Chapter IV
Chapter-IV

READER’S ADVISORY SERVICES

INTRODUCTION

In the last chapter we have surveyed the basic library services extended by the university libraries in Maharashtra. From the data collected, it is noticed that all these university libraries in Maharashtra have successfully extended the basic library services to its users. In order to give these basic library services effectively, they have constructed independent library buildings which are extended from time to time. In addition, separate Reading Halls were constructed, developed library collection. Attempts have been made to give these basic library services for longer hours throughout the year, inspite of inadequate staff and stringent financial position. This is a valuable contribution of these university libraries to the readers- the student community, the community of teachers and scholars and others interested in reading, studying, and trying to develop their personality.

In this Chapter we will discuss the Reader’s Advisory Services to be given in modern university libraries.

Harrod (1) has defined the terms Reader’s Adviser and Readers’ Advisory Services in the following way.
**Reader's Adviser.** An experienced and tactful member of staff who is detailed for advising readers on their choice of books, interesting casual readers in more systematic reading, recording results of interviews, maintaining a close touch with local educational agencies generally furthering the use of books.

**RAS.** Acronym for Readers Advisory Service. Formed at the end of 1973 by Science Associates International, Inc. and with the support of nearly 150 libraries and information centres throughout the U.S.A. and Canada. It collects and disseminates topical subject bibliographies, annotated reading lists, guides to the literature and booklists emanating from key academic, public, special and government libraries. Financed by members subscription Publishes RAS Newsletter. These definitions are in the American context. For the purpose of this study, following services are covered by the term Readers Advisory services in this study. These services includes the following library services. (2)

1. Reference Service including guidance to the use of libraries' Orientation Programmes.
2. Documentation Service.
4. Selective Dissemination of Information Service
5. Bibliography Service.
6. Services to University Departments.
7. Services for two or more university campuses.
8. Services regarding manuscripts.
9. Information Services to Industries.
10. Translation Service.
12. Services to University Authorities.

1. Reference service

Ranganathan has defined reference service as "the establishing of contact between reader and book by personal service." (3)

Margaret Hutchins (4) defines reference service as "Reference work includes the direct personal aid within a library to persons in search of information for whatever purpose and also various library activities especially aimed at making information as early available as possible.

Harrod defines (5) Reference work as follows:
1. That branch of library's services which includes the assistance given to readers in their search for information on various subjects.
2. The work of reference library.
3. A book or work, compiled to be referred to rather than for continued reading.
Orientation Programme:

Every year a number of new students take admission to the university. As such they should be informed about the rules and regulations of the library. How to become a member of the library?, How to consult the library catalogue?, the classification scheme used in the library, the organisation of the library building and of library collection, the library services given to the readers. The newcomer also requires information about the library staff giving different types of services. Such a programme is called the Orientation Programme. This programme is very much useful to initiate the newcomer to the library. This is one of the functions of the reference section in a university library.

Once a reader understands the library rules and regulations, he further asks for references given either in the list of text books or given by the teacher in the classroom. Students are required to submit assignments as well as to give seminars. In some post graduate courses, projects are to be undertaken by the students wherein they have to do library work. This necessitates the librarian to build a mechanism to help the newcomers in the university library.

The second type of service required in all the university libraries is to assist the second year students, the M. Phil. and Ph. D. candidates, JRF and SRF working in various departments. In addition to these, a number of technical staff members are appointed in various research projects on contract basis for a shorter period, say two to four years, out of the funds allocated by different funding agencies. These research
workers are to be given references by the library. These scholars are also to be initiated to
the use of the library and organisation of the collection in the library.

The Reference Librarian has also to give a feedback to acquisition section
regarding the new reference books required by the readers and hence to be purchased by
the library. He has also to give a feedback to acquisition section regarding the latest
books demanded by the readers but not available in the library. He is also a right person
to give feedback to the acquisition section regarding the gaps in the library collection
e.g. purchase of volumes in a set or latest editions of a book. He is also a right person to
give feedback to the library management regarding inconveniences caused to the readers
or grievances of the students.

Considering these aspects of reference service one has to appoint a
knowledgeable human relations person on the reference desk. This is a key to success in
reference service.

Academic Staff Colleges have been established in a number of universities. They
regularly conduct Refresher Courses and Orientation Courses for the benefit of the
teachers. These teachers are to be oriented to the use of the library and library collection
and further to give them documentation service if possible. For example Academic Staff
College of University of Pune has organised many programmes during the last decade
with enrolment of over 2000 teachers.
The reference section has also to attend to the queries of the visitors to the library, taking them round the library such as Library Science students and other visitors.

**Evaluation of Reference service : checklist**

Reference service in any library is a must. In the university, research for Ph.d degree and research projects in almost all the faculties, like Sciences, the Social sciences, the Humanities, the arts, etc is going on by research scholars and faculty members of the university. To support the research activities the role of the university library is very important and all the university libraries are providing various services to reference service to these research scholars. Some of the questions may be replied with the help of reference books. However some of the questions require more time, more search for variety of information sources, depth knowledge of the subject.

Following is a checklist of items to be verified while assessing the performance of the reference desk/reference section.

1. Whether a separate full-time professional staff is appointed for this purpose.
   The UGC has included the post of Reference Librarian as the professional in the university library. Eligible to receive UGC pay scales and hence this stipulation.

2. Whether he possesses education and skill necessary for handling this service.
3. Whether there is a separate desk or table which can be noticed by the readers immediately on arrival in the library.

4. Separate telephone connection for outside queries and intercom system for communicating with other sections of the library, for quick reference service.

5. Separate reference collection is organised in the library.

6. Reference collection is updated from time to time.

   (Classification system, catalogue etc.)

8. Space for reading in the reference section.
   (cubicles for research scholars, Reference hall)

9. Modern tools and techniques used to provide references.
   (Computers, microfilm reading, CD-ROM databases, Internet facilities, Online access etc.)

10. Library finance.
    (For purchase of recent publications, subscribe to Abstracting periodicals, CD-ROM databases, purchase of equipment etc.)

11. Maintenance of a register about queries received and answers given.

12. Record of queries that could not be answered and their analysis.

13. Analysis of the questions and time required to answer the queries

14. Mechanism of improving the services.

   This checklist will be useful to gauge the efficiency of the service to know the strengths and weaknesses of the service. This scrutiny will facilitate to make improvements in the existing system.
Pushpanjali Jena (6) pointed out the following techniques for evaluation on effectiveness of reference service.

Pre-requisites of Reference service.
1. Reference Databases - a) Biobiographic databases.
   b) Referral databases.
2. Source databases - contains data itself.
4. Textual-numeric databases - eg. annual reports etc.
5. Full text databases - complete text of articles, reports, patents etc.

Reference Service in university libraries: the present situation

In the following paragraphs, the answers received from the university libraries to the questionnaire are analysed.

In this questionnaire questions No.8.1 to 8.13 relate to the reference service provided in all the university libraries in Maharashtra state. It reveals that all the university libraries are providing this service to their users satisfactorily. To know the details of the reference service, it was asked what is the nature of reference service provided by the libraries. Four options were provided to answer this question. Out of these four options, the answers given by the university libraries are as follows:
First option: (a) regarding compilation of bibliographies. This question is responded by seven university libraries (77.77%).

Second option: (b) regarding preparing reading lists it is responded by three university libraries (33.33%).

Third option: (c) regarding help given to the readers to locate information needed by them is responded by all nine university libraries.

Fourth option: (d) regarding guidance to Ph.D. candidates and research scholars in the use of library resources is responded by nine university libraries.

Types of Queries:

It was further asked regarding the type of queries generally asked by the users. Five options were provided in the questionnaire. The analysis of these options are as under.

First option: (a) queries regarding availability of documents in the library is responded positively by seven libraries (77.78%). Two libraries have not answered (22.22%).
Second option (b): queries regarding availability of articles/journals in the library is responded by seven libraries (77.78%), while two libraries have not answered this option.

Third option (c) regarding specific queries on specific subject-responded by eight libraries, (88.88%) one library did not answer this option.

Fourth option (d) regarding general reference queries, eight university libraries responded to this option.

Fifth option (e) regarding any other queries asked by the users. Here queries are made regarding reprographic services, help in literature research etc. by the users.

To know the view of the users and the difficulties faced by the users, the researcher has designed a separate questionnaire for the users of Jayakar Library, University of Pune. The analysis of these questions is given in separate chapter (Page No. 8.2)

Comparative statement showing the reference queries asked during the year 1995-96 and 1996-97.
The next question was asked whether university library provides references on telephone. Out of the nine university libraries, eight university libraries provide references on telephone. Only one university (North Maharashtra University) is not in a position to provide references on telephone at present. Those libraries which provide
references on telephone were asked a further question -what type of queries are generally asked. Three options were provided. These options are as follows:

1) availability of document  
2) Availability of material on topic of interest  
3) Information regarding university office and library.

