SUMMARY

Introduction

The libraries are experiencing tremendous paradigm shift from ownership to access of information; and from informing to involving the users. In this context, automation of libraries has become the top most priority. Automation should be viewed as a means to increase efficiency, manage costs, improve library service and management or shortcomings of existing manual systems. It required a tremendous amount of planning and work, including preparing the staff for the radical change in their work. Retroconversion is the process of conversion of libraries and existing paper catalogue record into machine-readable form.

These days libraries are automating their activities and functions to meet the users increasing needs efficiently and effectively. The first major bottleneck is the retroconversion of existing catalogue into machine-readable form. It may take years depending upon the size of the existing collection of the libraries or information centers. Smaller and new libraries have an advantage over the larger and established libraries because of the lesser quantity of data for retroconversion.

The word “Retro” indicates that the process is only for already existing records, and the meaning of the word “Conversion” refers to the form and format of the records changing something from one form to another. Thus, retroconversion in library and information center means “changing already existing catalogue from existing traditional form to a machine-readable form.

Definitions of Retroconversion

According to Bryant Philip, “Retrospective conversion is one such area where once money has been invested, a permanent benefit is assured.”

Retrospective conversion, according to ALA Glossary of Library & Information Science has been defined as “the process of converting the database of a library holdings from non-machine-readable form to machine-readable form and that are not converted during day to day process.”
Harrold’s Librarian’s Glossary defines “retrospective conversion (information retrieval) is a partial or complete conversion of an existing catalogue into machine-readable form as opposed to converting records created currently”.

Need of Retroconversion

The conversion of database of library holdings from non-machine-readable form to machine-readable form is a prerequisite to implementing an automated system. This database would become the foundation for other library activities such as on-line public access catalogue (OPAC), circulation, catalogue maintenance, resource sharing, etc. These records provide the means of generating statistics and other information that is needed to improve the existing services and introduction of new one.

Selection of the Problem

The problem selected for the present study entitled “Retroconversion of Documents in Central Secretariat Library, Zakir Husain Library, JMI, Nehru Memorial Museum and Library, New Delhi: An Evaluative Study”. The problem deals with the criteria, priorities, guidelines, policy matter, hardware and software requirements, in-house training of library personnel, cost effectiveness in outsourcings, impact on user services and satisfactory level of users etc.

Objectives of the Study

The objective of the study is to discover answer to questions through the application of scientific procedures or any other adopted proved procedures. The main objective is to find out the truth which is hidden and which has not been discovered yet.

The main objectives of the present study to examine the status of retroconversion, its process, hardware and software used, in-house training of library staff, cost effectiveness in outsourcings, impact on users services and satisfactory level of users etc. The present study attempts to achieve the following objectives.
• To find out the status of retroconversion in selected Central Secretariat Library, Zakir Husain Library, JMI and Nehru Memorial Museum and Library.

• To find out the methods of retroconversion.

• To study the hardware and software requirement for the retroconversion.

• To establish the rational for setting priorities for retroconversion.

• To study how best to accomplish the job of retroconversion.

• To study the requirement and cost of manpower for retroconversion project.

• To study the impact of retroconversion on library staff, users and library system as a whole.

• To identify the training needs of staff for the process of retroconversion.

• To study the skilled manpower available.

• To study how retroconversion reduces the time for searching of a document.

• To measure the user perception about the retroconversion.

Scope and Limitations of the Study

The present study includes in its scope the analyses of various aspects of retroconversion of documents of selected libraries of this study. The scope of the research entitled “Retroconversion of Documents in Central Secretariat Library, Zakir Husain Library, JMI, Nehru Memorial Museum and Library, New Delhi: An Evaluative Study” is limited to only three libraries of New Delhi namely: Central Secretariat Library, Zakir Husain Library, JMI, Nehru Memorial Museum and Library. These libraries are well-established, well recognized and well reputed libraries in India as well as abroad.

