CHAPTER VII

CONCLUSION AND RECOMMENDATIONS
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VII.1 OBJECTIVES AND DESIGN OF THE STUDY

The study has been designed with the objectives of studying the resources, facilities and services of ICSSR Libraries and Information Centres over a period of time. Their growth, achievements and development in terms of modern means of communication and IT applications are also assessed. Thereby, assessment of the impact of automation and IT applications on the quality of services is also done. It will be observed that the present work has been undertaken to study the growth, development and services of social science research libraries in India. The study has drawn references from the ICSSR research institutions situated throughout the length and breadth of India. A particular sample of users has been taken to study their preferences and usage of IT products and services. Due to the changing profile of the users from time to time, the services provided by these LICs also need to be updated and upgraded. Accordingly, the assessment of changing user-needs in an information age in terms of technological advancements in these LICs is also done. The budgetary provision for various years is also examined and analyzed by taking out the coefficient correlation of Institute viz-a-viz Library budget, thereby ranking them and taking out their combined correlation coefficient but for each years considered for this study. Thereafter, a separate table is made highlighting the Institute and Library budget and showing their coefficient correlation for all the years together and for each Institute separately.

A comparative study of these LICs is made to assess the reason of their lagging behind in terms of providing services and facilities. The users needs in terms of
technological advancements and IT applications in these LICs is done through paired ranking of various IT products applicable in these LICs in terms of usage and preferences. A National Information System Network of these LICs is planned and proposed in three phases by way of distribution in terms of their infrastructural facilities, services and IT usage.

The assessment and analysis of the above has been done by the researcher with the help of a structured questionnaire. The major findings of each chapter have been given at the end of each chapter. Here, we only highlight the salient points emerging from our analysis.

**VII.2 INSTITUTIONS OF RESEARCH**

There were more than 200 Universities in India in 2000. Of them 112 had postgraduate departments in different social sciences. The total number of post-graduate social science departments in India was 423, the largest among them were in economics, history, political science and sociology. The forefront of research in different social science disciplines are Jawaharlal Nehru University, New Delhi, Indian Statistical Institute, Kolkata and Delhi, Gokhale Institute of Politics and Economics, Pune, Tata Institute of Social Sciences, Mumbai, and the Indira Gandhi Institute of Development Research, Mumbai.

The ICSSR has over the years set 27 social science research institutes over the country. Of them, the following continue to have a significant presence in the forefront of research and training — Institute of Social and Economic Change, Bangalore, Centre for Development Studies, Thiruvananthapuram, Centre for Studies in Social Sciences, Kolkata, Institute of Economic Growth, Delhi, Centre for the Study of Developing Societies, New Delhi, Giri Institute of Development Studies, Lucknow, Madras Institute
of Development Studies, Chennai. Of the ICSSR Institutes, A.N. Sinha Institute of Social Sciences, Patna, the Gandhian Institute of Studies, Varanasi, and the Centre for Social Studies, Surat, were once very active places of research but have for various reasons declined in recent times. The Centre for Economic and Social Studies, Hyderabad, the Centre for Women’s Development Studies, Delhi, and the Institute of Development Studies, Jaipur, though small in size, have carried out some significant research in specific areas. The Centre for Policy Research, New Delhi is a prominent institution but concentrates less on academic research and more on policy-related studies.

VII.3 SOCIAL SCIENTISTS AND RESEARCH INFRASTRUCTURE

In India, M.S. Gore estimated in 1995 that there were about 2005 social scientists in the Universities and another 400 in the research Institutes. In 2000, with 423 post-graduate social science departments, the estimate was around 2500 social scientists in the Universities and 600-700 in the research Institutes. Except for the Institutions in Delhi (even the ICSSR ones) all the others suffer a lack of sufficient resources for the social scientists. These institutions suffer from a lack of access to library resources and have inadequate space and equipments.

