Chapter VII
CHAPTER - VII

FINDINGS AND SUGGESTIONS

Findings and suggestions have been given in all the earlier chapters. For purpose of convenience the main findings and suggestions to improve the performance of University Libraries in Maharashtra are given below chapterwise.

Chapter-I

University Libraries in Maharashtra

University Librarian

1.1. Out of the nine university libraries in Maharashtra, six universities have librarian's position in Professor's grade. Two Universities have not filled in Librarian's post. (i.e.Mumbai and Shivaji University) One university. (North Maharashtra University) does not have librarian's post. Asstt Librarian is in-charge of the University library.

1.2. It was thought necessary to understand the changing nature of library services to be given in the Internet era. In order to probe these problems, it is necessary to undertake the study to know the strengths and weaknesses of University libraries in Maharashtra. University Libraries should undertake self appraisal of the library
periodically, to improve the library services effectively and efficiently, to achieve quality that should ultimately lead to excellence.

Chapter-II

Following University Libraries has been established in Maharashtra

Mumbai University Library (1878), Nagpur University Library (1923), Pune University Library (1950), SNDT Women’s University Library (1955), Dr. Babasaheb Ambedkar Marathwada University Library (1958), Shivaji University Library (1962), Amravati University Library (1983), North Maharashtra University Library (1990), Swami Ramanand Teerth Marathwada University Library (1994)

2.1. It is noticed that all the university libraries have successfully extended the library services to its users. In order to provide library services effectively, they have constructed independent library buildings and extended them from time to time and utilised funds sanctioned by UGS during the various five year plans. Attempts have been made to give basic library services for longer hours throughout the year, inspite of inadequate staff. They have made efforts to develop library collection to fulfil the needs of their users and efforts to receive increased budgetory provisions specially for periodicals. This is a valuable contribution of these university libraries towards the students community, the community of teachers and scholars and others interested in reading, studying and trying to develop their personality. All these are the strengths of the university libraries.

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Chapter-III

Library services have been grouped under two categories: (a) Basic library services and (b) Reader's advisory services.

Basic Library Services

a) Strengths and weaknesses

b) Suggestions to improve the library services.

3.1 Membership of the Library.

It is desirable that all the teachers and students should become members of the library. The membership should be 100%.

From the data collected, it is noticed that no university library has made an attempt to enroll all the students and teachers of the university as their members. Nagpur University Library in its annual report for the year 1996-97 has made the following statement.

"Due to increase in membership fee and library deposit amounts, there has been a fall in the membership of the library during the last two years. Only 36 percent of the faculty and 46 percent of postgraduate students are members of the University Library, which suggest the need for special efforts to mobilise membership. Librarian is planning to better the situation."
3.2. **Data to be collected**

Similarly it is noticed that such data is not included in the annual reports of the university libraries in Maharashtra. Such data should be included in the annual reports of libraries.

3.3. **Consultation of non-text books**

For university education, it is desirable that the post-graduate students, besides reading textbooks, read non-textbooks to supplement text books reading. However data regarding reading of non-textbooks is not maintained separately in any of the university libraries. After interviewing some of the students it is revealed that they rely mostly on textbooks prescribed for studies by the university authorities which are more than 10 per paper. Hence it is not possible to read books beyond text books. In India we do not have quality textbooks produced, based on curriculum designed by Board of Studies. Hence various chapters from different books are prescribed for reading. It is therefore essential to produce quality textbooks to suit the needs of the students in India. Till that time Librarians should make efforts to promote reading of books beyond textbooks. Reading Lists be prepared.

3.4 **Scheme for classifying Text books**

Number of students suggested that a special scheme for classification of books be designed to classify text books. All the books prescribed for one course/paper be organised at one place for quick retrieval. The class numbers also should be short to include broad subject field or names of Degrees such as M B A, M C S, M Sc. (
Chemistry) and should include Author's name and not year of publication in the book number.

A student recalls the broad subject as well as the author's name and hence this suggestion be considered by all university libraries. This can even be operated by Earn while Learn Students.

3.5 Students to possess set of Text Books. The open university experience.

To a certain extent, the course materials produced by Indira Gandhi National Open University fulfill the expectations of the students. These textbooks have been written according to curriculum of the IGNOU. Strong point in open university education is that these universities provide a set of Text books / Course materials prescribed for studies to all the students. This is a great advantage. This example be follows by all Universities in Maharashtra. This will reduce load on the university libraries to provide text books and facility for reading in the library. Efforts be made by the university libraries to acquire open university course materials to the students.

