A few reviews of past studies and works are given in this chapter. They are expected to serve useful background materials for the present study.

Alphonse Trezza and Albert Halci\(^1\) (1974) summarized the relationship between local, state, and federal government and public libraries. While the article focuses primarily on methods to improve library services, its summary of state and local involvement was useful. Local government has the most impact on library services of all the branches of government. They explain "In general, local government fulfills three broad essential functions: (1) it creates the public library and provides for its government; (2) it provides it with a source of income from public revenues; and (3) it provides a broad framework of regulations within which the local library must function"

Cronin\(^2\) (1984) outlined the rationale for a marketing approach to the management of public library services. Looks at the history of public library services and their social and technological changes. Concludes that, after more than a century, the public library movement in the UK still does not have a

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coherent sense of purpose, or a strong public image, and that marketing could provide a basis for their improvement.

Watts and Samuels\textsuperscript{3} (1984) were concerned with the broad question of whether public libraries were receiving any guidance as to the definition and adoption of roles. The study used content analysis on articles published in four library journals in a three-year period to see how many mentioned a “role concept” and, if so, how it was treated. “Role concept” is defined as “an ability to articulate some kind of general conceptual model expressing what the public library should do, not only in its community but also in society”

Virgil Blake\textsuperscript{4} (1987) conducted a study of seven directors of public libraries in medium-sized communities to determine whether a library director's level of political activity affects the amount of local government funding the director's library receives. He found that four out of the seven directors are politically active. "When local government support for public libraries is measured in either reported or constant dollars, the data from the seven medium-size urban communities over the three year period of this study support the contention that political activity on the part of public library directors is important to the level of support given the local public library".


Madras Library Association (MALA)\(^5\) (1988) organized a seminar in Madras, examined the problems like selection and acquisition of materials, training the library personnel, lack of financial aid and too many loopholes in library legislation.

Parthasarathy\(^6\) (1988) emphasized the need for introducing library automation for the Public Library System in Tamil Nadu. The measures to be taken for developing a modernised and integrated system, additional library and information services: for using microcomputers for house-keeping operations and information retrieval; for introducing networking, for accessing data-base; for conducting specialised training courses are outlined.

Blake\(^7\) (1989) made a study of library directors and boards of trustees and municipal officials in a Northeastern state to determine how often library staff and supporters interact with government officials. He found that the two groups rarely interact and that library officials do not solicit input from local community groups when drawing up their library budgets. "In short, the library and its representatives do not seem to be deeply involved with other municipal officials".

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Blake suggests that library officials must increase contact with municipal officials in order to build library support and increase funding.

Midwinter and McVicar\textsuperscript{8} (1990) explained the political background in the United Kingdom leading to the developing of performance indicators for public libraries. Corporate planning and value for money models are examined. A survey of Scottish public library authorities and their use of performance indicators in relation to planning, budgeting and evaluation, and the development of public library objectives in Scotland is outlined. The major problems in applying performance measures to public libraries are considered.

Neva Robinson's\textsuperscript{9} (1995) master's paper, "The Carrboro Public Library: A Dream of the Community, A Reality Because of the Friends" was the most useful in this research. In 1995, she interviewed seven members of the Friends of the Carrboro Library and examined their files and newspaper articles to create a chronological history of the creation of the Carrboro Public Library, now known as the Carrboro Branch Library. She found that, politics played a large part in Carrboro getting a library.


Robinson\textsuperscript{10} (1995) examined the history of Carrboro libraries. She found that Carrboro had a small community library in 1934. The Carrboro Civic Club managed the Carrboro Civic Club Public Library from 1950 to 1974, with some assistance from town government and Hyconeechee Regional Library. In 1974, the Civic Club attempted to turn the library over to town government, but negotiations were unsuccessful and the library closed in 1977.\textsuperscript{1} From the time library closed until 1995, Carrboro was served by Hyconeechee Regional Library’s bookmobile

Ramesh Babu\textsuperscript{11} (1995) traces the development of Public Libraries in India and the present status of public libraries. He brings out the role of computers and their application in library operations. Advantages of Information Technology(IT) to libraries are enumerated. In the Indian context, the constraints in the use of computers in the Public Libraries are identified: such as lack of planned growth of libraries, attitude of library staff, lack of trained staff, user’s attitude and economic constraints etc. The pessimistic and optimistic views of automation of public library services in India are presented, and concludes objectively towards the changes for automation by 21\textsuperscript{st} century.


Public libraries (1997) are the chief source of providing information to the public. Define Modern Public Libraries and its services. Discuss the document services and information services of the public libraries. The author suggested new information services keeping the technological change in view, emphasis books and non-books material services in all field of public library concept. Backup services are necessary in the modern public library. Audio visual services are essential to each and every field in modern trend which highlight that the present context of Information Technology computerization is imperative in the modern public library\(^{12}\).

Deshpande and Hungund\(^{13}\) (1998) traced the need and development of public libraries in India. The drawbacks of the Library Acts and the growth of public libraries in Tamil Nadu, Andhra Pradesh, Karnataka and Maharashtra have been compared with Indian Federation of Library Association (IFLA) standards. They have put forward a case for modernization of library also.


Sangaralingam and Ragavan\textsuperscript{14} (1998) present an analysis of the data relating to growth of public libraries in Tamil Nadu particularly with reference to the number of service units, nature and size of collection, staff and expenditure. The performance of the libraries within the public library system in Tamil Nadu is measured indicating a low use of the facilities. Finally, a few suggestions are made.

