Chapter 3
Statement of Problem, Review of Literature and Research Gap

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Chapter – 3

Statement of Problem, Review of Literature and Research Gap

3.1. Introduction:

The essence of a library lies in its enriched bonanzic collection of books and reading materials, journals, periodicals and other invaluable writings. The focus of researchers earlier was either on acquisition or on publishing trade with very little focus on library collection development. This chapter presents a comprehensive review of the literature which revolves around collection development policy, selection of documents, acquisition of documents, users participation in collection and service related problems in the libraries in general and central university libraries of UP in particular.

3.2. Statement of the Problem and Issues:

With the advent of globalization of knowledge, the role and importance of academic libraries has expanded and increased. University libraries are rapidly changing their functional activities and therefore, several innovative methods of collection development, organization and services are being introduced, with an endeavor to integrate with renowned libraries of the world. The knowledge acquisition, knowledge dissemination, knowledge processing and storage, knowledge organization and knowledge collections are the broader horizons in the realm of Library and Information Science under the philosophy of library globalization. Collection development, organization and services in IT environment is an emerging area in the library and information science. However, keeping in view the dichotomy between the libraries of developed and the developing countries, specifically the policy as regards collection development, organization and services viz-a-viz IT application, it is seen that the developing world libraries are confronted with a host of problems in regard to usage of IT, germane policy for collection development, organization and
The following paragraphs briefly deal with some of the problems and issues regarding the policy of collection development, organization and services.

There is consensus among library experts that a written collection development policy is a must for any library, but most Indian university libraries do not venture to have a written policy. If it is just lethargy in some cases, some think it may not be worth the trouble to design a collection development policy manual. Few may even put forth an argument that many libraries have excellent collections without having a policy manual. As a matter of fact, collection development policy manual determines nature and scope of the collection, sets priorities, calls for commitment to organizational goals, provides inclusion and exclusion guides, eliminates personal biases in selections, helps to maintain consistency by orienting new staff and controlling staff, and aids in resolving complaints. It also helps in weeding and evaluation of collection. Collection development programme serves as a public relations and accountability tool.

The collection in most of the Indian University libraries is inadequate to support higher education and research. Most the university libraries have confined their collection to books and periodicals only. Many libraries are yet to start their collections in forms other than books and journals. Knowledge explosion both in its quality and complexity requires no emphasis. Knowledge which was doubling in a span of over 20 years or more has now been doubling at a much more rapid rate. Moreover, a number of new subjects have emerged. The imperative result of this phenomenon is that libraries need to be provided with larger document budgets.

Constant rise in cost of publications irrespective of their forms is indeed a set back to collection development. Cost of library materials has been rising much more rapidly than have library budgets. In a majority of Indian universities book purchase is based on recommendations of the concerned heads of the departments and the approval of the library committee. The quality of the collection thus depends on the initiative and interest taken by the respective heads of departments to study the latest literature published in their fields and
the views opted by different specialists in various sub disciplines. Document selection for university libraries is also done by library staff, library committee and the other users. Library committee and users are very much constrained by the inputs provided by library about existence of new materials. Often, users may tell whether a book is good or not if it is needed. The multifaceted process of document selection starts with problems of ascertaining users' requirements, where there is lack of clearly defined boundaries of core and peripheral areas of interest. There is also lack of a clear policy of collection development and lack of priorities in collection development and heterogeneous nature of user requirement and literature scatter. Due to lack of sufficient subject background on the part of library staff rarely does adequate staff participation in reading material selection and collection development take place.

Developing relevant collection in anticipation of demand depends heavily on active participation of users in terms of timely, adequate and useful suggestions for documents, but direct and overt participation of users in collection development is often limited to handful users of a university library. Lack of users' (or subject experts) participation in selection of documents becomes a serious problem where librarian and library staff lack sufficient subject knowledge.

Book procurement should be a continuous process instead of becoming an occasional event. In most universities, the allocation of fund is made after half an academic year is over and the budget lapses if it is not spent before the end of the financial year. With the result, that the good books that were supposed to be available during the early half of the year may not be available in the market and further, librarian is forced to keep the priorities aside and buy the available documents in the market just to spend the fund allowed within the date prescribed. This trend hits the quality of library collection.