3.6 Easy to operate issue system

A number of drawbacks in the existing issue record maintenance system have been found. To overcome these drawbacks some have suggested computerization of issue system. In computerization some operational questions have been posed. The requirement of a signature for books issued and giving the receipt for books returned is a ticklish question. Some legal questions arise in this respect. Whether the signature is
compulsory? Whether an alternative can be found out? The alternative adopted by National Chemical Laboratory, Pune be followed, till the procedures are changed. (not requiring signature of the reader. Like ATM facility in Banks.)

Reading Room service

3.7 Separate Reading Halls

All the university libraries in Maharashtra have provided separate reading halls for reading in the premises of the library. Besides the reading hall, additional space has also been provided in other sections. It is proposed that separate reading halls with independent access be constructed/ provided by university libraries.

3.8 Reading Hall Design for Tropical countries.

The proposal of Mr. Thompson, international expert in library buildings design be considered by university libraries.

3.9 Example of Shivaji University Library Reading Hall.

The timing of the reading hall of Jayakar Library, University of Pune and Barr. Balasaheb Khardekar Library, Shivaji University are from 8.00 a.m. to 12 midnight and 6.00 a.m. to 12 midnight respectively.

It is observed that almost all the university libraries provide reading room facility from morning to evening and extended to night time during the examination period.
The reading hall of Barr. Balasaheb Khardekar Library, Kolhapur was managed by 8 students assistants from 1981 under “Earn while Learn scheme” under the supervision of an Asstt. Librarian and this practice has been continued till today with smooth functioning. This example be followed by other university libraries.

3.10 Inter-library loan

There are comments received from the university libraries on inter-library loan service. The Librarian of Mumbai University has commented that one should not ask for the material like theses, bound volumes of periodicals which are not sent on ILL to other libraries and the Inter Library Loan service should be availed of with some seriousness. The another comment is that because of reprographic services and e-mail services, inter library loan is rarely used.

This issue be considered in a joint meeting of university libraries to be convened.

3.11 Improvements to reduce workload for providing Basic Library Services.

It is roughly estimated that about 80% of the energy, time, staff strength of the library is devoted to provide Basic Library Services. Attempts be made to reduce this workload and alternative may be found out to achieve this goal. This work should be entrusted to a Deputy Librarian assisted by two Assistant Librarians in charge of two shifts.
Chapter-IV

READER'S ADVISORY SERVICES

Strengths

Readers Advisory Services given

From the data presented, 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.

4.1 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 maintain the record for further analysis.

4.2 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 have 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. They should develop database. On the lines of SNDT Women's University Library.

Database of books and articles in Marathi.

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 lacunae in the services offered by university libraries in Maharashtra. SDI services is given occassionally. It is necessary to give more emphasis on giving SDI in a systematic manner.

4.3 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. Research in progress may also be brought out in the near future.

4.4 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.
4.5 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. Marketing and advertising of these services is essential. It is therefore, necessary to strengthen this sector, by university libraries in future.

4.6 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. Bombay and Pune University Libraries have provided effective reference service to the Chancellor.

(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.

4.7 **REFERENCE SERVICE**

1. Due to increase in cost of reference books and the increasing number of reference books published it is neither possible to purchase all the reference books nor all the latest editions of reference books.

   Hence the shared mode of acquiring reference sources should be adopted by University libraries in Maharashtra. 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, than to possess all reference sources.

2. 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. In Poona University orientation programme is organised jointly by the library and the Department of Library and Information Science. This mode be adopted in all other university libraries.
4. 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 be implemented by university libraries in Maharashtra.

5. Record of reference queries made, answered, not answered be maintained by the reference section of the library and this data be analysed periodically.

4.8 Documentation service

1. 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.

2. 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.

3. 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 most appropriate avenue of current awareness. These new services will compete with each other and with other commercially produced current awareness services.

4. All university libraries should start Current Awareness Service on the guidelines of SNDT Women's University library and these bulletins be distributed among the university libraries.

4.9 Documentation list

5. The Documentation lists brought out by all the libraries should be provided to university libraries in exchange of their lists.