Sutton\textsuperscript{15} (1998) explained a plan to enhance public library support to users who were engaged in open or distance learning by identifying and classifying a range of learning resources, which could be accessed through the Internet. The proposal included a preliminary stage which involved collaboration with the Robert Gordon University School of Information and Media, to develop information and skills training for independent learners, which could then be used as the basis for developing information skills courses which could be run locally by public library staff.

Ormes\textsuperscript{16} (1998) considers the potential value of the internet for public libraries in Denmark with particular reference to three case studies, each focusing on a specific public library, selected because of their innovative use of the Internet.


in their services. The public libraries selected were; Roskilde; Silkeborg and Arthus. Roskilde public libraries offer public Internet access on a large scale and developed new policies to manage this new service. Silkeborg operates in a management structure which is ideally suited for a library developing information technology services. Arhus is an example of a library that is changing its structure and focus due to its development of Information Technology Services. Concludes that there are many opportunities to learn from this Danish study and the three most important differences from UK libraries are that the libraries have; a strong vision of what their role will be in the information society; a management culture which encourages staff to have more control over their work and to look on change as a challenge rather than a threat; and the ability to be flexible and look for funding from outside of normal sources. Danish libraries put great emphasis on developing children’s Internet services.

Ramesh Babu and Parameswaran\textsuperscript{17} (1998) surveyed the attitude of the public library staff towards automation of public libraries. The results of the study are; financial implication to be major bottleneck for Information Technology applications. Public library staff are not interested in learning or implementing IT in the library due to the poor scale of pay paid for them.

The information era (1998) with its electronic facilities will come with many challenges in all the sectors of development since information is the base for all developmental activities. Libraries and information centres and Librarians will have their share of views in these major activities. Public Libraries roll as the information gateways for uninterrupted and equitable access to information and knowledge resources just-in-time, fostering ‘Right to Information’. “Information for all”, Information for development” which are vital for achieving the millennium development goals in an accelerated technologies have the capacity to open up new ways of interactive communication between the citizen of public libraries and civil society at large.

Kumbar (1999) traced briefly the history, growth and development of public library system in the State. It also covers the library movement in the State from ancient to modern period which includes the enactment of library legislation in 1965 and existing public library situation in Karnataka suggests that the introduction of networking of public libraries in order to draw much needed information from the national and international databases. He opines that at least one model library on the pattern of British Council or American Library be

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established in each district head quarters to rebuild the real image of the library and its role.

Ramesh Babu and Parameswaran\textsuperscript{20} (1999) had studied the opinion about automation from the library staff working in public libraries in Chennai. The study found that there is a positive attitude towards IT applications in public libraries and the staff feels that they can perform well if they were given opportunity and necessary infrastructure facilities for learning about automation.

Fielding\textsuperscript{21} (2000) particularly examined the public library’s role as an internet access provider. She argued that libraries are uniquely positioned to perform this role due to their historical commitment to providing democratic access to information. The article also mentioned new roles for the library brought about by the new information context: promoting network literacy, providing remote-access reference and research services, disseminating government and other public information, supporting independent learning and research, serving as a public internet access and resource center, community information resource, and support for local business. Other new roles include performing an organizing and navigating function by providing a structural interface and quality guides to the otherwise chaotic content of the internet, and building local content such as


community information resources or digital local history records. The conclusion was that libraries have a crucial role to fill in the new information economy, and that they need to make this clear to policy makers in order to procure the funding necessary to perform it well.

Garnsey\(^{22}\) (2000) showed that more and more libraries are offering electronic mail reference services, little information about these services has been reported. We conducted an exploratory survey to examine public library e-mail reference services and the patrons who use them. Data collection techniques included a questionnaire mailed to participating libraries and a Web based questionnaire completed by library patrons. Data gathered included: (1) information on the provision and administration of e-mail reference services provided by public libraries across the United States; (2) characteristics of public library e-mail reference patrons and their satisfaction with the service they received; and (3) classification of e-mail reference questions received by public libraries. Characteristics of the e-mail reference services varied considerably, but the patrons, citing ease and convenience as the major reasons for using such services, were mostly satisfied with what they received.

Usherwood\textsuperscript{23} (2000) reported the first stage of an investigation into the public library workforce in the UK. The investigation consisted of a postal survey of all UK public library authorities and had an 80 per cent response rate. Information and data were collected of variation in attitudes and practices. There is an evidence that some authorities that have career development initiatives are twice as likely to be actively recruiting candidates, and a statistically significant relationship between the length of stay of new professional and ongoing career development. There is an evidence of a new trend in recruitment, which emphasizes specific qualities, skills and abilities which candidates offer, rather than possession of a single qualification.

Sugie\textsuperscript{24} (2001) assessed the present state and characteristics of reference service in Japanese public libraries. Mail and field surveys were conducted on all 30 city, town and village libraries in the Tama area of Tokyo. The surveys were designed to examine the operational details of reference service as well as the extent to which the libraries recognized the many other facets of reference service. Questionnaires were mailed to public libraries in July 2001. Field surveys were conducted in late August. The results were: 1) Answering reference questions is the principal activity in reference service and most libraries recognize answering


reference questions as reference service. 2) Most libraries surveyed do not actively publicize reference service, nor do they arrange reference materials and equipment to provide access for users. Not many libraries recognize these activities as reference service. 3) There is a correlation between the level of reference service provided to users and the library's recognition of the range of reference service. 4) Reference service is not perceived as an important part of library work when compared with other services, such as circulation.

