5.1 Summary of findings

Data has been collected using the questionnaire method from library staff and library users on various aspects of IT applications in special libraries of Jhansi and Gwalior. Collected data has been analyzed in chapter 4. The summary of finding of the study is presented in this chapter.

5.1.1 Survey of Library Staff

i. Overall response rate of the questionnaire is 82%. Response rate for separately for Jhansi and Gwalior is 82% and 80% respectively.

ii. Out of the total response received 40% are from Jhansi and 60% are from Gwalior.

iii. 35% responses are from Library professionals, 13% are from IT professionals and 31% responses are from non-professionals.

iv. It is found from the figure 4.4 that only 37% library staff possesses either M. Lib degreeof Ph D has higher qualification in Library & Inf. Sc. Total of 56% library staff has any course in Library & Information Science. It shows that approximately half of the library staff does not have any education qualification in the field of Library & Inf. Sc.

v. Strength of female is approximate ¼ of total strength of library staff. Rests are the male staff in the selected libraries.

vi. It is found from the figure 4.7 that 57% staff have experience in the field of libraries for more than 20 years.

Computer skills of library staff

vii. Out of the total responses received, 18 respondents don’t have any degree or diploma in computer field. Whereas 19 respondents done short term course in IT and 25 respondents acquired anu degree, diploma and certificate course.
viii. It is clear from the Table 4.2 that computer skill among the library staff for basic computer skill, computer software, installation and customization of software, computer networking, graphic skills etc., is quite good. But, skills in case of computer hardware, web page development, and computer security found as average to poor level.

ix. Figure 4.9 shows that the level of computer skills on different aspects in IT professionals is higher than the library professionals and non-professionals. However, the difference in computer skills among the IT professionals and library professionals are not much significant in case of computer software, installation and customization, web page development, computer security.

x. Table 4.4. Shows that all the identified computer skills are perceived either important or very important for library staff in managing the libraries. It is found that importance of basic computer skills, skill on computer software, skill on installation and customization of software, skill on computer networking is perceived on higher scale, rest of the other skills are rated below.

Skills of library staff in Library specific IT applications

xi. Skills of Library staff on internet information search and digitization found good, but the skills on other library specific IT applications like Database management, Managing E-Resources, Open Source software/Open access, Building Digital library/Institutional repository, Social media (Web 2.0, Lib 2.0), Bar Code Technology, RFID Technology etc.found below the level of average or poor like.

xii. Most of the ICT skills are observed at the level of good among library professionals and IT professionals, but among non-professionals these skills are found below average.

xiii. It is clear from the table 4.5 that except skills on social media and RFID Technology, all the listed IT skills are perceived by the respondents as of great importance for library staff in managing the libraries.

xiv. It is found that skills of library staff on OPAC/Web OPAC, Social media sites, computerized indexing and abstracting services, library networking, e-resource management, library consortiums are perceived average to poor.
xv. Skills of library professionals are higher than the IT professionals for computerized indexing and abstracting, OPAC/Web OPAC, statistical databases, full text databases and bibliographical databases.

**Library automation software**

xvi. From table 4.7, it is clear that respondents are much familiar with the software named CDS/ISIS, Alice for Windows, ABCD etc. in comparison to rest of the other software. CDS/ISIS and Alice-for-windows is found most popular and familiar software package among the respondents.

xvii. Library professionals are more familiar with the all selected software package in comparison to IT professionals and non-professionals.

**Digital Library/Institutional Repository software**

xviii. It may be seen from the table 4.2 that Greenstone digital library software is found as most familiar, after that D-Space, E-print and Fedora is ranked as 2nd, 3rd and 4th.

xix. Library professionals are much familiar on software for building digital library/institutional repositories in comparison to IT professionals and non-professionals.

**Attitude of Library staff towards IT applications in Libraries**

xx. Analysis in table 4.8 shows that overall attitude of library staff towards IT application is in positive directions. It is found that library staffs in the selected libraries have highly positive attitude with opinion that Information Technology is helpful to overcome the challenges of Information explosion, in resource sharing, saving the time of users, to make librarians’ work easier, to improve quality of library services etc.

xxi. Library staff has moderately positive attitude on other factors related to providing up-to-date information, faster access to information, impact on librarians’ role on information dissemination, saving time of library staff etc.

xxii. Attitude of library staff on other negative factors like work stress, difficulty in work, health and environmental problem etc. due to IT applications were also observed quite positive
xxiii. Table 4.9 shows that library staff has very positive attitude towards use of open source software in libraries.

xxiv. Table 4.10 shows that library staff has positive attitude towards use of social media applications in the library services.

