CHAPTER II

Review of Literature

Deshpande\textsuperscript{1} assessed the achievements of the Public Library Department of Karnataka with the standards of public libraries in developing countries. He noted that the Karnataka State Government collects money from its citizens in the form of cess on urban landed property, land revenue, etc. So the expenditure on libraries is marginal and meagre. He suggested that at least 10\% of the total education budget should be earmarked for the development of the Public Libraries Department. He stated that the status of the Department of Public Libraries in the State is not very happy. He claimed that the Department of Public Libraries should be the heart of the entire governmental set up and enjoy a key position as it would be the one to supply vital information required by all other Departments. So the Public Libraries Department should be given the status of a major department like that of the Home, Public Works, Revenue, etc.

Hafner\textsuperscript{2} proclaimed that the library’s mission in our democracy is to work as an agent and partner within the community to promote the quality of society and the enrichment of the citizenry. This is accomplished through programs that


actively disseminate knowledge and cultural information and that provide the citizenry with an opportunity for self-development. Because the library must reflect the goals, needs, and values of the community, librarians are paying special attention for identifying current, potential library users, and their requirements. There are many ways to make the library an effective, visible, and direct participant in achieving community goals. For example, education apart from the formal system is becoming increasingly important. Workers are more frequently turning to education to become competitive for technical and service careers in the information economy. There is also a growing realization that new thrusts in out-of-classroom education are necessary to cope with the problem of hard-core-poverty.

He expressed the benefits and services of public library range from providing quality recreation to its significant educational role. The community, therefore, must define the library in its humanistic and democratic terms and evaluate the library’s future in the information age in light of this important role.

Jeevan suggested that libraries are providing constructive support to science awareness activities for social development. Some of the activities public libraries can initiate are:

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• Having copies of all popular science publications in the collection with preference to publications in regional and local languages.

• A small multimedia centre to view audio video collection of popular science publications.

• TV and Radio facility to view and listen to science programmes. The libraries may announce in advance the schedule of these programmes to gather the attention of more members of the community.

• Public libraries should celebrate certain important national and international days such as National Science Day, National Immunisation Day, National Safety day, World Disabled Day, World Health Day, World forestry day, International Energy Day, World Aids Day and so on.

• Public library may organise events related to science such as popular lectures, folk shows, drama, adaptation of subject matter covered in popular science books.

• There should be information communication technology in the public library to help the information needs of the public related to their health, education, livelihood and entertainment.
Satpute\textsuperscript{4} stresses that Public libraries play a very significant role in National development. He stated that the society has established and maintained various institutions to meet its different needs. The public library is one of such institution which looks after the educational, cultural, recreational and information needs of the society. According to him

- Literacy is one of the main aspects on which the cultural, social and economic development of the country depends. Public libraries have a responsibility to increase the number of literate and educated people through appropriate programmes. Therefore, only libraries can act as the medium for sustaining literacy and attaining educational development in the country.

- Public libraries preserve our history and cultures. Culture is the totality of the knowledge, understanding and beliefs held in common by a society. Libraries can function as the repository of the literacy, historical and cultural heritage of our society and also provide expression to the creative talents of the individuals.

- Economic and industrial growth is not possible without extensive use of scientific and technical knowledge embodied in books, and other

Public libraries, therefore, are the most important institutions that can contribute to a nation’s economic and industrial development.

Bajapai and Hada\textsuperscript{5} emphasises the role of public libraries in e-learning educational processes with the development of information and telecommunication technology, and the changing of the role of public libraries there of especially in the electronic environment. E learning is an emerging field of education. Public libraries will play a vital role in education and as well as e-learning education system in Indian scenario. E learning will give new dimensions higher education, school educations well as other areas of education. They explained what e learning, Advantages of e learning is and discussed e-learning improvement in education.

Waydande et al\textsuperscript{6} highlighted the necessity of Public libraries as a potential instrument of social development. Their discussions include

- the role and importance of Public libraries in the socio-economic development and in the country’s development and in the country’s programme for national development.


• the important role of Public libraries in the diffusion of ideas, preservation of national heritage, social, cultural and educational development of the country.