Except North Maharashtra University all the university libraries have responded to all the options positively. In addition, these libraries provide answers to fact finding questions with the help of reference books. Information about addresses of institutions providing higher education in specialized areas was also asked by the users.

It was further asked how many queries have not been answered by the library. Over 50 queries were not answered by two libraries viz. Amravati and Dr.B.A.M.U.,Aurangabad. upto ten queries were not answered by three libraries viz. Mumbai, S.N.D.T. and Pune University libraries. The reasons for not answering the queries are that the specific reference sources are not available in the library. upto date reference sources are not available in the library. Sometimes sufficient time is not given to search the information.

The next question (8.9) was asked whether the reference tools available in the library are adequate to provide information to the users. Four libraries (44.44) SNDT, Pune, Nagpur and Amravati university libraries agreed that their reference collection is adequate to answer the reference queries. However, five libraries (55.56) agreed that their reference collection is inadequate to answer the reference queries. The reasons
thereof are (8.9) sufficient funds for purchase of books are not available and the reference books available in the library are out dated.

It is also observed from the personal visit to the university libraries that library staff(8.10) working in reference section are not equal in all libraries. The following is the analysis of the staff working in reference section.

<table>
<thead>
<tr>
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<th>No. of Staff</th>
<th>University</th>
<th>No. of Staff</th>
</tr>
</thead>
<tbody>
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<td>3</td>
<td>S.N.D.T. Women's University</td>
<td>2</td>
</tr>
<tr>
<td>Pune University</td>
<td>1</td>
<td>Nagpur University</td>
<td>3</td>
</tr>
<tr>
<td>Shivaji University</td>
<td>3</td>
<td>Amravati University</td>
<td>3</td>
</tr>
<tr>
<td>Dr. B.A.M. University</td>
<td>3</td>
<td>North Maharashtra Univ.</td>
<td>2</td>
</tr>
<tr>
<td>S.R.T.M. University</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

One Assistant Librarian was in charge of Reference Section since 1957 in the Pune University Jayakar Library. In addition a separate post of Documentation Officer was created in the Pune University library during the 4th five year plan period in 1969 and filled in on 5th May 1970. (Shri.S.G.Mahajan)

It was further asked which criterion they are following while selecting the reference books. Four answers were provided. a) Standard reference books  b) Reputed publishers/editors  c) Take opinion of the experts faculty members for purchase of reference books  d) Any other criteria. All nine university libraries are adopt all the four criteria while selecting reference books for library.
It was also asked whether the reference service provided by the library staff is satisfactory. All the nine university libraries are providing satisfactory reference service to their users. It is pointed out by the Shivaji University library that there should be one Documentation Officer or Reference Librarian who can provide better reference service and some creative work can be done for the benefit of the user.

**Development of Reference Collection**

From the above discussions two issues emerged.

1. Latest editions of reference books to be added.
2. Newly published reference books to be purchased.

The answers to these questions reveal that there are inadequate funds to implement these two suggestions. Even if the funds are available, some further questions arise. How much amount of the total library budget be spent on purchase of latest editions? Secondly to what extent these editions are used. Thirdly can we find an alternative. These questions were discussed by various library managers. Following are the solutions we arrived at.

1. It is not desirable to purchase latest editions of all the reference books every year. For example Ulrich's International Periodicals Directory may not be purchased every year as the price of the publication is increasing every year. Secondly it is also not used by scholars but used only by college librarians and other libraries. Pune University found an alternative. Pune University decided to
purchase this directory after every five years whereas National Chemical Laboratory and IUCAA purchased edition not available in the Pune University library.

**Suggestion:**

This is a shared mode of purchasing of costly reference books. This mode be adopted by other university libraries in Maharashtra.

A union catalogue of such reference books is maintained by these libraries mentioning the editions possessed by each library. It is an unsigned agreement between these libraries that they answer the queries from these reference sources to readers of other libraries. Similarly a number of new reference sources are coming in the market in all subjects. There are also other type of reference sources such as progresses, advances, annual reviews in different subjects.

**Suggestion**

The shared mode of acquiring these sources is the order of the day. University libraries in Maharashtra should also think in this direction. Instead of acquiring all the reference sources in one university library, we should think of developing the resources collectively and try to access these resources using computer networks.
Orientation Programme in the use of the library

The Jayakar Library of the University of Pune organised orientation programmes for the newcomers for the last thirty years. In the beginning the students were directed to attend this course organised in the library. After some years it was noticed that there is poor response to this programme. Hence this programme was organised in the respective university departments. One of the Assistant Librarians or Deputy Librarian was directed to visit the department on prior appointment and the students were guided to the use of the library and the resources available in the library. A cyclostyled summary sheet was given to each of the student. The teachers in the department were also present on this occasion while making the presentation. Information was given about the primary and secondary periodicals in the subject, text books and reference books prescribed for their studies, reference collection in the subject and finally how to find out information from these sources. This method of orienting the students was proved very fruitful as a number of students could know the treasures of knowledge available in the library.

Suggestion

Audio - visual programme be organised to initiate the newcomer to the library. The readers be informed about the sections, and working of the library. Library services extended to readers also be advertised in the Audio - Video programme.
Secondly the students gained confidence in the library staff and interacted with the library staff without any tension. Complaints or grievances of the students were known during the question-answer session followed after the presentation.

**A Novel Experiment**

During the last decade, another experiment was conducted. The Vice-Chancellor of the Poona University desired that the teachers of Library and Information Science Department should take active part in this activity. The teachers responded positively to the suggestion of the Vice-Chancellor. They attended various university departments and made presentations in the departments. The teachers generally prefer the subject in which they had master’s degree. The presentation was appreciated by the students as well as by the teachers.

**Suggestion**

As a matter of fact this mode of organising orientation programme jointly by the library and Department of Library and Information Science be adopted in all other university libraries.

**Suggestion of the Vice-Chancellor**

Dr. S.C. Gupte, Vice-Chancellor of Pune University in 1991, suggested that the teachers working in the Department of Library and Information Science should work in
the reference section of the library for certain period in a year to get the practical experience. This suggestion could not be implemented due to operational difficulties.

2. Documentation Service

Documentation is the general term used for the processes and activities of collecting, organising, storing, retrieving and disseminating recorded information. The term documentation, as it is understood in the library and information science context was first used by Paul Otlet in 1950.

Aslib adopted the definition of the term documentation for the Journal of Documentation in 1945 as "recording, organisation and dissemination of specialized knowledge". The American Documentation defines it as "the art of facilitating the use of recorded, specialized knowledge through its presentation, reproduction, publication, dissemination, collection, storage, subject analysis, organisation and retrieval"

Information needs are specific to individuals. They depend on the functions of the users e.g. Scientists, teacher, researcher etc. According to Shera, the essential task of documentation may be described as matching the two patterns:

1. The pattern of all scholarly activities in which the primary graphic records play a part; and

2. The pattern of intermediary services which transmit the primary recorded materials from the scholar-as-producer to the scholar-as-user. S. R. Ranganathan (7) defines documentation as "
1. Promotion and practice of bringing into use of nascent micro thought by specialists (Law 1); and
2. Pin-pointed (Law 2);
3. Exhaustive (Law 3);
4. Expeditions (Law 4) service of nascent micro thought to specialists:
5. In spite of the continuous ever-increasing cascade (Law 5) of nascent micro thought on an ever-multiplying number of specialised subjects, communicated through several thousands of periodicals.

Ranganathan has further recognised the following facets of documentation.

1) Documentation work;
2) Documentation service;
3) Abstracting work;
4) Document reproduction service;
5) Translation service.

Documentation work includes the process of preparing a documentation list and involves the following routine work.

1. Collection of periodicals and other forms of microliterature in the documentation section.
2. Selection and marking of the items to be included in the documentation list.
3. Indexing or cataloguing of the selected items, with annotations and abstracts wherever necessary.
4. Classification and arrangement.
5. Provision of suitable subject headings or the feature headings work.
7. Compilation of the list.

Documentation service includes 1) Supply of documentation lists, such as Current Awareness Service, Selective Dissemination of Information. 2) Reprographical work. 3) Translation work 4) Preparation of adhoc bibliographies on demand 5) Preparation of Union catalogues 6) Long-range Reference service.