McKechnie\(^\text{25}\) (2001) explained the Professional Library Associations have endorsed equal access to information and services for children for a long time. While researchers have explored a variety of aspects of this topic, to date there has been no systematic overview of the status of children's access to information and services in public libraries. The goal of this study was to determine how the idea of "equal access for minors" is actually being implemented in public libraries today. Library policy statements, which provide the guidelines for service, comprise the primary data source. A random sample of 125 Canadian public libraries in English-speaking provinces were contacted and asked for copies of all current policies related to children's services. The sample was stratified so as to represent all provinces (except Quebec) and territories; urban and rural libraries; small-, medium-, and large-sized libraries; and types of libraries (e.g., municipal, municipal, municipal, municipal, municipal).

Policies, representing all major regions in Canada, were received from 52 libraries and library systems. A content analysis of the policies was completed. Results indicate that the majority of Canadian public libraries provide almost complete access to all information and services. The most commonly found barriers include statements giving parents the right to control their children's use of materials and services, restricted access to the use of unfiltered Internet workstations, and limited access to adult materials and video collections. Some libraries have policy statements that give preferential treatment to children. For example, most libraries charge children lower fines for overdue materials.

Betancur (2001) studied with enough problems about the current state of the citizenship and community information services in Latin America, of a region is contextually different. It traces routes about the comprehension and performance of the key elements in the relationship between public libraries with Latin American men and society in the construction of the citizenship, public opinion and democracy. It presents a strategic work for the public libraries, which is about to transcend the idea of the useful information only as the one validated in the national and international circuits and to integrate local information as a basis of the social action.

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Simmons\textsuperscript{27} (2002) explained the advent of multiple information technologies and off-site capabilities, reference services in public libraries are in a state of flux. This study looked at 11 of the 17 public libraries in Ulster County, New York, assessing the availability, accessibility and promotion of reference services within the Mid-Hudson Library System. The survey sent to library directors identified diminishing resources, technology issues, varying demand, and resident needs as critical factors in delivering reference services to citizens, with some of these factors varying according to the size of public libraries.

Ramesh Babu and Govinda Reddy\textsuperscript{28} (2003) studied the public library system in Tamil Nadu with reference that the circle libraries in Chennai occupy a significant position in public library system in Tamil Nadu in general and in Chennai in particular.

Seavey\textsuperscript{29} (2003) investigated the growth of the public library in the USA during the great depression. Despite economic hard times, public libraries were founded in 48 of the 50 states and territories. Nine states contributed the greatest portion of the growth. Geographic variation in library growth is discussed. The


role of two federal agencies is briefly described and their influence in public library founded during the Great Depression are presented. The conclusion is that the US public library was a social institution important to local communities that provided funding, long before the advent of state or federal funding.

Traister\textsuperscript{30} (2003) deals with the rare book, manuscript, and special collections libraries which remain both more difficult and more forbidding to use than any other parts of most libraries. A shift from an ethos that emphasized acquisition, cataloging, and preservation has brought into new prominence issues generally grouped together under the rubric of "promotion." This essay considers some of the ways in which this addition to the ethos of special collections has the potential to change for the better the ways such libraries are perceived.

Walter\textsuperscript{31} (2003) dealt with four significant unanswered questions related to children's and young adult services in public libraries: 1) how have public library services to children and young adults developed over time? 2) How and why do young people use public libraries? 3) How can we evaluate the effectiveness of public library service for young people? 4) Why should policymakers fund public library services for children and young adults? After reviewing the existing


knowledge base that can serve as scaffolding for the needed research, the author suggests strategies for refining and implementing this research agenda.

Gaddis, Dale\textsuperscript{32} (2004) report the results of a Gallup poll that solicited 300 community opinion leaders' views of public libraries. "The objectives of this second survey were to determine which of the library's roles the opinion leaders considered to be important for their communities and how much they thought the community should spend on library services.

Johannsen\textsuperscript{33} (2004) reports the results on a particular management issue of a recent Danish qualitative interview survey on experiences with fee-based public library services. It also includes a systematic comparison between underlying values, revealed through the survey, and the results of a recent large scale survey of Danish public sector values. The article outlines the evolution of the library charging discourse and investigates to what extent and how values associated with fee-based services differ and resemble the general public sector values. In particular, it will be examined to what extent fee-based services facilitate the penetration of New Public Management oriented values into public libraries. Finally, management practices concerning fee-based services are considered,


focusing, in particular, on possible discrepancies between expressed values and actual practice.

Cooper\(^\text{34}\) (2004) stated that the fifteen years on from the 1988 International Literacy Year many public libraries in Queensland have come a long way in the level and depth of adult literacy services they provide. Many library services offer programmes that 'work in the context of people's lives in the community', and this has meant that more staff are venturing beyond the four walls of the library. This paper describes the role of the State Library of Queensland in offering adult literacy services statewide, and showcases a number of libraries providing services and programmes to rural and remote, indigenous, and metropolitan communities.