• the importance of Public libraries in eradicating illiteracy and maintaining of literacy.

• the role of Public libraries in helping the citizens to pursue formal and non-formal education.

• the necessity of establishment and spreading a network of rural libraries in each village to take knowledge to the doorstep of rural community to educate them in order to participate in creative work of community life and to drive the Indian society towards a progressive society/knowledge society.

They stated that social development depends largely upon the kind of education provided. Social progress could be achieved with the spread of education. The library is the most effective and economic medium for spread of knowledge and its dissemination for the development of the community and this could be possible only when a network of public libraries with IT application is spread in all the villages in the country. In India, a good number of the population is illiterate, because they prevent themselves from sharing the benefits of the information. Public libraries educate people. The activities of public libraries may certainly drive the Indian society towards a progressive society.
Subramanian et al\textsuperscript{7} conducted a survey to find out the information needs and reading habits of the users of Yercaud Public Library in Salem District, Tamilnadu. For this purpose, a structured questionnaire was distributed to various types of user of Yercaud Public Library irrespective of age, qualification, sex and caste. The findings of the study revealed that nearly 44.3\% users of the Yercaud Public Library are qualified +2 and below. Also, it is revealed that 61\% of the Library users are non-members. They prefer to go to Library after 3.30 p.m. and 87\% of the users are satisfied with the existing library working hours. The study also reveals that the users require internet facility and digital collections in the library. 30.4 \% of the users are using periodical section to update their knowledge. Majority of the users prefer to read Tamil dailies. 50\% of the users are not able to locate their required books in the shelves. 37.8\% of the users borrow books from the library for their family members. 86.1\% of the users are satisfied with the issuing of books and 80\% of the users are satisfied with the loan period. And also 96.5\% of the users are satisfied with the existing overdue charges. Only 4\% of the users are aware about the new arrivals through the Librarian, where as 12.2 % of the users know through display of the new arrivals. 60.9\% of the users are using general periodicals where as 96\% of the users are using subject periodicals.

They made the following suggestions

• Ladies need a separate room for reading
• Almost all the readers need a reprographic section in the library.
• Children need a separate room for reading
• Seating facilities should be improved.
• Collection of competitive examinations books must be increased.
• Drinking water facility and toilet rooms must be provided.
• New arrival books should be placed in the new arrival section.
• Separate computer centre is to be provided in the library.

Dhanasekaran\textsuperscript{8} made various suggestions for the modernisation of public libraries. His suggestions include

1. Considering the advantages of using computers in the various areas of library operations, the public libraries should install computers.

2. The librarians working in public libraries may be deputed to attend computer literacy training course conducted by Government and professional library organisations to introduce computers in public libraries.

3. The databases of all the public libraries in a region may be linked through on-line terminals.

4. Central and State governments may sanction special grants for the modernisation of public libraries.

5. Computerised union catalogue may be maintained.

Mookerjee⁹ suggested that public library work with children in our country is in a very backward state. According to him, we do not pay any attention to the development of reading habit in the child through organised book service. Of course, there are instances of fine children’s libraries and children’s corners attached to public libraries in some cities. He viewed that the success of a library depends upon the regard in which it is held by its own immediate public, there must be both understanding of its values and pride in its possession. The three fundamental conditions, which must be met if public libraries anywhere are to achieve their objectives, are

1. Public libraries must be generally and adequately available to all people, everywhere. Adequate standards are to be maintained and the coverage should be as uniform if not full-as possible. That means, for no man should the nearest service point be too distant, too difficult or less good than that which his fellow citizens may have. It should have good communicable road connection with the people of the locality.

2. Public libraries must be good enough to do the work for which it exists.

3. They must provide people full free opportunity – this will include encouragement for children, young people, men and women, to educate them continuously. It is never too late to learn and it is the library, which will provide all sorts of education through books. It is the library, which are the best help and guide to the people who come to the library. The librarian has to play an important role. Though discussion groups, through debates and study circles the public library will help people develop a constructively critical attitude towards all public issues and to remove ignorance regarding them.

