Chapter 2
Literature Review
A comprehensive review of literature is an essential part of any scientific investigation. It does not only give an idea about the work done in the field and assists in the delineation of the study in hand, but also provides a basis for theoretical framework and an insight into the methods and procedures. It also provides significant methods for the basic interpretation and findings. The review of literature also eliminates gap within the area of subjects and that can direct scholar to fill up the gap for research work. Therefore, it is an essential work for the researcher to identify already available literatures to know the status quo of knowledge in the area of study.

The survey of literature done by the researcher is in the pursuit of the present research problem that can facilitate the research problems and its objectives. A large amount of literature review are available in the form of library and information science journal articles and completed research works are reported in the library literature are also scanned. Already carried out studies on university libraries and particularly on library resources and library professionals, are favorably considered. A number of works have been carried out with regard to the role of library professionals at university library level.
Review of related studies helps to bring clarity and broaden the knowledge base in the subject area. The review shows that many studies were conducted in India and abroad to examine the different aspects of academic libraries. Documents including books, journals, articles, online resources, dissertations, theses and seminar papers have been consulted at regular basis. The reviews of these studies were made under different headings such as university library, library resources, library services, library user:

A good number of documents having relevance to my topic have no doubt escaped my notice owing to vastness and varieties of literature in different sources and in different languages. However future researchers intending to carry out such type of projects are given the direction to proceed in to trap such sources.

I confess it is my limitation.

A) University Library

Earlier university library was regarded as a mere storehouse of reading materials collected for the purpose of preservation. However, significant changes have taken place in the outlook of university administrators, research scholars, teachers, and students. They have started realizing the role of a university library as an active force in teaching and research. The modern university with a large faculty, tremendous enrolment and huge resources is in a position to make significant contribution in the areas of social science, the humanities and science and technology. Even at this stage, in many cases the authorities have not defined clearly the role of a librarian.
In his book, Chakrabarti (1983) has dealt with the subject-matter like the philosophy of book selection objectives, policy procedures and principles, five laws of library science vis-à-vis book selection, censorship, evaluation of book selection and acquisition of books. These apart the author, also discussed about budget agency, sources of book selection and development methods of acquiring books. Moreover he has discussed about the various aspects of academic libraries specially the university libraries.

An attempt has been made by Dabas, Singh, Gill and Dabas (2003) in their paper to review and audit the present scenario of library automation in nine university libraries in Punjab, Haryana and Chandigarh in the background of yesteryears and expected future. Paper points out that today complete library automation and modernization means digitization of the every bit of information contents. It also discusses the scope, objectives, and methodology adopted for collection, presentation, and analysis of data for this paper. The paper highlights the meaning, need, main considerations, rationale, main components, and domain of library automation in the context of university libraries. Throws light on the availability of hardware and software in respective libraries and examines types and forms of library collection. Gives a brief overview of library automation in historical perspectives in the selected libraries and focuses on house keeping operations, i.e., acquisition, technical processing, circulation, serials management, financial management, services, library administration, CD-ROM and networking infrastructure. Also raises vital issues of concern and impediments in the way of
library automation and tries to provide solutions. The paper tries to identify the impact of automation on the libraries under study and concludes that all the nine libraries are heading at a fast pace towards automated systems. These nine libraries are likely to automate housekeeping operations by 2003. Since the sample of nine university libraries is representative one in all respect for all the 273 Indian university libraries. Therefore, the inferences drawn from this study can be considered for all the university libraries. Also highlights the role of INFLIBNET in acquiring, hardware, library software, training of staff, librarians during 8th and 9th plans. Paper concludes that networking of university libraries will logically be extended to digitization of printed material in future.

Goswami (1997) has focused in the various management techniques in library science and thoroughly discussed about the role of libraries and libraries in the field of education and librarianship. Mainly the book deals with the library management and administration.

A description about the trends in technology in library science along with the stages of computerization in Indian libraries has been given by Kumar (1987) in his book. He has given the prospects and suggestions regarding imparting these techniques in libraries.

Mahajan (2005) has discussed the role of academic libraries in the education system in India and the changes brought out with the impact of Information technology in academic libraries in India, with an emphasis on the role of the UGC
and various networks. The need for resource sharing through consortia is highlighted, with the aim of enhancing resources for university libraries.