The establishment of ICSSR, the social science research took a different outlook. Dr. J.P. Naik, the first Chairman of ICSSR in 1973 argued that the ICSSR should take initiative to formulate a National Social Science Policy. It was stated that this policy should be formulated with a view to give importance and relevance of different types of research in different areas. It also stressed on the need for a direct and active link between research and training.
VII.4 OVERVIEW OF ICSSR LICs

Having taken all the 27 ICSSR LICs for this study, their existing resources, facilities and services have been compared. The main mandate of the ICSSR Institutes’ LICs is to provide sufficient library and information support services and documentation facilities to its clients. The observation about these LICs and the conclusion drawn are on the basis of the following:

- The collection of these LICs is rich both qualitatively and quantitatively;
- They emphasize more on the documents containing data on related states;
- These LICs have comprehensive collection on social sciences, also having subject-oriented and need-based collection;
- They are providing traditional services while some of them are also providing modern information services to their users;
- Most of them are in the process of automating them;
- Even if these LICs are not fully automated, they are providing IT facilities to their users;
- There is imbalanced growth of these LICs due to undefined budget allocation.
- The LICs, which keep up to modernization, should be included in the first phase of networking them and establishing a National Information System. Thereby, working on the second and third phases of Networking the ICSSR LICs.

The overall growth of ICSSR LICs have been examined in respect of the quantitative description, i.e. subject-wise distribution of ICSSR LICs and year-wise establishment, total collection and current annual intake of documents in these LICs. The qualitative aspect emphasizes on the academic infrastructure for researchers, the
subscription of journals and its budget. In the technical status, the description of various in-house services that the LICs are providing, the infrastructural facilities, the status of automation, etc. is highlighted. The administrative aspect, i.e. the staff strength in terms of the total collection and the organisation of these LICs is given. Their financial status is detailed for five years, i.e. 1982-83, 1997-98, 1998-99, 2000-2001, and 2001-2002. The percentage of library budget in relation to the institutional budget is detailed. The coefficient correlation for the budget of various years mentioned above has been taken out. Thereafter inter-institutional correlation coefficient is also taken out. The spatial analysis is done with two variables, i.e., total expenditure of library in proportion to the Institute budget is given. Accordingly, similarity between two years is also done. The standard deviation mean and coefficient variation has been taken out for the two variables for all the five years. The analysis of library budget is also done category-wise for each year giving high, medium and low budget for these LICs in different years. It is striking to note that no LIC of any Institute constantly fall under one category of budget allocation showing a lot of variation.

VII.5 GROWTH OF ICSSR LICs

These LICs were established at the time of Institutes' establishment, i.e., during 1950s to 1980s. There were only two LICs established in 1950s, six in 1960s, twelve in 1970s and seven in 1980s. The decrease in their establishment in 1981-90 was mainly due to resource crunch on the part of the funding body, i.e. ICSSR and the Ministry of Human Resource Development. Another reason being that geographically they are well distributed around the country by 1990s covering almost all the disciplines of social sciences. So there was no apparent need to further add to the chain of ICSSR Institutes. The library of A.N. Sinha Institute of Social Studies, Patna though established in 1950s
does not show growth in terms of providing sufficient library services or heading towards automation. Whereas, Institute of Economic Growth, New Delhi also established in 1950s is not only providing automated services but also has a definite status of having IT facilities for their users. The growth of these libraries shows that these LICs not only depend on the budget allocated to them but some of them also generate their own resources and procure one-time grant from various sources for their advancement.

The ICSSR Libraries of the Northern Region are most progressive in terms of their overall growth and some of them even generate their own resources. The Libraries of the Southern Region, like, Madras Institute of Development Studies, Chennai and Centre for Development Studies, Thiruvananthapuram are giants in their resource base. The Central Region and Western Region Libraries are dull as far as adapting to IT related services is concerned. The Eastern Region Libraries are open-minded and have fairly good status of IT status.

VII.6 TECHNICAL STATUS

Technical status has been divided into four parts:

- Services
- Equipments and Facilities
- Computer Applications for In-House Activities
- Computerization of Library services

Out of 27 LICs, 21 are providing documentation services, 20 are providing current awareness and bibliographic services, 12 are providing SDI, 16 are providing current content services, 14 are providing newspaper clipping service and 2 are providing other services, like, providing trend reports, classified lists, etc. As many as 22 LICs are providing reference services.
There are computer hardware and xerox machine facilities only in 20 out of 27 LICs. Only 18 LICs have got software on which they are providing various in-house and documentation facilities, 10 LICs are providing micro-form reader and 7 are providing A/V materials to their users.