Thillainayagam\textsuperscript{10} proclaimed that the citizen of the country ought to be enlightened and well informed not only to exercise their rights but also to understand the problems of government and extend their cooperation to the government for solving those problems. This situation presents a challenge as well as an opportunity to all those who have assumed leadership of the society. To achieve this, the public libraries have to possess certain characteristics that should guide the energy of the people into healthy creative channels and stimulate their intellectual, educational and social interests so that they may not only elevate the individual but may enrich the life of the community as well.

\textsuperscript{10} Thillainayagam, Ve., New Dimensions of Library Scenario In India. (1997), Ess Ess Publisher, New Delhi-2. p 1-31.
Sharma\textsuperscript{11} viewed that public libraries play a vital role in the overall development of the society. Libraries are expected to collect, arrange and preserve reading material and make these available on demand. A library that performed these four functions was supposed to have functioned satisfactorily. Public libraries have not remained traditional libraries only, but these have extended their activities by organising different activities and reaching public wherever need be.

Ramasamy and Panda\textsuperscript{12} illustrated that the state central library is the hub of the wheel of public library system of the state. It performs the same functions and provides the same services for a state as a National Library does for a nation, the only difference being the area of coverage. Based on the analysis of the functioning of the state central libraries of South India, they made the following suggestions

a) The Model of the State Central Library of Andhra Pradesh can be emulated by other state central libraries in extending the working hours of text book section up to the midnight.


b) The state central libraries of the remaining four states can follow Tamil Nadu in compiling the State Bibliography of the books published in the state.

c) Though computerisation is done in all the state central libraries partially, a comprehensive automation programme should be undertaken by them. The entire library collection should be catalogued in MARC format.

d) A computerised public library network of all the libraries in the state should be established thereby a reader of remote Branch library shall have direct access to the resources of any other public library of the state. Internet services should be provided by all the state central libraries free of cost.

e) Centralised acquisition, classification and cataloguing of the books purchased for the public libraries of the state should be undertaken by the state central libraries.

F) Suitable amendments should be made by the states of Kerala, Pondicherry and Tamil Nadu so as to properly implement the provisions of Press and Registration of Books Act of 1867 enabling the state central library to acquire all reading materials printed in the respective state.

g) Repository section should be opened in the state central libraries to acquire and preserve less used reading materials and make them available to other libraries as a part of resource sharing scheme.
h) Research programmes should be undertaken by the state central libraries on
the acquisition pattern, user’s needs and optimum utilisation of the resources of
the public libraries of the state by setting up a separate research and development
wing.

Mahapatra .and Thomas\textsuperscript{13}. stressed the purposes and objectives of the
Public library in relation to three basic concerns -

- The needs of the people, who use the libraries,
- The need to ensure that the library is located in a suitable site, and
- The need to provide effective means of operating it and developing its
  services.

They also implied that the public library is a social institution so it should
foster and provide the means for maintaining the individual’s individuality, for the
progressive unfolding of the individual’s personality, and for helping the
individual’s acquisition of knowledge of daily life. It should believe that a well-read
man would become a better citizen and an asset to the community. They
stressed that a public library should provide all kinds of information needed to
solve citizen’s problems. It should play a positive role in encouraging the active
use of leisure time through recreation and entertainment.

\textsuperscript{13} Mahapatra, P.K. and Thomas, V.K. \textit{Ed.}, (1996) Public Libraries in Developing Countries, Vikas
Thomas\textsuperscript{14} suggested that the modern public library should constitute the following functions:

- Creating and strengthening reading habit in children from an early stage.
- Supporting both individual and self-conducted education at all levels.
- Providing opportunities for personal creative development.
- Stimulating the imagination and creativity of children and young people.
- Promoting awareness of cultural heritage, appreciation of the arts, scientific achievements and innovations.
- Providing access to cultural expressions of all performing arts.
- Facilitating the development of information and computer literacy skills.
- Supporting and participating in literacy activities and programmes for all age groups, and initiating such activities, if necessary.