This is oriented towards the needs of the specialists users i.e. the research workers, the teachers, the Heads of the Departments and other project staff. This service gives emphasis on recent or nascent thought. The advantage of production of such a documentation list is that the research workers, time is saved for scanning all the periodicals. This list brings to the notice of the scholars, items of use unnoticed by the scholars. Secondly documents in this list are available in the library for consultation. This is very great advantage. Alternately a xerox copy may be obtained for personal collection. Thirdly this list is cumulated and hence useful for creating a database useful for retrospective search. This is a database development activity.

This is an input to the library staff by which an output in form of the service can be generated. The knowledge of the library staff who undertakes this activity also increases. They develop competency in giving this service. This is the need of the day.
Hence every university library should undertake this activity for the use of research workers.

However the scope of this activity may be restricted either to a discipline such as Social Sciences or the Humanities or the Sciences or alternatively in a particular subject such as Biotechnology or Marathi language and literature or International Law depending on the requirements and priority or thrust areas of the university. This is also dependent on the subject knowledge of the Documentation Officer. It is noticed that for carrying out this activity, subject knowledge is very essential and hence a Science Master’s graduate is preferred to do documentation work in sciences or a Social Scientist is entrusted with the work of documentation in Social sciences. One thing is clear. A university library is not in a position to cater to the needs of all university departments due to inadequate staff. Hence alternate methods of indexing and dissemination of information about micro documents is to be evolved. For example National Chemical Laboratory of Pune dose not compile a documentation list in Chemistry but subscribes to all sections of Chemical Abstracts which is the main research discipline of NCL and acquires other information products generated from Chemical Abstracts. The competency and skill of the National Chemical Laboratory library staff lies in helping the scholars to select items of interest to them from the wealth of information generated by Chemical Abstracts. They also help in searching international databases available in National Chemical Laboratory. Such alternatives have to be found out by the university libraries in Maharashtra.
Scope of Documentation service

While deciding the scope of documentation service, the Documentation Officer must decide in which discipline or areas the documents are to be scanned and to be presented in a form of indexing bulletin or any other form of presentation. It should be supplied regularly to the readers. In a University library, various research projects are going on. He should build up research profile and inform the concerned researcher about articles, papers of interest to the research worker.

University libraries in Maharashtra: Data analysis

Some of the university libraries in Maharashtra are providing documentation service to the research scholar as well as to teachers on regular basis. These are S.N.D.T. Women’s University Library, Mumbai University library, and Jayakar Library, University of Pune.

3. Current Awareness Service

Harrod’s Librarians Glossary (8) defined Current Awareness service as “a system for notifying current documents to users of libraries and information services, e.g. selective dissemination of information (SDI), information bulletin, indexing services or reviews of current literature. The term is sometimes used synonymously with SDI.”

Current Awareness. A system, and often a publication, for notifying current documents to users. A libraries and information services, bulletin indexing service, current literature. The term is sometimes used synonymous for SDI.
Current Awareness Journal. A periodical consisting of reproduction of facsimile of contents tables of many individual journals.

Current Contents A registered trade mark of the Institute of Scientific Information; used in their publications which reproduce the current pages of periodicals.

For any active teacher/research scholar in a university it is necessary to be up-to-date in the field of his specialisation. The Current Awareness Service is basically a process of dissemination of current information. The current information is included in the contents of currently published primary documents. This service may be categorised in two groups i.e. In-house CAS and Commercially provided CAS. There are a number of commercially available current awareness publications. One of the most popular service available on floppy disket and CD-ROM is Current contents published by Institute of Scientific Information, USA.

In house current contents can also be generated by xeroxing the contents pages of periodicals and disseminating them to the users.

Basically this service is usually in the form of publication and attempts to bring the current or recent information on the topic or subject interest of the users. The information contained in the service could be list of references, with or without abstract, Newsletter, books currently published with reviews, articles appeared in various journals, patents, CD-ROM databases, databases available on floppy disks.
The Librarian has to establish the current awareness service which is one of the important services that they should be offering to users. Secondly, the library manager must choose the most appropriate avenue of current awareness. These new services will compete with each other and with other commercially produced current awareness services.

According to Jennifer Rowley (9) the information manager need to ask the following questions:

1. Will this service offer more tailored and relevant information?
2. Wider coverage of sources?
3. More detailed information?
4. Cheaper information?
5. More current information?

There are commercially available CAS. It can be assessed by its relevance, subject coverage, timeliness and frequency. This can be assessed to take a survey by asking questions to the user of CAS. Normally CAS is used in special libraries and university libraries.

There are various methods of CAS in existence. Some important methods are discussed below.
1. **Display method:**

By displaying current issues of journals, books and other reading material in the library, users can be well aware about the current information of their subject of interest or research areas. By taking the opinion of these users, we can assess this service.

2. **Individual Notifications:**

Library staff are generally aware of the needs of the users and their areas of interest. Whenever the documents are received by the library, they notify the user, may be on telephone or by letter or forwarding a formal slip.

However we can judge how this notifications are useful to the user. It is totally dependent on the library staff. Unless they inform the user, the user does not know about the current literature. If the person concerned proceed on long leave who is going to provide notification to the user?. The ultimate answer of this question is other staff working in this section.

3. **Routing of journals:**

On receipt of the journals in the library, routing slip containing the name of the person concerned user is attached to it. The names are arranged alphabetically or hierarchically according to the position. After perusal of each user, the user passes the journal to the next user.
However it is difficult to trace the journal for library staff. Some time the concerned user is out of station. However this method is unsatisfactory for several reasons. They are 1) Some of the users do not pass the journal to the next user promptly 2) It is a time consuming process and 3) Sometimes, the journal is not traceable. Thus it is a loss of the library. This method can be applied only to a few journals with limited users.

4. Reproduction of content pages

Instead of routing the journals, the content page of each issue are to be photocopied and distributed to the user or its department so that all the users of that department can observe the current articles appeared in that issue. It is also called “Article Alert Service”.

5. Use of commercial CAS

There are commercial current awareness services available in the market, such as Inside Information from the British Library Documentation Supply Centre provides short listing of the key features of each article in the world’s principal scholarly periodicals in Science and Social Science discipline. (4) SwetScan from Swets Subscription Service, Netherland, covers 7000 special periodical titles and provides title, ISSN, year-volume, some article names, authors, page numbers. An average 111073 references are added to
the database each month. Another commercial CAS is UnCover, it is a collaborative venture between Blackwells and CARL. (10)

CURRENT AWARENESS SERVICE / DOCUMENTATION LIST

Current Contents

The magazine “Current Contents” was subscribed by Jayakar Library of Pune University in 1970’s but this was discontinued due to inadequate funds. However the Department of Zoology subscribed to this journal specially the biological section from their special funds. Later on this journal was subscribed by Bioinformatics Centre. Some of the sections of Current Contents were subscribed by NCL.Bombay and SNDT Women’s University libraries also subscribed to current contents during 1980’s. They have also discontinued some of the sections of this journal due to inadequate funds.

Current Contents is now brought out on floppy diskettes.

Therefore a question was asked whether the university library is subscribing to current content service on floppy diskettes or hard copy. It is found that Mumbai, Nagpur, Shivaji, Amravati and Dr.B.A.M. University libraries are subscribing current contents service as hard copy in different disciplines. Pune University has discontinued Current Contents due to paucity of funds.

Documentation lists

The other alternative chosen by some of the university libraries was to bring out a local documentation list. For example the Jayakar Library of the Pune University
compiled a Documentation List in Social Sciences from 1969 to 1978 regularly. The entries were cumulated. Special subject headings were provided and index of subject headings was also compiled. This activity was vigorously carried out by Dr. S.G. Mahajan during his tenure of the post of Documentation Officer. (May 1970 to November 1976)

This production of Documentation list was discontinued during 1992-97. At present it is substituted by Article Alert service. In this service contents pages of Social Sciences, Science and Humanities periodicals are xeroxed and sent to University Departments. (Amount provided Rs.10,000/- each year for 1997-98, 1998-99)

S.N.D.T. Women’s University library is producing a documentation list called “Current Awareness services in Humanities” for the last twenty eight years. Articles in Marathi, Gujarathi, English and Sanskrit periodicals (over 136) are regularly indexed and brought out in cyclostyled form. This list is regularly sent to university and college libraries in Maharashtra. This list of articles is cumulative and it is proposed to store in a computer available at S.N.D.T. Women’s university library.

SNDT Women’s university library and Amravati University Library provide computerised CAS to the users. Other university libraries except Shivaji University Library, Dr. B.A.M.U. provides content pages of periodicals and list of additions to the university departments for the benefit of the faculty and research scholars.
Dr. Babasaheb Ambedkar Marathwada University library had also taken initiative to prepare a documentation list both in sciences as well as humanities and social sciences in 1980s. Miss Usha Hastak and other colleagues in the library took leading part in this activity for a decade. However during the last decade this activity is not carried out regularly.