4.10 Bibliography Service

6. The university libraries should, 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.
7. University libraries should maintain a record of acknowledgements published in various books, theses, dissertations, journals etc. This is a first hand evidence of rendering of service to the scholars by the university libraries.

4.11 **Service to University Departments**

9. Central Library of the university should provide guidance to the departmental libraries in respect of providing Reader's Advisory Services.

4.12 **Services on two or more campuses**

10. Campus libraries should be linked through computer network with the Central library to access the information for the users of campus library. The example is Nagpur University campus library.

4.13 **Services regarding Manuscripts**

11. All University libraries should compile catalogue of manuscripts available in their library and supply to other libraries in exchange of their catalogue.

12. It is noticed that staff requirement for Manuscript section recommended by Dubey Committee appointed by Government of Maharastra 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 of by the university authorities. Hence this work is either neglected or entrusted to one of the Asstt. Librarian in the university library.
4.14 **Services to Industries**

13. University libraries should extend library services to industries of their respective area/region on payment basis.

4.15 **Translation service**

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

4.16 **Services to University Authorities**

15. University libraries are providing services to university authorities. It is suggested that library should maintain the record of these services as this is an evidence to assess the performance of the library by NAAC.

**CHAPTER -V**

**UNIVERSITY LIBRARY SERVICES IN INTERNET ERA**

A) **University Education in the 21st Century : challenges and visions.**

5.1. It is also necessary to introduce serious monitoring of funds given by the various agencies to universities, side by side with an assessment and accreditation carried out by the NAAC.
5.2 With financial support being limited, it is necessary to use merit as the criterion for fund allocation. It is also necessary to review the present reservation policy to make it more effective and tuned to the aim for which it was introduced.

5.3 With limited funds and more and more expensive research facilities, the university sector has to get used to the shared mode in which one major centralised facility is used by several universities. In this direction the IUC-Inter University Centre of UGC experiment should be watched for future emulation.

5.4 Finally new technologies are here to offer hitherto unimaginined facilities for disseminating higher education. With powerful tools of communication now available, higher education can take off in a different mode with interactive classroom teaching spread over remote areas and with electronic access to distant libraries and databases. We need to use such resources imaginatively as we march into the twenty first century.

5.5A. Views of Dr. Nigavekar

Prof. Arun Nigavekar, (5) former Director of NAAC and present Vice-Chancellor of Pune University has stressed the role of quality in higher education in this context. He explains the concept of accreditation and discusses its operation. He states that it has to be a process that encourages more of self-appraisal to know the weaknesses and strengths of the institutions. The entire
stress is on doing better, doing it efficiently to achieve quality that should ultimately lead to excellence.

5.6A. **Summary / Main points emerged out of the above discussion.**

1. Significant changes are to be emerged due to revolutions in Electronics and Communication Technologies. These advances will make far reaching impact on higher education in the 21st century. The future information society will essentially be a Networked Society (Takwale).

2. This will have impact on education making basic changes in education. (Takwale)

3. From teaching to learning self learning skills a basic part of education, autonomy to learner from on campus classroom to home, work place and community based education. (Takwale)

4. State-of-the-art knowledge will have to be given. (Gowariker)

5. Courses from different faculties in a Cafeteria mode is to be given. Education will not be limited to a single faculty. (Gowariker)

6. Higher educational institution will be learning organisations. Inter-disciplinary mode of teaching will be emerged. (Gowariker)
7. Importance will be given to learning to master skills.

8. Interactive classroom will be encouraged (Naralikar)

9. Research must be associated with higher education (Naralikar)

10. With limited funds and more and more expensive research facilities the university sector has to get used to the shared mode. (Resources sharing in which one major facility e.g. Inter University Centre is used by several universities)

11. Globalised economy will make the university to perform different tasks. These will be close relationship between higher education and economic performance. (Talgeri)

5.7A. Role of libraries

Regarding the role of libraries, following predictions have been made.

1. Information Technology will be able to offer the following educational facilities.
   a) Library and information access to electronically stored information anywhere in the world.
   b) Personalized communication between teachers and students.
   c) Information dissemination and various personalized services. (Takwale)
In the era of shrinking library budgets and escalating prices of books and journals, the networking of resource libraries with electronic transfer of internet can supply the needed browsing facility to the student and the teacher as well as the facility to access the book or journal remotely.

