CHAPTER 7

FINDINGS & SUGGESTIONS

7.3 Introduction
7.4 Findings of the Survey
7.5 Conclusions
7.6 Suggestions
FINDINGS & SUGGESTIONS

7.1 INTRODUCTION

Information technology has virtually unlimited potential for variety of useful applications in libraries. It has become an integral part of all library information resources, operations and services. Libraries use IT to increase the efficiency, productivity and effectiveness of their operations and services. Because of the numerous advantages of accelerating pace of technological developments, the use of IT applications in libraries has grown tremendously in recent years. Today, the success of library is increasingly dependent upon the effective utilization and management of new technologies in libraries.

In the present era of information technology, the developed countries have adopted computer technology and developed international information systems. These automated information systems provide a wide access to information through on-line, establishing a direct interaction of the user with database, and off-line. The activities of this system contributes to the promotion and dissemination of information.

The general findings emerging after comparing the existing facilities in the College Libraries in Delhi with the available norms indicate that:
• Independent buildings are not available, libraries are the part of main college buildings. Spacious reading room facilities are not available in many libraries to accommodate users.

• In most libraries the full strength of staff is not available. Majorities of them are untrained. None of the library personnel have special training in IT. Surprisingly 17 colleges do not even have regular librarians. No library has a computer programmer or specialist to maintain the computer based activities in libraries.

• The economic condition of libraries is unsatisfactory. The budget sanctioned to them is not sufficient to meet their needs.

• Limited libraries provide CAS, SDI and other bibliographic services. Some libraries provide Reference services but there are very limited due to lack of staff and other constraints.

• Some College Libraries in Delhi have computer facilities but these are not being used properly. It is used for typing letters only.
7.2 FINDINGS OF THE SURVEY

1. The University of Delhi was established in 1922 as a unitary, teaching and residential university by an Act of the Central Legislative Assembly.

2. Before the establishment of the University of Delhi in the year 1922 there were only four colleges in Delhi. After eight decade of establishment of University of Delhi there are now approximately 80 colleges in Delhi. 74 constituent colleges, 3 affiliated colleges and 3 recognized institutions. The highest number of college was established during 1961-1975, when 36 colleges came into existences.

3. 80 college libraries in Delhi were surveyed on the use of IT out of these 67 college libraries responded. Despite several reminders and personal visit the remaining do not responded.

4. All the 67 libraries of College Libraries in Delhi have a total of 745 staff members comprising of 474 (64%) qualified in library science and 271 (36%) without any formal qualification in library science.

5. Out of 67 College Libraries in Delhi 17 do not have regular Librarian and 39 (54%) do not have sufficient staff.
6. All the 67 College Libraries in Delhi have a huge collection of about 4,160,263 books, 34,740 periodicals, and 6,997 thesis. The sizes of collection of College Libraries in Delhi vary widely from 6,100 (in Indira Gandhi Instt. of Phy.Edu. & Sports Sciences) to 3,80,000 (in School of Open Learning & Cont. Education).

7. College Libraries in Delhi subscribe to 34,740 periodicals. Only 4 libraries viz. Indraprastha College for Women, Lady Shri Ram College for Women, Maitreyi College and Rajdhani College subscribe to more than 1000 periodicals, while remaining 49 libraries subscribe less than 150 periodicals.

8. The annual budget of College Libraries in Delhi is approx. Rs.4.03 crore ranging from Rs.1.50 lakh to Rs.45.00 lakh. School of Open Learning & Cont. Education has Rs.45.00 lakh as total budget for 2004-2005 and has spent Rs.38.00 lakh on both books and periodicals during the period. 1.10 Lakh on books and periodicals. The highest amount of budget spent for periodicals was Rs.3.00 lakh by Delhi College of Arts & Commerce and School of Open Learning & Cont. Education.

9. With regard to infrastructure facilities used in College Libraries in Delhi, computer and telephone are the common
facilities used 60% have photocopying facility, 34% have internet, 32% have E-mail facilities, 21% have a projector, 18% have fax and 4.47% have scanners machines.

10. Regarding organization of resources, the data reveals 76% libraries are using Dewey Decimal Classification Scheme to classify their collection and 24% use Colon Classification. 57% libraries have adopted AACR-II, 34% adopted CCC Rules while 9% adopted other methods.

11. Only 2 libraries of Lady Irwin College and Shaheed Bhagat Singh College (Evening) offer computerized information services such as reference service, document delivery service, indexing & abstracting, CAS, SDI, ILL, reprography etc. Sri Aurbindo College (Evening) is not providing even a single user service amongst all. It has a Close Access Section.

12. Out of 67 libraries it is surprising to note that only 14 libraries are fully automated. Institute of Home Economics has two extra computers for end users.