Needs and Importance of the Study

Retroconversion is an important essential activity to be undertaken in libraries in order to create machine readable records and to automate the library functions. Unless and until the library holdings are being retroconversion, full
automation of the library can not be achieved. The conversion of database of library holdings from non-machine-readable form to machine-readable form is a pre-requisite to implementing an automated system. This database would become the foundation for other library activities such as on-line public access catalogue (OPAC), circulation, catalogue maintenance, resource sharing, etc. These records provide the means of generating statistics and other information that is needed to improve the existing services and introduction of new one.

Broadly the need and importance of the retroconversion can be meant for local, regional, national and international perspective.

The need and importance of this study are as follows:

- It will maximize access to the material in the library collections.
- It will facilitate better library management as a whole.
- It will help in developing a national strategy for retroconversion.
- It will help in providing better services to the users/ clienteles.
- It will help in preserving and promoting cultural heritage of libraries.
- It will improve the performance of internal library operations.
- It will protect the library data.
- It will help to share the bibliographic resources.
- It will facilitate the mutual cataloguing.
- It will contribute to the universal bibliographical control.

Hypotheses

There is no doubt that hypothesis is an important and indispensable tools of a scientific study. In lack of hypothesis, no scientific study can be completed. Hypotheses are the working instrument of the theory, which can be tested and shown to be probably true and false. It is the hypothesis which makes the way for solution of the problem.

Hypothesis is a supposition or preposition. It is a tentative generalization, which is yet to be proved. The word hypothesis is derived from two words ‘hypo’
which means ‘under’ and ‘tithenas’ means ‘to place’. Thus when hypothesis is placed under the evidence as a foundation, they tend to support one another. It performs this function by providing a proposed explanation, which will have certain consequences; they may be confirmed by testing.

For the purpose of the present study, the following hypotheses were formulated so as to make the present study more scientific, purposive and unequivocal. To test these relevant questions have been formulated in the pre-ordained questionnaire designed and administrated for the purpose.

- Most of the libraries are doing outsourcing retroconversion process.
- Most of the staff members of libraries are trained for retroconversion.
- Most of the users are aware of library computerisation in the library.
- Most of the libraries have done reclassification and recataloguing for retroconversion work.
- Most of the users face problem in using OPAC in the library.

**Research Design**

The term ‘design’ means “drawing an outline” or planning or arranging details. It is a process of making decisions before the situation arises in which the decision has to be carried out. ‘Research design’ is planning a strategy of conducting research. It plans as to: what is to be observed, how it is to be observed, when/where it is to be observed, why it is to be observed, how to record observations, how to analyze/interpret observations, and how to generalize. Research design is thus, a detailed plan of how the goals of research will be achieved or we can say that research design is a blue print or a detailed plan for a research study.

**Methodology**

Methodology has its own implication and importance in scientific investigation because objectively any research investigation cannot be obtained unless it is carried out in a very systematic and planned manner. Scientific investigation involves careful and proper design, use standardized tools and tests identifying adequate sample by using sampling technique. There are several methods of collection of data for measuring the
performance and quality of libraries. These methods can broadly be grouped into two, namely quantitative and qualitative methods and investigator used both. The quantitative methods include verification of library records, questionnaire, interview and qualitative methods comprising of focus group and observation. The tools used for the study were questionnaire, observation and informal interview. It is very difficult to get the view of all the users and staff due to the lack of time and resources, therefore investigator chose the sample on the basis of random sampling method for collecting the data. The data collected through questionnaire were organized and tabulated by using statistical methods, tables and percentage.

**Tools Used for the Study:**

In order to conduct a qualitative and quantitative analysis, a combination of the questionnaire method along with observation and interview were used as tools for collecting the necessary data.

**Questionnaire Design:**

Questionnaire is the most popular method of collecting data for an evaluation and assessment. It can be used to a whole range of issues from a sample overview survey to a detailed survey on a specific issue. While designing a questionnaire, it is good to use standardized methodologies, as it will allow to benefit from the experience of other and to compare the results with similar libraries.