2. The university sector has to get use to the shared mode. (Naralikar)

3. New technologies are here to offer hitherto unimagin ed facilities for disseminating higher education. (Naralikar)

4. There will be end to distance or death of distance. (Takwale)

5. The internet has already shown us how information transfer can proceed fast, painlessly and at relatively low cost. (Naralikar)

6. Globalization has also a profound impact on education as graduates need to acquire the necessary skills to work in multidisciplinary, multicultural often located in different countries. (Talgeri)

7. Accreditation is essential to achieve excellence to do better and this should be at every activity in higher education. (Nigavekar) Hence attempts be made to get University libraries in Maharashtra assessed and accredited by NAAC.
5.7 B) Academic libraries in Internet era

1. Internet connections be taken in all academic libraries in India. The Libraries be equipped with necessary hardware and software for this purpose.

2. The Libraries should try to explore the resources made available on Internet and disseminate this information to the users of the library.

3. Every Library should compile a directory of web sites of internet in their areas of interests and subject interest of the users. Every library will have to modify or amend its collection development policy instead of purchasing the hard print copies. The libraries will have to acquire or subscribe to databases useful to readers at comparatively low costs.

4. Importance have to be given to access rather than to possess the information sources.

5. Facilities for accessing the internet resources be developed in university libraries. (Computer terminals with internet access to students.)

6. The librarians will have to master the skills for locating information on internet resources and therefore he should be conversant with search engines possessing voluminous information.
7. The university libraries should develop their own Web Sites to inform the reader about the facilities and services extended by the libraries and to advertise / publicize its resources.

8. Professional library staff members be trained in the skills necessary or accessing internet resources.

9. Library is a system with varieties of components interacting with each component. It is necessary to make changes in our attitudes, objectives, rules and procedures in managing the libraries in the Internet era.

We have to encourage networking & resources sharing. We have to inculcate values for sharing the resources. This requires a different mind-set i.e. to be inculcated for success of university library system in our country.

5.7.C) Computerization of university libraries in Maharashtra: Progress made and library services started.

1. Libraries should be computersied in full in different phases.
2. Varieties of databases should be created.
3. International standards be adopted for inputting data.
4. Connectivity and informaty in practices should be adopted.
5. Library staff members be trained in the use of Internet resources as well as to create web sites for Internet.

With this future scenario, it will be worthwhile to take a survey of the progress made by university libraries in Maharashtra towards computerization of libraries, creation of databases and extending facilities for access to databases from remote places and lastly making this available to the readers in shortest possible time.

5.8C.1 INFLIBNET Programme

University libraries in Maharashtra, namely Bombay (Mumbai) University, S.N.D.T. Women's University, Mumbai, University of Pune, Nagpur University have been identified for computerization and networking of universities and received comprehensive grants.

In the 1990's, we observe establishment of local area networks with the funding from Department of Scientific and Industrial Research, New Delhi and networks such as Pune Library Network, Bombay Library Network, Delhi Library Network have been established.

University Libraries in Maharashtra have attempted to computerize their libraries. And they are finding ways to meet the new environment. University libraries by automating their libraries have certainly gained some advantages.
5.9 **BAR CODING**

University libraries in Maharashtra should use bar code system for quick issuing of documents in the library.

All University libraries should establish Information centre as established in the SNDT Women’s university, Mumbai. It is necessary to have internet connection in every university library. The purpose of internet connection is two fold. First to access the databases logged on to internet the world over and to download the data and make it available to the users of the library. Immense resources are available on internet. Secondly to create a database of documents useful for your own clientele and make these documents available to users as the same information will be called for by the readers again and again.

The University Libraries in Maharashtra will also have to design and develop websites on Internet, make available catalogues of special collections developed by the library to the users the world over.

5.10 **D.2 Guidance to the users in Internet use**

- Identify the Web sites useful for their clientele.
- Compile a directory of Web sites along with the contents of databases available on these websites.
- To overall guide the users in the following operations
  - To log on to web sites.
  - To search for information sources.
  - To select relevant information sources
  - To scan/read the sources
  - To download in information required by him
  - To give printouts of required information.

5.11 D.3 Training for Library staff

1. In order to help the readers on the above lines the library staff should be trained in all the above aspects. Cooperation among University libraries in Maharashtra and exchange of information is essential in this respect.