Changes have been brought out by the technological revolution in recent years as traditional formats for information, such as books and micro films have increasingly been supplemented by information which is accessible electronically through the use of computer technology. Document media is itself
a problem to collection development librarian in developing countries like India. Very few libraries in India own documents other than books and periodicals. The question is how to cope with this speedy transmission of knowledge and bring about a shift in collection development from paper media to electronic media. The real problem in addition to paucity of funds is inadequate skilled personnel to maintain user’s education. This means that the existing collection development policy for a university library must include selection criteria and collection parameters covering these new media formats.

There are still miscellaneous problems such as multiplicity of vendors, inadequate products specification, lack of information about cheaper editions, lack of confirmed prices and need for avoiding duplication. Document procurement problems are lack of ideal strictly enforceable purchase procedure, choice of vendors and problem of local vs. foreign suppliers, short term titles supply, delay supply and non-supply, mandatory Airfreight/Airmail changes, problems relating to terms of payment, loss in transit, custom clearance and other import problems, price verification, problems of fiscal management, vendor controlled order plans.

3.3. Review of Literature on Collection Development and Organization:

In the following paragraphs, a comprehensive review is made with regard to collection development organization and services. Varied articles books, reports (both national and international) and international journals and periodicals have been studied threadded to identity the areas remaining unexplored in the realm of Collection Development, Organization and Services. For the sake of convenience and the advent of the computer age only the last two decades have been scanned in detail.

Aldredge1 (1984) while underscoring the significance of a collection development policy describes four elements viz. historical record of what has been done in the past; a description of parameters of the existing collection; a blueprint for the future of the collection and a contract with users in the way collection is to be developed. He further points out that these are used by librarians as a basis to procure funds Librarians can use it to create and inform
the faculty about the quality of the collection, and to establish a hierarchy of needs. Osburn\(^2\) (1984) has similarly laid emphasis on technology as an important aid for collection development in future. Sharon\(^3\) (1984) identified the essential characteristics of collection management as efficiently controlling library resources. Carpenter\(^4\) (1985) has emphatically reiterated that collection development is perhaps the type of library work most often assigned low priority as a harried librarian struggles to manage time effectively. He further lays emphasis on a written collection development policy for the following reasons: (i) writing a collection development policy requires the articulation of a plan for acquiring materials. (ii) a written policy is a communication tool, permitting a library to address several audiences such as faculty and student, administrators who control resources and library's consortia partners.

Bavakutty\(^5\) (1985) emphasizes the mechanism of quotations for purchases as per the instructions of Directorate of Collegiate Education for collection development. However, this system has resulted in non-availability of certain essential books as those book sellers get the contract who quote highest discount. This work is a case study of Kerala Library. Gopinath and Ravichandra (1985)\(^6\) have discussed the importance of collection development process in library services and highlighted the variances which have influence on the collection development. Similarly Esperanza\(^7\) (1985) proffered the suggestion that the college library should provide the latest edition in print to make available important intellectual resources to the academic community of readers. College libraries must aim to depict both our Indian heritage as well as its relationship with Eastern and Western ideas. However, no concrete framework is given as to how to gather latest editions in print.

Anand\(^8\) (1985) is very particular in emphasizing the need for a written collection development policy statement to enable the book selectors to work with greater consistency towards defined goals as it ensures continuity in collection development and serves as a reference tool irrespective of change in staff members. Similarly Tejomurthy\(^9\) (1985) states that each library should have a developing acquisition policy subject to revision from time to time. Atkinson
(1986) has also described the collection development policy, as a means to express and systematize guidelines for collection building and fulfill three basic functions: the referential, the generative, and the rhetorical. Thomas (1987) states that the tradition of academic freedom in post secondary institutions has produced organizations where the mode for faculty and service operated side by side. He also examined that whether it is the faculty or libraries that have the primary responsibility for collection development. Savenningsen and Cherepon (1988) make a strong point that collection building in today's technologically rich library environment should include library mission statements that embody all types of formats which should be clear and concise and project universities' and libraries' goals and objectives.