Two sets of questionnaire were designed for the purpose of data collections. First set of questionnaire was designed for the librarians/Directors of three respective libraries and second set of questionnaire was designed for user groups.

**First set of questionnaire** was divided into two parts, i.e., **part A and part B.** Part A deals with brief profile of libraries, statistics of libraries, such as size of collections, facilities and services and staff etc. Part B deals with the retroconversion, its status, process/options, hardware and software used, training needs for the staff, cost effectiveness and other important aspects related to
retroconversion. It includes about 27 open ended and closed-ended questions referring to different aspects libraries and retroconversion.

Second set of questionnaire (Part-C) deals with the users perception towards the retroconversion aspect, staff attitude towards users, training need and satisfactory level of users. It includes about 23 open ended and closed-ended questions referring to different aspects of libraries and retroconversion.

Sample and Population Design

It is not feasible to collect large quantities of data of each and every library users in three under study libraries therefore; samples were selected by using stratified random sampling method. The questionnaires were distributed personally among Librarians/Directors, and Users. Sample size of library users has been limited to approx 10% of the total populations.

Library Wise Distribution of Sample

Central Secretariat Library, New Delhi

A sample of 400 questionnaires were distributed among the users of CSL and total of 370, i.e., (92.50%) questionnaires were returned out of which 10, i.e., (2.50%) questionnaires were rejected because of incomplete responses from the respondents. Therefore, investigator selected 360, i.e., (90%) complete filled questionnaires for analysis.

Zakir Husain Library, JMI, New Delhi

A sample of 300 questionnaires were administrated among the users, i.e., research scholars and faculty members of ZHL, JMI and a total of 275, i.e., (91.670%) questionnaires were returned, out of which 10, i.e., (3.33%) questionnaire were rejected because of incomplete responses from the users. Therefore, investigated selected 265, i.e., (88.33%) complete filled questionnaires from analysis.

Nehru Memorial Museum and Library, New Delhi

Another 175 questionnaires were distributed among the users of NMML, i.e., research scholars only and a total of 165, i.e., (94.29%) questionnaires were
returned, out of which 13, i.e., (7.43%) questionnaires were rejected because of incomplete responses from the respondents. Therefore, investigator selected 152, i.e., (86.86%) filled questionnaire for analysis.

**Total No. Sample Size and Distributions**

A total of 875 questionnaires were distributed to the user community of under studied libraries, of which 810, i.e., (92.57%) responses were received back from the users. The investigator selected 777, i.e., (88.80%) responses from the users. 33, i.e., (3.77%) questionnaires received back from the users were rejected because of incomplete responses from the respondents. Similarly 3 questionnaires were distributed to the Librarians/Directors of three libraries, i.e., 100% and all the three questionnaires were received back and selected for the analysis of data.

**Variables Taken**

In order to achieve the objectives of the study and get the meaningful result following variables were taken:

- Librarians/Directors
- Library Users

Since this study is the combination of government library, academic library and research library for social sciences, so the variables differ from library to library.

In the case of Central Secretariat Library users belong different categories, i.e., individual members, casual members, special members, corporate members and central government employees and any user who wish to join their membership. It is very difficult to identify and approach to the users so the investigator selected the users who have easily approached although they are any category for the collecting data related to present study.

Considering Zakir Husain Library, JMI is an academic library and users can be easily identified. So the variables taken for the study purpose are research scholars and faculty members only.
On the other hand Nehru Memorial Museum and Library is a research library for social sciences and users belonging to different categories. i.e., research scholar, faculty members, P.G. students from the various universities and institutions, government employee and any person which is engaged in any research activities. So the investigator selected only research scholars for the data collection.

**Data collection procedure**

For the collecting of data, the investigator personally visited three libraries and approached the Librarians/Directors for seeking permission to distribute the questionnaire to the users. Questionnaires were personally administrated among users of three respective libraries. Dully-filled questionnaires were collected back on same day or later.