Training & development

xxv. It is clear from the table 4.11 that on the job experience and self study is the source of IT skills for most of the library staff, while the academic courses and training at workplace is the source of IT skills for very few library staff.

xxvi. Table 4.13 shows that overall 32% of the respondents have long term training plan and 44% don’t have any long term training plan.

xxvii. Comparing the respondents of Jhansi and Gwalior, it is found that more respondents from Gwalior have long term training plan in comparison to Jhansi.

xxviii. Most of the library staff thinks that they need the training on IT applications for smoothly managing the libraries.

xxix. Top 5 topics those are perceived as most important training need by the library staff are library automation, basic training on computers, library resource sharing networks, e-resource management and internet information search.

xxx. Table 4.15 shows that training for the library staffs of the selected libraries are not being provided adequately.

xxxi. It is found from the table 4.16 that only 34% respondents found the training useful while 35% respondents are not satisfied with the attended training.

Hindrances’ in acquiring IT skill

xxxii. It is found from the table 4.17 that most significant hindrance for not acquiring IT skills is that management of library is not interested to send the staff on training. Other important hindrances are no financial support, insufficient staff & work load in libraries and no professional development policy of the organization.
Problems in IT applications

xxxiii. Table 4.18 shows that most important problems as perceived by library staff are

5.1.2 Survey of the Library Users

ICT Skills of Library Users

i. It may be seen from the figure 4.20 that almost half of the respondents have good knowledge of IT and 33% of respondents have no knowledge or basic knowledge of IT.

ii. From figure 4.21, it is observed that the knowledge of IT among the users of both the cities is almost similar and it is found at good level.

iii. Figure 4.22 shows that there are more respondents among faculty/staff who have expert knowledge in comparison to student/scholars, but in case of good IT knowledge, there are more respondents among students/scholars in comparison to faculty/staff.

iv. Table 4.21 show that most of the respondents have good IT skills to access Internet. For other IT based library services, facilities and resources, library users need to improve the IT skills for proper use of the library.

v. It may be seen in figure 4.39 that IT skills of respondents among faculty/staff on all the identified services and resources are better in comparison to respondents among students/scholar.

vi. It is found that 48% of respondents develop IT skills through personal efforts without help of others. 43% respondents agree that they took help of library staff for developing IT skills. 37% respondents agreed that they took help from their friends for developing IT skills. These are three important methods of developing IT skills which were preferred by most of the respondents.
User education for Library users

vii. Figure 4.25 shows that only 19% respondents answered that they get the user education and orientation programme while rest of the users say that they don’t get such training.

viii. Figure 4.26 shows that 14% respondents from Jhansi answered that they are introduced about library and its services whereas 23% respondents of Gwalior answered the same. It shows that library users from Gwalior are provided such service more in comparison to Jhansi.

Users Opinion about IT applications in Libraries

ix. Figure 4.30 shows that 55% respondents think that their libraries are computerized, whereas 32% respondents answered that their libraries are not computerized.

x. Figure 4.30 shows that 59% respondents of Gwalior with compare to 51% respondents from Jhansi answered that their libraries are computerized. It shows that status of computerization of libraries in Gwalior region is better than the libraries of Jhansi.

xi. Figure 4.42 shows that as per perception of library users except lending/circulation service and library catalogue search, all other services are not adequately computerized in the most of the libraries.

Assistance by Library Staff to the users

xii. Figure 4.31 shows that 66% respondents say that they take help some times from library staff in accessing the IT based library, 18% respondents says that they always take helps. There are 16% respondents saying that they never take help from library staff in accessing the library.

xiii. Analysis shows that respondents from students/scholar need much assistance from library staff for accessing the IT based library and its services in comparison to respondents from faculty/staff. Trends are found almost similar while comparing the data between respondents of Gwalior and Jhansi.

xiv. Figure 4.34 shows that 45% respondents are satisfied with the assistance of library staff while 37% respondents are not satisfied with the assistance extended by the library staff
Purpose of using ICT by Library users

xv. It is found that top five purposes of using ICT by library users are access of e-resources (57%), use of social media (53%), casual internet surfing (52%), E-mail facilities (47%) and web OPAC search (44%). Preparing personnel assignments (25%) and entertainment (31%) is the purpose of using ICT which is chosen by least respondents.