Dr. M. P. Pethe, the then university librarian, Poona University started indexing of articles in Marathi language for over a decade (1973-1983). This list was typed and circulated to the university departments. Dr. Pethe even after his retirement in 1983 continued to prepare indexing of articles in Marathi periodicals and Jayakar Library typed these articles and circulated among the university departments. However after some years, this service was not extended by the Jayakar Library.

Nagpur University library had not a full-fledged university librarian for over 11 years after retirement of Dr. V. V. Kulkarni. Hence no such activity was carried out by this library for over a decade. At present Dr. P. S. G. Kumar is taking lead in this activity.

Collection of Documentation Lists

One more activity was carried out by the Jayakar Library of the University of Pune. Jayakar Library sent its documentation list in social sciences to libraries of social science research institutions in India. In exchange, the library received documentation lists in social sciences brought out by other research institutions in India. All these lists were acquired and preserved in the documentation section of the Jayakar Library. These
proved to be very useful to research scholars. For example Lok Sabha Secretariat produced "Fortnightly List of Articles". This list contains articles, news, notes, abstracts or summaries of Government Committee / Commission reports and new additions made in the Lok Sabha Secretariat Library. This list was very useful to the social scientists. Following documentation lists were acquired. (11)

Maharashtra

1. S.N.D.T. Women’s University Library. CAS Languages and Literature.

Outside Maharashtra

It was asked how many user profiles are prepared. It is found out that SNDT Women's university and Amravati university have prepared more than 40 user profiles and providing CAS and SDI service to the users. It is also observed that Mumbai, Pune, Nagpur, North Maharashtra and Swami Ramanand Teerth Marathwada University libraries are providing CAS i.e. these libraries are providing contents pages service to the departments.

The total entries of documents included in CAS during 1996-97 were as follows:

225
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<td>Amravati University</td>
<td>157</td>
<td>75</td>
</tr>
</tbody>
</table>

**Performance indicators for Current Awareness Service/SDI**

1. Number of periodicals scanned for.
2. Number of Bulletins distributed in a year.
3. Number of entries covered in the bulletin.
4. Number of users benefitted.
5. Number of abstracts included in the Bulletin.
6. Whether the Bulletin provides subject index.
8. Cumulation of entries for retrospective search.
9. Number of users profile maintained.
10. Feedback from users, how it was used, and reasons for non use.
11. Mechanism of improvement.

**4. Selective Dissemination of Information Service**

It is similar service to current awareness service but the objective of which is to keep the specialist users of the system informed of new developments in their respective areas of interest without overburdening them with non-relevant and unwanted documents.
SDI provides notifications of new primary documents as and when added to the information dissemination system of the library or a documentation centre, giving bibliographical details with or without abstracts of each document. Notifications are based on a match between a reader’s interest profile and document profiles. This is a specialised type of service normally providing references to individuals, to scientists in research organisations who have projects in hand.

From the data collected it is noticed that this service could not be given in a systematic manner in any of the university libraries in Maharashtra. However attempts seem to be made by individuals to inform the readers occasionally on telephone or at personal get together. This service can be given automatically if computers are used for this service.

§ Bibliography Services

Compilation of a bibliography on books and other micro documents is a tool of study and research by scanning indexing and abstracting periodicals and other reference sources and now using CD-ROM for searching the information.

Retrospective bibliography Services

Providing retrospective bibliography services especially for a group of research scholars on the occasion of the conference/seminars/workshop organised by the Universities.
Bibliographical service in university libraries (Q.N.11)

To provide bibliographical service is one of the functions of University libraries. The reference or documentation section of a university library generally compiles bibliographies. Hence a question was asked. Out of the nine university libraries, six university libraries (66.67%) are preparing bibliographies on various subjects on demand by the users or for a group of research workers. Three libraries (33.33%) are not preparing bibliographies. It was further asked how many bibliographies were prepared in a year. SNDT Women’s University library and Amravati university are preparing more than 20 bibliographies in a year. Mumbai university library is preparing more than ten bibliographies in a year. Pune, Shivaji and Dr.B.A M.University library are preparing less than ten bibliographies in a year. Only SNDT Women’s University library is charging fees for the bibliographies compiled for the projects funded by other agencies. Other university libraries do not charge any fee for this service.

It was further asked the areas in which bibliographies are prepared. The groups of subjects are language and literature, History, Social Sciences, Women’s studies, Sciences etc. There are various readymade bibliographies prepared by the organisations or individuals. It is found that all university libraries have purchased bibliographies of doctoral dissertations published by AIU, other bibliographical tools like INB, BNB, Indian Books in print, British Books in Print, etc.

It was asked whether university library purchases computerised databases for providing bibliographies. Mumbai University Library and SNDT Women’s University
library have purchased computerised databases. Other Seven university libraries do not purchase databases. It was further asked what type of bibliographies are generally asked. Out of three options provided SNDT Women’s University library provides bibliographies on specific subjects, specific author and articles on specific topic because it has developed in house database of articles in different disciplines called “SUCHAK”, “SANSTHA” (provide information about the organisations in the subject areas). SNDT University library has also purchased external databases on Food and human nutrition in AGRIS, Current Contents in Social sciences, and LISA. Mumbai University Library provides bibliographies on specific subjects and topics.

The Jayakar Library of Pune University has extended bibliography service effectively during the last 20 years. Dr.M.P. Pethe, Dr.S.G. Mahajan took initiative during their period of service and compiled bibliographies in the following manner.

Dr.M.P. Pethe was a bibliographer par excellence. He was a voracious reader of books and articles in periodicals on Marathi language and literature. He compiled an exhaustive annotated bibliography of articles and other micro documents on Saint Dnyanadeo. This bibliography was published under the title “Dnyandeo Vangamaya Suchi”. Therefore he is called Dnyandeo suchikar Dr.Pethe. This reference tool is very valuable to the scholars of Marathi language and literature. He also brought out a supplement to “Dnyandeo Vangamaya Suchi” this bibliography which was published after his death.
Dr. Pethe compiled indexes to Marathi periodicals. For example, he compiled annual index to the journal "Prasad" till his death in 1996. He compiled index of articles published in "Navabharat" magazine. In addition, he compiled bibliography of articles in Marathi on library science in card form. This is preserved in the Jayakar Library.

He also compiled a bibliography of theses in Marathi for which Ph.D. degree was awarded. In addition, he compiled a bibliography on research in progress in Marathi. He collected the data from the Departments of Marathi all over India as well as from abroad and published this bibliography in a volume, edited by Maharashtra Sahitya Parishad. He compiled a bibliography of articles for Marathi Tatvadnyan Mahakosh, 3 vols. Edited by D.D. Wadekar. He was never tired of compiling a bibliography. His services are acknowledged in a number of theses on Marathi language and literature as well as books published by scholars.

Dr. S. G. Mahajan has also compiled various bibliographies during his lifetime. For example, he compiled exhaustive bibliographies with annotations for the following seminars. The Poona University, Department of History conducted all India seminar on

1. Economic and social history of India.
2. Chatrapati Shivaji.
These bibliographies were included in the seminar volumes. The documentation section also organised exhibition of books and articles on these occasions. The documentation section provided service to research scholars in compilation of ICSSR survey reports. For example Prof. V.M. Sirsikar of the Politics Department compiled survey report on political parties and elections and pressure groups. (ICSSR. A survey of research in Political Science. V.1 Political System. 1979 ch.4. Political Parties and pressure groups. v.2 political process. 1981) This service was given for over two years which resulted in an exhaustive bibliography included in the ICSSR survey report. Dr. S.K. Agrawal, Head of the Department of Law, wrote a book on International law of the air and on Lokpal and Lok Ayukta. These books are based on intensive bibliography services given by the documentation section of the Jayakar Library headed by Dr. S.G. Mahajan.

Dr. N.R. Inamdar, Professor of Public Administration required articles on “Employment Guarantee Scheme.” A thorough survey was made about the literature published in “Guide to Indian periodical literature, humanities and social sciences” and other reference sources. Two books were brought out by him, one on Panchyat Raj and second was Public Administration. In this way a number of cases can be cited.

The library assisted the teachers of the university either for their funded projects or for writing monographs. This service has been acknowledged in the preface of these books.
Suggestion

As a matter of fact every university library should maintain a record of such acknowledgements published in the books. This is a first hand evidence of rendering service to the scholars by the university libraries.

A record has been maintained in the Jayakar Library along with the copies of bibliographies compiled from time to time. It is suggested that a list of bibliographies compiled by university libraries in Maharashtra be compiled and circulated in all the university libraries and college libraries in Maharashtra. This will avoid duplication of efforts by other libraries.

