Chapter I
INTRODUCTION

1.1 INTRODUCTION

Honorable Dr. A.P.J. Abdul Kalam, the Ex. president of India is a dreamer and great visionary of “powerful and economically leading India in 2020”. This dream will certainly come in to reality because India is a “young country” as a major mass of population belongs to age group of 25-40 years. Present era is an era of information technology in which it is widely accepted that “knowledge is power”. To strengthen the knowledge and hence power education plays a vital role. The library has a mainly considerable share in acquisition, processing, organization and dissemination of knowledge.

The Kothari commission on Education mentioned “No university, college, or department, should be set up without taking into accounts its library needs in terms of staff, books, journals, space, etc. Nothing could be more damaging to a growing department than to neglect its library or to give it a low priority. On the contrary the library should be an important centre of attraction on the college or university campus.” Education is a lifelong process and libraries are proper agencies for providing requisite information by using print and non print resources of information to one and all to attain proper education throughout one’s life time.

The library and information centre is an important component of any educational institution, where collection of information resources in various formats i.e. books, journals, videos, CD-ROMs, etc. organized along with the services rendered to a given users. It plays an important role in the academic world by providing information resources and services and help to simulate the research, and other intellectual and recreational activities in the institutes. However, “libraries today are service agent sharing much in common with other service providers throughout the profit and nonprofit service sector of society.”

Libraries are a hub of teaching, learning activities where students, researcher and teacher can explore the vast resources of information. In the traditional libraries users have to spend more time for searching a small piece of information and for that have to depend mainly on the library staff. But in the age of information communication technology, computers are being used for day to day housekeeping
activity of the library which saves the time of the users, and library professional also
and at the time avoid duplication of work and make the library service smooth and
effective.

Sharma, (1999) presented the results of a case study on the role played by
information technology in special library environment in India. The paper discussed
in detail the library had used IT to provide better and enhanced resources and
services.

Moorthy and karisiddhappa, (2001) in their study to access the information
infrastructure and use of electronic media in Indian libraries found that a good number
of libraries were subscribing CD-ROM databases and were willing to migrate to
online journals to satisfy the demand of their users. Rehman and Ramzy,
(2004) investigated the use of electronic information resources at the health science
center of Kuwait University and found time constraints, lack of awareness, and low
skill level were among the primary constraints in the use of electronic information
resources in libraries. In the most of the Universitites and colleges, e-resources as an
integral part of libraries and a sources of significant academic resources, facilitate,
teaching, learning and research activities Zhang, (2011). Therefore, understanding
users demand to improve the efficiency of utilization of e-resources have changed
conducted at Anna University library, Chennai to find out the use of different types of
e-resources and services by the academic community. The studies conducted by
Ahmed and Fatima, (2009); santhi et al., (2010); kaur and Randhawa, (2010);
Kaur, (2011) emphasize that training programmes should be organized to make the
Users aware of e-resources and to ensure the proper utilization and satisfaction.
Bunge, (1999) stated that Reference services, sometimes referred to as “reference
and information services”, refer to the personal assistance provided to users in the
pursuit of information. Provision of such personalized information services has
remained the central theme of the library and information profession. The importance
of these services grew over time with the introduction of new technologies and
services in libraries. Ani, (2008) states that The transition from print to electronic
medium apart from resulting in a growth of electronic information, has provided users
with new tools and applications for information seeking and retrieval. Electronic
resources are invaluable research tools that complement the print based resources in a
traditional library setting.
The main aim of a library is to provide service to the reader’s. The AICTE & PCI has laid-down certain norms for the libraries to enable there to provide better service to the readers. Hence, main objective of the present study is to trace whether or not the pharmacy college libraries affiliated to Pune University are following the norms of AICTE & PCI while dealing with the readers.

In view of the growing importance of the libraries in shaping up the teachers and students tomorrow, the library should be equipped with not only educational CDs and reference books & Periodicals but also with better service to the reader’s efficiency of the libraries certainly contributes to the enhancement of the knowledge of the readers. Therefore and attempt is going to be made to trace to what extent, the norms of AICTE & PCI are followed by the various pharmacy college libraries affiliated to Pune University libraries.

