance against budget is the main management review process.

The purpose of a library building budget, thus, to pull together all the revenues and costs involved in building into one comprehensive document. It is a managerial tool that balance what is needed to be spent against what can be afforded, and helps make choices about priorities. It is then used in monitoring the performance in practice (Sager, 1984).

2.10 Library Furniture and Equipment

2.10.1 Furniture:

Furniture represents a very essential position in the library; their design should have a heavy-duty quality to withstand long public use. The library furniture at the same time should represent a standard that is difficult to beat. The library administrators should insist upon their use, though they may not offer a range of finishes or styles as per recommendation of architect.

Library furniture is: shelves, tables, chairs and cupboards. A satisfactory measure should be the hotel-quality lounge furniture, both library – and hotel – quality products command a premium price, but will pay for themselves many times over by their longevity. Wood finishes are universally preferred for their warmth, they are more preferred for they can withstand extreme of weathers. As a rule, however, wood finishes will not hold up under daily use, for its desirable that study tables, doors, countertops, and similar surfaces are much better covered with a wood grain Formica to match other wood finishes in the library. Furniture should be of good standard, comfortable and inviting to the users. Steel Shelving is the most preferred in public library, while wood shelving is attractive, but susceptible to damage and inflexible and less interchangeable than steel. Library Shelves to
be adjustable and accessible to all type users, of average height and those using wheel chairs. They should be with 36-inch width to withstand load capacity and stability required for heavy library bindings. During control of library humidity in the library, furniture should be of high standard to enable the users to be in the library for long hours. At children’s section appropriate size is to be provided (Mittal, 1987).

2.10.2 Electronic and Audiovisual Equipment

As a major function of the public library is to bridge the gap between the information rich and the information poor, it has also to provide access to the necessary electronic, computer and audiovisual equipment. This will include personal computers with Internet access, public access catalogues, microform readers, tape recorders, slide projectors and equipment for the visually and physically handicapped. Wiring should be up-to-date and easily accessible for alterations at a later date. It should also be inspected regularly. Library authorities should pay more attention to the quality and regular updating and upgrading of equipment, and the services provided by them. Among this equipment may be classified as follows:

a) Communication equipment: Telephones, mobiles phones, stenographic, typewriters, computers, transcribing machines and payroll machine.
c) Documentary Reproduction equipment: Cameras, photocopying machines, splicing equipment, trimming machines, printers, paper dryers, film dryers, film washers.
d) Circulation Equipment: Book lifts, book conveyors, photographic charging machines, time stamps and fine computers.
e) Security equipment: CCTV, CCTV monitor, Alarm controlling system, Electronic device to stop thefts, and first aid kits.

It is essential that these mechanicals and other apparatuses are kept in working order. For this purpose, these must be got examined, checked, cleaned, oiled and serviced periodically by engaging expert serving agencies (Mittal, 1987).
2.11 Library finance:

Public library should be established under the clear mandate of law, to ensure provision of services and be wholly maintained from public funds and no direct charge should be made to users for its services (UNESCO, 1963). Adequate levels of funding are crucial to the success of a public library in fulfilling its roles. Funding is required not only when a public library is established, but should also be sustained on an assured and regular basis.

Financial management and financial planning are vitally important to ensure that the library operates efficiently (at optimum performance), economically (at minimum cost), and effectively (at maximum benefit). In order to achieve these aims the library manager should:

- look for ways of improving and increasing levels of funding from national, state or local government or from other sources;
- prepare 3–5 year strategic plans based on the library’s long term plans, including bids for the required funds;
- allocate funds to support activities identified in the library’s policy statement and based on the priorities previously determined;
- establish partnerships, where appropriate, for co-operative purchasing to maximize the use of available funds- joining library consortia;
- undertake activity-based costing to determine the cost of activities and programs and to facilitate future planning;
- maintain a policy for the sustainable renewal of plant and equipment;
- evaluate and implement automated techniques, wherever appropriate, to improve efficiency and effectiveness (Sager, 1984).