The investigator personally consulted the library staff and users, made an informal talk regarding retroconversion and various aspects of their libraries. The investigator also conducted an informal interview with the librarians/Directors and other library staffs to clarify some doubts; besides this observation method was also used to observe the overall system related to retroconversion and other aspect of libraries.

**Data Analysis Method**

The quantitative and qualitative data collected through questionnaire, observation method and informal interview was keyed in Excel file and organized and tabulated by using statistical methods, tables and percentage.

**Major Findings from Part-A**

On the basis of the data analysis of Librarians and Directors responses, the following findings have been derived.

Table 6.1.1 shows that Central Secretariat Library was established in 1891, followed by Nehru Memorial Museum and Library in 1966, whereas Zakir Husain Library was established in 1973. It can be found that CSL is one of the oldest library out of selected three libraries, establish in 1891.
Table 6.1.2 represents that CSL and NMML have a director post, whereas JMI has a full time Librarian post. Table further clarifies that the strength of total staff in ZHL is maximum, i.e., (51), followed by (29) in NMML, whereas CSL has (25) staff members only.

Table 6.1.3 clearly shows that the total collection of CSL has highest collection, i.e., 7.85 lakhs, followed by, i.e. 3.44 lakhs, whereas NMML has only 2.48 lakhs collections.

Table 6.1.4 presents that NMML has highest number of registered users, i.e, (17646), followed by CSL, i.e., (3533) registered users, whereas ZHL has (14718) registered users.

Table 6.1.5 clearly indicates that CSL has highest annual budget, i.e. (2.4 crore) planned and (2.00 crore) non-planned budget, followed by ZHL, i.e, (1.00 crore) and NMML has lowest annual budget, i.e, (54, 76,413 lakhs).

Table 6.1.6 shows the services provided by the selected libraries. Most of the services are providing by these three libraries, i.e, ILL, referral service, bibliographic service, automated circulation service, OPAC and internet service but no library is providing translation service. The CSL and NMML libraries do not provide e-journal service, whereas ZHL provides e-journal service.

**Major Findings from Part-B**

Table 6.2.1 reveals that CSL started retroconversion process in 2002 and completed in 2005, ZHL started in 1998 and still continuing retroconversion process, whereas NMML started the retroconversion process in 2003 and completed by 2006.

Table 6.2.2 clearly depicts that CSL and NMML have completed the retroconversion process with the help of outsourced agency, whereas ZHL is still continuing retroconversion process through their own staff.

Table 6.2.3 shows that only ZHL staff is involved in retroconversion process, i.e., (20), whereas other two libraries got the retroconversion work completed by outsourced agencies.
Table 6.2.4 indicates that CSL and NMML have completed retroconversion work through outsourced agencies, i.e., M/s Udbhav computers Pvt. Ltd. and M/s Vergis Electronic Pvt. Ltd. Both are well known agencies in the field of retroconversion work.

The analysis of table 6.2.5 reveals that all the three libraries, i.e., CSL, ZHL and NMML appointed supervisory staff for the supervision of retroconversion work.

It is clear from table 6.2.6 that all the three libraries, i.e., CSL, ZHL and NMML have provided training to their staff members for retroconversion process.

Table 6.2.7 clearly indicates that CSL and ZHL are using Libsys 4.0 software, whereas NMML is using Libsys (Rel. 6.0) software for retroconversion work.

It has been observed from the table 6.2.8 that CSL is using UNIX operating system, ZHL using LINUX, whereas NMML is using WINDOW 98 operating system for retroconversion.

Table 6.2.9 reveals that budget allocated for retroconversion work in CSL was Rs.1.15 crore, followed by 75 lakhs NMML, whereas ZHL did not give any answer regarding allocation of budget for retroconversion work because ZHL is still continuing retroconversion work through through their existing staff.

Table 6.2.10 shows that sources of budget of CSL and NMML are Ministry of Culture, Govt. of India, whereas ZHL's source of budget is University of Grant Commission, New Delhi-India (U.G.C).