2. The use of Internet has to be paid for either by the University or by the users. This means we have to pay for use of Internet. It is necessary to fix uniform rates for Internet search, use of e-mail and other facilities. University Librarian should frame rules in this respect. Hence it is desirable to exchange information collected from internet by the users of the library.

5.12 D.4 Given below is a plan to exchange information.

1. The library maintains a records of use of internet, the topic searches, the addresses of websites where the information was found and details of information/texts downloaded.
2. This information be collected every day or every week by all universities and send it through e-mail to all other university libraries in Maharashtra.

3. If the information already searched at one University is required by another user of any university library in Maharashtra, the same may be made available to the university on exchange basis. In this case it will not be necessary to duplicate the efforts. It will also save time and money of other users.

Such information collected every month may be put on a floppy. The floppy disc to be distributed to other universities in Maharashtra.

Such a programme can be flexible due to the use of networks being developed in cities or through INFLIBNET. As a matter of fact a seminar may be organised to discuss all aspects of this plan. Similarly service through internet can also been given to colleges affiliated to universities in Maharashtra. Such a service will bring the academic/research community together and will save time, energy of research worker which will be fruitfully utilized for constructive activity by the academics in Maharashtra State.

This programme be linked up with the Education To Home ETL launched in Pune under the leadership of Dr. Vijay Bhatkar.
5.12 PUNENET PROGRAMME

1. University libraries should promote the establishment and use of Metropolitan Library Networks in their jurisdiction of the university on the guidelines of other metropolitan networks such as Punenet, Delnet etc., and establish relations with the colleges and research institutes in their jurisdiction.

CHAPTER-VI

Library services given by the Jayakar Library, University of Pune: An assessment

6.1 Feedback from the teachers

1. More staff and security arrangements be made.

2. The main library should be kept open from 8.00 a.m. to 8.00 p.m. or even more hours. (It is from 11.00 a.m. to 6.00 p.m. at present) The periodical section is also open from 11 a.m. to 6 p.m. Teachers are interested in extended hours for periodicals section. They can consult the periodicals either before or after their departmental working.

6.2 Inter-Library Loan service (Q.No. 11.1 to 11.9)

1. One more column be added, i.e. Amount of postage spent in order to know the total expenses for this purpose.
6.3 Photocopying service / xerox service (Q No. 15.1 to 15.4)

Manpower for this unit be increased. It is suggested that a post of xerox machine operator be created in all university libraries in Maharashtra and his salary be granted by the Government of Maharashtra.

Reader’s Advisory Services

6.4 Reference Service

It is suggested that a register be kept on the reference desk recording the date, name of the reader, the nature of query, whether answered or not, the reference books consulted, time taken, if the query is not answered, the reason thereof. This register be checked by the librarian every week and attempts be made to remove the lacunae and improve the performance.

6.5 Current Awareness Service (Q No. 12.1 to 12.5)

There is a need to advertise this service.

6.6 Current Periodical services : need for resources sharing

Teachers have suggested to subscribe more titles in their respective subjects.
6.7 Bibliography service

1. It is suggested that Library should arrange programmes to bring to the notice of the teachers varieties of bibliographical tools available in the library.

2. Guide to Resources:

Guide to the resources available in the Jayakar Library in the field of Social Sciences was compiled by Dr. S. G. Mahajan in 1992. This guide should be revised. Similarly guides to the resources in Science and Humanities subjects be compiled by the Jayakar Library on the lines of guides prepared by Open University, U.K.

This topic of compilation and Guides to resources subjectwise may be assigned to M.Lib.I.Sc students for their dissertation work.

6.8 Selective Dissemination of Information Service

It is observed that all the post-graduate departments in the Pune University have Internet connection in the department. They are searching the information through Internet. Department of Bioinformatics is having online access to MEDLARS and DIALOG databases. In addition to this there are other CD-ROM databases in the departmental library. The teachers from department of Chemistry, Physics, Microbiology, Biotechnology are frequently consulting National Chemical Laboratory Library for getting information. A close rapport be established in this respect by the library.
6.9 Microfilming and microform-reading service

Microforms are receiving less attention now-a-days. Micro form Reader Printer services be made available to readers.

6.11 Pune Library Network Service (PUNENET)

It is necessary to market Punenet services. Jayakar Library is one of the components of Punenet. Hence it should take lead in this activity.