Peatling\textsuperscript{15} suggested that historians of British public libraries may be restricted in their ability to pose certain questions about their subject matter because of the structure of the institutions of library history. These limitations are particularly illustrated by the popularity of myths of the “good old days” within library commentary, by the treatment of critics of public

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libraries, and by the problematic deployment of concepts such as social exclusion and problem patrons. Some of these difficulties may, however, be overcome, either within or outside of the current institutional orientations of library history, by reflection on the concept of public history.

Kaula\(^{16}\) discussed the present status of Public Libraries in Andhra Pradesh with the help of new communication technologies. He suggested the involvement of the community and the partnership of voluntary organisations with public authorities for the enlistment of the service offered by the public libraries in this library law. He stressed that the services offered by public libraries should lead to continuing education for neo-literates, illiterates, information to specialised groups such as women, children, and youth with special service to handicapped. He also stressed that the public library should design its services using the advances in IT for the faster dissemination calling from a wide verity of sources. He says, according to statistics, in the villages of A.P. only 1700 villages are having libraries, out of 25,675 villages in three regions of A.P. The state of Andhra Pradesh has library legislation. Presently most of the rural libraries in Andhra Pradesh do not have adequate funds and staff.

Latoo\textsuperscript{17} has made an attempt to assess that libraries are an essential constituent of the society. They play an important role in the education development of the society. They are the essential prerequisite of a social systems. Recent developments in Jammu and Kashmir, show the interest of present government to develop library services by providing network of libraries all over the State. Yet, provisions of funds to provide modern services are meagre and need additional funds by government.

Verma and Patel\textsuperscript{18} viewed that the Public Library can act as catalyst to socio-economic changes as it provides lifelong means of self-education. They found that number of male users is more as compared to their female counterpart. It could be due to lack of convenience with the female users and the non availability of time. The percentage of newspaper readers and general knowledge book readers is very high in the entire category. It could be due to availability of different newspapers and current affairs books in the library, which otherwise an individual may not be able to subscribe at own level. Library location is also a factor to users. In this era of IT and e-resources, public libraries in Raipur are lagging far behind and it needs financial support of the government.


Mukherji\textsuperscript{19} says that the arena of public library services are widening day by day in response to the growing needs of the users, mostly representing the common people at large. Community information Service (CIS) poses a challenge for the public library services in the new millennium. The public libraries can help the working of democracy in a big way. Establishment of a network of millions of libraries with well-planned community information service can be the answer to the challenge.

Thanuskodi\textsuperscript{20} stated that information literacy can play a vital role in educating the users of libraries on various information and documentary resources, where to start searching of information, what where and how to access them, how to assess and compare retrieved information, how to communicate their information to the general masses and experts, and so on. The public librarians should be aware of recent development in information sources and information systems, especially in the digital environment, as many public libraries worldwide are providing web-based library and information services to their users.

Doraswamy\textsuperscript{21} suggested the strengths of Librarians as

\begin{itemize}
  \item By the nature of their profession, librarians are service oriented.
\end{itemize}

- Librarians are able to identify, evaluate and organize print as well as electronic information resources.

- Librarians understand what the user wants and are very close to the user information requirements than other professionals.

- Librarians are able to train users to search and retrieve information, which is a part of user education in his profession.

- Librarians believe in the value of information sharing and networking.

- Librarians are experienced in knowledge management concepts, which are most identical to the classification, cataloguing, documentation, storing and making information available on networks.

Steffen et al\textsuperscript{22} conducted a research utilizing a multiple case-study approach, examining data from eight Colorado public libraries that represented economically and geographically diverse regions of the state. Data were gathered using a combination of questionnaires, available data sources, and key informant interviews. Nearly 5,000 Colorado residents responded to the questionnaire; in addition, library staff and community members were interviewed as key informants about library services and their economic value. Available data on library staff expenditures and

library spending with vendors and contractors were obtained from participating libraries. The results of the study indicate that for most libraries, the return on investment for Colorado public libraries is approximately 5 to 1---that is, for every $1 spent on public libraries, $5 of value is realized by taxpayers.

Batt\textsuperscript{23} tried to demonstrate that far from being marginalised by the developing networks of information epitomised by the Internet, public libraries throughout the world have the chance to become more relevant to people's lives than ever before. He reviewed some of the key developments in the use of the Internet in public libraries which have taken place and from this evidence and describe the opportunities which public libraries have to place themselves at the centre of their community's information network.