Users’ satisfaction

xvi. From the table 4.22, it may be seen that satisfaction level of library users on print resources like books, journals etc. is the highest. However, it is not at the level of very satisfied. Other type of information resources on which users are neither satisfied nor dissatisfied are electronic journals, CD-ROM databases and thesis/reports in digital format etc. Users are dissatisfied with the availability of electronic books and online databases.

xvii. It is found from the table 4.23 that satisfaction level of respondents is not very good on library & information services provided by the libraries.

xviii. Figure 4.45 shows that respondents of Gwalior are more satisfied with all the services provided by the libraries in comparison to respondents of Jhansi.

xix. Figure 4.46 shows that respondents among faculty/staff are more satisfied on all the library and information services in comparison to respondents among students/scholars. The reason behind the higher level of satisfaction of respondents among faculty/staff may be the library staff and authority focus more on faculty/staff in comparison to students/scholars.

xx. Table 4.24 shows that satisfaction level of library users on photocopy machine in library is just above the fair. In addition to this, satisfaction level of respondents on provision of Laser printer and internet connectivity is just at the level of fair. Satisfaction on the rest of all the features/facility is perceived by the respondents as below the level of fair. Least satisfaction of the respondents are found on the three features/facilities these are digital library/institutional repository, social software/social media and library websites.

xxi. Figure 4.51 shows that five most important problems faced by the users in availing IT based library services/facilities are i. Library staffs don’t have adequate IT skills ii. Softwares are not user friendly iii. Library staff is not properly trained iv.
Automation is not up to the expectation v. In adequate e-resources. The least important problem of library users is ‘library staff is not cooperative’. It is observed from the analysis that problems are not significant for faculty/staff, but significant for student/scholar.

**Figure 4.52** shows the overall satisfaction of respondents and respondent’s category wise satisfaction level, which is as under

- **E-resources in libraries:** Figure 4.52 shows that overall respondents are not satisfied with the e-resources available in the libraries. Comparison between respondents among the students/scholar and faculty/staff shows that the level of satisfaction among students/scholar is lower than the faculty/staff.

- **Print resources:** It is found that good number of respondents is satisfied with the Print resources. Comparison between respondents among the students/scholar and faculty/staff shows that the level of satisfaction among students/scholar is lower than the faculty/staff.

- **Computerized library services:** It is found that most of the respondents are not satisfied with computerized services in libraries. Comparison between respondents among the students/scholar and faculty/staff shows that the level of satisfaction on computerized services among students/scholar is higher than the faculty/staff. However, the difference in satisfaction in these two categories of respondents is not significant.

- **IT infrastructure & other facilities:** It is observed that most of the respondents are not satisfied with IT infrastructure and other facilities available in libraries. Comparison between respondents among the students/scholar and faculty/staff shows that the level of satisfaction on IT infrastructure and other facilities among students/scholar is higher than the faculty/staff. However, the difference in satisfaction in these two categories of respondents is not significant.

- **IT skills & knowledge of Library staff:** Most of the respondents are not satisfied with IT skills & knowledge of Library staff. Comparison between respondents among the students/scholar and faculty/staff shows that the level of satisfaction on IT skills & knowledge of Library staff among students/scholar is higher than the faculty/staff.

- **Overall satisfaction with library:** Overall satisfaction level of respondents with the Library is not very good. Comparison between respondents among the students/scholar and faculty/staff shows that the overall satisfaction with library among students/scholar is lower than the faculty/staff.
5.1.3 Status of IT application in Special Libraries

The major issues considered for the present study pertains to the library staff and library users. But it is also important to assess the present conditions of the selected libraries in view of the IT applications. Hence, the status of IT applications in special libraries of Jhansi and Gwalior has been observed by the researcher very concisely. For this purpose researcher has personally visited the libraries and had discussions with the heads of the libraries, library staff and library users. Various records related to the libraries were also seen physically to verify the facts stated by the peoples. Some facts related to Status of IT applications in special libraries of Jhansi & Gwalior has been described as under:

a) **Print resources:** It is found that in the most of the libraries print resources like, reference books, textbooks, periodical, bound volumes etc. are available adequately but there are few libraries where print resources are not being acquired suitably.