Table 6.2.11 clearly indicates that CSL decided 2002 as cut off period for retroconversion, followed by NMML's 2003 as cut off period, whereas ZHL did not decide any cut off period because ZHL is doing retroconversion of all the documents from establishment of the library to till today.

Table 6.2.12 depicts that CSL has converted 7, 54,084 lakhs records, followed by ZHL, i.e., 3.44 lakhs approximately, whereas NMML has converted, i.e., 1.83 lakhs records approximately through retroconversion.
Table 6.2.13 reveals that CSL and NMML converted their records through UNIMARC exchange format, whereas ZHL is converting records through MARC exchange format.

Table 6.2.14 shows that CSL and NMML are using Dewey Decimal Classification (21st ed.) scheme for classification, whereas ZHL is using DDC (22nd ed.) for classification of documents.

Table 6.2.15 depicts that all the three libraries are using AACR- II cataloguing format for cataloguing of the documents.

Table 6.2.16 explains that ZHL and NMML did reclassification and recataloguing for the retroversion, whereas CSL did not do any reclassification and recataloguing of the documents.

Table 6.2.17 clearly shows that CSL and NMML are using Library of Congress List of Subject Heading (LCSH) for assigning subject heading for the documents, whereas ZHL is using Sear’s List of Subject Heading for assigning subject heading for the documents.

Table 6.2.18 reveals that CSL and NMML used ISO 2709 exchange format for retroconversion work, whereas ZHL are using Z39.50 exchange format for the retroconversion work.

Table 6.2.19 clearly indicates that the process of retroconversion is done by CSL, i.e., directly through books, followed by ZHL, i.e., through manual card., whereas NMML did, through preparing data sheet prepared by project staff and checked by supervisory staff of NMML randomly.

Table 6.2.20 depicts that all the three libraries have OPAC facility for the users.

Table 6.2.21 shows that ZHL has the highest terminals for OPAC, i.e., 10, followed by NMML, i.e., 5 terminals, whereas CSL has 3 terminals for OPAC facility for the users.
Table 6.2.22 clearly examines that CSL and NMML are not providing WEB OPAC facility for the users, whereas ZHL is providing WEB OPAC facility for the users.

**Major Findings from Part-C**

On the basis of data analysis of users responses, the following findings have been derived.

Table 6.3.1 depicts that majority of the respondents of ZHL, 125, i.e., (47.17%) visit 2-3 times in a week, followed by 167, i.e., (46.39%) of CSL visit the library daily, whereas 55, i.e., (36.18%) of NMML visit weekly. On the other hand least number of respondents of ZHL, 15, i.e., (5.66%) visit monthly, followed by 22, i.e., (6.11%) of CSL visit occasionally, whereas 15, i.e., (9.87%) of NMML visit monthly.

Table 6.3.2 reveals that most of the respondents of ZHL, 258, i.e., (97.36%) are aware of library computerisation, followed by 345, i.e., (95.83%) of CSL, whereas 141, i.e., (92.76%) of NMML are aware of library computerisation.

Table 6.3.3 clearly shows that maximum number of respondents of CSL, 277, i.e., (76.94%) never use manual catalogue, followed by 113, i.e., (74.34%) respondents of NMML and 196, i.e., (73.96%) of ZHL. On the other hand minimum number of respondents of NMML, 07, i.e., (4.61%) use manual catalogue frequently and rarely, followed by CSL, 18, i.e., (5%) use manual catalogue moderately, whereas 17, i.e., (6.42%) of ZHL use manual catalogue rarely.

The analysis of the table 6.3.4 indicates that most of the respondents are aware of OPAC, 261, i.e., (98.49%) of ZHL, followed by 148, i.e., (97.37%) of NMML, whereas 347, i.e., (96.39%) respondents of CSL. On the other hand least number of respondents of ZHL, 04, i.e., (1.51%) are not aware of OPAC, followed by 04, i.e., (2.63%) of NMML, whereas 13, i.e., (3.61%) of CSL are not aware of OPAC.