According to Wooden\textsuperscript{24} there is a future for public libraries in the Internet age. Even with the vast and growing amount of information available on the Internet and more competition for public funding, Americans say that public libraries will continue to play a vital role in communities.


Evans\textsuperscript{25} in his paper on “Quality management and self assessment tools for public libraries” suggested the following steps to self assessment programme

- Identify the role of self assessment
- Commit to the process
- Identify the self-assessment team
- Choose the self assessment model/approach
- Piloting/training/planning
- Undertake the self assessment: manage the process
- Identify priorities for improvement/plan actions/implement actions
- Review

Ward\textsuperscript{26} examines multiple case studies to determine the strengths and weaknesses of New Public Management when applied to the outsourcing of public library management. Particular attention focuses on several predicted NPM outcomes including accountability, cost savings, and citizen use/satisfaction. The findings from the cases show that NPM claims related to returning government to its proper principal-agent focus, and thus achieving gains in efficiency and citizen use/satisfaction, are questionable.

\textsuperscript{25} Evans, Margaret Kinnell. Quality management and self assessment tools for public libraries. \texttt{http://archive.ifla.org/IV/ifla66/papers/112-126e.htm}

\textsuperscript{26} Ward, Robert C. The outsourcing of public library management. \textit{Administration \\ & Society} January 2007 vol. 38 no. 6 627-648
Urban Libraries council\textsuperscript{27} commissioned a study to look at how public libraries contribute to the human dimension of economic development. In the process, researchers also uncovered more evidence of the important contributions public libraries make to strengthening places and community quality of life. This study found that the return on investment in public libraries not only benefits individuals, but also strengthens community capacity to address urgent issues related to economic development. Public libraries are increasingly finding their “fit” in the formal and informal network of agencies, corporations, nonprofits, and community organizations working together to elevate levels of education and economic potential, making cities stronger.

Groot and Branch\textsuperscript{28} suggest that in a perfect world, strong public libraries and school libraries would work together to support the information and recreational reading needs of children and to prepare them to succeed in school to become effective twenty-first-century citizens. Public libraries provide the first experiences for young children and their families, thus beginning their love of reading. Summer reading programs for children and young adults also support the love of reading during

\textsuperscript{27} Making Cities Stronger: Public library contributions to local economic development. \url{http://www.urban.org/uploadedpdf/1001075_stronger_cities.pdf}

out-of-school time. When children are in school, the teacher-librarian and the school library program should continue to support the recreational reading of children by building strong collections of resources of interest to their school community while also supporting the dynamic curricular needs of students and their teachers.

Ross29 examined competing models of reading that have been available for librarians to use in their discourse and policy making about pleasure reading. Two models, “Reading with a Purpose” and “Only the Best,” developed within public librarianship, while the others developed variously in education, psychology, mass media studies, and sociology. These models have differing stories to tell about the power of the text, the role of the reader, and the effect on the reader of what is read. Who is in charge in these stories of reading? Is reading a receptive process of extracting meanings right there in the text or is it a productive process that involves the reader as a co-creator of meaning? What happens during the reading transaction itself? Is the reader empowered? Or is the reader duped, dumped down, tranquilized, or deceived? Each model of reading makes its own power claims and each has its own entailments. Some models are more appropriate than others for public libraries now that they are seeking to play a more significant role in the leisure structure.

Fidishun’s\textsuperscript{30} results of a qualitative survey of 184 women library patrons give insight into why and how they use library and information technology and how they learned to use that technology. Women discuss what services they particularly value, including traditional services like printed books and reference, but also their appreciation and use of the Internet, including the library’s Web site and databases. Trends showed that women are still the ones who bring children to the library and encourage their use of books. They also value the library as a place of solitude where they can find books or just be by themselves. Women use a variety of resources outside of the library to locate information as they make choices about how to find information in everyday life. It will be important for public libraries to discover ways to increase their role in educating women about library use, particularly electronic resources, and how to effectively locate and evaluate information from the Web and other resources so libraries can remain a vital part of lifelong learning.