2.11.2 Sources of finance

A number of sources of funding are used to finance public libraries but the proportions of funding from each source will vary depending on local factors prevailing in each country. Dr Ranganathan (1961) suggested that either 10% of the total budget or 6% of the education budget of a local/ state/ central government, as the case may, should be earmarked for public library purposes under proportional method.
The primary sources are:

- taxation at local, regional or central level;
- block grants from central, regional or local level.
- Secondary sources of income may include:
  - donations from funding bodies or private individuals;
  - revenue from commercial activities, e.g., publishing, book sales, sale of works of art and handicrafts;
  - revenue from user fees, e.g., fines;
  - revenue from charges to users for individual services, e.g., photocopying and printing facilities;
  - sponsorship from external organizations;
  - lottery funds for specific initiatives.

These sources should be reviewed at regular intervals and revised where necessary to ensure sustainability (Mittal, 1987).

2.11.2 Sources of expenditure

Dr. Ranganathan suggested in 1950 that 50% should be allocated for staff salaries etc and the 50% on books, periodicals, binding and other expenses. This standard was reiterated in 1964. The world over the average recurring expenditure on a library in items other than staff (books, lighting, maintenance etc) is equal to that on the staff (India, 1965).

Public library finances are generally spent under the following heads:

- Staff salary;
- Rent and lighting;
- Information resources & services;
- Furniture and equipment;
- Staff training;
- Contractual services;
- Maintenance and repairs;
- Contingent expenditure.

A major element of a library’s budget is expenditure on library materials.
The library manager should ensure that these funds are spent properly and in accordance with the agreed priorities of the library and that the materials are maintained and made available so that they can be of maximum benefit to the library user (Iyer, 1999; Unesco, 1994).

2.12 Marketing and promotion

The overriding goal of marketing public library services is to ensure that public library remains in the forefront as an information centre with the community its serving. The client who is the user of the library becomes the focus library. The user is the reason for librarian being. Library managers can use marketing techniques to enable them to understand the needs of their users and to plan effectively to meet those needs. The library should also promote its services to the public to ensure that they are kept informed of the services provided to meet their library and information obligations (Das, 2006).

2.12.1 Planning policy, marketing and media

The library should have a written policy, marketing and promotions policy to enable it to undertake a planned promotion of its services to the public. The policy should include a marketing and communication strategy and methods of evaluating promotional programs through media. To enable the library to achieve its marketing strategy, a coherent marketing and promotion plan should be developed based on the agreed policy.

It could include the following elements:

- making positive use of print, electronic and communications media and presenting library activities through radio and TV;
- displays, exhibits and have effective interior and exterior sign-posting;
- regular publications and the preparation of resource lists and pamphlets
- reading and literacy campaigns through regular publication, preparing resource lists and pamphlets, meet needs of people with physical and sensory disabilities;
- book fairs, link to library websites and portals;
- friends of the library groups by being the member of service organizations like Rotary club and working with groups that wish to speak out on behalf
of the library service and its development;

- annual library week celebrations and other collective promotional activities;
- special years of celebration and anniversaries;
- library listings in the telephone book and other community directories;
- fund-raising activities and campaigns;
- public-speaking activities and liaison with community groups;
- special library publications, e.g., history of the library, history of the community.

This list is not exhaustive and other elements can be added depending on local circumstances prevailing (IFLA, 1994).

The support of the community also depends on the library delivering the services it has promised to deliver. The library should have established and adopted written policies that define its role in generating public support for the library service. A well-informed public can provide valuable support for the public library service and actively promote it within the community. Getting people to talk positively about the library and its services is one of the most effective marketing tools. Lobbying involves interaction with decision-makers to secure specific objectives at an appropriate point in the legislative, policy-making or budget process (Mittal, 1987).

### 2.12.2 Extension, cultural programs and working with governing bodies

Library managers should meet at least annually with the library’s principal governing and funding body to review the library’s services, development plans, achievements and obstacles. Librarians should look for as many opportunities as possible to involve its governing body in its major activities. Events such as the opening of a new library, the launching of a service, the installation of public Internet access, the opening of a new collection and the inauguration of a fund-raising drive can be used for this purpose.