Mittal (2007) in his book has covered almost all aspects of the library system with detailed discussion along with theoretical explanation and practical examples. Part-I of his book discusses about the philosophy of librarianship, library education and ethics of librarianship. Part-II, theory of library administration and management includes function and principles of library administration, library authority and library committee, personnel administration in libraries, library financing, budgeting and accounting. In Part-III the technical services includes book selection and acquisition, processing work etc. Part-IV maintenance services of the library includes about the preservation and conservation of library materials, care and repair of books and building, equipments, stock verification and stack rectification. Part-V of the book includes the various aspects of reader services like reference service, periodical works, circulation, library rule and regulation, effective use of library reading materials. General office functions, library records, annual records, library statistics and surveys have been included in the Part-V of this book. Part-VII includes about the computer and their application to the libraries. Therefore, this book works as a complete guide for the library system.

The output analysis of university libraries has been described by Pandey and Velayudhan Pillai (2011) in their book. The book also deals with the job involvement of librarians, job satisfaction among the library professionals. Quality
improvement into libraries and changing landscape of library resources, services and users perception towards the library are also the topic of discussion in this book.

The role of libraries in contemporary Indian society and information guide to libraries and librarianship in India has been thoroughly discussed by Patel and Kumar (2004) in their book. The book also traces the development of traditional and modern libraries and librarianship. It also describes about the activities and services of various types of libraries along with the organization, resources, function, services and staff. Moreover it discusses about the professional organization, library automation etc.

Ranganathan (1998) had given the theory of administration in his book. It also gives in detail about the distinctive library functions and general office functions. Moreover this part of his book reflects about the library and library profession. It shows what are the ethics behind this profession as well as the duties of this profession towards the institution, users and society.

Sahai (2009) has discussed about the academic library system in this book. Here besides the librarians' role, he has highlighted the importance and worth of library for the university and government administrators and faculty members and arouse their interest, concern and support, so essential for the development of college and university libraries in India.

Sharma (1986) has discussed in depth about the development of academic libraries in higher education. Here the author has given the various impacts of Dr. S.
R. Ranganathan’s works and principles on academic libraries with a discussion of the problems of academic libraries and suggestions to improve them.

The paper of Singh, Kapil and Pateria (2007) has focused mainly in how the ICT has revolutionized the world. Libraries cannot live in isolation being the part of the educational society. They are adopting the ICT to make their services better. Information now is available in digitized form. University libraries are also collecting digital information because it is easy to access round the clock from anywhere. The digital environment is changing the shape of the libraries and their activities such as acquisition, cataloguing, classification, circulation, and reference service. Staff and building are no exception. Collection of print media may reduce, as digital resources will take place. RFID (Radio Frequency Identification Device) technology has not only made possible self-issuing, but also checks thefts and helpful in tracing the misplaced books on the shelves of the library. According to the authors, in the coming time the nomenclature of the library may change.

Tejomurty (1987) has discussed in his book about the various problems relating to university libraries. The book also aims at solving almost all the problems in the academic libraries of higher educational institutions.

India has significant advantages in the 21st century knowledge race. It has a large higher education sector, the third largest in the world in student numbers, after China and the United States. Thanuskodi (2009) has opined, that the library is the chief instrument for accumulating and using our intellectual heritage. Formal education can be conducted effectively and efficiently only with well-equipped
libraries. Today, libraries are connected to vast ocean of Internet-based services. Electronic resources are developing rapidly. Academic libraries are the nerve centres of their institutions, and must support teaching, research, and other academic programmes. The situation in academic libraries in India is the same as that of academic libraries the world over; however, Indian libraries must provide maximum information with limited resources. This article explores the Indian higher education environment in relation to academic libraries.

Thillainayagam (1997) has explored almost all aspects of library and information science in his book especially he detailed about the loss of books in libraries and about the role of librarians in education.

B) Library Resources

The information holdings are the resources of a library. These holdings of information are of different formats, including books, magazines, newspapers, audio-video recordings, maps, manuscripts, photographs and other graphical material, bibliographic databases, web searching and digital resources.

The digital library resources along with the digital library cataloguing system has been elaborately discussed by Mittal (2005). The book provides lot of information on almost all aspects of digital libraries, ranging from imaging technology and techniques to digital library standards, and copy right issues. Here the author has discussed thoroughly about the storage and retrieval process of digital resources.
Pandey and Velayudhan Pillai (2011) have given emphasis in their book especially on the recent developments in the electronic delivery of information. In the 3rd and 4th chapter the authors have discussed about the practice and policies implementing in achieving the goals of library requirement.

The article of Rowbotham (1999) explores the reasons why librarians should be at the heart of Internet site development. There are two distinct ways in which librarians can most effectively contribute to this medium. The first is by getting involved in information architecture. This new discipline requires skills such as expertise in search techniques and navigational logic, and generally involves the librarian working closely with graphic designers to create a firm foundation for the site. The second area is the role librarians can play in the structuring of the data which drives the site (data management).

