Acknowledgements

"In the name of ALLAH the most beneficent and merciful"

All praises and thanks to Almighty ALLAH, the merciful and beneficent whose blessings enable me to complete this milestone in its present form.

I thank my ALLAH for giving me nice parents (Mr. Shuja ur Rehman and Mrs. Ishrat Begum) who are my first teachers from whom I learnt everything and who have always provided me a strong shoulder to go ahead. Whatever I am today is because of their love, affection, care, prayers, sustained efforts and sacrifices. I cannot give them anything in return except heartfelt love, fondness and deep reverence.

It is my pleasure to express my sincere thanks and deep sense of gratitude to my supervisor, Prof. Shabahat Husain, Dean, Faculty of Social Sciences and Chairman, Department of Library and Information Science, for his guidance, continued interest, encouragement and support throughout this work. I am indebted to him for being tolerant of my personal shortcomings and professional limitations. He was always ready in helping me to remove my doubts and difficulties through his illuminating conversations and all the inspiration I required to take this work to its completion. In fact, to work under his counsel was a most pleasurable, enriching and memorable experience of my life and am taking this opportunity to pay my sincere thanks and best regards to him.

My sincere thanks are also to my esteemed teachers Mr. Syed Mustafa Kaiser Qasim Zaidi (Associate Prof), Dr. Naushad Ali, P.M. (Associate Prof.), Dr. Sudharma Haridasan (Associate Prof.), Dr. Nishat Fatima (Asst. Prof.), Dr. Mehtab Alam Ansari (Asst. Prof.) for their constant encouragement, and for the path they gave to my mental growth.
I pay special thanks to Mr. Aslam Mehndi, Librarian of Jawaharlal Nehru Medical College AMU, Aligarh and Mrs. Surayya Galiyeeen for helping me in collecting data for my study.

I offer hearty thanks to the staff of the department, Mrs. Saba Nasreen Bano, Mr. S. Riaz Abbas, Mr. Zahid Hasan Khan, Mr. Mohd. Shariq, Mr. Gulrez Alam, Mr. Mohd. Asif Khan and Mr. Basant who have rendered great assistance to me in the collection of material and other types of requirements in the department.

Words seem to be inadequate for immense appreciation and gratitude to Mr. Muzamil Mushtaq, research scholar of department of library and information science, AMU for his guidance and help.

My thanks cannot be expressed in words to my brother Khyzer Shamsi and sisters Sadaf Shamsi and Uzma Shamsi for all the time they showed their blessings with love, affection, strength and encouragement. Without their inspiration, this dissertation would not have seen the light of the day.

Heartfelt gratitude is reserved for my friends Azmi, Fatima, Nabeela, Noori, Safdar, Salauddin, Uwesh, Uzma, my classmates and well wishers who helped and encouraged me directly or indirectly for the preparation of this work.

(Atiya Naz)