The Jayakar Library of the University of Pune submitted a project to the Ministry of Environment to compile a bibliography on the Western Ghats under the direction of Dr. S.G. Mahajan. The Ministry of Environment sanctioned this project with necessary financial assistance for recruiting two project assistants and for other expenses. This bibliographic assistance cell culled out newspaper clippings, compiled bibliography on the Western Ghats and circulated them to the research workers and research institutions engaged in the study of Western Ghats. This cell also compiled a Directory of environmentalists in India. (58 pages, 1986). This data was collected from the experts from all over India. This is a unique experiment in bibliography project in 1986. It was both Current awareness service as well as retrospective bibliography.
Dr. S.G. Mahajan, the then librarian of the Jayakar Library submitted a Major Research Project to the University Grants Commission for compiling an annotated bibliography of information sources on the topic “Socio-economic study of Pune city”. Dr. Mahajan has completed this project during 1992 to 1995 and is bringing out a publication “History, Growth and Development of Pune city (AD 758 to 1998) : a handbook of sources of information, containing Researches on problems and prospects of Pune Metropolitan Area carried out at the universities of Pune, Bombay and SNDT and Research Institutions during the last 50 years (1949-1998).

**Theses and Dissertation Catalogues**

University libraries received copies of theses and dissertations from the university office for which Ph.D. and M.Phil and other degrees are awarded. These are valuable information sources for research and they remain unpublished for a number of years. In order to assist the readers, the university libraries in Maharashtra have compiled catalogues of theses and dissertations available in their libraries. Following is a list of such catalogues compiled from time to time.

**Mumbai University library**


   (Possesses largest number of Theses and Dissertations available in university libraries in Maharashtra)
2. Monthly list of additions. Printed monthly, included Theses added to the library.

3. **Database in computer**

   The Mumbai University Library has created a database of about 20,000 Theses and Dissertations available in the library, during the last decade. It is in dBase III plus. It is possible to search make a topic/subjectwise search. This is a valuable contribution of Mumbai University Library.

**Pune University**


3. **Creation of Database**

   Catalogue of Theses and Dissertations from 1992 to 1999 in computerised form entries prepared in CDS/ISIS. over 1000 theses and dissertation included.
S.N.D.T. Women's University library

Creation of Database

SNDT Women’s University Library has created a database of Theses and Dissertations submitted to this university. Each record is given a MFN. Theses and Dissertations of Pune Branch are also included in this database.

Nagpur University library

Nagpur University Library started inputting data about Theses and Dissertations in its computer.

Shivaji University library


AIU Bibliographies

Theses submitted to all universities in Maharashtra have been included in the bibliographies of Doctoral Dissertations compiled and published by Association of Indian Universities, New Delhi.
Updation of Data

The journal University News published by Association of Indian Universities. New Delhi includes data about theses of the month. Thus the database is updated every month.

INFLIBNET Database

Inflibnet has created a database of Theses for which Ph.D. Degrees have been awarded. It is available at its Ahmedabad office. It is also on internet online on the following address. (12)

http://www.inflibnet.com

All the university libraries in Maharashtra have supplied data about Theses of their respective universities to both AIU and INFLIBNET. This is important contribution of university libraries in Maharashtra.

6. Services to University Departments

Teaching and research is carried out by the universities in the university departments established from time to time, mostly on the university campus. However some of the university departments have been located out of university campus leaving a considerable distance between the university library and the university department. For
example the Poona University had 10 University Departments in 1950. This number increased to 36 in 1982 and in the year 1997-98 this number has reached to 41.

Majority of the University Departments organise post-graduate teaching e.g. M.A., M.Sc, M.B.A., M.C.M. LL.M. courses and further guide research in M.Phil and Ph.D. Degrees. Some of the University Departments like Library and Information Science, Journalism organise graduate courses as well as Master’s Degree courses in their respective subject fields. Besides teaching and research for the above degrees, University Departments also organise Seminars, Conferences, Workshops in their respective subject fields. They are also engaged in organising Refresher Courses and other academic activities recommended and funded by the UGC, CSIR and such other funding agencies. Faculty members of these departments regularly contribute papers to these research and development activities.

University Libraries do provide support to all these activities by establishing/promoting departmental libraries providing bibliographical and documentational services and acquiring materials outside their libraries either on interlibrary loan or availing xerox copies of articles and providing individualised reference service to teachers and students. Let us take a quick review of these services offered by the university libraries.
Departmental Libraries

University Grants Commission had given emphasis on the needs for developing departmental libraries in universities in India. UGC had sent a letter to all the Indian universities to establish departmental libraries and agreed to provide financial grants. Universities were asked to send their proposals to set up departmental libraries. In the letter of UGC (F.21-4/62(G) dated 4th Sept. 1962) it was mentioned that the reading material should not be above 2000 volumes. Departmental libraries may be located in the university departments concerned.

The Librarian, University of Poona put this letter before the Library Committee for consideration with his brief note. In his note he submitted proposal and it may be implemented in three stages.

First Stage:

1. Duplicate copies of reference books and other books which are constantly required by the Heads of the University Departments may be purchased and be given permanently to the department.
2. Such books will be ordered, processed at the central library but they will bear the label of the department, or whose use it is specifically purchased.
3. To begin with, each department may be permitted to have a collection of 200 volumes.
4. The issue work may be executed by any clerk or assistant working in the department. To facilitate prompt and easy issue work the librarian will give all instructions to these persons and will give such forms to the departments, as are used in the central library for issuing work.

5. Considering the present experience, the librarian is of the opinion that text-books should not be kept in the departmental collection. However, if they are required by the teachers concerned, they will be directly issued to them through the central library when needed.

6. The first stage may be concluded at the end of three years, from the time of its commencement.

Second and Third Stage

The second stage may be implemented only after taking into consideration the experience during the first three years. The librarian submitted proposal with financial implications.

<table>
<thead>
<tr>
<th>Items</th>
<th>Cost (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>70,000</td>
</tr>
<tr>
<td>Staff</td>
<td>1,800</td>
</tr>
<tr>
<td>Furniture</td>
<td>6,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>77,000</strong></td>
</tr>
</tbody>
</table>

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The above proposal submitted by the librarian was accepted by the Library Committee and subsequently sent to Executive Council of the University for approval. The Executive Council referred back the proposal to Library Committee for reconsideration and librarian was asked to prepare a fresh proposal in the light of the discussion which took place in the meeting and place a fresh statement of expenditure relating to the 'Departmental Libraries' and same be forwarded to the Registrar with the approval of the Chairman, Library Committee.

A fresh proposal relating to the statement of expenditure for departmental libraries was submitted by the librarian. It includes

- Books ... Rs.1,80,000
- Staff ... Rs.1,08,000
- Furniture. Rs. 81,000

\[ \text{Rs.3,69,000} \]

and it was accepted in March 1963. Since this was the beginning of establishing the departmental libraries, University Grants Commission suggested some guidelines to establish the departmental libraries in the university. (13)

This proposal could not be implemented as Heads of the Departments wanted a permanent library staff to manage this activity. In later years, number of University
Departments had set up separate departmental library as the were recognised as Department of Special Assistance. Department of Research Assistance grants for UGC. In these schemes sanction was given to appoint technically qualified library staff specially Documentation Assistant for the library. For example Department of Hindi, Sociology, Philosophy, Political Science and Public Administration. Department of Chemistry, Zoology, Mathematics and Statistics appointed library staff and developed their collections from the funds sanctioned by the UGC. The university library had to give the following services. Guidance for setting up the libraries, framing of rules, planning the library activities, carry on documentation work maintenance of union catalogue and periodicals and finally computerization and networking of departmental libraries. Similarly is the case of other university libraries.

7. **Services on two or more campuses**

During the last two decade it is noticed that various universities are developing new campuses and branches or regional centres in their area. Consequently, it is noticed that university libraries have also established campus libraries on these campuses. For example Mumbai University library is organised in two campuses, one in Fort area and another in Kalina campus. S.N.D.T. Women's University library is also spread on two campuses and one branch in Pune. Nagpur university library has also two campuses. Readers from these centres request for inter-library loan service, documentation service and it is provided to the readers. This takes time and efforts on the part of library staff members. This service also include making documents available from other campuses. It
is hoped that due to automation and networking of libraries, this service will also be given effectively in the near future.

1. It is observed from the information collected from the universities in Maharashtra State, out of nine state universities, four universities Mumbai, SNDT, Nagpur and Pune are having two campuses and five universities are having only one campus. Shivaji University has established one Post-graduate centre at Solapur which has a separate library.