The analysis of the table 6.3.5 clearly indicates that most of the respondents use OPAC frequently, 227, i.e., (85.66%) of ZHL, followed by 285,
i.e., (79.17%) of CSL, whereas 87, i.e., (57.24%) of NMML use OPAC frequently. On the other hand least number of respondents of CSL, 03, i.e., (0.83%) never use OPAC, followed by 03, i.e., (1.13%) of ZHL, whereas 02, i.e., (1.32%) of NMML.

It is clear from the table 6.3.6 that large number of respondents of ZHL, 154, i.e., (58.11%) search through OPAC, followed by CSL, 172, i.e., (47.78%), whereas 62, i.e., (40.79%) of NMML also search through OPAC. On the other hand least number of respondents of ZHL, 19, i.e., (7.17%) consult manual catalogue as a searching tool, followed by 27, i.e., (7.5%) of CSL, whereas 20, i.e., (13.16%) of NMML ask the library staff.

Table 6.3.7 clearly examines that the most of the respondents have not received any training for OPAC 248, i.e., (93.58%) of ZHL, followed by 311, i.e., (86.39%) of CSL, whereas 77 respondents of, i.e., (50.66%) have received training for OPAC. On the other hand least number of respondents of ZHL, 17, i.e., (6.42%) have received training for the use of OPAC, followed by CSL, 49, i.e., (13.61%), whereas 75, i.e., (49.34%) of NMML have not received any training for the use of OPAC.

Table 6.3.8 clearly indicates that majority of the respondents of CSL, ZHL and NMML, i.e., (69.72%), (68.30%) and (49.34%) gave their views that orientation/workshop programs are not essential for the use of OPAC. On the other hand least number of respondents of ZHL, 17, i.e., (6.42%) gave their views that orientation/workshop programs are very essential, followed by CSL, 29, i.e., (8.06%) least essential, whereas 16, i.e., (10.53%) of NMML responded that orientation/workshop programs are very essential.

Table 6.3.9 shows that maximum number of respondents of ZHL, 246, i.e., (92.83%) do not face any problem in using OPAC, followed by 140, i.e., (92.11%) of NMML, whereas 290, i.e., (80.56%) of CSL. On the other hand least number of respondents of ZHL, 19, i.e., (7.17%) face problem in using OPAC, followed by 12, i.e., (7.89%) of NMML, whereas 70, i.e., (19.44%) of CSL face the problem in using OPAC.

Table 6.3.10 the maximum number of respondents face problem due to guidance problem, i.e., (42.11%) of ZHL, followed by (33.33%) of NMML,
whereas (30%) of CSL. On the other hand least number of respondents of ZHL, 02, i.e., (10.53%) face problem due to limited access terminals and lack of training, followed 02, i.e., (16.67%) of NMML face problem due to limited access terminals, whereas 15, i.e., (21.43%) of CSL due to limited access terminals and lack of training.

Table 6.3.11 depicts that maximum number of respondents of NMML, 146, i.e., (96.05%) search the documents through title, followed by 252, i.e., (95.09%) of ZHL search through subject, whereas 242, i.e., (67.22%) of CSL search through author. On the other hand minimum number of respondents of CSL, 25, i.e., (6.94%) search through call number, followed by 21, i.e., (13.82%) of NMML, whereas 44, i.e., (16.60%) of ZHL also search through call number.

It is clearly from the table 6.3.12 that most of respondents gave their view that the new system adopted by library in accessing relevant document/information facilitated the search, i.e., (97.78%) of CSL, followed by (91.70%) of ZHL, whereas (90.13%) respondents of NMML gave their view that it facilitated the search. On the other hand least number of respondents of CSL, 04, i.e., (1.11%) did not give any response regarding the new system adopted by library in accessing relevant document/information, followed by ZHL, 07, i.e., (2.64%) and 06, i.e., (3.95%) of NMML.

