Acknowledgements

It is my privilege to express my gratitude to all those who helped me during the completion of this thesis. Let me start with thanking Almighty who gave me courage to complete this thesis against all odds I faced.

I express my deep gratitude to my research guide Dr (Mrs.) Neela J. Deshpande, Reader, Dept of Lib. & Inf. Science, University of Pune, Pune, for thought-provoking ideas, initial encouragement, helpful insights, valuable assistance, useful comments as well as her meticulous reading and editing of the draft of this thesis.

I am also grateful to Dr. S.K. Patil, Head of the Department, for his careful instructions and generous cooperation during the studying at the University of Pune. I shall be appreciative of Professor Dilip Kadam, the Dean of the Mental, Moral, and Social Science for his help during registration of thesis. My special appreciation goes to Dr B.M. Panage, for his help and suggestions during writing thesis.

Grateful acknowledgements are made to the other faculty members of the Department of Lib. & Inf. Sci. and Jayakar Library for the support.
No one can claim that a research project is the result of a single person’s struggle. This is also not an exception. Several individuals were involved in the accomplishment of the study. Which deserve special thanks.

I thank all the respondents, who filled the questionnaires, in spite of their busy schedule and workload. A special mention must be made here of the assistance given to me by Mr. Rajeev Bhagwat. I am indebted to my dear friends and my colleagues for their cooperation during the writing of the thesis.

I owe special thanks to my husband Mr. Naser Houshangi and my dear children Narjes and Mahdi who patiently endured my absence during my study at PhD level.

Last but certainly not the least, thanks and gratitude are due to my dear mother Mrs. B. Jamshidian and my dear sisters Atefeh and Adeleh and my dear brother Mohammad Reza who always encouraged me to follow my education and without whose cooperation, it would not have been possible to complete this work.

Asefeh Asemi