13. Regarding software usage in College Libraries in Delhi, Windows is the most common operating system. While WordStar, Word Processing and MS-word are the widely used word processors.
14. It is observed that 22 College Libraries in Delhi have computers but they are not in use.

15. Only 14 College Libraries in Delhi reported database creation, acquisition, cataloguing, OPAC, retrospective conversion etc are computerized operations. Some libraries are maintaining cataloguing, circulation and serial control operations parallel both in manual as well as in computerized system.

16. Regarding objectives of library automation the top goals of College Libraries in Delhi are to improve access to their collection, improve the quality of existing services and reduce routine and time consuming clerical operations.

17. Both library professionals and computer personnel do library automation planning. However, Management, Principal and Librarian are rated as the key persons involved in planning library automation in College Libraries in Delhi.

18. To cope up with the implementation of technological changes, the important steps recognized by most of the College Libraries in Delhi include training of staff by the computer professionals, which provided the software package to the libraries.
19. Most of the College Libraries in Delhi have considered the user friendliness as the most important factor in selecting the software for library automation followed by supporting the cataloguing format and successful use in other libraries.

20. The three most important constraints faced in IT implementation in College Libraries in Delhi include inadequate financial resources, lack of standard and well-accepted software package and lack of IT trained personnel.

21. Most of the College Libraries in Delhi are using personal computers for library automation.

22. About 14 College Libraries in Delhi have created databases for books, back volumes of periodicals, theses etc while others are in the process of development. 10 College Libraries in Delhi have completed the creation of database for total collection. More than one fourth of College Libraries in Delhi have made some progress in retrospective conversion of their catalogue into electronic form mostly through manual data entry by staff rather than using CD-ROM databases and internal databases for information retrieval services while three use UGC-Infonet and online-database (DELNET).
23. More than one third of the staff members were involved in IT implementation process. All those were provided IT training in their libraries, of which two third felt that training was inadequate and need more training remaining accepted that it helped them to improve their performance in the library.

24. Regarding IT facilities, 46 College Libraries in Delhi have reported that they have computers, which are not sufficient to provide facilities like printer, LAN and Internet to all staff and end users.

7.3 CONCLUSIONS

Now a day IT has taken place as the soul in a library. The basic consideration for mechanizing libraries is the explosion of literature. One can say that information technology can handle vast amounts of information; it is superior in economy and performance to existing manual systems; it is capable of satisfying users’ need as and when they require; it is accessible to a number of different users at the same time; and it can link the system with other existing systems.

On the other hand, the role of library staff has acquired greater significance and new dimensions. The library and its staff should act as a catalyst to transmit the ideas, facts and feelings
from the mind and soul of the author to the reader. The librarian and his professional staff have thus become a partner in research work. To achieve the goal the librarian of the library must keep in view three behavioral requirements. First, brilliant men and women must be motivated not only to join the library but also to remain in it. Secondly, persons must perform the task for which they have been recruited. Finally, working environments must be conductive for creative, spontaneous and innovative work. Simply stated, to make the library organization effective and efficient, the managers must motivate their staff to participate in the task of operating the libraries at the teaching and research levels.

To develop and improve the system, proper planning with proper input of finance, manpower, equipment, building, storage facilities, networking facilities, leadership and initiative attitudes are required. Since the library is a part of a greater whole, the authorities of the parent body should come forward for this task. For the growth of libraries, development of country and welfare of end users, the Govt. of NCT Delhi and U.G.C. should extend their whole hearted support for the development of library system in College Libraries in Delhi.

The main conclusions of the findings are:
1. The major reasons for using IT are to improve access to the collection, to improve quality of existing services and to reduce routine and time consuming clerical operations.

2. Inadequate funds and lack of IT trained personnel are the major problems faced by College Libraries in Delhi.

3. Most of College Libraries in Delhi use computers and the rest are also in the procurement process.

4. Most of the College Libraries in Delhi are using integrated library automation software packages, which include LIBSYS, NETTLIB, TROODON, SOUL etc. College Libraries in Delhi using commercial software are more actively involved in computerization on a wider scale.

5. The computerized library operations in College Libraries in Delhi include database creation, acquisition, cataloguing, OPAC, retrospective conversion etc.

6. Some College Libraries in Delhi are offering computerized information services and providing computers to users within the library.
7. College Libraries in Delhi have technology but are not able to utilize them to the desired extent due to lack of properly skilled and IT trained personnel.

8. IT has started to make an impact on the computerization of College Libraries in Delhi. The libraries surveyed have one computer-based application or more, but on the whole, they need to be more active in computerization of other library operations and services.

9. Library staff in general have inadequate knowledge about the potential of IT and its application in library operations and information services. However, IT has brought about significant improvement of IT knowledge skills in library personnel.