In his book Singh (2007) has given a discussion about the new trends in library services and library resources. He has described in his book that how information resources are organized to serve the needs of users. It discusses about the modern tools and techniques for information services and management of resources.

Singh (2009, Ed.) in his book has incorporated about the administrative functions of the libraries, libraries and education, motivation in libraries, collection of materials, documentation and information in library and a detailed discussion about the information resources.
stressed on the planning, implementation and evaluation process for a library automation system of all sizes for 21st century.

The book edited by Batra (2001, Ed) has elaborately discussed about the challenges and opportunities of information technology in the new millennium. How the information technology has brought changes to the entire environment of libraries and information centres has been discussed in this book along with the opportunities and prospects.

Devarajan (1999) has discussed in his book about the application of IT in libraries and information services in India in the present day information environment. The book contains well documented information relating to information, information science, Information technology, literature on Information technology, library software packages, digital libraries, internet services. The book also discusses about the role of information technology in dissemination of information at grass-root level. The author has also highlighted about the necessity of IT in LIS curricular design.

What are the appropriate technology for librarians and information centres that can survive in this world of information technology have been thoroughly discussed by Geetha and John (2000). They have also highlighted on the improvement of skills and knowledge to use new tools to improve services for the users.

Hernon and Altman (2009) have thoroughly discussed about the service quality of the libraries and also about the satisfying the expectations of the library
users. The book deals in understanding ends and means, suggest new ways to think about the library services. It also explains service quality and further development of its theoretical base. In the book the authors have clarify the distinction between service quality and customer satisfaction, indentify strategies for developing a customer service plan that meets library’s customer focused mission, vision and goals and also identify procedures for measuring service quality and satisfaction.

The book written by Jurewich and Cutler (2009) deals with the topic, how automating traditional library services can help the organization in terms of achieving the needs of users through the modern tools and techniques of information and communication technology. The book also discusses how the total library system can be changed to cope-up with the modern days requirements in terms of library resources and library professionals.

Khan, Chakrabarti and Banerjee (2004) have provided the information about the reference sources and services and their evolution and implication in modern days through their writings. The book has reflected how these reference sources and services have changed from the traditional environment to the modern information technology based environment with different facets.

All over the world libraries are dedicated to providing free and equitable access to information for all, be it in written, electronic or audiovisual form. Krolak (2005) has discussed how these libraries play a key role in creating literate environments and promoting literacy by offering relevant and attractive reading material for all ages and all literacy levels and by offering adult and family literacy
classes. They embrace the social responsibility to offer services that bridge social, political and economic barriers, and traditionally make a special effort to extend their services to marginalized people. Libraries assist in finding, using and interpreting appropriate information that opens up opportunities for lifelong learning, literacy enhancement, informed citizenship, recreation, creative imagination, individual research, critical thinking, and ultimately, empowerment in an increasingly complex world.

Rajshekharan, Raman Nair and Nafala (2010) had discussed about the different aspects of digital library, technology environment, tools, software etc. The book also describes the services that can be offered to the users in the digital environment.

Ramalingam (2000) has discussed in his book about different aspects of Information Technology and Computer Technology in the field of library science. Online computer services, electronic services and sources, multimedia technology has been discussed in this book. This book also includes a discussion about the impact of information technology in library services. The role of professionals for implementation of these tools and techniques has been also discussed in his book.

In his book Raman Nair (1992) has presented the computer concept from library perspectives. How these techniques can be applied in different services and functions of library operations has been discussed here. Different communication technology, devices for storage of information, digital and electronic format, and
their effective uses along with retrieval technique and tools have also been discussed in this book.

Central University Libraries in India are currently at various stages of advancement in the use of information technology. In their paper Ramana & Rao (2003) have presented the results of a research study conducted to survey the use of IT in Central University libraries. It describes libraries collection, current periodicals, library staff, users, budget, and infrastructural facilities of Central University libraries. It discusses planning approaches adopted for IT implementation, objectives of library automation, persons involved in library automation planning, steps taken for library automation implementation, factors considered in selecting library automation software, and constraints faced in library automation. It covers computers and software packages used, computerized library operations, development of databases, bibliographic standards used, computerized information services, level of participation in networks and computerized facilities offered to users, etc. The results summarized in this paper reflect the current trends and future plans relating to the use of IT in Central University libraries.

Rao (1992) has given a clear picture of library automation with the development of computer technology in his book. Computerized housekeeping operations, information retrieval systems and different library software packages have been discussed in this book.