Vidor and Fautas (1988) have critically examined 1977 to 1983 collection development activities for a professional school's library collection, to determine if faculty members or librarians were more effective book selectors. Emory University's school of Business Administration library collection was selected as the test site and effectiveness was measured into two ways by comparing the number of titles selected at Emory in each year with the titles on the Baker list published by the Harvard Business School and a list compiled from reviewing in popular business journals; and, by comparing the circulation of the books purchased. They in fact, developed parameters to determine the effectiveness of users in selecting quality books.

The research work of Welsch (1989) is significant as he speaks about the growing prospect of computer technology in collection development where access and distribution of information can be revolutionized. Facilities such as "selector's workstation" where micro-computers linked with a local computer center and entered databases through telecommunication network including formats such as CD-ROM can provide resourceful means for coping with challenges in a dynamic environment. Buckland, (1989) has very categorically discussed about libraries collections and its role and the scope of collection development. The author particularly discusses the three quite different roles: archival, dispensing, and bibliographic. He concludes with the fact that the rise
of remotely accessible materials makes possession less important relative to
access, and affects all three roles of collections, and indicates a shift in emphasis
from collection development and conventional catalogues and toward
bibliography and cooperation.

Mishra16 (1993) criticizes the collection development policy of libraries.
He notes that the development of a good collection is meant for satisfying users
need but it is seen that most libraries do not have a clear cut policy for collection
development due to which the collection grows in a haphazard manner affecting
the utility of the documents acquired. Maheswarappa and Karsidappa17 (1993)
viewed collection development as a systematic approach to the building of the
library’s collection which involves the application of community analysis and
use studies. Collection development policy, selection, acquisitions, and collection
management aspects are also highlighted as these are problems associated with
these processes in India.

Leonard (1994)18 has discussed collection management in Australian
academic libraries. The author’s sabbatical project was interviewing over 30
academic librarians in Oct/Nov. of 1992 in eight of the largest research
university libraries in Australia to take libraries opinions on selection,
acquisition, assessment, budget allocation, cooperative arrangements, and
resource sharing. This paper also explores the present higher educational system
in Australian universities and its impact on library system and procurement of
materials.

In the Indian context Singh (1994)19 has dealt with finding out the role of
IIT library in making available different types of collection, facilities, and
services in order to fulfill the needs of the research scholars, faculty members
and students. The study assesses the awareness as well as usefulness of library
services in carrying out teaching, learning and research programmes. Similarly
Zhou (1994)20 has critically examined the impact of network technology,
electronic publishing, and internet communication on the practice of collection
development in research libraries and forcing selectors to expand their
traditional expertise and learn to use modern tools. Balarabe (1995)21 has
focused on contemporary problems affecting the collection development programmes of university librarians in Nigeria. He concludes that at the international level global economic recession is the significant variable affecting the performance of these programmes and at the national level, the prevalent financial problems are the problem areas. It recommends that library co-operative net working can be employed as a cost effective tool for collection development policy.

Kanjilal and Tripathi (1995) have discussed the importance of collection development program for the library. They have stressed that collection development programme should be well-planned to support this ever-growing number of students. They have also identified the problem of increased student populations, increased number of courses offered by the University, and the budget constraints of the Library. Sowole (1995) has drawn the attention towards the metamorphosis through which the university of Agriculture library, Abeokuta (UNAAB) Nigeria has passed. The study has highlighted the effects of policy instability on collection development efforts. Aked (1996) describes how the pamphlet collection at the University of Toledo’s Carlson Library is built and maintained, based on the Pamphlet Collection Manual. He also discusses the collection’s mission, arrangement, OPAC access, circulation, selection, ordering, online cataloging, processing, weeding and record keeping as detailed in the manual. Dawson (1996) highlights the lack of comprehensive collections of Hispanic materials in the USA and suggests suitable bibliographies as a starting point for collection building. He also describes the assessment of a Hispanic American collection at the University of California, Irvine. Jenkins (1996) presents the results of a survey conducted to establish a relationship between library material selection and other faculty duties. The survey was limited to one private liberal arts college faculty and finds that material selection ranks fifth in a list of seven secondary faculty duties.