Ng’ang’a\(^\text{35}\) (2004) has outlined the World Library and Information Congress: 69th IFLA General Conference and Council, 1-8 August 2003, Berlin. This article describes the activities of the Kenya National Library Service (KNLS) in providing library and information services for visually impaired persons, including the library and information services offered and the challenges faced. It


suggests a way forward, not only for KNLS, but also for public libraries worldwide.

Benstead, Spacey, and Goulding\(^{36}\) (2004) discussed in their research paper alternatives to the mobile library service in providing a public library service to rural communities in England and the impacts of best value, public library standards and social inclusion policy on provision. A questionnaire survey was completed by librarians in public library authorities in England with rural hinterlands. The data derived were supplemented by follow-up case studies. It was found that achieving social inclusion objectives and the results of best value reviews were the greatest motivating factors for much of the development of alternative library service delivery in rural areas, and that village halls were the most popular place for co-location of library services. ICT was felt to have impacted positively on rural library service delivery and its use was demonstrated in co-location facilities and learning centres. However, some authorities fail to consult users and non-users in rural locations. This paper provides public library practitioners and researchers with a picture of public library service provision to rural area communities and shows the impact of Government-driven policy. It appears that there is varying appreciation by public library authorities of rural communities' distinct nature.

Craven, J. and Brophy, P.  (2004) aim of the Longitude II project is to design and produce a web-based toolkit which can be adopted by all UK public library authorities to evaluate the longitudinal impact of their IT-based services to end users. The seminar presentation at the PM5 conference will explain the genesis of the project, describe the research activity to date, give an analysis of interim results and explain how the project will progress. The enormous increase in IT-based services provided by UK public libraries, supported by major national policies and by significant funding streams, is undoubtedly having an impact on end-users. A systematic assessment of that impact is by no means straightforward, and a number of studies have been undertaken to try to elucidate significant impact indicators. The Longitude II project, undertaken by CERLIM, will not only provide a toolkit of techniques to enable impact to be assessed, but carry out longitudinal assessment so that changes over time can be measured.

Gomez, and Grau  (2004) analysed experiences with Web-based library services designed for senior citizens, a specific sector of the population with well-defined issues of specific interest. They discussed the relation among this group, public libraries and the digital environment and explore the major Web resources and services offered to the elderly by public libraries throughout the world. These


resources are classified according to the level of development of the information provided. They highlighted the current trend among libraries to personalise the services and resources offered.

Black\textsuperscript{39} (2004) has outlined that the Lionel McColvin (1896-1976) is regarded as one of the most influential figures in the history of British librarianship. In the specific context of 150 years of public librarianship in Britain, his reputation as a visionary influence is second only to that of the nineteenth-century pioneer Edward Edwards, while in the twentieth century his reputation is unsurpassed. McColvin was the major voice in the mid-twentieth-century movement to reconstruct and modernize public libraries. He is best known as author of The Public Library System of Great Britain: A Report on Its Present Condition with Proposals for Post-war Reorganization, published in 1942 at a moment of intense wartime efforts to assemble plans for social and economic reconstruction. The "McColvin Report," as it came to be termed, was a landmark in the struggle to de-Victorianize the public library, not least by emphasizing the institution's universalism and its function as a national, not just a civic, agency. This article briefly describes McColvin's notable contribution to twentieth-century librarianship, resulting from his work as a public librarian, as a leading figure in the Library Association, and as an influential player in the international library

movement. The article's core aim is to offer a critical appraisal of McColvin's vision for public libraries by placing it in the context of the project to build a better postwar world. This project was defined by the conceptualization and development of a welfare state in Britain, the underlying values of which can be seen to correspond to McColvin's national plan for a rejuvenated public library system. McColvin drew on the spirit of the time to produce a plan for public libraries that was shot through with social idealism and commitment and with a confidence in the need for intervention by the state values that perhaps provide lessons for current and future library and information policymakers and professionals.

Takashi40 (2005) explained the application of RF-ID technology for library service which became increasingly popular nowadays. In Kasama City Public Library, opened in April 2004, their active and energetic service is supported by RF-ID technology. This article first shows the current status of Kasama City Public Library and their basic policy and illustrates the advantage and future tasks of RF-ID system for libraries emerging from their actual service; by defining the term RF-ID, explaining its technical feature, and describing adopting process and detailed technique of attaching it to audiovisual material.

Ghosh\textsuperscript{41} (2005) explained the current situation of the Indian public libraries. The public library system in India is condemned to remain in a depressed State, and serves as little more than a warehouse of recreational reading materials, a majority of which are in regional languages. The author has suggested possible remedies on how to transform the situation, and detailed new technological developments which are already showing the potentials to change public libraries in rural India are listed and a vision for their future based on the concept of “Information Communication Technologies for Development” is sketched out. The author detailed new technological developments, the practical outcome of which would in particular facilitate the establishment of digital library services in rural India. This paper provides a useful overview of a library scenario on which aggregated statistical data is hard to find.

In another study of ideal roles, Rodger, Elearner Jo\textsuperscript{42} (2005) asked 300 community opinion leaders their opinions about the importance of the various roles of the public library in the community. A companion study asked the same questions to a larger sample of the general public. The roles used were those of the 1987 PLA manual, with a few modifications. The survey did not identify these roles by name, but rather listed a set of services that would represent each role,


and asked respondents to categorize each set as not important, slightly important, moderately important or very important. The results indicated that opinion leaders gave highest importance to the library’s educational roles, and then to its roles in providing access to information, with its role of providing popular materials ranking equally high. Comparing opinion leaders’ responses to that of the general public showed little difference, except that blacks and Hispanics among the general public rated most library services as more important than did the opinion leaders as a whole.