b) **ICT based non-print resources:** Less than half of the libraries are subscribing IT based e-resources like e-journals, online/offline dataset, statistical database, e-books, etc.

c) **IT based facilities:** Only few libraries are providing IT based library services to their users. Most of the libraries yet not computerized their system and services.

d) **Membership of Resource sharing network and consortium:** More than half of the libraries don’t have membership to any consortium and resource sharing network.

e) **Computers and peripheral:** Most of the libraries are updated with the basic computer and peripheral infrastructure in their libraries. But there lack of advanced ICT based infrastructure in the libraries.

f) **Networking facilities within library:** There are few libraries those have standalone computers and other hardware in their libraries.

g) **Status of Library automation:** There still few libraries left performing their most of the house keeping activities manually. These libraries have not automated their core function o libraries.

h) **Provision of Digital Library:** Few libraries are providing their users access to e-resources subscribed and through membership of consortium. But, no library is building their own digital library or institutional repositories.
i) **Provision of Library website:** It is found that except 2-3 libraries, none of these libraries have their own web portal which is a crucial need of present time.

j) **User of social media in libraries:** Libraries don’t have applications of social media for providing services to the users, marketing their resource and services and establishing the fast communication between the library and their customers.

k) **Training on ICT in libraries:** No library have proper training plan for their library staff. Neither have they identified short term nor are long terms training plan nor the most of the library staff updated with the latest IN trends in the field of libraries.

l) **Provision of User education:** Majority of the libraries do not conduct planned user education and orientation programmes to make their users aware with the available library services, facilities and resources of the library.

## 5.2 Hypotheses test

Three hypotheses were framed for the present study. These hypotheses are tested hereunder.

### 5.2.1 Library users are satisfied with the ICT based services, resources and facilities.

Table 4.34 shows that only 45% library users are satisfied with the assistance extended by the library staff to access the library. Table 4.22 shows that mean value of satisfaction level of the library users on each kind of resources is near to 3 or less than 3 except the print resources for which mean value is 3.76. It shows that the satisfaction level of library users is not very good on most of the ICT based library resources. Table 4.23 shows that mean value of the satisfaction level of library users on most of the library services are either near to 3 or less than 3 except computerized issue/return and OPAC service. It shows that library users are not satisfied with most of the library services. Satisfaction level of library users with most of the features and facilities are also not found good as all mean value of satisfaction level on all the identified features and facilities is either 3 or below 3 except provision of photocopy in the library. Above analysis shows that the hypothesis that ‘**Library users are satisfied with the ICT based services, resources and facilities**’ stand rejected. Hence, it may be concluded that the library users are not satisfy with ICT based services, resources and facilities.
5.2.2 Library users have adequate ICT skills to access the ICT based services, resources and facilities

Figure 4.20 shows the analysis regarding IT knowledge among the users. From this figure it is found that 18% of respondents have expert knowledge, 49% respondents have good knowledge, 28% respondents have basic knowledge and 5% respondents have no knowledge. It may be seen that almost half of the respondents have good knowledge of IT and 33% of respondents have no knowledge or basic knowledge of IT. Hence, it can be concluded that ‘Library users have adequate ICT skills to access the ICT based services, resources and facilities’. This hypothesis stand approved on the bases of the collected data.

5.2.3 Library staffs are adequately trained in managing ICT based library

Table 4.34 shows that only 45% library users are satisfied with the assistance extended by the library staff to access the library. Table 4.14 shows that more that approx. 59% of library users need the training. Table 4.14 (A) shows that mean level of training need perceived by library staff on all the area of IT application in libraries is more than 3. It shows that they need training on all the area of IT applications. Table 4.16 shows that most of the training provided to the library staff are not useful for them. It shows that Library staff are not adequately trained in managing ICT based library.