The paper of Riaz (1992) has projected about the scenario of Information Technology, online information services and automation in library operations. He
has also outlined the telecommunication aspects and guidelines for planning and implementation of library automation.

Sambasivan and Sunder (2000) have described about the impact of internet in library services. Their article shows the influence of internet in the library activities.

A detailed discussion on library automation, its needs, different software packages in his book, along with their functions and advantages for library services has been made by Sharma (1995). Different areas of automation in libraries and their scopes have been also discussed thoroughly in this book.

Sharma (2001) this book deals on the concept of professional competencies in libraries and information centres. It also describes the needs and availability of LIS professionals’ competencies. There is also discussion on library and information services in India and LIS course contents in India.

D) Library Users

There are various terms, which are employed to refer to those who use a library. These include term like client, patron, reader, User, customer, inquirer, member, etc. However, in this study the term ‘user’ has been preferred because it indicates the use of the library resources. The categories of users vary from library to library. The requirements of each category will also vary.

Ahmad (2005) has included in his book about the topic regarding the role of computer and information technology, technology in various aspects of library
services and management. The book also gives an idea about the impact of these products and services upon the users in present day scenario.

Collision (1965) has described with the essence of librarianship about the all aspects of library management, library services, user education and management of library resources. In his work he has specially advocated for the library users. What are their actual demands and wants have been reflected in the book.

In his book Kumar (2004) has covered the various aspects of library users which include information users and their needs, user studies, user education, techniques of conducting user studies etc.

Kumar (2009) has mainly given the information about different kinds of users and non users and using materials and how to use it in his article on the topic user education in academic library. What is the nature of information and different kinds of information? Characteristics of the user and education and how to educate the user. Different kinds of user education specification if user education nature of user education and information displayed containing information about opening hours. Library information rules, Library timings, staff maintained. Lecture methods may be formal / informal, workshop about the CD-ROM, online services practice workshop. Advertising papers, journals, posters, pamphlets.

In section two and three of his book Lahiri (1996) has discussed about the various aspects of library users. He has given the idea about the users of the library, their needs, their behavior and how to solve the needs of users. He has also discussed how to motivate the users to use the library resources effectively.
Lubans (1974) has elaborately described about the various aspects of user education. Especially he has stressed on the need and advantages of orientation and initiation programmes. The book also includes about the Library instructions programmes. Involvement of library professionals in these programmes and its impacts has been discussed in this book.

Different needs of users and how these can be fulfilled with the users' satisfaction through various functions under different service systems has been highlighted by discussed Mathew (2011) in his book. The book also emphasized on special reference service, reference sources and especially on library users in current trends.

McClellan (1973) has discussed about the readership survey, new concepts of services for readers, accessibility and other problems for books, systematic approaches for the utilization of books in the libraries. Moreover he has discussed about the motivation of users to use the library resources.

Different aspects of automation, specially its revolutionary development in information technology and their actual or potential impact on the library users have been discussed by Panigrahi (2000) in his book it also deals with different aspects of library automation in regard to resources, services and techniques to fulfill the needs of users and also to achieve the mission of library ethics.

Sridhar (2002) in his compendium of twenty independent case studies on library user has provided a theoretical background and frame work of user studies. The book also gives, in nutshell, the need for appropriate research methodology to
be followed. The book includes the themes of user visit, movement and length of stay in the library, users' requirements, user participation in collection development, use of collection, user interactions with the library, communication and citation behavior, etc. in different environment.

E) Library Professional

A librarian is the key functionary of any library. A Librarian is an information professional trained in library and information science, which is the organization and management of information services or materials for those with information needs. Some librarians are independent entrepreneurs working as information specialists, cataloguers, indexers and other professional, specialized capacities.

The paper of Ahmad and Yaseen (2009) reflects the core competences of Library & Information Science (LIS) professionals as managers of organizations. In this paper they have done a comparative study of LIS professionals and managers of organizations and found more similarities than differences. This paper outlines and discusses the professional skills and necessary technological skills needed for library science professionals and managers.

Amkpa, and Obaje (2012) has discussed on the changing roles of the librarians and information professionals from the traditional environment to the electronic environment as well as in the ICT era and digital environment. Moreover they have pointed out the change those have occurred in this professional field. Skills and competencies required by the librarians and information professionals for

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effective service delivery in the information age has been highlighted in their writing.

The article written by Asari (2000) discusses about the developments in the field of computer, communication and publication which have changed the character and efficiency of libraries and information centres. It also highlighted about the demanding skills and services from the professionals for effective use of library resources.

The paper presented by Ganaie (2012) has described the metamorphosis of the library profession to information profession. LIS profession in the emerging environment and the various emerging competencies are detailed. The author reiterates that present day LIS professional need to be well acquainted with the latest developments in LIS field for the overall progress of the profession.