The researchers will also suggest certain improvements in regards to place of library Number of books, educational CDs, online databases and other services. Moreover the researchers will justify that planning for providing information related to the library in vital for the effective functioning of any library.

INFORMATION SOURCES

The importance of information as a source has been recognized for countries and considerable skill extended on the management of information transformation of society to address the transformation of business society, and this information is a valuable resource as capital Kunde, (2008). The transformation is coming about, because all of us are increasingly part of global economy, a global business environment.

Integration that is the first in the new discipline of information resources management. It is essential that information from external and internal can be integrated into a common database. This idea gives rise to a number of problems. Information and power are closely related and people dislike sharing their power base with others as the size of one own filing system and personal library probably indicate another is the difficult in divesting and managing computer systems that can accommodate text, graphics and voice into a common database.

According kumari, (2011) information sources collection, i.e. Handbook, Bibliographies, dictionaries, encyclopedias, biographies, directories, yearbook,
geographical sources, Reference collection, which is an important collection of library. The libraries should also evolve a collection development policy with regard to acquisition on reference sources.

**INFORMATION SERVICES**

Academic scenario, over the years has undergone a tremendous change assuming new dimensions influenced by the technology driven applications. Education is no exception to this. Traditional education methods are observed to be inadequate, quality service package delivery is a formidable task for all institutions of education Kanamadi, (2006) The long term sustainable advantages in the education require more attention to issue of service, quality and cost in the national and international markets. Libraries are mainly entrusted with a host of predetermined task like acquiring, organizing, preserving, retrieving and disseminating information to the user. Right from ancient time to the present internet era, the primary objective of the library has always been this. However, the way this purpose has been achieved has drastically changed.

According Sharma, (2005) the values and services supported by libraries for centuries will continue. These include ownership, assistance to users, and of some collection, access to others, the originations of resources and assistance to users, including response to specific information need and questions, information guidance and formal instruction. These services call for the capabilities of an array of professionals

**1.2 SELECTION OF PROBLEM:**

The researcher is working for the last 15 years in the college of Education as a “Librarian” and for M.Phil degree researcher studied college of education libraries affiliated to university of Pune as per national council of teacher Education norms then researcher want Undertaken the study application of All India Council Of Technical Education norms in pharmacy college libraries. The main aim of a library is to provide service to the reader’s. The AICTE & PCI has laid-down certain norms for the libraries to enable there to provide better service to the readers. Pharmacy college libraries may not be satisfactory of the users, because of their weaknesses.
The present status of such information services shows that some of the information services may not be to the user’s satisfaction. It is assumed that the information services should fully benefit to the user knowledge. With this point of view, the researcher has to undertaken this problem for the present study.

Above discussion that the information sources and services rendered in pharmacy college libraries are basic in providing information to the users according to their needs. The students, teachers, researchers and staff require information from the library to keep them up-to-date and abreast of new developments in their specialized areas of interest. The effective library information services only can support these needs of the users. Hence the problem the researcher has planned to undertake and evaluate the various information sources and services provides in pharmacy college libraries and to find out barriers to make the library state-of-the art in terms of standards of those services as well as suggest cost-effective solution to overcome those barriers and to provide suggestions for successful planning of collection development as per AICTE and PCI norms.

1.3 SIGNIFICANCE OF STUDY:

The academic libraries are facing various challenges in the present scenario, such as tremendous explosion of information, use of information communication technology (ICT) increasing demand for quick and efficient service beyond the geographical boundaries, availability of information in variety of document.

Pharmacy education has gained importance in India and private organizations are participating in a large number to establish the institution of higher learning. The demands of professional education users are varied and educational structure demands providing quick access to information by using the print as well non print Medias which requires use of latest networking related technology. Today users of the libraries of pharmacy education institute are aware of the variety of information resources which are available in the market. Therefore it has became necessary to cope up with the changing information environment by improving continuously, mainly because of the tremendous impact of IT and better collection development on libraries and changing expectations of users. So to access the users’ requirements by
using the best practices focusing on the better collection development and needed users services as per AICTE and PCI norms have become today’s need.