A Norwegian researcher Aabo\textsuperscript{43} (2005) explored the question as to how public library roles have changed with the ascendance of the internet. Aabo looked at usage studies from various countries to conclude that the library is still relevant in the internet age, but may need to adjust its roles to meet new demands. The author also discussed new problems brought about by the new technologies, such as the digital divide which separates those with and without access to technology, and the tendency of digital life to decrease feelings of and involvement in the local community. The library is seen as potentially playing a crucial role in providing internet access to all members of the population and in providing a social meeting place which strengthens a sense of community. The author also discussed the literature on trying to measure the economic value that

libraries bring to their communities, while pointing out that “willingness to pay” measures do not capture the cultural and social values libraries provide.

The author\(^4\) (2005) analyzed the role of public library in the empowerment of women. It examines the various kinds of information needed for the empowerment of women in different spheres of life. It attempts to explore the thrust areas e.g. career orientation, health care, legal rights etc., in which information and supporting services have to be provided to them, and how public library can make them available. It also suggests some strategies to connect (attract) women to public library and get maximum benefits out of them and thereby get empowered.

Rajkovic\(^5\) (2005) discussed as the Australian and New Zealand populations age public libraries will need to address the particular needs of the over 65 cohort. This paper looks at the provision of services to seniors in New South Wales in city and country libraries, the needs of seniors and how libraries are attempting to meet them. A questionnaire was sent to all public library systems. To complement the questionnaire two focus groups were held with over 65 year old library users to ascertain what they liked and disliked about the


library. The purpose of the face to face meeting with seniors was to gain a sense of what was difficult for them.

Jay and Webber\(^{46}\) (2005) investigated the impact of the internet on reference services in public libraries in England. A literature review provides the policy context for UK public library services and highlights developments in digital reference. A questionnaire was administered in 2003 to a sample of the public library authorities in England, investigating the use of the internet for receiving or answering reference enquiries, the use of electronic reference sources, and the nature of public library web sites. Thirty responses were received, representing a response rate of 60 per cent. All respondents used e-mail to answer reference enquiries, but there was low use (and in some cases awareness) of other technologies. The librarians' attitude towards digital reference services, considering aspects such as improved access and increased efficiency, was predominantly positive. Some concerns were raised, such as the administration of public access computers. Patrons could access more electronic reference sources within the library than they could remotely. The majority of public libraries had web sites, most commonly offering access to the library catalogue and community databases. The results of this study are compared with two previous surveys. The paper concludes by identifying the need for public

library managers to assess the changing role of professionals and para-professionals in delivering reference services, and to provide appropriate training. It also notes that despite the discussion of real-time reference, asynchronous digital reference is still more common in England. There has not been a survey of this type for English public library authorities. The sample represents 20 per cent of the target population.

Gilbert\textsuperscript{47} (2006) and their team evinced interest in virtual reference and instruction, assessment of digital reference remains relatively uncharted territory in the library literature. What standards exist for online reference and instruction and how can they be used to assess the innovative new merged online reference environment at the Dr. Martin Luther King, Jr. Library? Led by co-unit heads from the former San Jose Public Library Main Branch and the San Jose State University Clark Library, the merged reference unit is a unique testing ground for perceived differences between public and academic reference service. Evaluation of both the online and the live merged reference environment is crucial and will be necessary to determine what is working and what is not. This paper discussed plans for current and future assessment of digital reference including e-mail, live online reference, and online instruction.

\textsuperscript{47}Gilbert, L et.al. (2006), \textit{Assessing Digital Reference and Online Instructional Services in an Integrated Public/University Library}, Haworth Press, USA.
Khan\(^\text{48}\)(2006) highlights the need for public library legislation. He made an attempt at analyzing the functions of public library on the argument that unless it was brought home to the people at large the function and services that were rendered by a public library, the library laws will have no vital dynamic power. The author then took cognizance of the factors that were in favor of the introduction of the library legislation for public library development. He suggested to amend the existing law suitably so as to make their provision more effective.

Kajewski\(^\text{49}\) (2006) has discussed the emerging technologies provided in librarians with a unique opportunity to substantially enhance user centred services and to facilitate and promote collaboration between libraries and their users. This paper explores the range of free and inexpensive technologies that have been implemented with practical and immediate benefits for library staff and users. Examples of integrating technologies include blogs, wikis, RSS aggregators, podcasts, vodcasts, Web conferencing, and instant messaging. Also reported is the take up of these technologies by public libraries nationally and internationally. Australian public library use and promotion of these services is examined. A case study around the Queensland Opal Training Project Emerging Technology course.


examines library staff buy in and involvement in the development of new services, and explores the difference emerging technologies can make to users.

Kulesakaran\textsuperscript{50} (2006) outlined the functions of public libraries service units and types of public libraries in Tamil Nadu. He also explained the activities and future plans of the public library department of Tamil Nadu in the light of modernisation stress.

Jaeger and Fleischmann.\textsuperscript{51} (2007) examined the crucial role public libraries play in mediating access to e-government sites, especially in the wake of major disasters such as Hurricane Katrina. They argued that libraries’ traditional values of free access and democracy, as well as their commitment to service and inclusion, have earned them the public’s trust as providers of reliable information and assistance in finding information. This leads people to naturally turn to public libraries for help in accessing and navigating e-government websites, both for routine needs such as tax forms and Medicare enrollments, as well as for emergency relief applications. They concluded that libraries should receive more credit, funding, and policy input for this crucial role they are already performing by default.