Table 6.3.13 shows that maximum number of respondents of CSL, 347, i.e., (96.39%) say that computerised catalogue is less time consuming, in the comparison of card catalogue, followed by 253, i.e., (95.47%) of ZHL, whereas 143, i.e., (94.08%) respondents of NMML. On the other hand least number of respondents of ZHL, 57, i.e., (21.51%) respond that computerised catalogue provides better subject approach, followed by 79, i.e., (21.94%) of CSL more user friendly, whereas 39, i.e., (25.66%) of NMML responded that it provides better subject approach.

Table 6.3.14 depicts that most of the respondents feel the need of trained library staff to acquiring relevant information, i.e., (96.71%) of NMML, followed by (93.61%) of CSL, whereas (79.62%) of ZHL. On the other hand least number of respondents of NMML, 05, i.e., (3.29%) do not feel the need of trained
staff in acquiring relevant information in the library, followed by CSL, 23, i.e., (6.39%), whereas 54, i.e., (20.38%) ZHL.

Table 6.3.15 reveals that maximum number of respondents are fully satisfied with OPAC results, i.e., (71.39%) of CSL, followed by (65.66%) of ZHL, whereas (44.08%) of NMML. On the other hand least number of respondents of CSL, 25, i.e., (6.94%) respondents are not satisfied with the OPAC results, followed by 21, i.e., (7.92%) respondents of ZHL rarely satisfied, whereas 22, i.e., (14.47%) of NMML are not satisfied with the OPAC results.

Table 6.3.16 explains that maximum number of respondents of CSL, 211, i.e., (58.61%) are frequently aware of complex search in OPAC, followed by 59, i.e., (38.82%) of NMML, whereas 77, i.e., (29.06%) of ZHL moderately aware. On the other hand least number of respondents of CSL, 22, i.e., (6.11%) rarely aware of complex search in OPAC, followed by 24, i.e., (15.79%) of NMML, whereas 56, i.e., (21.13%) of ZHL.

Table 6.3.17 shows that the most of the respondents of ZHL, 93, i.e., (35.09%) response that the behaviour of the library staff is excellent, followed by 113, i.e., (31.39%) of CSL, whereas 43, i.e., (28.29%) of NMML say the behaviour of library staff is very good. On the other hand least number of respondents 02, i.e., (1.32%) of NMML did not give any response regarding the behaviour of library staff, followed by ZHL, 05, i.e., (1.89%), whereas 07, i.e., (1.94%) of CSL.

Table 6.3.18 depicts that that maximum number of respondents of ZHL, 227, i.e., (85.66%) are satisfied with OPAC in the library, followed by 298, i.e., (82.78%) of CSL, whereas 124, i.e., (81.58%) of NMML. On the other hand least number of respondents 38, i.e., (14.34%) of ZHL are not satisfied with OPAC in the library, followed by 62, i.e., (17.22%) of CSL, whereas 28, i.e., (18.42%) of NMML.

It can be shown in the table 6.3.19 that maximum number of respondents 149, i.e., (98.03%) of NML are aware of automated circulation service, followed by 249, i.e., (93.96%) respondents of ZHL online journal service, whereas 313, i.e., (86.38%) of CSL are aware of automated circulation service. On the other hand least number of respondents of CSL, 37, i.e., (10.28%) are aware of SDI
service, followed by 39, i.e., (14.72%) of ZHL, whereas 27, i.e., (17.76%) of NMML are aware of E-CAS and E-Reference Service.

**TENABILITY OF HYPOTHESES**

The researcher developed hypotheses based on objectives of the research through answer the research questions. The tenability of hypotheses can be checked in the light of above findings.

**HYPOTHESIS-1**

**Most of the selected libraries are doing outsourcing retroconversion.**

- Table 6.2.2 clearly depicts that, out of three libraries only two libraries, i.e., CSL and NMML have completed the retroconversion with the help of outsourced agency, i.e., (66.67%), whereas ZHL is still continuing retroconversion process through their own staff, i.e., (33.3%).