Presently in Maharashtra there are about 150 institutes approved by AICTE offering pharmacy education with an B.PHARM degree with an annual intake of 9840. University of Pune is one of the developed Universities and is one of the leading centers for research and teaching in the country. The private organization dominates the pharmacy education in university of Pune and there are 42 pharmacy institute affiliated to University of Pune running approved AICTE programs such as B.PHARM. These institutes competes each other to attract more students by improving their infrastructure and academic facilities. The library is also important criteria for these institutions where the availability of various documents collection development and all library services and facilities has become the need of the present era.

Today, the pharmacy institutes are in constant need of current information about the latest trends and developments in spears of pharmaceutical and related areas. Frequent revision of syllabi of pharmacy courses and exponential growth of literature in various forms of documents are the other factor of concerned for the pharmacy college libraries.

For the above information researcher undertaking this study that expectation of users of pharmacy college libraries have been studied. However, the present study aims at a study of sources and services of Pharmacy College libraries affiliated to Pune University in Maharashtra and to know expectations of the users about library sources and services.

Since no such nationwide study reported till date this study is ‘unique ‘of its kind. The survey involved all Pune universities affiliated pharmacy college librarians. Therefore it is excepted that there will be general awareness about sources and services rendered by Pune universities affiliated Pharmacy College libraries. Another advantage of the present study will be the understanding of users’ standards of expected sources and services. Further, on the basis of the expectations of the library users. The pharmacy college librarians will be able to design collection development and services plan, as recommended by Hernon and whiteman, (2009) Provide services as expected by their users. As a result, the use of library will be optimum and thus the huge investment in terms of collection, resources, and infrastructure will be appropriately utilized.
SIGNIFICANCE OF THE STUDY-

1. The present study will help the management in bringing necessary changes in information sources and services rendered.
2. It will help to D.T.E. Mumbai, AICTE, New Delhi, University and all institution.
3. Researcher, eagerful reader will have information about Library.
4. Library will know about their library defects and developments and it will help them to develop their library.
5. Library will know the update condition of their library.

1.4 STUDY DESIGN:

The design of the study content the details about the problem, the objectives, and research questions, area of study, population, research methodology and technique used for data collection.

1.4.1. STATEMENT OF THE PROBLEM-

The information supply in the pharmacy college libraries is mostly constrained by the major factor as under:

- Lack of management support.
- Non availability of sources collections, services as per AICTE and PCI norms.
- Non availability of professional staff.
- Non availability of sufficient space of library.
- Poor funding to these libraries.
- Non availability of computerization of library.

The consequences of the above problems hinder pharmacy college libraries render effective information sources and services to the users. The lack of sources and services restricts access to information. Though, their role in providing services and access to information is major, there are minimum standards ascertained for libraries by AICTE and PCI. The provision of sources, services and techniques is required as per norms to search and collect information for overall development of pharmacy college libraries.

Taking into consideration these factors, the present research work is undertaken and it has been titled as “A STUDY OF INFORMATION SOURCES
AND SERVICES OF PHARMACY COLLEGE LIBRARIES AFFILIATED TO PUNE UNIVERSITY IN MAHARASHTRA”.

1.4.2. OBJECTIVE OF THE STUDY:-

1. To examine the availability of information resources as per AICTE and PCI Norms.
2. To examine the services and facilities provided by the Libraries.
3. To find out whether reader are satisfied or not in the provided services in the Libraries.
4. To study the functional techniques and methods used in various Libraries.
5. To find out defects and suggest some remedies

1.4.3 DEFINITION OF TERMS

A Study

A setting of the mind or thought upon a subject; hence, application of mind to books, arts, or science, or to any subject, for the purpose of acquiring Knowledge.

(www.brainquote.com/words accessed on 22/3/2013)

Information sources

Sources mean “sources of supply, support or aid, especially one held in reserve” Webster, (1996) here the term refers to the information sources including book materials e-resources, journals physical facilities etc .available in the pharmacy college libraries.