E-Governance (2007) is an ambition project for nationwide development of e-governance application to bring about radical change in service delivery to the citizens. E-governance interfaces the various facets of governance using information technology\textsuperscript{52}.

Indira Koneru\textsuperscript{53} (2007) discusses about Modernizing Public Library with necessary Information Communication Technology infrastructure alone cannot guarantee easy and equitable access to information, as envisioned by National Knowledge Commission. If public libraries wish to play a vital role in building inclusive knowledge societies, they need to empower citizen with information literacy. In order to realize this objective, equipping themselves with information literacy skills is a prerequisite for public library professionals.

Satija\textsuperscript{54} (2007) describes the basic function of a traditional public library which is enacted by specific legislation and financed by national and local government. It describes its role as community information centre and how the community information centre can help the rural folk in making the effective use of information on various aspects of day to day activities. The document further describes the establishment the efforts made by e-governance initiatives for

\textsuperscript{52}Jaeger, P. T. and Fleischmann, K. R. (2007), \textit{op.cit.}, pp.34-43

\textsuperscript{53}Indira Knoeru (2007) “Information Literacy: A Prerequisite for Public Library Professionals to Thrive in the Knowledge Society”, \textit{Journal of Librarianship and Information Science}, 37(4), 205-211.

improving the lives of rural people in India and spells out the recommendations of National Knowledge Commission for the networking of Public Libraries. It further discuss the new challenges and role in view of the open schools/University system which are unit popular in all parts of the country.

McMenemy, D\textsuperscript{55} (2007) has discussed the nature of public library Web sites and what they communicate about the values of the sector. The article examines a range of Scottish public library Web sites to determine domain and quality of information resources provided. That many public libraries in Scotland have a virtual identity problem brought about by being part of larger websites for their parent bodies. It is argued that this identity problem is to the detriment of the service, and that models of good practice should be urgently considered by public librarians. The article should be of interest to librarians considering how best to present their websites and the potential challenges in doing so as part of a larger umbrella organisation. This is the first article to examine all sites from Scottish public libraries in terms of their origins and content.

Yan Quan Liu and Donglai Li\textsuperscript{56} (2007) in their case study explored the construction pattern and issues involved in the development of an urban library service system in China. This study was conducted through an analytical


evaluation of the development of an integrated public service system and its
distribution of information among libraries and information centers in an urban
community. The finding of the study was constructing an integrated public service
system is an important trend in urban libraries in the new millennium.

Shuji, K. 57 (2007) has explained the library services using latest
information technologies such as RFID and smart card are spreading rapidly.
Naka City public library introduced above-mentioned technologies and began a
new cardless service using biometrics technology (palm vein authentication
technology) to improve user convenience, security, saving resources, etc. This
paper explains backgrounds, details, technical verifications, and effects of
introducing biometrics technology and describes the view of efforts to change the
card society into cardless one.

Ongus, R.W. and Kemparaju, T.D 58 (2007) discuss the public demand for
library services has not only grown enormously but is also becoming more
diversified. This is due to the widespread acceptance of libraries as central to
education and research, community development and nation building
programmes. Libraries are expected to meet this critical challenge by providing

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Public Library's Efforts to Introduce A Cardless Service”, Journal of Information
Processing and Management, Vol. 49, No.11, 611-21.

Providing Electronic Information Services through Public Libraries in India”, Journal of
adequate and effective services to the public. This paper examines the concept of public libraries in general, as well as the state of public libraries in India in the light of the new and emerging technological dispensation. It proceeds to give a detailed account of recommended steps for introducing and maintaining electronic information services for public use. Some fledgling real cases involving impressive attempts of delivering much needed information services in rural areas, using electronic or "digital" media, are mentioned. Conceivable suggestions for the way forward affecting public libraries are given, wherever applicable.

Haizhen Zhong\textsuperscript{59} (2007) discussed the course of change and development of reader self-service within public libraries in China. The paper takes the form of a discussion of the issues. The paper finds that self-service has compelled librarians to change from "helping readers" to "helping readers to help themselves". The paper examines change and development in the public library service in China and analyses its inevitability and necessity, as well as pointing out some of the inherent problems.

Yoshio\textsuperscript{60} (2007) explains the establishment of The Kanagawa Prefectural Kawasaki Library known for the public library where the technical documents specialized in natural sciences and engineering are available. It started various services from 1998, in the name of "Information Library for Science and Industry". The unique business support service has been developed since 2005, introducing the service package which connects multiple services such as exhibition, lecture, and issuing bibliographic catalogue. Furthermore, using original classification "cluster", it realized the integrated system useful for both building collection and shelving. These activities achieved by a library that has good tradition, will be recognized as an ambitious endeavor to constantly improve its services in order to support the needs of changing society.

Ashraf and Anand\textsuperscript{61} (2007) described the role of information, information technology (IT) and the infrastructure, human resources, telecommunication, research and development in IT in Indian context. It highlights the features of liberalization policy of the Indian government; software policy of 1986; development in networking and growth of IT industry in the country, and documents the proliferation and focuses on the relationship among policies and


outcome in terms of its impact on various fields of life specially library and information services. It describes the limitation of Indian digital revolution in reaching out to the general masses and the various factors responsible for the lopsided character of information revolution.