Goodrich and Singer (2009) have aligned staff resources with what need to be done in an academic library of a higher educational institution. They have tried to identify the right people for the right jobs and developing meaningful job description. They showed in their book how to create high performance work force through performance, plans coaching and evaluation.

The paper written by Gulati and Raina (2000) justifies that information professionals will be better off to discharge their role as effective knowledge managers in today's knowledge era, provided they are equipped with professional competencies. Illustrating with suitable examples, the paper highlights a set of professional competencies that need to be developed by information professionals in
their various areas of operation and service such as, knowledge capture, knowledge processing (and dissemination) and knowledge application.

According to Jestin and Parameswari (2002) a librarian with diverse talents and training, and who is flexible, will be able to meet the challenges of future library scene. An ideal librarian is one who is competitive and assertive, who is cooperative and willing to compromise, one who is intellectually committed, who is equipped with technical and managerial competencies, who is enthusiastic to the needs of new technology at the same time not being emotionally attached to any one system. Librarians should be ready to participate in the process of generating and distributing information and knowledge for quality of life and education for all. In short, librarians must unite to withstand the revolutions that will occur in the information and communication fields. Technology alone cannot help bring about the required changes. Attitudes, practices, and policies need to change if libraries in India are to truly benefit themselves and their community of users by the application of new technologies.

Khatri (2012) in his book has given the idea about the basic library administration. Especially in the chapter 5 personnel administration, where job analysis, job evaluation of library professionals have been discussed. Moreover, it includes about the library resources and users needs and their assessment also.

Kochar and Sudarshan (2010) had a detailed discussion about library system and librarianship, professional status, perspectives of librarianship in modern society and also in different types of libraries.
The paper of Martey (2000) discusses the important variables involved in marketing the products and services of academic libraries. The importance of the quality of service and a focus on the customer is emphasized. Though inadequate funding may affect delivery of services, the academic librarian should be motivated by this challenge to plan and implement a marketing strategy to ensure heavy patronage. Heavy use determines the worth and survival of the library in the face of stiff competition from new and aggressive entrants into the information marketplace.

Mishra and Kumar (1999, ed.) has mentioned in their book about the paradigm shift in the generation, processing, dissemination and utilization of information which have been influenced by the development of computer and communication technology. For which the library professionals are in the great need of up gradation of their professional skills. They have also discussed about the challenges brought out by technology, competencies required and strategies to train the manpower in the libraries.

Through their paper Nazim and Mukherjee (2011) has tried to explore library professionals' perceptions of knowledge management concepts, its applications and their perceived challenges to incorporate it into academic library practices. The study is based on the review of literature and the results of web-based survey of sixty-four library professionals of thirty academic libraries in India. The findings suggest that the term 'knowledge management' is familiar to most of the professionals but the ways of knowing and degrees of their understanding are varied. They focused primarily on management of explicit knowledge and their roles were
perceived as basic information management activities. Professional education and training programs, community of practices, information technology and knowledge sharing were identified as the important tools of knowledge management in academic libraries. Misunderstanding of knowledge management concepts, lack of knowledge sharing culture, top management commitment, incentives and rewards, financial resources and IT infrastructure are the major challenges faced by library professionals to incorporate knowledge management into library practices.

In her book Poonam (2010) has discussed about various aspects of human resource development in the library system. The book includes the topic like enabling education and librarianship, important directions in information science training, library professionals, continuing education and professional library association etc.

In this paper Rajyalakshmi (2007) has discussed about the changing concept of information management, its connotations in different branches and implications, impact of information technology, knowledge resources in information management, the need of special education and training for information management, changes in the work environment of libraries and information centres, different types of knowledge, the required skills for information professionals their attitude and aptitudes, and current trends in information management.

A scenario of conventional and traditional librarianship with its functions and practices in Academic, Public and Special libraries has been presented by Satyanarayana (2006) in his book. This book also discusses about the handling of
various house keeping functions with automation and the computer applications and how modern librarianship has emerged in the present day.

In her paper Vasishta (2012) has highlighted that the umbrella of development has made tremendous impact on development on every profession including librarianship. This spurt of technology has brought dramatic changes in every sphere of library activity. The library professionals have to cope up with the proliferation of information as well as high expectations of users. The article aims to give an overview of the changes in librarianship, which have taken place in the recent decades due to dynamic development and widen horizons of information and communication technologies, and to show how these changes have influenced service aspect of the libraries. It also puts forth the competencies and skills required by the library professionals to manage the changes.