The computerized documentation services are provided by 14 LICs out of 27, cataloguing and serial control are being provided by 10 and 9 LICs respectively. The other services are gradually being planned and taken up by these LICs.

The computerization of Library Services have bibliographic as maximum, i.e., 21 out of 27 LICs are providing the same. Others in line are current awareness, indexing and abstracting and retrospective literature search.

Thus, it has been observed that all these LICs except a few are providing various computerized library services to their readers. Some of them have purchased commercial software, some have developed it in-house, while some others are providing documentation services through some other software.

**VII.7 MANPOWER STRENGTH**

It is observed that on collection between the collection of 5000 - 20000 documents, the staff available in these LICs is one or two, between the collection of 20000 - 30000 documents, the staff available is two or three, between the collection of 30000 - 40000 documents, the staff available is four and the libraries which are more old in their establishment and have a collection of over one lakh documents have a lot of variation in staff strength, i.e. they have 4 to 18 staff available. But, by and large, it is observed that the staff strength is in line with the total collection of documents.
VII.8 FINANCE

Finance is the most essential contributory factor for growth or decline of the overall functioning of the research libraries. Thus, it has been taken as one of the most important indicators for the growth of these ICSSR LICs. No stress was ever made in earlier studies on the budgetary aspects and their contribution in the modernization of these LICs.

It has been observed that as a matter of policy, no earmarked library budget is allocated to ICSSR research institute libraries. In this study, the Institute budget viz-a-viz library budget is taken with the percentage of library budget to institute budget. The budget for five financial years has been emphasized because the drive for automation started during the late 1990s in most of the ICSSR LICs so the cut-off period is taken as 1997-98. However, to have an idea of financial allocation for library budget during pre-automation period, 1982-83 has also been taken into account.

The total institute budget and library budget for each year is assumed to be 100 in table 11 from which percentage share of budget for each institute and its library is taken out. Thereafter combined coefficient correlation of Institute budget for each year is given in tables 12 to 16. The Gandhian Institute of Studies, Varanasi has minimum library budget, i.e. 0.66 per cent of the total budget allocation for these LICs and Centre for Development Studies, Thiruvananthapuram has the maximum budget, i.e. 20.55 per cent during 1982-83. Similarly, the Indian Institute of Education, Pune has maximum budget of 0.51 per cent and Centre for Development Studies, Thiruvananthapuram again has maximum budget of 18.21 per cent during 1997-98. During 1998-99, the minimum library budget of 0.39 per cent went to Centre for the Study of Development Areas, New Delhi and the maximum of 13.96 per cent went to Institute of Public
Enterprises, Hyderabad. The minimum of 0.26 per cent of budget went again to A.N. Sinha Institute of Social Studies, Patna and maximum 16.98 per cent to Institute of Social and Economic Change, Bangalore during 2000-2001. Similarly during 2001-2002, the minimum grant of 0.15 per cent again went to Indian Institute of Education, Pune and the maximum of 25.56 per cent went again to the Centre for Developing Studies, Thiruvananthapuram. The standard deviation, mean and coefficient variation of Institute and Library budget is taken out for different years. This was found to be 4.14, 4.35 for standard deviation, 4.39, 4.35 for mean and 0.94 and 1.00 as coefficient variation for 1982-83. During 1997-98, the standard deviation was 3.04 and 3.57, mean was 3.70 and 3.89 and coefficient variation was 0.96 and 0.78 for Institute and Library budget respectively. The standard deviation, mean and coefficient variation for 1998-99 for the two budgets is 24.99, 3.38, 8.15, 3.70, and 3.07, 0.91 respectively. During 2000-2001, it was 2.41, 4.03 and 3.85, 3.85 and 0.63, 1.05 respectively. Similarly, in 2001-2002 it was 2.27, 5.35, 3.85, 3.85 and 0.59, 1.39 respectively for the Library and Institute budget.

The five years combined correlation coefficient shows the inter-dependence of the two budgets for the respective years. The correlation coefficient will do the macro analysis of the budget. The coefficient correlations for the five years are positive for 1982-83, i.e. 0.22, negative for 1997-98, i.e. —0.01, positive for 1998-99, i.e. 0.28, positive for 2000-2001, i.e. 0.36 and again positive for 2001-2002, i.e. 0.24. This shows that the library grant in proportion to the institute grant is fairly good enough, i.e. as the latter increases the library grant is also enhanced.

