ABSTRACT

The main objective of this study is to assess and compare the impact of information and communication technology (ICT) on human resource development in university libraries of Hyderabad and Bangalore, India and Ferdowsi University of Mashhad and Shiraz University, Iran. The data was collected by a structured questionnaire and personal observation. The population of this study was all the library staff in central and constituent libraries at selected universities. The data obtained were tabulated and analysed using the Statistical Package for the Social Sciences (SPSS) Version 16. Necessary statistical techniques such as frequencies, percentages, mean, Independent-samples t-test, Contingency Coefficient and Chi-square test were used in the analysis of the data. The results demonstrate that though university libraries use ICT in several areas such as library housekeeping operations, office automation, information services and hardware infrastructure, it is found that application of ICT in central libraries of both countries have reached a good level, however constituent libraries have not. Further, university libraries of India and Iran differ significantly regarding ICT application. The results show that library staff have a positive response to ICT-based training. Further, more Iranian library staff require training on ICT than their Indian counterparts. Another conclusion is that, Iranian library staff have showed significantly higher agreement about impact of ICT on productivity and performance. The library staff from both countries similarly have viewed ICT application in their library as a source of satisfaction with their jobs. Overall, the findings reveal that library staff in both countries have a positive attitude toward the use of ICT in their libraries, which ultimately results in development of library human resources.