One of the most effective promotional strategies is the participation of well-informed library staff and committee or board members in community activities. Examples include:

- presenting book and activity reviews on radio and television
• working with adults and children’s literature and cultural groups
• writing a newspaper column
• supporting literacy organizations and campaigns
• participating in the activities of local organizations
• assisting with school-based initiatives
• participating in local history and genealogy societies
• visiting local organizations to promote the library service (Das, 2006).

2.13 Public Library Legislation and Governance

2.13.1 Public Library Legislation and Purpose

Public libraries should be based on legislation, which assures their continuance and their place in the government structure. Public library legislation takes various forms. There are different models of the relationship between the public libraries and government. Equally, the laws that govern their actives and funding arrangements are varied and complex. In different countries, states, municipalities or local authorities, are, either in a while or in part, responsible for library services. It can be simple, allowing the establishment of public libraries but leaving standards of service to the level of government directly responsible for the library, or more complex, with specific detail on what services should be provided and to what standard with constant growth and financial support. From this definition the element of fund provision takes the centre stage along with some amount of autonomy, for money is the engine that drives the whole system of public library services, without which little or less could be achieved (Buragohain & Baisya, 1994).

According to Rout (1986) ‘The enactment of the public library law undoubtedly ensures enormous advantages for the system. It is in the interest of growth and better functioning of these libraries. The law set up the proper government or management of libraries, and ensures that the authorities in charge of libraries are so constituted that they are responsible for the implementation of the law, and are ultimately answerable to the legislature or representatives of the people.'
Library Legislation ‘ In order to provide for a permanent and progressive national and public library service, coordination and overall control of development, are urgently needed. It is a *sine qua non* for the development of the public library system in a country on a statutory basis. It’s through such public library legislation financial support is guaranteed in continuance basis’ (Gujrati, 1970; Khan, 1982).

Dr. S. R. Ranganathan was the chief architect and the father of library legislation in India. He had given a practical shape to the library movement and he was the first to ask for library legislation in India through his model public libraries Act of 1930. So according to the Indian constitution, public libraries are state affairs (India, 1930). In order to maintain the level of service required to fulfill their functions public libraries should be supported by legislation and sustained funding (Venkatappaiah, 1997). Public library legislation is designed to set out a particular policy as well as means to be used to implement the following fundamental purpose:

a) To create the necessary library agencies by the enactment of library laws  
b) It guarantee establishment of a net work of libraries on statutory basis  
c) It ensures stable financial support on a progressive basis. Therefore, there is a necessity of a dependable source of continually supply of increased finances and this is only possible through library legislation. 
d) It sets up library authorities, which are responsible for staffing, administration and management of the libraries. 
e) The legislation ensures, permanent, uniform, efficient, expanding and coordinated library services  
f) It also presupposes free services and makes it easily accessible to potential users irrespective of their qualification and age.  
g) Uniformity and standards in library service will only be obtained through library legislation

In another study by (Buragohain & Baisya, 1994) the objective and scope of library legislation are changing due to change in environmental needs and change in library practices. Like, for example before independence in most countries, the objective of established library was to educate the general people and
make them socially and politically conscious. As such, even Dr Ranganathan’s model Bill of 1930 and the following library Acts just after independence concerned primarily with this concept that public library system meant for the general readers. At present, library legislation is to consider the interest of the general public as well as the researchers, scholars and respond effectively to technological changes and expands the expectations of the community on new services (India, 1930).

These fundamental aspects are really relevant because of the fact that variations in systems of government, taxation, social and economic problems from one country to another exist and one library law may not always be equally useful in another country. Board similarities in these aspects however may be helpful in developing a specific pattern of the public library system which may take in to account certain generalized considerations.

In conclusion therefore, it should be noted that the relevance of legislation and setting of standards in the area of library and information services should not be underestimated. In order to fulfill their objectives, libraries require rules and regulations. These consist of regulations governing issues such as purchase, related legislation, copyright, registration and use, and preservation as well as well-laid down rules for governance in everyday functioning of the library (Berelson, 1978: Venkatappaiah, 1990).