McCrosen\textsuperscript{31} in his essay “One Cathedral More” or “Mere Lounging Places for Bummers”? The Cultural Politics of Leisure and the Public Library in Gilded Age America contextualizes the history of public libraries during their formative periods, the Gilded Age and Progressive Era, within


U.S. cultural history. It argues that the triumph of consumer capitalism, the dominance of hierarchy as an organizing principle, and the process of sacralization shaped public libraries’ policies and procedures. The essay explores some of the ways that public libraries gave leisure an institutional form, helping to spatially and temporally particularize the abstract concept of the public through their policies related to access—to the buildings, collections, and people.

Fultz\textsuperscript{32} presents an overview and analysis of the development of public libraries for African Americans in the South during the era of de jure segregation and through the civil rights movement of the 1960s. Written from the perspective of an educational historian, the essay seeks to discern salient continuities and discontinuities in the growth and desegregation of both public libraries and public schools in the South and within this broadened context to push both fields beyond the topical blinders that have too often characterized their separate historical investigations.

Stauffer\textsuperscript{33} says that with library boards in the rest of the country, the Ogden Carnegie Free Library board promoted the library as a cultural and educational institution for “elevating the moral tone of the city,” providing for the education of “the common people,” and promoting individual self-

\textsuperscript{33} Stauffer, Suzanne M. In Their Own Image: The Public Library Collection as a Reflection of Its Donors. Libraries & the Cultural Record, Vol. 42, No. 4, 2007
improvement. Many of the library supporters (organizational donors in particular) donated nonfiction and literary materials that suggest that they agreed with this view of the role of the library in the life of the user and the community. However, many of the items donated by individuals, including prominent members of the community, were more in keeping with a view of the library as a source of books for recreation and entertainment.

Smith\textsuperscript{34} Discusses the use of library statistics to justify budget increases for public library programs. Focuses on three major budget areas: staff, collection, and facilities. Provides guidance on deciding which data are relevant to a specific argument. Identifies internal and external sources of data. Describes methods of using data to create an effective budget presentation including simple data use techniques and tips for creating more straightforward and effective graphical displays of data.

Pors\textsuperscript{35} analysed students’ use of public libraries for study purposes and discusses the public library as a substitute or a complement for educational or academic libraries. He also investigated which segments of students rely heavily on public libraries as services for study purposes. It is evident from the research that students do not bypass the physical library and it is also evident that the use of physical libraries and digital

\textsuperscript{34} Smith, Mark L. Using statistics to increase public library budgets. The Bottom Line: Managing Library Finances. Volume 9 · Number 3 · 1996 · pp. 4–13.
resources complement each other. The place of Google in the students’ information behaviour is prominent and positively correlated to use of traditional library resources. Nearly 60 per cent of all students use the local public library for study purposes. A small group consisting of 7 per cent of the students uses the public library as their only library for study purposes. One of the more striking findings is that the service level of public libraries in relation to study topics appears to be very uneven, which means that different groups of students have very varied probabilities of success using the public library.

Smith\textsuperscript{36} examined the extent of public library use, and the social and demographic factors influencing use by collecting Data from Westminster Libraries on membership, borrowing frequency and stock use and compared them with significant studies of public library use from the last 50 years. Analysis of book and audio-visual stock use indicates the concentration of demand on a few titles and subjects, and the relationship to what is in demand commercially. Aspects of public library use have remained constant over at least the last 50 years, and across geographical boundaries. Public libraries are used principally for leisure, for borrowing recent fiction, for useful non fiction related to immediate life interests, and for pop music. Quantitative data from library systems provides a different,
probably more accurate, picture of the nature and extent of public library use.

According to Goulding\textsuperscript{37}, training and development issues are moving up the management agenda. With data drawn from a recent investigation into public library staff he examines the pressures which are encouraging managers to reassess their developmental needs and policies, focusing particularly on support staff in public libraries. Discussed current training needs and provision in public libraries. Outlines the potential of the Investors in People award as an opportunity for library managers to reassess their programmes and policies.