8. Services regarding Manuscripts

India’s glorious past is embodied in her ancient and medieval literature, which to a great extent, is available in manuscript form. A large number of manuscripts still remain unnoticed because they are not recorded in printed catalogues. The Government of India encourages the printing and publication of catalogues of manuscripts collected by various institutions all over the country. Such catalogues are the basic tools of reference to research scholars in history, literature and related branches of learning.

From the survey carried out by me, it is noticed that all the university libraries in Maharashtra posses manuscripts collection developed over a period of time. This collection has been developed due to the keen interest taken by the scholars of the university and the positive response given by the librarians of the universities.
All the university libraries have developed reference tools for describing and locating the manuscripts available in their libraries by cataloguing the manuscripts and later on publishing the catalogues of manuscripts. Some of the universities have availed the assistance extended by the Government of India, Ministry of Culture, National Archives of India for compiling and publication of catalogues of manuscripts. These catalogues prove very useful for disclosing the contents of the manuscripts preserved by the libraries. In the paragraphs to follow, a brief survey has been taken regarding the efforts taken by the libraries in the development of manuscripts collection as well as the services provided to research scholars during the last four decades.

**UNIVERSITY OF PUNE**

**Manuscripts Collection:**

The Jayakar Library has built the present collection of manuscripts by acquiring them from different parts of India. These manuscripts are either purchased or received as donation during the last four decades.

This collection has been developed through the efforts and keen interest taken by the Heads of Departments of Sanskrit, Marathi and Hindi among whom are some reputed scholars like Principal Dr. R. D. Karmarkar, Dr. R. N. Dandekar, Head of the Department of Sanskrit, Dr. S. G. Tulpule, Head of the Department of Marathi, Dr. Bhagirath Mishra and Dr. Anand Prakash Dikshit, Head of the Department of Hindi. It was also partly due
to late Mahamahopadhyaya Prof. Datto Vaman Potdar who, as a veteran historian, took interest personally in developing the collection.

2) This collection has been developed both by way of purchases and donations. The University of Poona made a special provision for purchase of manuscripts and transcripts in the Budget Estimates of the Jayakar Library since 1954. Additional amounts have been sanctioned from time to time, by the Executive Council for purchase of valuable manuscripts collections.

A Manuscripts Committee was constituted in 1954, specially for this purpose. Eminent scholars like Dr. R. N. Dandekar, Shri. P. K. Gode, Curator, Bhandarkar Oriental Research Institute, Dr. S. M. Katre, Director, Deccan College Post graduate and Research Institute, Mahamahopadhyaya D. V. Potdar, Shri. K. S. Hingwe, the then University Librarian were associated with this Committee.

It was due to the Late K. P. Parakhi Shastri, a scholar and bibliophile, that the collection consists many of the important manuscripts. Shastriji could see and judge the importance and value of the manuscripts in various subjects. The collection of manuscripts of Dattavarada Vitthala containing mostly unpublished works with some of his autographs has been received through the efforts of Shri. K. P. Parakhi Shastri.

In the collections received gratis, a few have their own significance. Some such are namely that of Raja Panta Sachiv of Bhor, Kabir Math. Pune: Rajaram Ramkrishna
Descriptive Catalogues of Manuscripts

There are over 4400 manuscripts available in the Jayakar Library as on 31 March 1998. Out of which 1816 are Sanskrit, 633 Marathi, 966 Hindi, 14 English, 03 Tadpatra in Kanarese script, remaining are printed manuscripts (pothis) in Marathi, Hindi and Sanskrit languages. In order to disseminate information about this to research workers, the Jayakar Library has published a “Descriptive Catalogue of manuscripts” in three volumes. Volume I was published in 1986 (14) covering the acquisitions upto 1985 A.D. in two parts. Part I covers Sanskrit manuscripts in which Veda, Upanisad, Ramayana, Mahabharata, Gita, Dharma, Purana etc. subjects are covered. Part II covers Marathi manuscripts under the headings, Abhangas, Nataka, Charitras, Gita, Jyotish vidya etc. Total no. of entries are 2400. Volume II was published in 1989. It covers Hindi manuscripts in Part I entries 2640 - 3606 and notable Sanskrit manuscripts numbering 18 in Part II. These volumes have been edited by Dr. S. G. Mahajan, Dr. R. P. Goswami (Sanskrit mss) and Dr. M. P. Pethe (Marathi mss). (15) Volume III of the Descriptive catalogue of manuscripts was published on 6th August 1986 containing 600 entries covering Sanskrit, Marathi and Hindi mss added from 1986 to 1993 A. D. This volume is compiled by Dr. M. B. Konnur, Dr. R. P. Goswami and Shri. C. P. Pharande. (16)
To publish the Descriptive catalogues of manuscripts for all these volumes, the Department of Culture, Ministry of Education, Govt. of India has provided financial assistance. The Department of Culture not only provided grants for publication but also provided grants for preservation and listing of manuscripts in university libraries throughout in India.

These manuscripts are preserved in the Jayakar Library and made available to the research scholars coming from all parts of India as well as from abroad.

Services:

All manuscript collection is available to research scholars. Those scholars want to use the manuscripts they have to fill up on application form and seek the permission from the librarian, this enables the library staff to collect data regarding use of mss of use statistics. Photocopies of few pages of manuscripts are also permitted with the special permission of the librarian. However such permission is not granted for manuscripts which are rare and brittle.

Compiling and publishing catalogues of manuscripts is useful service. These tools disseminate information about manuscripts. These are useful to research workers. All these catalogues are available on information desk of the library.
Manuscripts Collection

Shivaji University has created an independent Archival Cell in the year 1988. It is located in the Central Library. It has a separate staff consisting of an Assistant Archivist, Conservationist and microphotographist. The cell consists of rare manuscripts 5673, of which 5668 are Sanskrit, 18 Marathi, 1 Hindi, 1 Gujarathi, 5 Prakrit. All these manuscripts were collected by way of donations and these are recorded in the register against the names of families from whom they are donated. The oldest manuscript of Dnyaneshwari (Shaka 1460) is available in the Archive Cell. These manuscripts consists various subjects such as Vedanta, Ayurveda, Astrology etc. These manuscripts are tied in rumal and preserved under lock and key.

The Archival Cell of Shivaji University possesses 25000 rare books, mostly donated from renowned personalities like Shri. Keshavrao Jedhe, Appasaheb Pawar, Shri Dhananjay Keer, Dr. Jagtap etc.

The Catalogue of manuscripts was prepared by the well known Sanskrit Scholar Late Shri. Balacharya Khuperkar Shastri. (17) This catalogue is in card form. It is planned to publish the Mss catalogue is near future by the University. Six manuscripts are published in book form. The Marathi manuscripts collection is small in nature but useful to research scholars.
NAGPUR UNIVERSITY LIBRARY

Manuscripts Collection

Nagpur University library has good collection of over 22000 manuscripts out of which 9112 are Sanskrit, 5000 Marathi, 50 Hindi and 7000 others. These manuscripts are acquired by way of purchase and donation. Scholars like Dr. Y. K. Deshpande, Dr. V. V. Mirashi, Dr. V. M. Karambelkar were incharge of this manuscripts project in an honorary capacity. In 1961 this section was reorganised and first full-time Mss Officer Dr. S. L. Katre, renowned Sanskrit Scholar was appointed. To develop manuscripts section, a manuscripts Advisory Committee was constituted by Library Committee in its meeting held on 12th December 1996. (18)

The Manuscripts Advisory Committee decided to develop manuscripts unit. This committee made the following recommendations.

1. Recruit additional staff.
2. Filling up the post of manuscripts officer.
5. Steps to be taken to publish Vol. 2 and 3 of catalogue of mss compiled by the editors Dr. V. W. Karambelkar and Dr. S. M. Ayachit.
Indira Gandhi National Centre for Arts, New Delhi, had microfilmed 22 rare manuscripts on 'Gita Govinda' during February 1997 and a copy of each of the microfilm was given to the library.

To transfer the rich collection of manuscripts on CDs, necessary hardware and software were purchased by the library. For this purpose Computer and CD-R have already been purchased. An HP scanjet 4 S scanner and required software i.e. Winscribe, Alchemy Gold have been acquired. The CD publishing job will be carried out very soon.

Microfilming, photocopying facilities are provided to the research scholars. Photocopying of manuscripts are provided at the rate of Rs. 5/- per folio. Further the Manuscripts Advisory Committee has also taken a decision of not to allow outsiders to handle manuscripts which are rare and brittle.

Following catalogues of manuscripts have been published.