Nahyun Kwon\textsuperscript{62} (2007) investigated the effectiveness of question answering by question types in the inter-institutional collaborative chat reference service at a public library system. In particular, this study examined whether subject-based research type questions are answered as effectively as simple factual type questions, and whether local-specific questions are answered as effectively as non-local questions in the inter-institutional chat reference service. Effectiveness was assessed in terms of answer completeness and user satisfaction. The analysis was based on user surveys and corresponding transcripts of 415 chat reference transactions initiated by patrons of a public library system. The study found little difference in the effectiveness of question answering between subject-based research and simple factual questions. However, local-specific questions, such as circulation-related and inquires about local library services, were answered less completely and patrons expressed lower levels of satisfaction compared to non-local questions. These findings indicate problems and gaps in coordinating the inter-institutional chat reference service among participating

libraries. Implications to design seamless services in the collaborative service were discussed.

Fourie\textsuperscript{63} (2007) has outlined the investigation into the public library's role in the provision of educational and vocational guidance and information to the youth and its links to the school and other career guidance service providers in South Africa are reported. The empirical study focused on public library services to the youth in general and to high school learners in particular. The results showed that public libraries continue to provide separate user services to children but that separate provision is only made for teenagers and young adults in the case of large public libraries. Career-related requests are frequently received from high school learners but inadequate resources affect the development of specialised educational and vocational guidance and information services (EVGIS) for them. Lack of cooperation between public libraries, schools and other career guidance service providers hinders the development of support networks for learners. It is recommended that existing general user services to the youth could be extended to introduce specialised EVGIS for high school learners. Recommendations are made in respect of collections, facilities, staff and funding.

Tamura\textsuperscript{64} (2007) and his team reported that a research project on the effects of information service to business in Japanese public libraries. The overall goals of the project are to develop a conceptual framework for understanding effects of a library service and then to examine them in business information service. The objective of this first report is to get an overview of current practice of business information service in Japanese public libraries and examine images of users and uses by librarians in charge. The project consists of three stages. At the first stage a series of field trips was conducted with semi-structured interview’s in twenty-two libraries throughout Japan and a focus group interview of librarians in charge of the service was also conducted (not reported here). A variety of services is provided by public libraries. Levels of reference service and relationships with other agencies and organizations are the most important factors in determining the nature and kind of service provided. Providing the service is actually a complex process influenced by many factors. Results suggest strongly the complex process of value creation. Images of users and uses are formed not only by direct contact with users but as a result of this complex process. Sometimes images have political connotations as both librarians and other stakeholders hope the service to be useful in promoting local business and/or industry and advancing local lives.

Public Library\textsuperscript{65} (2008) serves the community in a number of ways- as a key information provider; local archive; a safe environment in which people can socialize, browse and use of materials; a meeting place for leisure; a place of learning and entertainment and above all as a contributor to the economic well being of the individuals and community as a whole-both directly and indirectly. But all over the world they are hailed very much for their education, arts, and leisure functions. The author tries to focus in their contribution in the economic sector, an area which is gaining popularity. The economic benefits derived out of the public libraries can be catagorised under three heads- for the individual for local business and for the local community. Each of these can be further divided into groups – direct – indirect. The author examined under each in detail. It also examined certain methodologies evolved to measure the outcome of public libraries at the global level and emphasizes the need for such studies in India.

The author examined (2008) an integral part of the socio-economic development of the society which plays an important role in educating the masses - both urban and rural - and fulfilling their information. The author highlights the book position and services of the exiting public libraries in the Arunachal Pradesh. The State Central Library plays an important role in promoting library services. The finding of the study shows the year wise growth of membership,

staff pattern, services, and collection development. The study also deals with the
district wise library rate and percentage of literate population using the library
services. Also discusses the collection development, membership and total
population served by the district.66

Rutherford, L.L.67 (2008) examines the adoption of social software in
public libraries and to explore its impact. This research uses a qualitative
methodology and took the form of open-ended interview questions using an e-
mail format. The research uses Rogers' diffusion of innovations theory as a
framework. This research found that participants consistently described social
software as a means to deliver a library service that truly reflected their users'
wants and needs. Participants indicated that social software would help achieve
this goal in two ways. Firstly, participants felt that social software enabled users
to interact with the library in the ways they wanted to. Secondly, the participative
elements of social software made it easier for users to provide feedback on all
aspects of the library service. The study also revealed that while social software is
not currently being used to its fullest extent in public libraries, public librarians
are exploring the meaning and potential of this new technology. This paper

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advances the discussion on social software by providing concrete examples of its impact in practice. It is a resource for public librarians considering the potential impact of implementing social software in their own library which will allow them to learn from the experiences of others.

The author\textsuperscript{68} (2008) examined the social networking concept became very popular among organization and people as a tool to create, built and share knowledge. It is an association of people joined together by way of creating a personal profile which then formally connects with other users of the network as friends. Social Networking is the practice of expanding the number of one’s business and social contacts by making connection through individuals. Social networking websites function like an online community of internet users. Depending on the type of website, many of these online community members share a common interest such as hobbies, religion, politics. Social Networking allows libraries to enhance their services through promotion activities, locality information help, integration of related resources and interactive feature and personalized services.

