ACNOWLEDGEMENTS

I gratefully acknowledge the succor, support and favour to me by my supervisor Prof.(Mrs.) Ranjana Vohra, Department of Library and Information Science, Panjab University, Chandigarh. Her logical thinking, constant encouragement, constructive suggestions, total involvement, inspiration to work hard and set high target acumen in research and dedication to work, not only were source of inspiration, but also helped me to find right path whenever I felt bewildered; without her this work would not have seen the light of the day. It was a great privilege to study under a profound scholar and kind supervisor like her.

My sincere thanks are due to Dr. Promila, Chairperson, Department of Library and Information Science, Panjab University, Chandigarh and Prof Preeti Mahajan, Dr. Rupak Chakraborty for providing me required guidance and necessary facilities for completion of the study.

Words fail me to express my immense gratitude to my parents for their moral support during the course of this study.

I express my profound gratitude to my supportive and encouraging husband Dr. Amandeep Sharma for constant support, abiding faith and love, which decisively helped me to undertake long academic journey.

I owe my loving thanks to my two little toddlers Manaharan and Devansh, for their sacrifice, love and understanding as they allowed me to spend their share of time on my research work.

Thanks are due to all the librarians and staff members of various libraries for providing essential information for the present study. I shall be failing in my duty if I do not record my thanks to all the authors whose work I have consulted and cited.
Sincere thanks are due towards Dr. Amar Nath Sharma, Dr. Navjyoti, Dr. S.M. Mishra, Dr. Perumal, Harpreet Singh, Gian Singh, Er. Satwinder Singh Mann and Er. Ravinder Singh Chhina for their valuable suggestions and moral support.

Dated 13-9-11

(Aarti Sharma)