ACKNOWLEDGEMENTS

I wish to express my deep sense of gratitude to my guide, who is first, a friend and philosopher, Prof. M.R. Riswadkar, Reader, Department of Library and Information Science, University of Poona for the guidance he gave right from the formulation of ideas till the submission of the final product. There were no limits to his tolerance as there were no limits to my capacity to trouble him day in and day out, at home, office or even in travel. I am grateful to him as the work would not have been completed without his help and encouragement.

I am grateful to Dr. R Bandyopadhyay, Director, National Institute of Bank Management who as a scholar of great eminence and as a constant seeker of knowledge has been a source of inspirations for undertaking this study. I am also grateful for making the institutional facilities like xeroxing, typing etc available to me.

I am thankful to Dr. P.K. Barthakur, faculty, National Institute of Bank Management for the interest he showed in my work and long hours of discussion we had on the theoretical issues.

I must make a special mention of fruitful discussions with Dr. B Anderson, formerly Librarian, University of Bombay, and Prof. Paul Wasserman, Professor of Library and Information Science, University of Maryland who, during his short stay in Pune found time for me. I am grateful to both the senior teachers.
Thanks are due to 26 senior librarians who took troubles to respond to the questionnaire on the opinion survey as also librarians and professional colleagues in 12 libraries where the model was tested. I cannot mention their names due to technical reasons.

I am indebted to Prof. A.C. Tikekar, University Librarian, University of Bombay, for extending library facility liberally during the course of my study as also for useful discussions on the topic.

I express my heart-felt thanks to my colleagues in the library of National Institute of Bank Management: Miss Bibha Ganguly, Miss Vidya Ghule, Miss Praful Parulekar, Mrs. Rajashree Bhagwat and Sarvashree L.S. Parab, Shrinivas Moghe, Madhukar Bhurke and Digambar Sawant for bearing with whatever inconvenience has been caused due to my study. Miss Praful, Shri Bhurke and Shri Sawant helped me with final typing while Shri Moghe typed the initial drafts.

My greatest debt is to the family members for patience and understanding they have shown for an unreasonably long period.