Lawrence Mary\textsuperscript{69} (2008) examined the modern society is always changing and moving towards better socio-economic and cultural situation than ever before. Public Libraries which are social institutions structured with the prime objectives of eradication of the social evil of illiteracy and expansion of education are looked at high expectation by the rural as well as urban masses. The author explained with the readers forum or reader circle functioning as part of the public library in Tamil Nadu. It concerns the composition, objectives and function in such forums. A number of suggestion for the effective functions of these forums are also offered.

Sin\textsuperscript{70} (2008) says that public libraries to achieve effective strategic planning, they must know who uses the public library and who does not use it. This study examines the characteristics of users and non-users of the public libraries using socio-demographic data from the Current Population Survey, a nationally representative survey of over 50,000 households conducted during October 13-19, 2002, and library services data from the Public Libraries Survey 2002. The study finds 34 variables to be significant. These variables including factors that have not often been studied, such as distance from the library, age/school attendance status, use of other types of library, and public library

\textsuperscript{69}Lawarance Mary (2008), A., \textit{Reader’ Forum in Public Libraries and Social Development}.

expenditure per state capita. It is also worth noting that disadvantaged groups, including ethnic minorities, recent immigrants, and people with disabilities, were less likely to use public libraries. This was true even after other factors such as education and income were held constant. The study provides a national-level assessment of the under-served populations. It also offers triangulation to other existing research, particularly qualitative information behavior studies of specific groups.

Ishihara\textsuperscript{71} (2008) points out that there are currently no effective methods for evaluating the quality of reference services despite the knowledge that reference services need to be evaluated for both quantity and quality. This paper proposes a method for evaluating the quality of reference services provided by public libraries. Since there are no effective evaluation methods in the field of library and information science, studies of service quality in other areas, including social welfare, medicine, and education, were reviewed to identify potential methods. As a result of the reviews, two common factors were found. One is that most of the evaluation methods have a hierarchical structure. These methods consist of classifying several questionnaire items into categories, or "dimensions". The other common point is that most of the methods involve questionnaires being answered by customers, service providers, and third parties. Based on these two

findings, it is proposed that a questionnaire can be used as an evaluation method for measuring quality of reference services. An evaluation tool for measuring quality of reference services was developed by referring to evaluation methods in other service areas.

The author\(^{72}\) (2009) traced the origin and development of public library legislation in Madras State. He narrated the part played by the MALA, directly and indirectly in bringing about this places of social legislation and also gave a brief account of the library service as it obtained at present in the Madras State. The author evaluated the working of Local Library Authority, Madras State during the first two decades of the enactment.

Hallberg, Anette and Sipos-Zackrisson (2009) have contributed to the improvement of library service quality in public libraries. They are analysed on two complementary studies and includes 58 interviews with managers, librarians and adult educators in Sweden and England. Together, they cover public libraries, study centres and adult education on an arena defined by stakeholders of the local municipality, country library, customer, governmental control systems and regional development council. The potential for improving service quality of the Swedish library sector is related to the strength of its market orientation and to its ability to change the librarians role. A change in the librarian’s role to a service-

oriented and retail-experienced librarian, is reflected by the ability of the librarian to adapt to the process-oriented roles of the contact creator, the mentor/coach and the inspirer. The market orientation of the library services, customer orientation, together with a change to a retail-experienced librarian’s role, are actions identified for improving library customer value. The combination of market orientation including new customer groups and a new librarian’s role contribute to the improvement of library service quality and copy.73

Fisher, Karen E et al., 74 (2009) and their team analyse e-Government services are delivered in many settings, including public libraries, which have increasingly assumed the role of service provider for users of these services. The U.S. IMPACT Studies are examining use patterns and impacts of e-Government services (among other uses) in populations using libraries for their primary or secondary means of Internet access. A mixed methods approach-national telephone survey (N =1130), web survey (N =45,000), and five field studies (317 interviews)-is providing a comprehensive picture of this activity across the country. Preliminary findings show 22-37% of public access computer or wireless Internet users in public libraries engage in some form of eGovernment use, with


evidence that use on behalf of others (LIMB) may extend the impact even further than previously thought. An emergent theme from the case study analysis indicates that a primary use factor may be the trust that users have in the public library setting.

Buchanan, S. and McMenemy, D. (2009) in their recent research have identified inconsistency of public library digital services, and associated problems of disparity and duplication, as a key usability issue. The hypothesis of this research is that root cause is inconsistent definition and specification of digital services, and that a service taxonomy would facilitate resolution of this issue, providing a classification scheme and controlled vocabulary. Reporting on initial research to validate this hypothesis, which examined options available from 8 of 32 Scottish public library homepages; evidence of inconsistency of terminology and organisation schemes was found, with navigation not always straightforward due to a high number of loosely structured options being available from the majority of sites sampled. Initial findings are discussed including planned second stage research.

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Jaeger, P.T and Bertor, J. (2009) discussed the e-government in public libraries has created significant new responsibilities and expectations for libraries. Drawing from a range of data collection sources, this article explores the efforts and issues raised by public libraries providing e-government education to patrons. To date, this area lacks sufficient attention, yet e-government education requires librarians to help patrons navigate major life issues and to have knowledge about information, technology, and government structure. As a result, e-government education is an important new service role of public libraries. This article examines the efforts and issues faced by public libraries, as well as professional, educational, and research endeavors that could help libraries better meet this important new service role.

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