6.12 Generalities

It is necessary to give more attention to cleanliness, shelving of books and back volumes of periodicals in time, adequate lighting arrangement and writing clearly the call nos. on book labels. This throws light on the poor supervision and maintenance at this section. After discussion with the library staff, it is noticed that inadequate staff (may be due to absence, leave, no substitute appointments made) is the chief reason for attending to the generalities mentioned in this section. Another reason seems to be poor productivity of library staff. This situation be improved.

It is suggested that this work may be done on contract basis from an agency to be appointed for this purpose with specific budgetory provision.
6.3 Feedback from Post-Graduate students, Research Scholars

6.3.1 Home Lending Service (Q.No. 8.1 A, B, C. 2)

It is suggested that the issue book limit be increased to 4 books for post-graduate students for 14 days and 7 books to research scholars for 30 days.

6.3.2 Reading Hall Service

The possibility of keeping the reading hall open for 24 hours be explored.

6.3.3 Interlibrary loan service (Q.No. 11.1 to 11.9)

It is desirable to find out mechanism to check the due date of loaned books. The alternative for this solution is to maintain interlibrary loan record through computer. The computer system will take care of due date and reminders.

Guidelines be framed by all university library regarding photocopying from theses and dissertations.

6.3.4 Photocopying service/ xeroxing service

1. An additional person be appointed for xeroxing the documents on contract basis.
2. A new machine be replaced by disposing off old machine.
Reader’s Advisory Services

Feedback from students

6.3.5 Reference Service (Q.No 10.1 to 10.3)

The reference service provided by the library is satisfactory but the percentage of partially satisfactory and not satisfactory respondents is not negligible. Asstt. Librarian is working in this section. Latest reference sources be purchased to answer the queries of the respondents.

It is suggested that the register should be maintained to record the queries in the following format. Date, name of the reader, nature of query, whether query answered or not, reference sources consulted etc. A further analysis of the questions not answered be made and corrective measures be taken by the library.

6.3.6 Current Awareness Service (Q.No 12.1 to 12.5)

The users be oriented to the use of the library by arranging orientation programmes at the beginning of the year. University departments should display list of additions and Article Alert bulletin on the notice board of the department concerned. A video film of the Jayakar library, its services, use of catalogues be prepared and showed to the users periodically so that the services and the collection of the library will be effectively used.
It is suggested that the Documentation lists of other institutions be displayed in the library on the reference desk.

6.3.7 Bibliography service (Q.No. 13.1 to 13.5)

It is suggested that library should create awareness among the students by bringing to the notice such type of tools available in the library. Guidance also be given to compile a bibliography on the topic of research.

6.3.8 Selective Dissemination of Information service

Students should be informed about the resources available on Internet on their topic of research.

In the days to come, the library should market this service (searches on Internet) by organising small courses on Internet use.

Pune library network (PUNENET) service

Marketing of Pune Library Network services is essential.

6.3.11 Current periodicals : need for resources sharing

Due to inadequate funds, basic and new primary periodicals could not be subscribed by university libraries. Hence resources of other libraries in Pune be shared by the user community. Union catalogues of periodicals currently subscribed be compiled regularly.
More space be provided for display of periodicals in the library.

6.3.12 Generalities

It is necessary to give more attention to cleanliness of the library, shelving of books and periodicals, writing call numbers on book labels and providing adequate lighting arrangement. The problem of light arrangement has already been sorted out by the installation of the generator. It is suggested that adequate staff suggested by Girja Kumar Committee be appointed to provide more services and better management of the Jayakar Library.

6.4 Findings / suggestions

Findings about each service are given at the end of each section.

Suggestions to improve the library services have been given under each section and have not been repeated in this paragraph.

B.6.5 RATIONALE AND GUIDELINES FOR ASSESSMENT/EVALUATION OF UNIVERSITY LIBRARY SERVICES

6.5.1 Guidelines by National Assessment and Accreditation Council (NAAC)

1. To maintain the records in various sections of the library the researcher suggests the format for collection of data.
2. The goals and objectives of every university library may also be framed as per the guidelines framed by the NAAC in its pamphlet goals and objectives.

3. It will be desirable by the all university libraries in Maharashtra to get their working assessed and accredited by NAAC.

Annual Reports

SNDT Women's University Library and Nagpur University Library have compiled and published detailed annual reports about their working for the years 1994-98 and 1996-97 -1997-98 respectively. These efforts are commendable. Other University Libraries should also compile detailed annual reports on these lines. These reports be placed on the Internet Websites to be prepared by them. These will be useful for study and research.