Gallimore\textsuperscript{38} Provides an overview of the main challenges which face public library managers in the near future as electronic networking of library services becomes more widespread. External influences on libraries deriving from the Information Society and the government's agenda are considered. The problems public libraries are facing in traditional services such as falling issues of lending books are compounded by a growing skills gap, specifically related to IT. As well as new demands on libraries, there are new opportunities, such as digitisation of important collections and funding for technology infrastructure which

\textsuperscript{37} Goulding, Anne. Investing in public library people. Library Management. Volume 16 · Number 4 · 1995 · pp. 29–36

\textsuperscript{38} Gallimore, Alec. Managing the networked public library. Library Management Volume 20 · Number 7 · 1999 · pp. 384±392
managers must respond to. Change within the profession is the most important challenge facing managers who need to understand the differences between the old and new cultures. The major issues facing managers are explored: strategic, budgetary, cooperation, structure, technical, staff and service issues. A short, concise checklist is provided for the fully networked manager as a guide for action.

Muir and Douglas\(^39\) examined the decline in library services and its impact on users. It looks at the role of libraries in the community and offers ways for libraries to improve their product-service bundle. It further highlights the need for library services to be fairly and properly funded if their role in the community is to be maintained and service levels improved.

Kendall\(^40\) discussed extent to which public library services can play important roles in the lives of older adults which has been the subject of a growing number of books, articles and research reports published over the last ten years. The aim of this article is to draw together the points made by the literature, highlighting some of the more recent research findings. The practical recommendations for developments are categorized into those of lower cost, including staff time, and those which would require further allocation of resources in the medium or long term.

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\(^{40}\) Kendall, Margaret. Public library services for older adults. Library Review, Vol. 45 No. 1,. Pp.. 16-28
Glasgow\textsuperscript{41} Presents a short study, based on primary sources, of the origins in 1884-1887 of the Public Library in Bootle, Merseyside, now part of the Metropolitan Borough of Sefton, but up to 1974 a separate borough, adjacent to Liverpool. Includes references to Liverpool’s own Victorian enthusiasm for public libraries, largely dependent on W.E. Gladstone and Sir James Picton, as well as to the more local generation of interest in such matters by Dr R. Tudor and others. The history is outlined up to the year 1901.

Seavey\textsuperscript{42} investigated the broad outline of the growth of public library in USA during the great depression. Despite hard economic times, public libraries were found in 48 out of 50 states and territories. Nine states contributed the greatest portion of growth. The conclusion is that US public library was a social institution that is important to the local communities that provided funding long before the advent of the state or federal funding.

David McMenemy\textsuperscript{43} Discusses some of the methodologies used to evaluate public libraries and offers a viewpoint on the desirability of valuing public libraries from an economic standpoint. The paper argues that focussing on the economic value of an institution like the public library runs

\textsuperscript{41} Glasgow, Eric. Bootle’s first public library. Library Review Volume 47 · Number 4 · 1998 · pp. 233–237
the risk of demeaning its social and intellectual foundations. Additionally
that obsession with issue statistics leads to an incorrect focus for libraries
about their potential impact on their community.

Caroline De Almeida\textsuperscript{44} says that in recent years, public libraries
have undergone budget cuts which have affected the services they
provide. Shows these cuts have caused the public library service to be
thrown into a financial crisis. Contributing to this crisis are local
government restructuring with no additional money allocated for the
transitionary period and also public libraries ineligibility to compete for
national lottery funding. Discusses the standards a public library should
have as well as government legislation affecting libraries, especially with
regard to lack of funding. Includes two case studies of public libraries in
different areas to show the differences in how different types of authority
are affected.

Judith Broady-Preston and Andrew Cox\textsuperscript{45} examined the concept of
the street corner university, and assesses the political, social and
marketing implications of such a concept being adopted as a vision for the
UK public library service. Current views regarding the provision of public
library services are explored from the perspectives of Government and the

\textsuperscript{44} Almeida, Caroline De. Is there a public library funding crisis?. New Library World. Volume 98 · Number 1135 · 1997 · pp. 144–155
\textsuperscript{45} Broady-Preston, Judith and Cox, Andrew. The public library as street corner university: back to the future?. New Library World. Volume 101 · Number 1156 · 2000 · pp. 149 - 160.
profession. Issues regarding equity of provision and the role of the library service promoting policies of social inclusion are discussed and evaluated. Concludes that, unless the public library service can meet the challenges facing it, it will become increasingly marginalized within society. The dominant paradigms of the profession must be viewed as complementary rather than contradictory, and the successes of the present reconciled with visions of the future, if the true potential of both the street corner university concept and the public library service is to be achieved.