Library Services

Services mean “the act of helpful activity” Webster (1996) here the terms refers to the different services offered by the pharmacy college libraries to the users.

Library services

Harrods Librarians Glossary, (1987) defines library services as the facilities provided by a library for the use of books and dissemination of information.

The scope of this term expanded as follows:

Various activities of the library extended to the users of the library for:-

1. Fulfilling the routine needs of the users, such as giving membership to the library, home lending service, reading hall service, inter library loan services which are minimum library services.
2. Services or activities leading to giving information to the users of the library either on demand or in anticipation of the demand, such as reference service. Given with the help of ready reference sources and other reference books either on telephone or in person.

3. Documentation service such as current Awareness service, selective Dissemination of information service alerting service bibliography service, translation service.

4. Service for dissemination of information through the list of addition, current awareness bulletin, abstract or annotation or digests or by exhibitions, display of books and other materials, lectures, talks organized by the libraries.

5. Document copying and document delivery service, document copying with the help of machines, such as Xerox machine, popularly called as xeroxing service.

6. Activities promoting the use of libraries and library collections such as orientation courses in library use and guidance to Ph.D. candidate and publication of guides to library collection or using audio-visual material.

7. Library services given to the users as OPAC, Institutional repository, informing about accessing information sources not available in the library. Activities include online retrieval of information, connectivity to international and national databases to the users, digital library services. This also include inter library co-operation activities, resource sharing activities such as consortia efforts and providing the on-line resources through the network membership. Also includes accessing information sources available on internet.

Affiliation

“Affiliation” together with its grammatical variation, includes, in relation to a college, recognition of such college by, association of such college with, and admission of such college to the privileges of a university. (UGC, affiliation of college by universities regulation 2009. The gazette of India, February 20 2010.

Pharmacy college libraries

The library provides study and research facilities for the students and faculty of pharmacy college. The pharmacy college library maintain extensive collection in pharmacy related information i.e. books, journals, CDs, e-resources etc.
University

“University means a University established or in corporate by or under the central Act, a provincial Act or a state Act and includes any such institution as may in consultation with the University concerned, be recognized by the commission in accordance with the regulation made in this behalf under this Act.” An academic institution established for the promotion of higher education such as the degree, Master Degree and post-graduate degree in different disciplines.

1.4.4. SCOPE AND LIMITATIONS:

The scope is to be seen as the boundaries of the study. The Limitation are conditions beyond the control of the researcher that many place restrictions on the conclusions of the study and their applications to other situations.

In this study the following scope and limitations will be considered.

1. All Library of Pune University affiliated colleges of Pharmacy had studied for this research (30 June 2011).
2. Period from Library establishment should be considered.
3. Collections of books up to 31st March 2012 of library should be taken into account.
4. Study of college library had done those, who are established before only 30th June 2011.

1.4.5. HYPOTHESES:-

Hypothesis is an important intellectual instrument of research. Hypothesis is a tentative solution of the problem. James E Creighton defines ‘A Hypothesis is a tentative supposition or provisional guess which seems to explain the situation under observation’. Creighton, (2000)

P.V. Young define ‘A provisional central idea which becomes the basis for fruitful investigation is known as hypotheses’. Young, (1973)

A Hypothesis states that there is no difference between two classes.

Hypotheses are of two types’ Null hypothesis and Alternative hypothesis. A Hypothesis that is tested for its rejection is null hypothesis. In other words, Null Hypothesis is framed as negation.
Formation of hypothesis is one of the steps in the process of good research. Hypothesis is in a sense a type of supposition or assumption. Hypothesis is usually considered as the principal instrument in research. The main function of hypothesis is to suggest new experiments and observations. Hypotheses are capable of being objectively, verified and tested.

A research hypothesis is the statement created by researcher when they speculate upon the outcome of a research. The hypothesis is generated via a number of means, but usually the result of a process of inductive reasoning where observations lead to the formation of a theory.