Kenselaar (1996) has examined important elements i.e. dedicated staff positions responsible for selection in major subject areas; an accurate and informative collection-development policy; a detailed budget allocation system,
where selection staff have accountability; regular appraisals of approval plan vendors and collection assessment studies; and articulated priorities for preservation.

Rowley (1996) describes that during the past decade new directions influenced the role of librarians, users and resource materials in order to meet new challenges. Implementation of technology and occasional organizational redesign, was done but he re-examined at in the light of collection development, an area in which the impact of change has been less defined and more subtle. He further summarizes changes that have impacted collection development and suggests an approach for the future, based on libraries as developers, designers, and managers of knowledge.

Sendi (1996) assessed the functionality of the reference collection and explained how reference staff undertook an assessment of the 30,000 volume collection to determine if materials in the Carlson Library reference collection are useful to faculty, staff and students. Several qualitative and quantitative assessment methods were identified: a count of every item physically handled; short-in-house surveys administered randomly to willing library patrons; and a questionnaire distributed to a group of instructional staff. Vergueiro (1997) reviews the development of public libraries in Brazil, taking a close look at the reasons why such institutions have not developed their collections in a systematic manner. Aked, et.al. (1998) in their paper utilized a questionnaire to determine how faculty used the reference collection, as well as their reasons for using it. The results of this component of the study, as well as other components, should be used to weed the collection, improve collection management, and suggest strategies to develop channels of communication with the faculty. Rodriguez (1998) refers to the declining ability of US libraries to maintain a comprehensive book collection in the face of extraordinary growth in publications and price inflation. This study has also attempted to identify the collectiveattains and analyze the shift in emphasis from print to non-print materials. Grover (1999) emphasizes that it must be ensured that what is being collected is appropriate for the university's curriculum and research needs. As
libraries grow and the range of library materials increase, many of the methods which work better with small college collections fail with this kind of expansion and diversification. Jenkins (1999)\textsuperscript{34} stresses the importance of book reviews to the selection process to the actual percentage of reviewed titles requested and found that faculty recognizes the importance of book reviews to the selection process, but recommended that since at times unreviewed titles are also ordered owing to uneven coverage of choice, the major review journal be used for selection. Jones\textsuperscript{35} (1999) states that though the basis functions of collection development in the digital library are identical to the traditional science technology and Math library, it requires increased collaboration and a broadening of the skills and experience of collection development personnel when applying these functions in electronic resources.

Taylor (1999)\textsuperscript{36}, opines that a university library should be able to provide access to industrial standards through a properly developed collection policy and ability to quickly procure needed standards through consultation with faculty and researchers. Collection should support instruction in the basic curriculum and important areas of research at the university. Standards can be collected via standing orders with standards organizations, individual selection or through a combination of these two methods. White (1999)\textsuperscript{37} outlines the activities performed by librarians to aid in the accreditation process, with an emphasis on collection development activities. White and Crawford (1999)\textsuperscript{38} extended the horizon of the study and focused on electronic resources that are becoming increasingly vital to all libraries and thus there is a need to develop a policy regarding the same for guiding the Penn State Harrirburg in the selection of electronic reference resources.

Al-Baridi and Sajjad (2000)\textsuperscript{39} present an overview of the development of electronic resources at the King Fahd University of Petroleum and Minerals (KFUPM) Library. The authors also highlight KFUPM Library experiences in developing these electronic resources as well as, role in satisfying the information needs with greater speed, accuracy and efficiency. Kairs (2000)\textsuperscript{40} compares the value of gift materials added to the general collection of a small to
medium-sized academic library with materials selected and purchased by the library. Barreau (2001) reiterates that collection development in public libraries is performed by one or more librarians using different selection tools. The author further lays stress upon the importance of computers and information systems which are becoming increasingly important tools as they offer alternatives and which aid in assessing user's needs, and for gathering information about published materials quickly. Fisher (2001) examines critically the library's organizational structure within a framework of acquisitions and collection development. However, review of the literature and analysis of data obtained in a survey reveal no clear pattern of an optimal organizational structure to enhance acquisitions and collection development activities.