Ron E. Scrogham⁴⁶ argues that Public libraries continue to be identified as places for reading and books. Despite the public’s embrace of the internet for ready reference, there are still questions best answered through print reference materials and professional assistance. Through active collection development, libraries remain places of heterogeneity and serendipitous discovery. The fragility of the public library is attributable to the incursion of a market-capitalist model of service into an institution of the public sphere. De-professionalization threatens to lose a corps of professionals committed to values of civil liberties and community.

Tamara Sheppard⁴⁷ has made an attempt to recommend a rational approach to technological change which would benefit the public library.

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According to him, technological agents of change (such as P2P) have had, and will continue to have, profound effects on the perception of the public library; as well as its subsequent business practices. Building upon the previously established foundation of past ages will go far in providing a solid groundwork upon which future growth depends; yet is not beyond the astute utilization of technology in order to attain it.

Jill Best\textsuperscript{48} investigated the critical success factors which were impacting on the performance of NZ public library managers in generating extra revenue for their organisations. It identifies a number of ways in which the owning authority and the library manager/entrepreneur can increase the chances of success in raising revenue by non-traditional means. It focuses on four main areas: organisational, characteristics of local government, characteristics of public libraries and library managers, and the external environment.

John Mullins and Margaret Linehan\textsuperscript{49} investigated the desired qualities and behaviours required for public library leaders by interviewing 30 senior librarians from Ireland, the UK and the east coast of the USA in order to develop an understanding of the perceptions of current leaders in the field of public librarianship. A review of the relevant literature was used.


to design an interview guide which was used to conduct structured in-depth face-to-face interviews. The findings illustrate that there is no universal or common behaviour, even within national boundaries, for effective public library leadership. Two-thirds of the interviewees, however, prioritised attention to the implementation of vision – desired goals – as the most essential element of library leadership.

Gill Swash and Gillian Marshland\textsuperscript{50} asserts that public libraries are now busier than ever and are facing higher public expectations of the services on offer. Explores some of the possible reasons for this. Government initiatives including the Citizens' Charter, as well as fundamental changes in all areas of the education systems, are highlighted as being major contributors to the changes in usage. The introduction of the National Curriculum, the impact of open learning courses and reduced personal and institutional spending power within academic libraries have prompted both teachers and students to turn in increasing numbers to the public reference library. Discusses some of the implications for the management of these services and outlines some possible strategies for the future.

Webb\textsuperscript{51} says that given its importance in library operations and in the profession, reference service should be an important consideration in any library reorganization, regardless of the other factors contributing to the decision to reorganize. But because the conditions prompting a reorganization are often sudden and extraordinary, a library manager may overlook their impact on reference service, reacting instead to the more immediate pressures of budget cuts, staff losses, and other constraints that have been externally imposed. With informed planning, however, even a reorganization begun in a negative context can result in continued good reference service or even place the library in a position to improve reference quality.

Emojorho\textsuperscript{52} sought to evaluate the roles and effectiveness of public libraries in nation building in Nigeria. The result of the study revealed that Nigerian public libraries are performing poorly virtually in most aspects due to appalling resources. Based on this, recommendations are made.

Kawasaki\textsuperscript{53} \textit{et al} present a brief outline of public libraries in Japan after World War II. According to them as a result of the currently declining


economy, some public libraries have been forced to reduce their services. At the same time libraries are expected to adopt new computer technologies, which are expensive. It is evident that, what with their legacy of difficulties inherited from the past, and with the new difficulties produced by the economic difficulties of the present, Japanese librarians will have to be more aggressive in asserting their professional agenda rather than simply reacting to the environment as it evolves.
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