5.3 Recommendations & Suggestions

On the bases of the findings of the study following are the recommendations and suggestions to be adopted by the special libraries of Jhansi and Gwalior.

i. “Training is integral components of staff development and well-organized institutions have staff development as a central hub in their personal policies” (Haneefa & Abdul Shukoor, 2010). For any organization. Training and development is very important and it keep their manpower updated with the latest trends and make them more efficient and active. Training is highly correlated with the performance of any institutions. If organization provides adequate training to its manpower the performance automatically improves. In the field of special libraries, training on IT based system and services are very important for library staff so that they can provide better library services to their users.
ii. Library staff including all the library professionals, IT professionals and other non-professionals should be provided the training in the relevant area of various IT applications in the libraries. It will help them to manage all the activities and services of the libraries and also make them capable to assist the library users in searching and getting their desired information from different sources like e-journals, online & offline databases, internet sources, open access archives & journals etc. Library staff should be trained such a way that they could also train to the library users to independently access the ICT based library resources and services.

iii. Study identify the several areas where skills of the library staff is poor like Database management, Managing E-Resources, Open Source software/Open access, Building Digital library/Institutional repository, Social media (Web 2.0, Lib 2.0), Bar Code Technology, RFID Technology. These topics should be covered under the training need of the library staff.

iv. Organizations should financially sponsor the library staff to attend the training programmes to develop their ICT skills for better performing their job.

v. All the special libraries in the Jhansi and Gwalior region should make a forum to organize the conferences and seminars on local issues and problems and share the solutions with each other.

vi. Library staff should be deputed for the training programmes on IT applications being organized by different institutions from time to time and also in the conferences, seminars & workshops organized frequently in the field of library and information science.

vii. Library staff should have positive attitude to help the users as they may not be aware with ICT based system and services of the library.

viii. It is found that library staffs in most of the selected libraries are not adequate. This is the major problem of the libraries to develop with the help of latest IT trends. Concerned authority should recruit the library staff adequately so that libraries can function smoothly.

ix. More library professionals with the additional qualification in computers should be appointed for the libraries, as they have better skills to manage the library, understand the need of the users, provide the new library services using Information technology.
x. For proper awareness of library users about the resources and services of the library, Librarians should start marketing of library services and their resources for better utilization.

xi. Libraries should provide user education and orientation programme about the functioning of libraries, its resources and services, so that the users may be aware completely about the library and can fully exploit the available resources and services of the libraries. It will also promote the users to attract towards the libraries for better use.

xii. Library users should be provided the demo of computerized and technology based services and facilities of the library. This type of programme may also be organized in association with the library suppliers and vendors of such ICT based systems and services.

xiii. Due to rapid growth in the field of ICT, libraries are also being modernizing. The changing ICT trends in libraries have directly impacted the users’ behavior for seeking their information. Hence, libraries should initiate the information literacy programme to make the users capable to seek the information in changing ICT environment.

xiv. Library staff should promote the use of Free/Open Source Software available in the field of library management. At present different types of open source software are available in the field of libraries like Library automation software, (WINSIS, ABCD, WEBLIS, KOHA, SOUL etc.), Digital library/Institutional repository software (Greenstone, E-prints, D-Space etc.), content management software, e-resource management software etc.

xv. During the observation of libraries, it is found that in few libraries printed material is not being acquired adequately and copies of printed books are not available in sufficient numbers. It is suggested for the libraries that to increase the level of satisfaction for library users printed collection should first be maintained adequately.

xvi. Very few libraries are subscribing the e-journals in the selected libraries which is very important in present time for promoting the academic and research activities. It is recommended for libraries to subscribe e-journals in specific subject areas. It is found in the study that users have very positive attitude towards the use of e-resources, hence it will satisfy the need of library users and increase the level of satisfaction, if users are provided the access of e-journals.
xvii. Availability of information resources as per need and requirement of library users is the key for success of a library. All the libraries should subscribe other e-resources as per requirement of library which include online and off-line databases, statistical databases, e-books etc. Wide range of such resources will definitely satisfy the users’ need of information and also ease the accessibility for the users. Hence, users’ information need could be satisfied to the higher extent with the provision of electronic resources like e-journals, bibliographic databases, full-text databases, CD-ROM databases, multimedia databases, and access to web-based resources, etc.

xviii. It is found that most of the selected libraries still performing their functions and housekeeping activities through manual methods. Some of these have yet partially automated their housekeeping functions. Hence, it is suggested that all the libraries should at least first introduce the total library automation system in their libraries. Complete library automation of modules like acquisition, cataloguing, periodical, circulation, indexing, etc, is the very initial steps of libraries towards modernizing the libraries with adoption of Information technology. More advanced application of IT couldn’t be even thought without automation of libraries.