The table 17 shows the institute and library budget with their correlation coefficient combined for all the years. The correlation shows that there are 14 institutes
with negative correlation, i.e. even if the institute grants have increased in particular years the library grant remained to be lesser in proportion. Similarly, there are 14 institutes with positive correlation, i.e. even if the institute grant remained the same or decreased, the library grant increased considerably.

The Institute budget viz-a-viz library budget have been ranked for the years which are taken for the study. Firstly, summation of the ranks of all the five years is done, thereafter, the real rank value has been taken out. The real rank value for all the years and for each Institute is done in descending order, i.e. Institute with maximum summed rank value stands first in the real rank value. Accordingly, the highest in terms of budget is Centre for Multi-Disciplinary Development Research, Dharwad. Needless to mention that it has also shown good results for automation and providing automated information services. The minimum budget ranked is for A.N. Sinha Institute of Social Studies, Patna, i.e. 25. The ranking order of 11 is for Centre for Research in Rural and Industrial Development, Chandigarh and also for Institute of Economic Growth, New Delhi. Similarly 16 rank is for OKD Institute, Guwahati and Sardar Patel Institute, Ahmedabad. Thus, no Institute has got the rank for 26 to 27.

The Institutes which fall under the category of first ten from getting fairly reasonable amount of budget are otherwise too found to be having well-developed libraries except Centre for Social Studies, Surat, which rank third in budget allocation, Gujarat Institute of Development Research, Ahmedabad, which rank seventh and M.P. Institute of Social Science Research, Ujjain, which rank sixth in the budget allocation for the library.

It has been overall observed that the Institutions, like, Centre for Development Studies, Thiruvananthapuram, Giri Institute of Development Studies, Lucknow, Centre
for Multi-Disciplinary Development Research, Dharwad and Centre for Studies in Social Sciences, Kolkata constantly fall under the top five ranked institutes as far as their library budget to institute budget is concerned. Another noteworthy observation is that these institutions along with some others have also marched reasonably well in their automation and IT status in their libraries.

The overall analysis of growth, services, finance, manpower of these LICs show that there is a lot of variation in the budgetary provisions in these libraries. None of these LICs consistently fall under high or medium category so as to have sufficient resources for technological advancements. Some of the LICs consistently fall under the low category but have still headed towards technological advancement and are providing modern services to their users. On the other hand, some of the libraries falling under high category of budget have still not headed towards automation or providing modern services to their users. The libraries finding their way towards automation and have status of using IT products are doing so with the help of additional grants, corpus fund and one-time developmental grant sought by these LICs.

VII.9 **IT STATUS IN ICSSR LICs**

There are only 13 ICSSR LICs out of 27, which are either fully or partially automated and are also using IT products. Most of them have created in-house databases and are retrieving documents through LIBSYS, FoxPro or CDS/ISIS. The LICs which are automated and also using a variety of IT products are doing so as a result of their own efforts.

It has been observed that out of 27 LICs, only two, i.e. A.N. Sinha Institute of Social Studies, Patna and Council for Social Development, Hyderabad are not using any
IT products at all. Whereas, all the LICs except Sardar Patel Institute of Economic and Social Research, Ahmedabad, Institute for Social and Economic Change, Bangalore, Centre for the Study of Developing Areas, New Delhi and Centre for Multi-Disciplinary Development Research, Dharwad are not using sufficient IT products in their library. Needless to mention, Institute of Economic Growth, New Delhi is using all the IT products (mentioned in this study) in their library. Accordingly, only 6 libraries are using Microform services, subscribed databases and have Library Network Links. 16 Libraries have CD-ROM databases for their libraries, 17 libraries have Multimedia facilities, 20 libraries have Internet facilities, and 21 libraries are fully/partially automated and also provide in-house databases to their users.