Ramirez and Gyeszly (2001) explore the use of netLibrary as an electronic collection development tool. They observe that the Library Extranet, netLibrary's data-gathering software, provide information necessary to compare usage based on subject categories. Webb (2001) feels that collection development and the management of access to electronic resources in large academic libraries increasingly require close cooperation between collection development librarians, public service librarians, and systems librarians and staff. He further observes that in order to meet this objective many libraries, both public and academic, have created new positions or converted existing ones with titles such as 'electronic resources librarian or 'electronic information coordinator. Banks (2002) presents an opportunity to identify different variables, i.e. shelf level, book jackets, added entries, and untraced series, to study a book's circulation behaviour and its relation with Internet/online database activity. Using the political science collection, he has found that shelf level has the strongest impact on circulation among the variables studied, but the Internet and electronic reference databases have an even greater influence on circulation.

Wiegand (2002), attempts to bring about the fact that individual preferences and cost effectiveness determine the mix of print with electronic products for each selector. However, there is a strong feeling that electronic medium has advantage such as desktop availability at each workstation, ease of
electronic transfer of bibliographic information for ordering, and access to the latest ordering information products choices Amura and Adekunmise (2003) have described that the library should strive to ensure wide and in-depth acquisition of resources for all the academic programmes in the university based on set principles and policies and also on recommendation from the faculty and staff, careful selection, and placement of order with reputed publishers, book dealers or agents. The study, as panacea of these problems, advocates good and adequate funding for library functions. Dinkins (2003) has emphasized collection development practices and the circulation of books. He has further assessed and examined the current collection practices at Stetson University regarding the circulation of books purchased in support of selected departmental curricula and compared with those of librarians' selections in corresponding subject areas. Level and Myers (2003) opine that collection development activities are an important and ongoing component of every library. Digitization of the historically paper-driven environment of this work is changing. The introduction of internet and web or collection development has increased the level of efficiency and accessibility manifold by integrating procedures, forms, policies and library organization websites.

Pancheshikov (2003) prescribes a course-centered approach to the evaluation of university library collections, for instructional program reviews. The study summarizes the author's experience with preparing library reports for systematic program reviews in agricultural sciences at the University of Saskatchewan. Number of monographs and journal articles are used as a sample and the method provides a practical tool for further selection of materials, and also a background for collaborating with faculty members. Suresh Kumar (2003) has critically discussed collection development activities. He discussed collection development parameters like: subject specialists, Budget allocation, collection development policies, collaboration and resource sharing, liaison with reader's forum, staff representation in the committee in accordance with collection development practice in the SCL. Tucker and Torrence (2004) observe that there are many challenges facing new librarians in the academic environment, including collection development. This article analyzes the topic of
collection development and how it relates to new professionals in the field of librarianship.

Blake and Schleper (2004)\textsuperscript{53} are of the opinion that librarians are well known as gatherers of statistics and other data. The authors have attempted to describe the benefits and drawbacks of numerous ways to accumulate information about collections and library services and to show how that information can be used to make effective collection management decisions. The types of data to be described include usage statistics, subject-date analysis, bibliography or peer comparisons, patron input, cost-per-use, wear and tear, and anecdotal evidence for analyzing the quality of a collection and assess areas that need development, a combination of data gathering methods can be used. Agee (2005),\textsuperscript{54} proposes encouraging libraries to be more informed about the value of collection evaluations. Three examples of collection evaluation methods (user-centered evaluation, physical assessment, and specific subject support) are explored. The author recommends strategies which are available for evaluating collections, regardless of the kind of library or size of the collection. Evaluation, the author feels, allows libraries a more thorough knowledge of what already exists, what may be needed, and whether collection development goals are being achieved. Corrigan (2005)\textsuperscript{55} compares and contrasts different collection policies and shows a practical application of web-based documentation. Its implications point to the value of developing sets of narrative collection policy statements focusing on specific academic disciplines and of beginning the policy-making process with an assessment of the academic profile of the university that the library supports.

