ACKNOWLEDGEMENT

For a person endowed with fervent spirit and untiring mind, prompt thinking, tireless pursuit for perfection and above all enormous patience, one could not ask for more. Being a student of Dr. Jitendra Shrivastava, Associate Professor, Deptt. of Library & Information Science, Maharani Laxmibai Govt. College of Excellence, Gwalior (M.P.) has been an honor and rare opportunity. I will forever indebted for his personalized attention, constant inspiration, encouragement and strive towards excellence that has been instrumental in molding me as a professional.

It is my privilege and honor to express gratitude to Dr. K.S. Sengar, Principal of Maharani Laxmibai Govt. College of Excellence, Gwalior (M.P.) for his constant moral support.

It is an established fact that proper endeavor and inspiration instill confidence to achieve such a quest, I hereby express my sincere feelings of gratitude towards Dr. Neena Khare for her timely advice, valuable guidance, most valuable suggestions, constructive criticism and practical assistance during my study and guidance in structuring this edifice.

My profound thanks to Dr. Neerja Verma, Dr. Sarita Verma, & Dr. Arvind Sharma for all their help and encouragement.

It is my privilege and honor to express gratitude to Dr. K.C. Sahoo & Dr. U.C. Sharma for his constant moral support.

I thank Dr. J.N. Gautam, Dr. Hemant Sharma & Dr. R.G. Garg for their willingness to help & support in completing my study.

My profound thanks to Dr. B.P. Srivastava, Dr. V P Khare, Dr. Niranjan Singh, my friends and colleagues for all their help and encouragement.
I would also like to thank all participants of the study for their co-operation during the study.
I hereby, articulate my heartiest thanks to various authors, publishers and eminent scholar as I had to bank upon their thoughts, ideas and work done by them in order to accomplish this dissertation effectively.
My deep appreciation goes to my husband Mr. Manoj Tiwari and my son Utkarsh Tiwari enabled me to complete this work and I am indebted to my parents for inculcating in me the dedication and discipline to do whatever I undertake well. It was under their watchful eye that I gained so much drive and an ability to tackle challenges. Their constant support, innumerable sacrifices, patience, encouragement and advices were essential when I encountered difficulties to the completion of this study. I am indebted to my parents for their unstinted help and prayers without which I would not have been what I am today.
I would like to express my gratitude to my brother, sister for their innumerable sacrifices and for constantly helping me in every phase of my.
I owe my personal debt of gratitude to Almighty God for his blessings and showing me the light of life.

Date: Nidhi Srivastava