A hypothesis must be testable but must also be falsifiable for it’s acceptance as true science. Statistical tests often uncover trends, but rarely give a clear-cut answer with other factors often affecting the outcome and influencing the results.

A hypothesis must be testable, taking into account current knowledge and techniques, and be realistic. A hypothesis must be verifiable by statistical and analytical means, to allow a verification or Classification.

In fact, a hypothesis never proved, and it is better practice to use the terms ‘supported’ or ‘verified’. This means that the research showed that the evidence supported the hypothesis and further research is built upon that.

The following hypothesis has been formulated for the present study.

**HYPOTHESIS OF THE STUDY:**

1. Very few Libraries have availability of information resources as per AICTE and PCI Norms.
2. Services and facilities are sufficient for the reader in Library.
3. Readers are satisfied on services and facilities provided in Libraries.
4. Functional techniques and methods used in Libraries are same.

**1.5 RESEARCH METHODOLOGY**

The term, methodology means,’ The techniques and frames of reference by which researchers approach and carry out an enquiry’ Busha & Harter, (1980).

The methodology depends on the nature and objectives of the research. Research methodology means ‘research methods or techniques refer to the methods, the researchers use in performing research operations. Kothari, (2004).
The study is basically an analytically one. For this purpose primary data were collected. The following research methods were adopted in the study.

1.5.1 DESCRIPTIVE METHOD OF RESEARCH

In descriptive type of research, the researcher has only to present the things which are happening. Thus it is based on surveys and fact finding enquiries of various types. For this purpose researcher has to arrange the enquires for achieving the exact things that he has to determines. This method studies the description of the state of affairs as it exists at present. Descriptive method is a method of research or investigation which is based on survey. Young defines it, as the systematic method of discovering new facts or of verifying old through sequence, inter-relation, casual explanation, and the natural laws that cover them. Young, (1973).

The study is based on descriptive method of research includes surveys and fact-finding enquiries of different kinds. The major purpose of descriptive research is description of the state of affairs as it exists at present. In social science and business research we quit often use the term Ex post facto research for descriptive research studies. The main characteristic of this method is that the researcher has not control over the variables; he can only report what has happened or what is happening. It is a method or research or research or investigation which is based on survey. Many techniques are employed by the surveyors to collect the factual data in descriptive research viz .case study, interview and questionnaire techniques. Kothari, (2004).

1.5.2. SURVEY TECHNIQUES

Survey method is one of the most common methods used to conduct research in social science. When adequate information about some social problem is not available in records like fields, and other resources, the researchers has to gather data from the population through personal contact, interviews or other techniques that are commonly called as social surveys. Fredrick Whitney says that surveys research is an organized attempt to analyze, interpret and report the present status of a social institution, group or area. This method is applied in library and information science to assess an existing situation, to check library system or to evaluate area of librarianship in order to remove shortcomings and inadequacies’ and to plan further accordingly. Karande, (1989).
In Library science various research methods are applied for research depending on the requirement and suitability of the research. The survey method for research is one of the most widely opinion polling. Within the given frame work properly conducted surveys are effective means of collecting data. Survey research is characterized by selection of samples from large populations to obtain empirical knowledge. The knowledge gained through survey research allows the researcher to generalize about characteristics, opinions, beliefs, attitudes, of entire populations. Survey contributes basically to discussion of immediate and pressing problems through development of theories and understanding of problem through sampling technique. The survey, according to Young, (1973) a survey is a “scientific study of specific readers, its condition and needs”. According to Bulmer, (1992) when very large area is intended to cover for the research, survey method is the most appropriate method. The primary aim of a Library survey is to make an accurate and impartial collection and presentation of facts, the result of careful observations by the researchers.

There are various types of surveys. Type of survey is conducted depending on context. The surveys differ from each other depending on purpose, subject matter, coverage and source of information. In the field of LIS the survey method is used extensively for various purpose of research. The survey studies in the library field can be categorized in two groups.

They are:

- Library survey
- Reader survey

Library surveys and reader surveys are extensively used to gather information about many aspects of libraries. According to Busha and Harter, (1978). The library survey is used to gather information about facts of libraries. Similarly, library surveys are “systematic, in-depth examination of libraries, library systems or networks of libraries”. The reader survey is conducted to collect information about various facets of library community so that more intelligent decisions can be made concerning planning, development and conduct of services.