4. A workshop be organised to explain the rationale of NAAC and records to be maintained as per the requirements of the NAAC

6.5.2 TOTAL QUALITY MANAGEMENT IN LIBRARY SETTING

The Role of the University Librarian

University librarians should accept this challenge and attempt to bring in TQM in university libraries in Maharashtra.

From these discussion it is evident that the leadership of the library be oriented to accept this challenge and bring on reforms in the library management.
The topic of TQM be included in the curriculum of Master of Library and Information Science Course and students be guided to conduct investigation in this area.

2. Planning of the Jayakar Library for Internet use

The Jayakar Library of the University of Pune has been connected with the optical fibre backbone Network established in the University campus and maintained by Computing Network Centre. (hereafter referred to as CNC) Mostly all university postgraduate departments and schools have been connected to CNC. So Internet facility is available to these university departments. However Jayakar Library has to establish separate nodes for Internet access for benefit of the students.

Internet Nodes in the Library

For this purpose Jayakar library has submitted a proposal to establish Five Internet nodes in the Jayakar Library to access the information by the students. The university authorities have considered this proposal and sanctioned an amount of Rs.3 lakhs for this purpose in the year 1999.

Hardware and Software to be purchased

1. Five Pentium III computers with following specifications

   Pentium III 350 Mhz, 4 GB HDD, 1.2 and 1.44 FDD, 64 MB RAM, 14" colour monitor Window 95 / Window 98 pre loaded operating system Netscape Browser to access graphical information.
2. **Printer Two**
   - Epson Make LQ 1070 (132 column)
   - or any make

3. **Optical Fibre connection to all five nodes.**

4. **UPS of 5 KVA (online) with 30 minutes backup facility. (D.B. Electronic make)**

5. **Furniture:**
   - Five computer tables, which can accommodate computer, monitor, keyboard, printer etc.
   - Five chairs with cushions

**Preparation of site for Internate nodes**

Library should identify an area for installation of internate node. The area on first floor in the Jayakar library where at present law students consult law periodicals be reserved for this purpose. As this is nearer to the optical fibre connection. This should be equipped with chairs, tables, electricity supply and partition with security arrangements.

Library should identify resources available on Internet for different subjects.

**Preparation of Directory**

A directory of Web Sites useful for each subject be prepared along with the contents, databases, available on web sites with their internet addresses and be provided to the post-graduate departments.
Access to Information

For accessing the information or databases which are fee based, fee is to be paid or subscription is to be paid by the library. Recommendation in this respect be invited from Heads of the Departments and scholars and necessary budgetary provision be made in the periodicals budget of the Jayakar Library. A separate allocation be made from periodicals budget for subscribing to databases available on Internet and possibilities be explored to discontinue some of the periodicals already subscribed by the Jayakar Library.

Training

Training should be given to the students in the use of Internet resources for identifying, locating and for downloading information if permissible.

Maintenance

1. Funds be allocated for maintenance of this service / equipments of this unit.

2. Fees be charged for this service from the students. This item be place before the Library Committee for consideration.

3. Collection Development policy of the Jayakar Library may be modified accordingly.

CD Collection

CD’s useful for research acquired from the budget allocated for periodicals and books.
For this purpose CD-Net of 14 CDs be purchased and installed in this unit. This will facilitate to access CDs from any node from the library or even on internet it connected to optical fibre connection.

Staff

One professional staff in the Jayakar Library be incharge of this service, he should be deputed for training required for this purpose.

Design of Web Site for Jayakar Library

Web site should be design for the Jayakar Library. In this web site information towards the library services given by the library as well as collections available in the library be advertised.

Documentation lists and bibliographies compiled by the Jayakar Library be disseminated to other university libraries in Maharashtra/ India

Distance Education

Library facilities be extended to students enrolled for open university courses like IGNOU, YCMOU.

A corner in the library be established collecting all course material produced by Open Universities in India as well as from U.K. and U.S.A.
3. **Areas for further study/research.**

In all the university libraries basic library services are given on priority basis. Readers Advisory Services are given and attempts are being made to computerize library operations in a better way.