xix. Networking with the libraries is not also observed in good conditions in the most of the libraries. Networking is very helpful to share the resources and perform all the tasks using the computers facilities. Sufficient numbers of computer terminals with network and Internet facilities are essential to optimize the information resources available in the libraries, free Internet resources, and through the membership of any consortium. Speed of Internet should very fast as per requirement of use.

xx. To make the library collection richer, all the libraries should have the membership for any suitable e-resource consortium for to reduce the higher cost of the e-journals, databases etc. It will help their users to access richer collection at the reduced cost.

xxi. Special libraries should develop the digital library or institutional repository to allow their users to access the resources in electronic version with the remote access facility.

xxii. Users should also be provided useful links web links in the specific subject area, OPAC of other libraries in the field, websites of the other similar institutions etc. by having a web portal access to the users.

xxiii. In the present IT era, everyone wants to perform most of their task sitting on computers online. Hence, library users should be provided with the terminals to access Internet, e-mail services, online services etc.
xxiv. Level of satisfaction among the users towards the infrastructural facilities is not found very satisfactory. Hence, the suggestion is to improve the infrastructure facilities or to enhance the provision of such facilities in the libraries which will motivate the library users to use the library and better utilization resources and services can be ensured.

xxv. It is also found that libraries face the problem of funds for managing the libraries and implementing new ICT based systems and services. Hence, it is the responsibility of the libraries’ authorities and government bodies to allocate the fund to invest on ICT based infrastructure, system and services.

xxvi. Concerned library authorities should facilitate these libraries to co-operate each other for the development of ICT competences of the Library staff in the special libraries of this region.

xxvii. Concerned library authorities should aware with the advantages of ICT and understand the importance of IT application in development of libraries.

xxviii. Library authorities should be committed for growth and development of libraries with the help of ICT applications.

xxix. There should be proper guidelines and policy on implementation of ICT projects in the libraries.

5.4 Conclusion

The use of ICT in the special libraries of Jhansi and Gwalior has become important and inevitable in the modern era. Benefits of the use of ICT in services can be broadly explained in terms economy, ease, extension or expansion and efficiency (Selva Kumar & Thandava Moorththy, 2013).

(ICT) is having a profound effect on education by opening the whole world of knowledge and allowing teaching and learning to take place beyond the traditional boundaries. The exponential growth and development of internet and the use of online communication provide learners with an interactive mode in a successful way. Time, distance and languages were always been hurdles for the formal education system. After the emergence of Information Technology, the technological solutions like, developments in information, communication and computing technologies have made powerful tools to a large sector of the population. Email, mobile, video conferencing, satellite applications, internet, intranet and www etc started changing the life styles of modern population. Journals, books,
dissertation/theses, course materials and patents are some of important sources of information that are now available in an electronic form. The use of ICT in academic libraries influenced increasing number of learners in various higher education institutions and research publications in journals and books. Providing sufficient financial assistance and technical guidance and support to use ICT will help the academic libraries to render required quality and timely services to the library users.

Now all the library authorities are realizing that there is no way to escape automation among all the libraries. They are finding various ways to finance their library automation projects. Librarians are also realizing that they cannot remain in different to the change; otherwise they will be labeled outdated. Even though wide ranges of technology/products are available, it is necessary for librarians to keep a watch on the developments and to choose appropriate technology depending on the needs. Also, it is very important for librarians to interact with computer professionals as the library automation at all levels needs good coordination among both these professionals.

This study sought to examine the use and awareness of The ICT based library and Information services in the special libraries of Jhansi and Gwalior. Most of the objectives are met within the results. It is clear from the study that a good number of respondents are not aware and use ICT application. ICT help them to better informed and stay ahead. ICT has a great importance in each and every sphere of life; now libraries are not left apart from the impact of ICT it dependence upon the attitude of librarian and the library professional. Thus attitude of library professional have very much importance in the context of ICT application in the library. The attitude and skill of library professional can be developed positively by providing training them and conducting seminars and conference on the ICT application in the library. Trained professionals with ICT having positive attitude will ensure the development of libraries and information centre. The results of the survey will be used as input for a review of the existing information literacy program and library’s communication strategies with the users to enhance the efficiency of library. The library field has been facing negligence from the management of and the library authorities due lack of their awareness about advantage and benefit of the modernized libraries for growth of research and development. For this reason, libraries are not being developed at fast pace. In this age of ICT the special libraries should be should be redesigned to meet the users’ needs and to provide modern information services facilitated by ICT.
References