The information of Pharmacy College libraries affiliated to Pune University for the systematic, scientific and comprehensive study information was collected through primary and secondary sources. Primary data was collected through interview
technique and observation of college libraries through personal visit. The secondary sources of data collection include journals articles, books, annual reports and internet.

Researcher has conducted both library survey and Reader survey for the present study.

1.5.3. QUESTIONNAIRE INSTRUMENT:

The purpose of research is to obtain valid and reliable information so that the specific research question is answered. The questionnaires accurately measures what the researchers want to know. Questionnaires are always used in surveys as the primary data collection instruments.

Advantages of Questionnaire:

According to Busha and Harter, (1980) following are some of the advantages of the questionnaire:

1. Questionnaire provides greater access to respondents.
2. It provides an opportunity for respondents to give frank, anonymous answers.
3. It allows a wider range and distribution of the sample.
4. It allows greater economy of efforts (i.e. a single instrument duplicated and distributed to numerous respondents, can produce large amount of data).
5. It can be constructed so that quantitative data are relatively easy to collect and analyze.
6. It permits to collect greater data about background information about respondents.
7. It facilitates the collection of large amount of data in short period of time.
8. it can be completed at leisure of the respondents-within the time limit set by the surveyor.
9. Researcher can define the problem clearly and fix format for data.
10. It enhances the collection of objective data required for the research purpose.
11. It helps to eliminate variation in the questioning process.

The researcher has employed the ‘Questionnaire’ technique to collect data for the reason of its inherent advantages. The present study was intended to find out the availability of information resources as per AICTE and PCI Norms, examine the services and facilities provided by the Libraries, Readers are satisfied or not in the...
provided services in the Libraries, which functional techniques and methods used in Pharmacy College Libraries.

The most important advantage offered by the questionnaire for present research was that it allowed to reach the respondents located in large geographical area i.e. all state. Pune, Nasik, Ahmednagar. Through the questionnaires it was possible for the researcher to contact the individuals who were difficult to be contacted because of their busy schedules and field assignments. The researcher could collect larger and more representative sample because of the questionnaire technique.

1.5.4. THE POPULATION:

The concept of a population is fundamental to any survey research. Therefore, after receiving general information about the library and its users it was necessary to decide the target group or the population for the response to the expectations Pharmacy College Libraries. According to Busha and Harter, (1980) ‘A population is any set of persons or objects that possesses at least one common characteristics.’ It was observed that there were 42 libraries and two types of user categories found in Pharmacy college libraries, they are:

- Librarians
- In house faculty members, staff of the institute,
- The students

Population of the current study:

The specified population in this study.

All (42) the libraries of Pharmacy colleges Affiliated to Pune University had been taken for studied.

All (42) librarians, (10080) student and (840) teachers of Pharmacy colleges affiliated to Pune University had been taken for studied.

1.5.5. THE SAMPLE:

A sample is a small portion of the population or universe that is selected for observation analysis & study. By observing the characteristics of the sample one can make certain inference about the characteristics of the population from which it was drawn.
Need for sampling:
Since the researcher cannot include all the members of the population he opts for portion of it. Due to following reasons the sampling necessary.
- It saves time.
- It is less expensive.
- It is manageable.

The sample of the current study:
1. According in the sample 42 Pharmacy colleges Libraries of Pune University will be considered for the study.
2. 100% (42) Librarians of college library had taken for studies.
3. 3.33% (336) Student user per college library had taken for studies.
4. 15% (126) Teacher user per college library had taken for studies.

1.5.6. DEVELOPMENT OF TOOLS:
For the present study the data gathering instrument was ‘questionnaire’. Two comprehensive and structured questionnaires were developed by the researcher in consultation with the supervisor for the purpose of this study. First questionnaire was for the librarians of Pharmacy colleges affiliated to Pune University and second questionnaire was for the Student and faculty members as above college users.