10. Staff with more training programmes, greater working experience on computers and involvement in IT implementation would be in a better position and more positive than others to assess the impact of new technologies on library operations and services.

11. Library personnel realized that IT has a great potential and offers various benefits in library operations and information services, if utilized effectively in libraries.
12. The highly acknowledged benefits by users are that IT has improved the access to collection, the quality of services, and enormously saved time and efforts.

13. In almost all of the College Libraries in Delhi, the fruits of computerization are yet to reach adequately to the user community.

14. Overall, library staff and users have more positive perceptions about IT applications, potentials and benefits of using technology in College Libraries in Delhi.

7.4 SUGGESTIONS

Based on the above findings, the following suggestions are offered:

1. In view of shrinking library budgets, rapidly increasing capabilities and dramatically decreasing cost of IT and explosive growth of electronic information sources, it has become not only essential but also more useful, economical and effective for College Libraries in Delhi to make best use of IT in house-keeping operations and information services to users.
2. The newly emerging technology will eventually have an impact on every aspect of library and therefore libraries should create appropriate environment as well as prepare staff for this change. College Libraries in Delhi need to have a long term planning and well defined strategy for IT implementation in order to reap maximum benefits and to minimize the problems of using IT.

3. IT applications for total library computerization requires heavy investment at the initial stage. Therefore, adequate funds in the form of special grants should be made available for College Libraries in Delhi to modernize their operations and services. Further, College Libraries in Delhi need to restructure their budget policies by allocating a part of their annual budget for IT related purposes including acquisition / upgradation of hardware and software as well as maintenance and training of staff and users.

4. Planning for library automation is done mostly by top level library professionals. The library professionals of all levels need to be involved to improve their morale and motivation for successful implementation of IT.

5. It is suggested that College Libraries in Delhi can opt for simultaneous implementation of total library automation rather than in phases.
6. Majorities of College Libraries in Delhi are using IT mainly to housekeeping operations, which need to extend and concentrate more on need-based value added user services.

7. It was observed that the database development activity in some libraries seems to be very slow. Therefore, College Libraries in Delhi need to make regorous efforts using INFLIBNET databases for retrospective conversion of their catalogues rather than duplicating the efforts through manual data entry in each individual library. Development of databases including retrospective conversion of catalogues should be done on contract basis to enable libraries to render computerized services with in the stipulated right time.

8. College Libraries in Delhi should be a part of important national, regional and international library networks in order to provide access to a wide range of information resources and services to their users.

9. College Libraries in Delhi operating under shrinking budgets, increasing costs and greater user demands need to make more serious efforts in using new technologies in order to enable them not only to improve the quality of
existing services but also make possible a greater range of innovative need based, value added user services.

10. Effective utilization of new technologies in libraries is possible only with the IT skilled and competent personnel. It has become essential for library to have staff with IT skills. The persons with IT expertise and a vision for new and innovative services using new technologies would be able to bring significant change and improvement in IT implementation and usage in libraries.

11. College Librarians should constantly keep in touch with new and emerging technologies, their applications and utility, to that they can convince the policy makers about the benefits of using latest technology and plan for their successful implementation.

12. Staff involvement is regarded as crucial to the final success of IT implementation. Therefore, all levels of staff should invariably be involved in planning, decision making, installation and implementation of the project in order to achieve higher levels of acceptance as well as to improve their morale, motivation, efficiency and enthusiasm.

13. IT implementation is one of the most rapidly changing areas in the library environment. Some College Libraries in Delhi
do not seem to fully utilize technologies that are available due to inadequate IT training for staff. Intensive training and more funds should be allocated in order to exploit the full potential of IT applications for the development of innovative library services.

14. College Libraries in Delhi should provide more computers exclusively for end users to access OPAC, CD-ROM databases and Internet facilities not only within the library but also in the various departments.

15. In this era of information explosion, no library is self-sufficient to meet all the information requirements of its users due to financial and other constraints. To overcome this problem and to achieve the efficient performance of the College Libraries in Delhi resource-sharing by developing a network system among colleges is required.

16. Government should evolve a national policy on IT use in university libraries and should allocate funds and extend incentives in the form of tax breaks and subsidies for IT implementation in university libraries.

17. Government should provide funds to UGC for speedy completion of INFLIBNET Project and for effective sharing and utilization of library resources.
18. Government should strengthen and develop national information infrastructure and enhance national capacity for information handling and services.

19. Government should support and encourage IT firms to develop affordable indigenous user-friendly library automation software packages suitable to the needs of college libraries in the country.

20. Government should nominate library personnel for the IT task force in order to represent the problems of libraries as well as offer suggestions / advice for the promotion of IT use in libraries.