The study of Hsieh and Runner (2005),\textsuperscript{56} includes a survey targeting academic collections development and acquisition librarians and an analysis of academic collection development policies. Also, the study describes treatment of materials, library policies reasoning, impact of faculty and students on policy changes and other related factors. Mandal and Panda (2005)\textsuperscript{57} have described different dimensions of collection development with specific reference to Engineering College Libraries. They have analyzed data on library collection
received from 17 major Engineering College Libraries of West Bengal and enumerated the activities of seven major library consortia of the world engaged in sharing resources among Engineering college libraries.

The paper by Sanchez and Meneses (2005)\(^5\) is based on both research about collection development policies and data compiled as a result of a survey of 16 centers of higher and technical education in Cuba. The results have indicated that although the directors of university libraries and managers of collection development were aware of the process of collection development, only few actually adopted and implemented a policy for the same and carried out user studies. Wittenbach (2005)\(^6\) proposes the restructuring of collection development at the University of California Riverside University Libraries. The author describes the new system that has created more accountability for the materials budget. As a result of the new system, faculty members are more aware of the budgeted amount for monographic purchases in their own area and whom they can contact with concerns or purchasing requests.

Kanwal (2006)\(^7\) discusses all kinds of managerial and practical issues pertaining to collection development and acquisitions to collection management. However, there appear to be gaps in LIS literature regarding tracing the semantic developments of the subject. The paper attempts to explore the relationship between the use of varying collection-related terminologies and ever-emerging forms of scholarly publishing in libraries. It was found that the related emerging terminology has been expanding rapidly because of the direct impact of the never-ending developments, though with different pace in different countries. The varying use pattern reflects the expansion in the aims and ways of functioning of a modern library. Sanchez and Quesada (2006)\(^8\) have discussed collection development in a digital environment and has mainly focused on user-oriented concept of development in digital collections. She believes that developing digital collection is a logical consequence of inserting information technologies in organizations. She has concluded that the usual route towards other models of libraries has allowed the development of the digital collections as a source of digital Libraries.
From the above, it is clearly brought out that although there is a plethora of research work of collection development and organization, but with changing role of libraries and the librarians in sync with the users needs, there should be research oriented work dealing specifically with the collection development, organization. In the following paragraphs, a detailed review is presented with regard to services and impact of IT on collection development, organization and services.

3.4. Review of Literature on Services and Impact of Information Technology (IT) on Collection Development, Organization and Services:

Singh (1994)\textsuperscript{62} carried out a survey to find out types of documentary sources required, information needs, opinion, awareness and problems faced by users. The author has suggested remedies for the same. The methodology used was Questionnaire and interview methods. The important findings were: (1) Users access library resources to update professional knowledge. (2) Library catalogue and organization of document collection is most useful. (3) Out of the total ten main categories of documents – periodicals, reference books and text books were the most useful documents used by the users. (4) More than 50% users are aware of different services being provided by the library except indexing/abstracting, translation and SDI services where awareness ranges between 5.3% (SDI) to 18% (indexing/abstracting) (5) Circulation had been ranked at the top, followed by photocopying, references, etc. Bibliographical, CAS, Translation and SDI, etc. (6) Users were satisfied with circulation services except that research scholars have emphasized on the overnight issue of bound volumes of periodicals. (7) Since bibliographical service was provided on demand basis, most of the users were not aware about its provision under CAS.

Samal and Gupta (1994)\textsuperscript{63} made endeavor to find out the user’s view about CD-ROM ‘Pop line database’ in NIHFW. The questionnaire method was used to collect the necessary information. The major findings of the study were for proper utilization, database facility should be extended to various departments. The authors feel that since facility of data base search is limited so this facility should be extended to various department to increase its utilization.
The NIHFW library should also provide more workstations because library does not have sufficient work station.