3. In press.
UNIVERSITY OF MUMBAI

Manuscript Collection

The University of Mumbai Library has a valuable collection of 10036 manuscripts. Out of which 7506 are Sanskrit, 1194 are Marathi and 1336 others (Arabic, Persian and Urdu). These manuscripts are acquired by way of donations. These manuscripts are kept in plastic bags and naphtalene balls are kept in the cupboards and tied in red cloth.

Special Collections of Manuscripts

1. Moropant Collection - Marathi MSS
2. Bhadkamkar Collection - Sanskrit MSS
3. Bhagwatsinghs Collection - Sanskrit MSS
4. Ichharam Suryaram Desai Collection - Sanskrit MSS
5. Palm leaf manuscripts Collection - Sanskrit MSS
6. Dr. Ambedkar’s papers
7. Fyzee Collection of MSS (Arabic, Persian MSS)
8. Khathwate Collection - Urdu, Persian MSS
9. Jamshetjee Jeejebhoy Diaries
10. Manekjee Cursetjee Diaries
11. Irabatti Collection, Newspaper clippings.
12. Dr. Baburao Patel Collection Cuttings, portraits, papers.
The library possesses coins, posters, photographs and pictures etc. The facilities like microfilming, photocopying and manual copying are available. Overall the MSS are used by a few scholars.

**Descriptive Catalogues of Manuscripts**

The university has published following catalogues of manuscripts. (19)

1. Descriptive Catalogue of the Fyzee Collection of Ismaili Manuscripts by Mu’izz Goriawala (1964)


3. Descriptive Catalogue of Sanskrit and Prakrit manuscripts in the Bhagvatsinhi and Bhadkamkar Collections in the library of the University of Bombay Compiled by G. V. Devasthali, Vol. I and II.

4. Descriptive catalogue of the Sanskrit Manuscripts in the Ichharam Suryaram Desai Collection in the University of Bombay Compiled by H. D. Velankar.


*The Staff for manuscripts Collection:*

UGC Committee on the universities and college libraries (1957) has not recommended any staff for the manuscripts section in various universities in India and therefore this collection was not maintained properly. Considering the need for a separate
staff for this section, the Govt.of Maharashtra Committee (Dubey Committee) (20) has recommended the following staff for manuscripts section.

Manuscript Section:

Various Manuscripts are lying in a scattered condition all over the country in private possessions. They are very old, rare and important from the point of view of the dissemination of knowledge. The significance of these manuscripts has been very well depicted in the report of U.G.C. MSS Committee in the year 1956-57 reproduced in “Manuscripts, Catalogues, Editions” published by Central Education Ministry, Nov. 1963. It states that “It is hardly necessary today to emphasize the significance of the manuscript material for study and research in the History, Literature, Philosophy, Arts, Science and Culture in India. In order to preserve the manuscripts and their further use in the research projects, relating to various disciplines of knowledge, it is incumbent on the part of the universities to establish the Manuscripts Section. The activities of this Sections are two-fold, firstly, search and collection of manuscripts from various sources spread over throughout India and preserve them properly and secondly, the study of these manuscripts leading to the publication and propagation of relevant information through journals and newspapers. The main activities of this Section are i) survey, inspection, collection, preservation and cataloguing of manuscripts, (ii) propagation of relevant information from these manuscripts through journals, (iii) the study of manuscripts leading to the publication of critical edition of important manuscripts (iv) supply required information based on these manuscripts to scholars in order to guide and help them in their research projects. All this mean the conservation of inherited knowledge and its
transmission from generation to generation. In order to carry out these activities, it is essential to provide a core staff to this unit. The U.G.C.MSS Committee has recommended the following staff exclusively to deal with MSS:-

i) ONE CURATOR in the grade of Reader with research qualification

ii) ASSTT. CURATOR in the scale of Lecturer, one each for language Groups of more than 2,500 manuscripts,

iii) Other Staff such as Daftari, Binder, technical man, Photographers etc.

Norms proposed.-Taking into account the recommendations of the U.G.C. and actual working of this section in various universities, it is proposed that the staff for this section be provided on the basis of actual quantum of the work of this section. It will not be proper to accept the U.G.C. norms for staffing provisions of this section, as these norms are too ideal. At present the MSS acquired and preserved in the universities are not of a voluminous size nor is there a possibility of any substantial additions to the existing manuscripts in future so as to warrant the adoption of U.G.S. staffing pattern in toto. The Committee, therefore feels that from the practical point of view, following core staff should be provided to this section:-

i) MANUSCRIPTS OFFICER in the grade of Assistant Registrar. 1

ii) Research Associate in the scale of Superintendent 1

iii) Typist Clerk 1

iv) Class IV staff 2

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Findings

From the data collected, it is noticed that these recommendations have not been implemented by any of the university libraries in Maharashtra as this staff has not been sanctioned either by the UGC or by State Government or by the University authorities. Hence this work is either neglected or entrusted to one of the Assistant Librarians in the university library.

9. INFORMATION SERVICES TO INDUSTRIES

Due to industrialisation, a number of industries have been started in urban areas covered by the universities in Maharashtra. Some of these industrial units do not have their separate libraries and information centres. Hence such industrial units depend on information sources available in other libraries or information centres. At some places like Mumbai, Pune there are well developed information centres attached to Chambers of Commerce, such as Maharashtra Chamber of Commerce, Mumbai and Maratha Chamber of Commerce and Industries, Pune. However the needs of small industrial units can not be fulfilled by these libraries.

Considering these needs of the society, some of the Universities in Maharashtra have started giving information services to industries in their areas.
The Pune University, Jayakar Library has introduced a special membership to industries and provided them with library services. For example, Pune University has provided the following facilities and the fees prescribed for this is as follows:

"Library facilities will be extended to industrial concerns or their officers against a fee of Rs.2000/- per year and a deposit of Rs.5000/- for two books subject to the general library rules." (21)

As per the above rules, few industries became member of the University Library. However the officers of the industries are frequently visiting to the library for consultation of books, periodicals and other reading material available in the library. They are provided temporary card for short duration.

From 1997 Mr. T.R. Borse, Assistant Librarian, North Maharashtra University, Jalgaon has introduced information service to industries and industrialists have been requested to take advantage of the service. He has built a profile for industries with following details.

1. Name of the Industry:
2. Name of the General Manager:
3. Address for correspondence:
4. Production of Industry:
5. Area of research:

Mumbai University library is also providing library services to industries in and around Mumbai by enrolling them as members on payment of Rs.5000/- as library...
deposit and library fee of Rs.2000/- charged per year and providing inter-library loan service, xerox copies of articles, papers etc.

10. **Translation Services.**

In some of the universities, there are departments of Foreign languages. For example, the Pune University has a separate department of Modern European Languages. This department covers the following languages- German, French, Japanese, Russian. They train and organise courses leading to Master’s Degrees in that language. If some of the university people require translation service and they approach this department and they get the work done. There is another National agency INSDOC, New Delhi which has a team of experts who does the task of translation on payment basis. INSDOC provides translation service on demand on payment basis, and also publishes a bulletin “National Index of Translation” which lists translations of INSDOC and 22 collaborating organisations. Insdoc has maintained a roster of translators.

The following three important pools/agencies in the field of science and technology provide translation service.

1. The National Translation Centre, (NTC), Chicago, USA
2. The International Translation Centre (ITC), Delft, Netherland.
3. BLDSC (British Libraries Document Supply Centre) Boston, U.K.
However before undertaking translation work, it would be appropriate to consult the above mentioned tools of translation for avoiding duplication of work.

The Scientists are eager to know what has been written in the subject they are interested. It may be written in any other language which he does not know. The Scientists do not know all the languages. Hence there is a provision in most of the university libraries and research organizations to provide translation service as and when required by their scientists. There is a panel of translators in each language or there are some people who provide translation of the research paper in English language. Although the English language has been the major language of scientific communication

Observation

I could not get information about the translation service given by university libraries in Maharashtra. Mostly researchers manage this activity in their own way.

11. Services to University Authorities

The services to Chancellor

The Governor of Maharashtra is the Chancellor of all universities in Maharashtra. In the majority period of the year, he resides at Mumbai and while in monsoon he resides at Pune. During this survey, it is noticed that reference service is given to the Chancellor on various occassions.
Experiences at Pune University

The Chancellor presides over various functions. Maharashtra has a tradition of scholarly Chancellors. They give an address at a public function after careful preparation, reading, note taking, after consulting various references. Naturally they rely on library resources of Mumbai University and Pune University, besides the library of the Maharashtra Legislature. Pune University Jayakar Library has given efficient reference to the Chancellor. Some of the cases are given below. Mr. O.P. Mehra, Chancellor of Pune University requested to search all the articles by Dr. Rashmi Mayur, the environmentalist. The Jayakar Library received telephone from the Secretary of the Chancellor. The library staff members scanned back issues of the Times of India and other sources and gave xerox copies of the addresses appeared in the Times of India.