The overall observation of the user responses toward IT facilities is:

- The users do not want only a document instead they want bibliographic details or specific information containing in a document.
- They can fulfill their academic requirements in minimum possible time through various library networks.
- CD-ROM and subscribed databases help the users to fulfill their need for documents globally.
- The users find the in-house databases, automated CAS/SDI services and documentation services extremely useful.
- Internet browsing remains the most popular source of exploring information resources at the global level, the use of electronic resources also take a popular place among the users as far as awareness and accessibility for current literature is concerned.

It is observed that the libraries of the Northern Region remain to be most progressive in terms of adapting Modern Information Dissemination Techniques is concerned. The libraries of the South have only Madras Institute of Development Studies, Chennai and Centre for Development Studies, Thiruvananthapuram, which have
also shown some progress. The Central region remains dull. The Eastern Region Libraries are open-minded and have reasonably good status of IT applications in their LICs. The Libraries of the Western Region also remain far from adapting IT related Information Dissemination Techniques.

**VII.10 USERS’ SATISFACTION VIZ-A-VIZ IT APPLICATIONS**

It was found extremely useful to assess the users’ information needs in the context of electronic information environment. In the light of the changing user needs in ICSSR LICs, a user survey was done in 10 ICSSR LICs from different regions. A total sample of 100 readers was taken from these 10 LICs in terms of 8 IT products and services available to assess:

- The satisfaction of users towards overall library collection
- The availability of resources and infrastructural facilities
- The quality of information dissemination services to user community
- Whether computerized library services and in-house databases should be provided by these LICs
- The extent of use of various IT products and services
- The preferences of IT products by the users
- Whether the users are satisfied with IT based services and facilities.

The rating of the user survey has been done on 8-1 point scale where rating for 8 is considered as highest and 1 as lowest. Accordingly, after totaling of the ranking of each IT product, ranking of the total responses has been done. This would let us know the IT status of each ICSSR LIC from respondents’ point of view also. This analysis is also done through paired ranking method where users’ preferences of one IT product to the other have been assessed. Accordingly, the ratings of all the IT products and services are found out in each of the selected LICs. The results of this ranking and actual rating of IT products by the users are the same.
The ranking for each IT product by 100 uses of 10 different LICs is:

- Automated Library Services 8
- Internet Facilities 7
- In-House Databases 6
- CD-ROM Databases 5
- Subscribed Databases 4
- Library Network Links 3
- Multi-media Facilities 2
- Microform Services 1

VII.11 NETWORKING

Indian Social Science Institutes (especially ICSSR based) generates enormous high quality reports and libraries attached to them have sufficient and need-based collections. However, their resources do not reach all academicians in the country due to lack of a network.

The proposed National Information System Network and Services would provide information to all irrespective of their location. Therefore, sharing of library resources with new techniques and tools need proper attention of all ICSSR LICs.

It has been observed through this study that all the ICSSR LICs have a lot of variations in budget allocation over the years of their establishment. Yet, some of the LICs have gradually adapted to the innovative and advanced technological applications to provide services to their users. It is seen that these libraries fall under three categories of their advancement. Accordingly, the most progressive LICs in terms of automation and IT status have been selected for networking in the 1st phase, similarly, LICs for the other two phases. In the same way, a National Information System Network for the ICSSR LICs would be established (a model for which is detailed in the Chapter VI). These LICs are inter-disciplinary in approach and with a wide coverage of
various disciplines in social sciences almost all the disciplines are covered in the resource base of these LICs. The proposed model is based on the NISSAT pattern which is operational successfully. It will be directly associated with NASSDOC (ICSSR) making it the nodal centre to coordinate and monitor the various activities at the central level.

The objectives could be fulfilled by offering various services like:

- Catalogue based Services
- Database Services
- Documentation Services
- Communication based Services

However, for an effective and efficient implementation of the networking plan, the basic pre-requisites have to be taken care of. Since this National Information System Network is proposed to be financially self-sufficient, basic infrastructural arrangements would have to be borne by the participants until the NASSDOC/ICSSR is willing to provide the same.

This study of growth, development, services, automation and IT applications in ICSSR LICs has been conducted with the help of variables like finance, library collection, year of establishment, manpower strength, user profiles and above all assessment of automated library services and IT status. This study, however, did not take into consideration the factors for overall organization, administration and functions of these LICs, precisely because it was out of the scope of the present study.