2.13.2 The Public Library, funding and the government

Because governmental structures vary so much in different countries the form and detail of public library legislation is also likely to vary significantly. However, legislation governing public libraries should state which level of government is responsible for their provision and how they should be funded. It should also place them in the framework of libraries in the country or region as a whole. To ensure sustained development and its role in the information network, the public library should be closely related to and funded by the appropriate level of government. The eventual aim should be to bring public libraries into the formal government structure operating under national legislation and with appropriate levels of funding. The public library shall in principle be free of charge. The public
library is the responsibility of local and national authorities. It must be supported by specific legislation and financed by national and local governments. It has to be an essential component of any long-term strategy for culture, information provision, literacy and education. In other word public library system are a key element in national information system and should have prime consideration when legislation is being considered (Venkatappaiah, 1997).

2.13.3 Related legislation

Public libraries are subject to a range of legislation apart from the specific legislation relating to them. This can include legislation on financial management, data protection, health and safety and staff conditions and there will be many other examples. Library managers should be aware of all legislation affecting the operation of the public library. By-laws or local legislation, specific policies and procedures may be needed and should be properly formulated, documented and communicated to all those involved. A public library planner requires community needs analyses, surveys of users and non-users to form part of the planning process.

Further, there should also be awareness of global trend in information, which can result in policies and agreements, which could have a serious impact on public libraries. In such cases librarians should take every opportunity to bring the effect of such policies on public libraries to the notice of the public and politicians (Buragohain & Baisya, 1994).

2.13.4 Copyright

Copyright legislation, especially that relating to electronic publications, is of particular importance to public libraries. It is constantly subject to amendment and review and librarians should keep up-to-date with the legislation in relation to all media. Librarians should promote and support copyright legislation, which achieves an equitable balance between the rights of creators and the needs of users (IFLA, 1994).

2.13.5 The Governance of the Public Library

Public libraries should be governed by a properly established body made up largely of representatives of the local community including those elected either to
the local council or to the library board. Library committees and boards should have rules of procedure and their proceedings should be open to the general public. They should meet on a regular basis and publish agenda, minutes, annual reports and financial statements. Normally the governing body will be responsible for matters of policy rather than the day-to-day operation of the library. In all cases the chief librarian should have direct access to the meetings of the governing body of the library and work closely with it. Policy documents should be made available to the public and, where possible, steps should be taken to involve local citizens in the development of the public library.

Public librarians must be fully accountable both to their governing bodies and local citizens for their actions by providing reports, holding public meetings and through consultation. They must also maintain the highest professional standards in carrying out their duties and in advising the governing body. Although the final decisions on policy will be taken by the governing body and the librarian, ways should be sought to involve the local citizens who are the actual or potential library users. The concept of a ‘library charter’, which identifies and publicizes the level of service the public library. This establishes a ‘contract’ between the public library and the users (Sharma, 1970).

In the developed countries there is an ever-present awareness that libraries are an imperative infrastructure for the development of knowledge and well being of the society.

For example libraries have received very close attention with vigorous programs to support their development by the IFLA/UNESCO, E.U Commission among others (IFLA, 1994).

2.14 Scenario at International level- Overview:

Based on the available literature on various countries around the world on various aspects of public library and related issues, they provided with information in those countries about their different stages and features of library development; most of which are UNESCO members. UNESCO being the specialized international body of the United Nations responsible for education, science, and culture, has a dual role of fostering in its member states an awareness of crucial role libraries play in the future of a nation and creating appropriate programs within the limitations of the resources available that will make an effective impact
on those countries. Unesco’s contribution to the development of libraries and documentation centres in developing countries has been very extensive, through its activities, programs, conferences and meetings convened by its self or with the organizations financial assistance (Bhatt, 2004).

The world is divided in five continents; Africa, America, South America, Europe, Asia and Australia with each further divided into countries. In all there are 172 countries (Pearson Education Publishing, 2009).

An attempt was made to find out the countries with public library Act, and year of enactment which is presented in table No 2.1. It can be found from table 2.1 that of the 172 countries only 82(47.67%) countries of the world have enacted public library Act, while 90(52.32%) have not enacted the public library Act. Of the 82 countries having enacted public library Act, 74(90.24%) countries have national system of legislation while 8(9.76%) countries have federal (State) system of legislation.