A. Questionnaire for Librarians:
The information about the Pune universities affiliated Pharmacy colleges with special focus on general information and libraries, general information was gathered from the websites of DTE and colleges. This search was limited for the general information. For the detailed information about the libraries, i.e. collection, services, budget, special collection, management, computerization, software, users etc. were collected through the specially developed tool for this purpose. The rationale was to know the function, activities and services of the pharmacy college library. The aim of first questionnaire was to get information about Pharmacy College libraries Since most of the information was about the library, librarians of Pharmacy college’s libraries were the respondents for the questionnaire I.
The construct had following points on which information was sought:
- General information
• Library committee
• Finance
• Infrastructure
• Library staff
• Library Timing
• Circulation
• Library Automation
• Library collection
• Collection Development
• Tools/Equipments
• Organization information sources
• Services
• Database
• Stock verification

This information was helpful to know the environment where library services are delivered to the users.

**B. questionnaire for Library Users:**

The purpose of second questionnaire was to get response from the Pharmacy College Library User (student & Faculty) about the service which is essential for Pharmacy College Library.

The questionnaire for the library users was structured in Closed Format.

The construct had following points on which information was sought:

• Name, Education, Use of Library, services, Satisfaction of the Library.

**1.5.7 DISTRIBUTION OF QUESTIONNAIRE:**

The questionnaire for the librarian was mailed by post and the responses were requested. Follow up for the responses was done through telephone and through mail. Along with the hard copy, a soft copy was also sent through e-mail to the Pharmacy College Librarians where e-mail address was available.

The follow up was done individually by post.
1.5.8. DATA COLLECTION AND TREATMENT:
The data was collected from the librarians and the faculty and Student Users. In all 42 libraries responded for the first questionnaire was 28(66.67%). For the second questionnaire, and in 336 Students and 126 Faculty users respondent for second Questionnaire was Students 224(66.67%) and Faculty 84 (66.67) filled and usable Questionnaire were received from the Librarians of Pharmacy Colleges. Collected data are analyzed, interpreted and presented through tables, graphs, pie-diagrams / percentage circles. The findings are also considered as important guidelines to draw the conclusions.

1.6 ORGANIZATION OF STUDY:
To address the objectives of the research the present study is organized in five chapters.

Chapter I – Introduction
The first chapter entitled ‘Introduction’ covers significance and purpose of study, statement of problem, objectives, research methodology, hypotheses, research methodology, study design, population of study, method of data collection, treatment to data and the limitations of the present study.

Chapter II – Review of Literature
The second chapter entitled ‘Review of Literature’ covers the development of the concept as found in the literature in the field of library and information science. The reports and research papers on the topic ‘Sources and Services’ are critically reviewed.

Chapter III – Pharmacy Education and Role of Libraries
The third chapter elaborates on the conceptual development of the pharmacy education in India, council of pharmacy education and technical education, Pune University and pharmacy college development, Role of pharmacy college library in technical education and its function, importance, sources and services of pharmacy colleges, various Databases.

Chapter IV – Analysis, Interpretation and presentation of data
The data analysis and graphical presentation of all libraries and users surveyed is summarized in fourth chapter.
Chapter V – Finding, Suggestions and Conclusion

Research findings, suggestions, and conclusions are described in detail in this chapter.

1.7. CONCLUSION

In each library there is an effective services and collection development which needs proper planning, timely implementation and periodical evaluation. The librarian with the administrators have to set the priorities after analyzing the current status and future requirements.

Selection of the resources and provide services according to the needs of the users and the library is important to search needed documents and access any information to users. For better collection development and services librarians apply the AICTE, PCI norms. Management of institutes gives all infrastructural facilities to the institute and especially for library.

Here, those institutions which freed their visions and plan as per council norms for collection, Services, automation, techniques, staff, infrastructure etc. can only set the pace of journey to Excellence.

Academic achievement of a student is closely related to His / Her ability to find, evaluate and use the required information according to the curriculum needs. An automated pharmacy college library with a variety of resources and user oriented services can lead them to the goals.
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