

## ABSTRACT

The study attempts to clarify the concept of library effectiveness. It has also been attempted to design an instrument to measure library effectiveness. A scoring method has also been devised to measure it in quantitative terms.

The concept has been clarified with the help of the theory of organisational effectiveness. The open-system approach advocated by Daniel Katz and Robert Kahn to analyse the working of social organisations is found to be most suitable to explain library effectiveness. Moreover, it also shows how the organisation can survive and work effectively, all through.

A literature survey (chapter III) reveals that library effectiveness has still remained an elusive target for library theorists mainly due to the fact that there is a confusion about effectiveness and efficiency. The clear distinction between the two has been made in this study which helps to clarify the concept and arrive at a set of criteria for measuring library effectiveness. Some of them are quantitative, while some others are qualitative. It has been shown, however, how both can be used in unison in a measurement exercise.

A model for measuring library effectiveness that has been evolved in this study is presented in the fourth chapter. An instrument in the form of questionnaire designed to measure library effectiveness, along with the instructions on how to collect the data and analyse them have been elaborately discussed in chapters V to VIII.

There were some issues in this study on which it was found necessary to take the opinion of some senior librarians in the country. It was also found necessary to test the model on an experimental basis on some libraries. It was therefore tested on 12 libraries belonging to five library categories; university, college, school, research institute and training institute. The testing not only proved the usefulness of the model but also indicated three major conclusions, viz. 1) efficiency and effectiveness are closely correlated; 2) the librarian's role as a manager is a very crucial role in library effectiveness; and 3) effectiveness of library depends upon i) clarity of role the parent organisation assigns to the library; ii) freedom enjoyed by the librarian to introduce innovations; iii) services given to the users; and iv) the library's participation in the attainment of the goals of parent organisation.

The opinion survey and testing of model revealed that some modifications were needed in the instrument. They have been listed in the last chapter.

#### Implications

The findings of this study will enable parent organisations to find out in clear terms whether their library-units are being properly utilised in the attainment of their institutional goals. The findings will also help librarians to keep the library on proper track by a self-assessment exercise. Ultimately, it will help to use the marvellous institution called library for the betterment of the society as a whole.