Table 2.1: Public library legislation; the world scenario

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</tbody>
</table>

It can be noted from the table 2.2 that the public library Act enactment is more concentrated in later half of 20th century, the reason being that it was time for industrial revolution and democratic movement across the world, as well efforts of UNESCO and IFLA for the development of public libraries.

**Features of public library act in the world**

Based on IFLA ‘Public libraries are a global fact. They exist in a variety of societies, in differing cultures and at different period of development. Although the varied contexts in which they operate certainly result in various, in the services they offer, and the way those services are distributed, they normally have features and characteristics in common’ which can be defined as follows:

A public library is an organization set up, supported and financed by the community, either through local, regional or national government or through some other form of community organization. It provides access to knowledge,
information and works of the imagination through a range of resources and services and is equally obtainable to all members of the community regardless of race, nationality, age, gender, religion, language, disability, economic and employment status and educational attainment (IFLA, 1998).

Most of the salient features of the public library Act all over the world have similarities like the IFLA’s definition, also being member of UNESCO these features are prominent in their various Acts. The countries again have similarities more or less with the UK public library Act of 1850; reason being the first country to draft and enact the Act, and being the colonial master most of the countries which were colonized, their structure and administrative features in all the organs of governance are replicated. The colonial countries which have enacted the public library legislation have the following features:

1) Establishment of public libraries, either under ministry of education, science, culture or libraries and museums;
2) Provision for the national, state, district library council which will be responsible for the establishment and maintenance of libraries in the nation, state or district respectively;
3) Funded by the national budget; in the form of grants;
4) Establishment of National library;
5) Establishment of state central library;
6) Establishment of District libraries;
7) Either No levy of library cess or levy of library cess;
8) Hierarchical national set up;
9) Per capita funding;
10) Open and free access;
11) Local library authorities, Municipality, borough or counties libraries;
12) Community based funded libraries.

Barbados

As in the British–owned territories, in the form of colonies and protectorates across the world during the 15th – 20th century Barbados was one of them. However, subscription libraries were the forerunners of public libraries in the English—speaking colonies of Barbados. These institutions had emerged in the late eighteenth century and like their British counterparts catered only to the elite
members of the society who could afford the fees. In Barbados, the formation of a Literary Society in 1777 is evidenced in the Laws of Barbados of 1808, on the incorporation of that society.

The emergence of a public library movement in the Barbados began in the mid 1840s and it seemed that 1847 especially was the time for establishing libraries in the colonies of the Barbados in 21st Oct 1847. Being the colony of UK and all the library legislation and library movement started in 1839 from there, the credit still remain and goes to UK. When the laws came into effect, existing libraries voluntarily handed over their books to the agencies concerned., in Barbados the Literary Society and the Library Association merged in 1847 (Dominican university, 2010).

Two governors of Barbados, Sir William Reid (1846–1848) and Sir Hodgson were clearly instrumental in helping to establish a free public library in Barbados. Governor Reid believed that libraries were especially beneficial to Small Island that promoted self-instruction and life–long learning. He submitted a resolution for a free library in 1847, which was subsequently passed by the Legislature in the same year on 21st Oct.

After the act to establish the public library in Barbados had been passed in 1847, it was now incumbent upon the government to find a physical building to house the library, which took some time. The first location of a public library in Barbados was the rented properties at Codd’s House in Bridgetown city, opposite the site where the Carnegie Library was eventually built. The Governor Sir Hodgson played noteworthy role in pressing and ensuring the building for the public library was in place. He was largely responsible for the events that led to the actual building of the Carnegie Free Public Library on the present site in Coleridge Street in 1906.

Public libraries in Barbados inland currently are over 10 as on 2010 (Dominican university, 2010).

UK

In the 1840s, William Ewart, Joseph Brotherton, and Edward Edwards, became involved in a campaign to obtain a system of public libraries. Brotherton
and Ewart were both Liberal MPs but Edwards was a Chartist who was also involved in the struggle for universal suffrage. Edwards, a former bricklayer, had educated himself by spending his non-working time in Mechanics' Institute libraries, and in 1839 became an assistant in the department of printed books in the British museum.