Another case is very interesting. The Secretary of the Chancellor gave ring to the Head of the Department of Law, to provide information on the definition of citizen in the constitution of U.K. The Head of the Department of Law immediately contacted the Jayakar Library. A search was made about the Citizenship Act and amendments made therein from time to time, after consulting Hatsbury’s law of England and other sources. The Chancellor was not satisfied with these references. He wanted latest developments. A search was made in the Keessings Contemporary Archives. This search revealed that the party head by Margaret Thacher had proclaimed in the election manifesto that if her party
comes into power that party will bring restriction on the migration of Indians and other foreign nationals.

Mrs Aliyawar Jung had to represent India’s case in United Nation Body. She required the information for this purpose. Other sources were also searched. All these sources were xeroxed and sent to the Chancellor within a period of 36 hours. Sometimes, therefore the search requires more time and consultations with other subject experts.

Dr. Shankar Dayal Sharma, Vice President of India arrived at Pune on two occasions. He required information about God Vitthala of Pandharpur. The information was collected at 10 p.m. and delivered to him as he was to proceed to Pandharpur at midnight. On the next occasion he wanted to felicitate Kusumagraja, the noted Dnyanpeeth Award Winner from Nasik. Biodata of Kusumagraja was collected and even a short address was prepared both in English as well as in Marathi and was delivered at 10.30 p.m. by Dr. Mahajan and the Vice-Chancellor of Pune University.

Similar is the case of Mumbai University library. They received various queries from the office of the Chancellor. Required information was supplied to the Chancellor. In such instances it is a test of the librarian and of Library staff members to respond to the Chancellor’s queries with least possible time. Both the university libraries are successfully fulfilling the needs of the Chancellor.

The Vice-Chancellor
Vice-Chancellor is the top most decision making authority in the university. Fortunately we have a tradition of learned men to occupy this position. The information required are generally of three types. (a) to fulfill their subject interests, (b) to prepare for lectures, addresses on public occassions. (c) To give input to the committees where they are appointed by Government or other agencies.

From the interviews taken from different librarians and library staff members, it is noticed that libraries have successfully provided reference service, documentation service to all the Vice-Chancellors. As a matter of fact if such record is kept by the university library and analysed we can get a pattern of information seeking behaviour of the Vice-Chancellors.

Dr. G.S. Mahajani, Senior Wrangler, a senior mathematician was Vice-Chancellor of Poona University from 1970 to 1974. He read Times of India and asked the book for "Future shock" after reading its editorial. On another occasion he wanted to refer the original of Principia Mathematicia by Issac Newton. On third occasion he required information about international year celebrated by United Nations. On fourth occasion he required information about the story of the bible where the Christ was preaching in the form of a shepherd. Thus the librarians have to understand the requirements of the Vice-Chancellor and supply the required information without loss of time. Biodata of Chief Guests invited to deliver Convocation Address is to be kept ready.
University Management

The Poona University has appointed a Law Officer during the last two decades. A number of court cases are going on in various universities. Providing the various information sources to the law officer is again a test of the university libraries. Librarian should know both, the concept of law as well as varieties of legal information sources including the case laws. The Jayakar Library has efficiently dealt with these problems. As a result of this experience Dr. Mahajan was requested by the Department of Law, Poona University to give lectures on legal information sources to the students of LL.M as well as to the participants of workshops organised by the department of law from 1983 to 1992.

2. Extension services

North Maharashtra University Library has started a novel information service to agriculturalists. Mr. T. R. Borse, Assistant Librarian was working formerly with Agricultural University. He has introduced a novel service to the farmers. He has published a booklet on “Beej prakriya tantra” i.e. Seeds processing techniques with the help of subject expert Dr. Shivajirao Pokharkar, Agriculture College, Dhule. In this booklet he has given detailed information about the topic. This booklet is given to various farmers and the techniques are explained to the farmer by Shri. Borse by organising a meeting in a village. The response to the service is enormous and this service is
appreciated by the farmers. The university has provided finances and support for this activity.

Similarly Mr. Borse has organised other extension programmes for the society. They are on Small savings, Seeds processing techniques, Drugs abuse etc.

Summary

Readers Advisory Services given

From the above discussion, it is observed that varieties of readers advisory services are given from time to time to the users of the library during the last two decades.

(a) Reference Service

Reference service is given in all the university libraries in Maharashtra effectively, however the record of queries answered and not answered is not maintained. Hence it is necessary to maintained the record for further analysis.

(b) Documentation Lists

Documentation lists have been produced by different university libraries in their areas of interest. S.N.D.T. Women’s University library has continued this activity without a gap during the last 28 years. This is a great achievement. They have developed this as a
database now stored in computer. From this database a number of queries can be answered and services can be generated.

**Weaknesses**

Pune University and Dr. Babasaheb Ambedkar Marathwada University libraries produced documentation lists but with gaps. Similarly, they have not created a computerised database of all data indexed so far. This is a weakness of these university libraries.

Marathi is a language of Maharashtra. Casual efforts have been made to index articles in Marathi, but systematic continued efforts are not made by the university libraries in Maharashtra. This is an important lacuna in the services offered by university libraries in Maharashtra. SDI services are given occasionally. It is necessary to give more emphasis on giving SDI in a systematic manner.

(c) **Theses and Dissertations**

As regards theses and dissertations, all the university libraries have produced catalogues of theses and dissertations and brought out in a book form. During the last 5 years attempts have been made by Mumbai, Pune, SNDT and Nagpur University libraries to put this data into computer. This data is also supplied to INFLIBNET database at Ahmedabad. It is hoped that this cooperative activity is vigorously continued in the next decade.
(d) Manuscripts

As regards Manuscripts all the university libraries have made concerted efforts to collect, preserve and catalogue manuscripts. Some catalogues of manuscripts have been published. With the cooperation of scholars from other departments, university libraries have also received financial assistance from the Government of India for this purpose.

National Information Centres

Inter-university information centres established by the University Grants Commission in our country. One centre is at SNDT Women's University library, Mumbai. Another centre is at Bangalore, i.e. National Centre for Science Information. Third group of Centres have been established by NISSAT. Fourth group of centres is at INSDOC and its regional centres. Fifth group is all India nature, for example NASSDOC, New Delhi. Medical Information Centre at New Delhi.

To what extent the services of these centres are being utilized by university libraries in India is not known due to paucity of data in this area. This is a matter for the further investigation. Market and advertising of these services is essential. It is therefore, necessary to strengthen this sector, by university libraries in future.
(f) **Library services to University authorities**

From the personal discussions with the university library staff, it is noticed that they have also efficiently provided information services to their Vice-Chancellors, Management Council members, Law Officers and also to the members of Parliament, M.L.A’s and newspapers in their town.

(g) However detailed record of queries made and answers given is to be maintained for further analysis.

(h) It is essential to explore possibilities of cooperation and resources sharing in the area of Readers Advisory Services.

(i) **Training of library personnel**

Trained staff motivated to give library services to specialist readers is to be developed. This is a challenge to the university libraries in Maharashtra.
Findings

From the data collected, it is noticed that the recommendations of the Dubey Committee have not been implemented by any of the university libraries in Maharashtra as this staff has not been sanctioned either by the UGC or by State Government or by the University authorities. Hence this work is either neglected or entrusted to one of the Assistant Librarians in the university library.

Suggestion

1. This is a shared mode of purchasing of costly reference books. This mode be adopted by other university libraries in Maharashtra.

2. The shared mode of acquiring these sources is the order of the day. University libraries in Maharashtra should also think in this direction. Instead of acquiring all the reference sources in one university library, we should think of developing the resources collectively and try to access these resources using computer networks.

3. Audio-visual programme be organised to initiate the newcomer to the library. The readers be informed about the sections, and working of the library. Library services extended to readers also be advertised in the Audio-Video programme.
3. As a matter of fact this mode of organising orientation programme jointly by the library and Department of Library and Information Science be adopted in all other university libraries.

5. Dr. S.C. Gupte, Vice-Chancellor of Pune University in 1991, suggested that the teachers working in the Department of Library and Information Science should work in the reference section of the library for certain period in a year to get the practical experience. This suggestion could not be implemented due to operational difficulties.

6. The university libraries should, in this way, undertake bibliography compilation projects with the financial assistance from the various funding agencies. Due to the use of computers, this data can be made available to other libraries.
References:

2. Ibid p. 640.
10. Ibid. p. 7.
13. Note of the Librarian, University of Poona on Departmental Libraries before Library Committee held on 18 October 1962. item no. 9.