The above salient points which have emerged from the conclusion have been summed up and prove the hypothesis of the study mentioned in the first chapter. The hypothesis mainly stress on the issue that though some of ICSSR libraries and information centres are not providing satisfactory library services to their users in spite
of having sufficient library resources and infrastructural facilities. For example, Sardar Patel Institute of Economic and Social Research, Ahmedabad, Dr. BR Ambedkar National Institute of Social Sciences, Mhow, AN Sinha Institute of Social Studies, Patna and Institute of Public Enterprises, Hyderabad have been ranked among top five Institutions for library budget allocation but still they have neither marched towards automation nor are providing any IT based services.

Not a single Institute has remained in the high category of budget allocation again proves that there has been a lot of variations in the budget allocation to the libraries. This is due to no earmarked budget allocation from the ICSSR or the Ministry of Human Resource Development, New Delhi. Still some LICs have shown remarkable progress in terms of library resources, providing modern information services and using of IT products and services.

The stress by these LICs is more on using IT products than fully automating them, the main stress on creating in-house databases for users. The users also stress on library automation but the libraries find it difficult to do so due to lack of sufficient infrastructural facilities for automation.

It is also found that the libraries of the Northern region are the most progressive, i.e. 8 out of 11 LICs in terms of library resources and services, automation and providing modern IT facilities to their users. The Southern region LICs are fairly well developed, i.e. only 4 out of 8 in this region. In the Eastern region there are only two libraries out of which only one has shown reasonable progress. The Western region has four libraries and are the most neglected ones in terms of providing modern library services to users. The Central region also having only two Institutes have also not shown any progress.
Thus, we can conclude that in spite of having imbalanced budget allocation, some of the libraries have witnessed growth and especially the ones which are established during the 1970s to 1980s. Needless to mention that no library constantly fall under the high category of budget allocation. Yet, to establish the proposed National Information System Network first phase of Libraries to be covered in it can well be bracketed. Gradually, the other libraries to be incorporated in the next two phases can be planned in terms of their infrastructural facilities.

**VII.12 RECOMMENDATIONS**

In the light of what we have stated in the foregoing paragraphs, we recommend:

1. With the growing disciplines and inter-disciplinary approach towards research in social sciences, it has become essential to have a self-sufficient academic infrastructure in the ICSSR research institute libraries.

2. There has been variation in the budgetary provisions of these LICs (though they have the same parent body, i.e. ICSSR). Uniformity in financial allocation should be stressed upon.

3. The LICs which are more than twenty five years of their establishment and yet not heading towards adapting advance technologies should be provided extra and intense motivation by way of providing suitable infrastructural facilities for modernization.

4. Though, most of the LICs are providing suitable and satisfactory readers’ services but yet are far from fetching desired outcome of providing uniform information resources to their users. This is not only due to insufficient financial support but an extent lack of interest taken by the Librarians and the concerned authorities.
5. The ICSSR and the State Governments (who provide matching grants to these LICs) should provide earmark budget to these LICs in order to adopt modernization.

6. The ICSSR LICs and the concerned authority of the organization should not only stress on automation but also on the usage of suitable IT products which is the need of the time.

7. Efforts to be made by Librarians towards automation and usage of IT products for which sufficient training be provided to them.

8. A sound National Information System Network should be established with a sufficient information resource base provided by the best ten ICSSR LICs. Gradually, support be provided to others to be included in the NIS Network.

9. The core libraries to be incorporated in the first phase of Network should create in-house databases to be put under the National Information System Network.

10. NASSDOC should become a real national centre of excellence and also extend financial help the ICSSR LICs through ICSSR to create a sound academic and other infrastructural support.

11. NASSDOC must act as a facilitator and coordinator and also enable the ICSSR LICs to undertake academic projects in the related areas.

12. The reborn ICSSR/NASSDOC must embark upon fresh activities only after making an evaluation of the information requirements of social scientists active in different regions with the help of ICSSR research Institute LICs.

13. The ICSSR LICs should develop local databases for use and generate their own resources.

14. Above all, ICSSR, the parent body, may help these research institutes’ LICs by way of recognizing them and the Librarian as an academic body of the nation. Further, provide them earmark budget and adapt to automation and information technological applications within a stipulated time period.