When William Ewart introduced his Public Libraries Bill in 1849 he encountered considerable hostility from the Conservatives in the House of Commons. It was argued that the rate paying middle and upper classes would be paying for a service that would be mainly used by the working classes. One argued that the "people have too much knowledge already: it was much easier to manage them twenty years ago; the more education people get the more difficult they are to manage." Ewart was therefore forced to make several changes to his proposed legislation before Parliament agreed to pass the measure (worldbank, 2010).

The Public Libraries Act became law in 1850. Whereas William Ewart wanted all boroughs to have the power to finance public libraries, the legislation only applied to those boroughs with populations of over 10,000. The Borough Councils also had to obtain the consent of two thirds of the local ratepayers who voted in a referendum. Other restrictions included that the rate of no more than a halfpenny in the pound could be levied. Furthermore, this money could not be used to purchase books.

William Ewart and Joseph Brotherton continued with their struggle for more generous funding and comprehensive approach to the public library provision and finances in UK, this lead to the amendment of the Act of 1850. In 1853 the Act was amended to extend to Scotland and Ireland, further on 1855 another amendment was done, this time it was on regards to finances rate which could be levied was raised to a penny and Borough councils were granted powers to buy their own reading materials.

This made UK to be the first country in the world to enact public library Act. UK’s Public Libraries Act of 1850 which resulted in the formation of public libraries; with British Library founded in 1753. However, Barbados by then a protectorate of UK enacted its public library Act in 1847, with the credit going to UK (Ali, 2006).

In UK small libraries have been integrated into exciting facilities. One branch of public library is meant to fulfill function of both public and school
library. The British public library services is and always has been the entirely a local responsibility, 1919 Libraries Act allowed the county councils to provide library service for rural areas and since that date service has been gradually extended until today nationwide. However, there is a department of national government which is concerned with public library services. All the money comes from local revenue, with no assistance from national taxation. The Public Libraries and Museums Act of 1964 had established a Library Advisory Council for UK with the duty to advising the minister of Arts ‘upon such matters connected with the provision or use of library facilities whether under this Act or otherwise as they think fit, and upon any questions referred to them by him’ (Beauchamp, 1988). The public libraries Act of 1965 places all public libraries in the UK under the ministry of Education and Science. The agency to establish standards for public libraries, control library service in smaller towns, and rural areas, require local government units to provide efficient library service at all times. The 1971 government public library Act was enacted to outline the government purposes for reorganization of local government in England. It sanctioned the setting-up and managing of rate-supported libraries. At the same time the Act made an efficient public library services mandatory, and made the secretary of state responsible for the supervision and improvement through England and Wales (McColvin, 1964; Kawatra, 1987; Britain, 1968).

In Britain the public libraries and Museums Act 1964 makes it compulsory that a service shall be provided throughout the country, and charges the secretary of state for education and science with the duty of superintending that services (Dawra, 2004; Jackson, 1970).

The above UK public library Act of 1850 has undergone seven amendments since its enactment till date, below is the date and the brief amendment section:

1. 1853- The Act was amended to extend to include Scotland and Ireland
2. 1855- The Act was amended for borough to charge for libraries to increase to one penny
3. 1866-The Act was amended to eliminate the entirely the population limits
4. 1919- The Act was amended by taking the responsibility of libraries from the borough and giving it to the county councils
5. 1964- The Act was amended and was call public libraries and museum Act with secretary of the state as its head

6. 1979- The amendment was done by including the public lending in the Act to provide a centrally-funded scheme to pay writers and artists.

7. 1995 –The Act was amended by setting-up Library and Information Commission (LIC) as a national source for expertise to advise the government in all issues relating to library and information sector. Later 2004 it was replaced by (MLA) Museum, Library and Archives Commission (UK, 2009).

By 1900 there were over 295 public libraries in UK; currently there are over 4200 public libraries in UK (UK, 2009).