The findings of the study exhibit that, out of three libraries the two libraries, CSL and NMML, i.e., (66.67%) of the selected libraries have done retroconversion with the help of outsourced agency. **So the hypothesis is proved to be true.**

**HYPOTHESIS-11**

**Most of the staff members of libraries are trained for retroconversion.**

- It is clear from table 6.2.6 that all the three libraries, i.e., CSL, ZHL and NMML have provided training to their staff members and their staff members are fully trained for retroconversion process, i.e., (100%).

The findings of the study reveals that all staff members of the three libraries, i.e., (100%). are trained for retroconversion. **So the hypothesis is proved to be true.**

**HYPOTHESIS-1II**

**Most of the users are aware of library computerisation in the library.**

- Table 6.3.2 reveals most of the users of ZHL, i.e., (97.36%) are aware of library computerisation, followed by (95.83%) of CSL, whereas (92.76%) of NMML are aware of library computerisation.
The findings of the study depict that most of the users of selected libraries are aware of library computerisation. So the hypothesis is proved to be true.

HYPOTHESIS-IV

Most of the libraries have done reclassification and cataloguing for retroconversion work.

- Table 6.2.16 explains that, out of three libraries the two libraries, i.e., ZHL and NMML have done reclassification and recataloguing for the retroversion.

The findings of the study exhibit that, out of three libraries, the two libraries, ZHL and NMML, i.e., (66.67%) of the selected libraries have done reclassification and recataloguing for the retroversion. So the hypothesis is proved to be true.

The findings of the study explains that all the three libraries, i.e., (100%) have introduced OPAC for their users. So the hypothesis is proved true.

HYPOTHESIS-V

Most of the users face problem in using OPAC in the library.

- Table 6.3.9 shows that least number of users of selected libraries face problem in using OPAC, i.e., (7.17%) of ZHL, followed (7.89%) of NMML, whereas (19.44%) of CSL face the problem in using OPAC.

The findings of the study exhibit that least number of users of selected libraries face problem in using OPAC. So the hypothesis is proved to be null.

CONCLUSION

The study sought to examine the parameters of retroconversion process, its methods, staff training, software used and other important aspect related to retroconversion process as well as users perception etc.

It is clear from the findings that selected two libraries, i.e., CSL and NMML have done the process the retroconversion successfully, whereas ZHL is still continuing the process of retroconversion. The study also reveals that all the
staff members of selected libraries were trained for retroconversion and all the libraries are using common software, classification scheme & cataloguing code, i.e, Libsys software, DDC and AACR-2. All the libraries have introduced OPAC facility for their users by which they can easily search their document without wastage of time.

The study further identifies that most of the users have not received any training for using facility and they do not face any problem in searching the documents through OPAC and even most of the users felt the need of trained staff in the library for acquiring relevant information. The users were also satisfied with the OPAC results and are aware of various automated services provided by the libraries.

Structure of the Thesis

This thesis is composed of 7 chapters.

Chapter – 1

Introduction

The introductory chapter highlights small description about retrospective conversion, followed by origin of the research problem, selection of the problem, definition of the terms, objectives of the problem, scope and limitations of the study, need and importance of the study, research design and methodology.

Chapter – 2

Retrospective conversion

Chapter 2 starts by giving brief picture about library automation, followed by overall picture of retroconversion, history, its need, importance and process.

Chapter – 3

Review of related literature

A chapter 3 deal explains an overall review of studies conducted abroad as well as in India in a chronological order regarding the topic. The investigator reviewed only those studies, which were similar to the present study. The previously published literature related to the present studies were summarized.
Chapter – 4

Profile of Libraries

Chapter 4 deals with an overall introduction about the libraries under study, its collection, users, staff and services etc. in a systematic manner.

Chapter – 5

Research Methodology

Chapter 5 reveals the statement of the problem, hypotheses, methodology, sample population, variable taken, pilot study, tools used for the study and data analysis method.

Chapter – 6

Data Analysis and Interpretation

Chapter 6 highlights the analysis and interpretation of data collected through questionnaire.

Chapter – 7

Conclusion, findings and suggestions

Chapter 7 is indicates with conclusion, findings, tenability of hypothesis and suggestions for further research.