**Reader's Advisory Services to be promoted.**

During this study it is noticed that no investigation has been made about the percentage of funds, manpower and efforts devoted to basic library services and Readers Advisory services. Whether it is 50% for basic library services and 50% for readers library services or is it 80% for basic library services and 20% for readers library services? There are also no indicators of deciding this percentage. If we take one indicator, i.e. the library professionals engaged in RAS. For example Jayakar Library has one post of Reference Librarian or Assistant Librarian (Reference) and one post of Documentation Officer i.e. Assistant Librarian (Documentation). Out of the eight posts of Assistant Librarians, one Deputy Librarian and one Librarian and Professor, all these persons received UGC recommended scale of pay. From this it is noticed that 20% of the professional staff is engaged in giving RAS. We may develop some more indicators. But the fact remains that less attention is given to RAS. Can this percentage be increased in the near future, due to automation of libraries, due to use of Internet resources? Requires detailed consideration and thinking by the library professionals. It is experienced in foreign countries that due to the use of bar coding system only one person can manage the lending activity of the library. Due to use of computers, can our energy be saved for maintenance of issue records, from cataloguing and other activities of the library?
Technology should reduce routine work

Such studies have not been made in our country, as far as I know. The aim of use of technology should be to reduce the time and energy and manpower required for extending basic library services and this reduced time, energy and personnel can be used for giving better library services.

Rethinking necessary

In this direction, if we plan our libraries in future, it is hoped that university library services will be acclaimed by the users of the library. To achieve this goal, we will definitely have to rethink about the procedures laid down at present for acquiring documents, for cataloguing and classification and for management of the library. Such management should be decentralised with powers, delegated to subordinates.

Planning for the future

The researcher wants to submit the following proposals for planning the university libraries in future.

1. Basic library services should be entrusted to one Deputy Librarian. He should be given power to take decisions in day-to-day matters. He should also be entrusted the work of acquiring text-books and recommended books for the library.

2. The register of text-books and recommended books be kept separately and services of the students from "Earn While Learn" scheme be utilised for this...
purpose. All the text-books should be classified according to easy to handle classification scheme, to be devised for this purpose.

3. Students should be encouraged to donate their copies of text-books purchased by them to the library and second hand copies of text-books should be purchased for this purpose. Reading halls be constructed on the lines of the suggestion made by Mr. Thompson, the famous British library building designer. There is no necessity of RCC structure for reading hall.

4. It is also necessary that all the students should possess copies of text-books prescribed for their studies. These should be owned by the students. The example of open universities in the world is pertinent in Indian situation. These universities provide a set of text-books for all the students registering for the courses. As a matter of fact, majority of the students rely on text-books given by IGNOU.

5. Such system will reduce the load of the university libraries for giving basic library services. As a matter of fact **role of the university library should be to provide books and other reading material other than text books. This should be aimed at in the near future.** Such system will relieve the library staff members to give Reader's Advisory Services. The role of the Librarian is to play the role of a **Readers advisor** as defined by Harrod in the following words.
**Readers Advisor**: An experienced and tactful member of the 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 and generally furthering the use of books. He should give the **Readers Advisory Services** should include following activities as defined by.

**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.

To perform the role of the readers advisor, we must appoint a Documentation Officer in the scale of a Reader as prescribed by the UGC. It is surprising that no university library in Maharashtra has a post of Documentation Officer in the scale of a Reader. It is a sort of failure on the part of university libraries in Maharashtra or even the university authorities. Alternatively this situation should be improved by converting one post of Assistant Librarians to that of a Deputy Librarian or Documentation Officer in the scale of a Reader or by creating a new post of Documentation Officer or Deputy Librarian.
The following staff structure is suggested to accept the challenges of the 21st century.

**Librarian and Professor**

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<thead>
<tr>
<th>Division</th>
<th>Deputy Librarian</th>
<th>Assistant Librarian</th>
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<tbody>
<tr>
<td>Basic Library Services</td>
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<tr>
<td>Readers advisory Service</td>
<td>Documentation</td>
<td>Assistant Librarian</td>
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<tr>
<td>Collection Development</td>
<td>Deputy Librarian</td>
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<td>Library, and Document Description</td>
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<td>b) Assistant Librarian</td>
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<td>c) Assistant Librarian</td>
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<td>d) Assistant Librarian</td>
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<tr>
<td>Library Automation and Networking Services</td>
<td>Information</td>
<td>Information</td>
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<tr>
<td>Supporting Staff</td>
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**Annual Reports**

A major weakness.