The following are features of Public Library system in UK

i. Established under the ministry of education and science;

ii. The secretary of state to superintend and promotes the public library services;

iii. Establishment of National library;

iv. A Library Advisory Council;

v. County council to provide library service to rural areas;

vi. State libraries are legal depository;

vii. There is Library cess;

USA

As the United States developed from the 1700s to today, growing more populous and wealthier, factors such as a push for education and desire to share knowledge led to broad public support for free public libraries in USA. In addition, money donations by private philanthropists provided the seed capital to get many public libraries started. In some instances, collectors donated vast book collections. Most public libraries in USA today are supported by tax monies from local and state governments, and some have foundations to support them with additional capital. USA Public Libraries lend books and materials freely, but charge fines if materials are returned late or damaged. USA Public Libraries often keep many historical documents relevant to their particular town, and serve as a resource for historians and information seekers (CIA, 2010).
There are disagreements about which was the first public library in USA till date. Early United States of America cities such as Boston and Philadelphia and New York had the first organized collections of books, but which library of all of these was truly "public" is subject to contention in many historians. On the same note other libraries claim to be the first public library in USA, including the Scoville library in Salisbury, Connecticut, which was established in 1803. Library in the New Hampshire state, in the town of Peterborough also do claims to be the first publicly-funded library in USA; it opened in 1833. And a library in State of Massachusetts in the town of Arlington claims to have had the first free children's library; it opened the year in 1835.

Although the foundation of the American library Association in 1876 is often considered the beginning of the modern library movement in the USA, its beginnings can be traced to the decade around 1850. In 1848, Massachusetts passed legislation allowing the city of Boston to establish a public library and to appropriate municipal funds for its support, thus making that city the first major municipality in the USA to have publicly supported free library services. Three years later this authorization was extended to other towns in the state by ‘An Act to authorize cities and towns to establish and maintain public libraries’ (USA, 1848).

The public library in particular has grown from a nineteenth century experiment into an increasingly important segment of the modern cultural scene in USA. A movement for a centrally located main library building had been under way since 1897 but it was not until 1911 that these was completed and open to the public. This building, now known is the New York Public Library, is mainly reference library by 1913; the entire public library system in USA contained 900,000 books and pamphlets, and circulated more than 1.6 million items to over 500,000 registered borrowers. The USA office of education, taking stock of the nation’s libraries in 1913, reported 3062 free public circulating libraries of over 1000 volumes each. After the great Depression of 1933 the federal government entered the library scene with Work Progress Administration (WPA) which aided local libraries in many ways. Library workers both skilled and unskilled became plentiful under WPA and nation youth administration programs and funds were made available in some case libraries were build. Eventually state wise WPA library programs were set up to demonstrate public library service where there had previously been none and many of these ‘demonstration libraries became
permanent. Library extension services throughout the nation were given new strength, and more people become library conscious than ever before in USA (Johnson, 1966).

Currently there are over 10,371 public libraries spread across USA largely financed by local corporations, state funds, foundations and well-heeled donors (ALA, 2010).

The following are notable features in the American public library system:

i. Established under the ministry of education;

ii. Establishment of National library;

iii. Establishment of State library;

iv. State libraries responsible to history collection, reference collections and research collections;

v. State library serves as a library commission for the state; to promote and encourage library development in the state, through county councils;

vi. Establishment of Specialized public libraries;

vii. Hierarchical state library set up;

viii. Funded by the state through local corporations;

ix. Library cess (ALA, 2010).

JAPAN

Article 8 of Japan constitution stipulates that the Prefectural Board of Education, for the purpose of promoting the library services within its areas, should invite the Boards of Education of the cities, town, and villages to co-operate in regard to the preparation of union library service. The ministry of Education shall, in order to promote the sound development of libraries, formulate desirable standards for the establishment and operation of public libraries and make them available to Boards of Education, for guidance. The state shall, within the limits of budgetary appropriations; grant subsides to meet part of the expenses required for the facilities and equipment of the libraries and other necessary expenses, to the local bodies that establish the libraries (Japan, 1950).

There have been very notable developments in public libraries in Japan since the enactment of this library Law of 1950. This Law was prepared in accordance with Social Education Law of Japan of 1949 which stated that libraries should provide facilities necessary for social education.
Currently there are over 2500 public libraries in Japan. The libraries established by local public bodies shall be call public libraries, and the following are main features of public libraries in Japan:

i. Public library system is under the ministry of education;
ii. Establishment of public library council;
iii. Public Libraries are managed by local bodies;
iv. Public libraries are funded by the government;
v. There is no library cess (Chandler, 1971).

RUSSIA:

In the Russian Federation, there are two laws relating to libraries at federal level, the Library Act of 1994 and the Legal Deposit Copy Act. They are not concerned solely with public libraries though most of the Library Act is devoted to them. Public libraries are also referred in Russia as ‘Mass’ libraries they range from large cities to small farms.

Till recently library services were in strict control by the Russian Government and were a prominent part of political system. Emphasizing the power of the printed word and the importance placed on it by then communist government.

Russia public library is hierarchical pattern from the National level to village school. All the operation of the library system is funded by the national government.

South Africa:

In great continent of Africa public libraries system are more of the replica of their colonial masters Britain and France mainly. The Constitution of the Republic of South Africa provides for Public Library Act 1996 for constitutional framework on the provision of library and information services in South Africa. It lists ‘libraries other than national libraries’ as an area of exclusive provincial/state legislative competence. It is, therefore, a provincial/ state responsibility to develop the legislative framework in which library and information services can be provided.

South Africa presently has over 1200 public libraries spread all over the country managed and developed by municipalities and council. The set up in South
Africa is similar like the one in India where by the responsibility of the library service are left and delegated to the state but through local authorities (Goethe-institute, 2010).

The South Africa public library system as the following features:

i. Established under the ministry of cultural affairs & sport
ii. Public libraries are free of library cess
iii. Establishment of the national library
iv. Establishment of state library council
v. The public libraries in south Africa are government funded
vi. Their structure is hierarchal at the state level
vii. State are responsible for the libraries
viii. One of the best mobile library system in Africa

Other Countries:

In Australia, public libraries provide home- resources and support both upper and low schools through organized homework clubs in libraries. On library legislation and government role in public library; In Estonia the Estonian Public Libraries Act (1998) details the responsibilities of each level of government. It states that the public library is established by the local government body, and that the county or city library is responsible for the co-ordination of library service, interlibrary loans and book mobiles. The local authority is responsible for employees’ wages but the funding of library materials is shared between the local authority and the state (IFLA, 1994). The Italian Constitution gives Regions the control of public libraries established by municipalities and provinces. Some Regions have issued Library Acts in order to regulate co-operation between libraries and other information, documentation, cultural and educational agencies and to set quality standards.

The Finnish Library Act (1998) stipulates that the public library should be provided by the municipality, either independently or in co-operation with other public libraries, that public libraries should co-operate with other types of library and that the municipality should evaluate the library and information services that
it provides. However, Guidelines on library legislation and policy in Europe have been issued by the Council of Europe and European Bureau of Library and Documentation Association (EBLIDA) (EBLIDA, 2009).

Singapore the stated mission of public library service is ‘to continuously expand his nation’s capacity to learn through a national network of libraries and information centres providing services and learning opportunities to support the advancement of Singapore’ (Das, 2006).

Unesco through F.M Gardener sponsored a study on library legislation in 1971. He states that, though legislation has been considered to be the best basis for the organization of public library service in some countries there are several especially in Europe and Africa without such public library legislation like, France, Nigeria, Bulgaria, Netherlands, Sudan and Portugal among others (UNESCO, 1977).

In South America Argentina is without public library Act but is peculiar in the sense that it has 1600 popular libraries provided by non-governmental organizations or organized communities and regulated by national legislation.

For other countries of South America have different set up and characteristics on their public library legislation settings, like in Mexico and Venezuela have specific public library legislation whereas in Colombia and Brazil legislation on information services includes references to public libraries (IFLA, 1994).

African librarians quite properly have seen the advantages of obtaining legislation to ensure a nationally- coordinated system with prescribed standards. This is well elaborated with the establishment of Ghana Library Board, East African countries boards respectively and Eastern Nigeria Regional Library Board.

**Conclusions**

In this chapter review of literature the researcher dealt with all major aspects of public library system ranging from; definition, mission, functions, collection development, services, staff, building, furniture, finance, and legislation and governance. In the next chapter detailed analysis and information of data collected on India and Kenya respectively is presented by using descriptive and comparative methods of analysis.