Sharma, Anil Kumar and Dhingra (1994)^, while critically examining the impact of IT on collection development observe that there is a steep fall in the number of titles subscribed during last six years, the reference collection on the other hand has become richer. Resource sharing is discussed as a solution to overcome the problem of increased cost of publications and present financial crunch. Alvi (1997)^ briefly explains the changing phase of collection development while discussing the information explosion in recent years along with an example of Chemical Abstracts for the same. The author puts emphasis on cooperative collection development policies and the need for improving quality in library services. Amudhavalli (1997)^ discusses the definition of collection development in IT environment. Problems of collection development in traditional libraries and how it can be tackled in IT environment are also discussed. Finally, the problems faced by the library and information centers in procuring electronic publications are examined threadbare. Bali (1997)^ describes the collection development program in National Institute of Science, Technology and Development Studies (NISTADS) library which has adequate financial support but still all needs of users are not met due to the exponential growth of literature, rising price of books and periodicals and shortage of space. Aptagiri (1997)^ has categorically discussed the constraints and criteria for collection development in libraries and information centers, and examined the Internet as a world-wide source of information and its scope for electronic collection development.

Maheswarappa and Tadasad (1997)^ have critically examined the issues in development of collection for libraries in context of electronic publication and networking. The authors conclude that developing a need-based, relevant and cost-effective collection, consisting of electronic and other publications in document form, requires systematic planning and effective implementation. Mendelsohn (1997)^ discusses the difficulties which libraries are facing today as they plan to automate. Indian libraries are facing problems of dwindling
financial resources and increased cost of automated systems. The article illustrates with examples of accomplishment of American Libraries and a warning for Indian libraries. The US has the largest number of automated libraries in the world. The author summarizes some recent changes that have occurred in American librarianship, highlights some of the interesting and acerbic debate and mentions the steps librarians have taken to adopt information technology. Park (1997) has made a comparative study of major OPACS in selected academic libraries for developing countries. The main objective of the study was to facilitate in OPAC selection by system managers. For this purpose information was to be provided on the characteristics of a certain group of international college students of a developing country. The questionnaire method was used to collect the data. The major findings are (i) there was no significant difference among specific user group of Korean students in distribution of their knowledge about how to use a particular OPAC. (i) combined somemore user group and the Ph.D. user group show a significant difference and freshmen and Ph.D. user group and age 0-20 and 30-32 user groups are the pair of groups, which are significantly different at the 0.05 level of significance (iii) of the specific user group in the age category the 30-32 year old student group knew the greatest number of searching methods (3.633 out of the 5 methods or about 73%) and freshman user group knew the least member (2.232 out of 5 methods or about 45%) in using a particular OPAC (iv) of the five methods of learning to use OPAC systems an average of three methods were known by the users.

Parmeswaran (1997) discusses centralized and decentralized pattern of collection development in university libraries. The author also suggests a policy for collection development and concludes that for developing a balanced collection, involvement of entire staff is vital. Prodhani and Gautam (1997) discuss the various services rendered by the ten University libraries of North-Eastern India viz. Arunachal University (ARU), Itanagar, Assam Agricultural University (AAU), Jorhat; Assam University (AU), Silchari Central Agricultural University (GU), Gawhati; Manipur University (MU), Imphal; Tezpur University
The study shows that these University libraries provide many services based on traditional methods. Introduction of computers and e-mail facilities under INFLIBNET project should help them automate services for better user satisfaction. Ravichandra (1997)\textsuperscript{74} observes that collection development is not any single activity or group of activities but a planning and decision making process. Its key functions are planning and policy making, collection analysis, materials selection, maintenance, resource sharing, etc. which are inter-related activities. Recent advances in IT have integrated the libraries all over the world and thus the librarians have opportunities to use the common pool of services for providing a variety of services to users. This requires several initiatives on the part of librarians and there are several challenging issues, such as, Collection development in IT technology environment; Impact of recent advances in IT on collection development; Implications of Internet and Electronic publication and its impact on collection development in universities and special libraries.

Ravichandra (1997)\textsuperscript{75} has further investigated the impact of CD-ROM databases, internet and digital libraries on collection development and also the associated challenges. He argues that it is necessary to conduct a survey of available sources on various networks and stressed that effective techniques are required to search and store the downloaded data. Seetharama (1997)\textsuperscript{76} discusses the impact of information technology on collection development and management. Collection development policy vis-à-vis methods, resource sharing and networking, and collection evaluation in IT-based environment are also explained in detail.

Seth, Ramesh and Sahu (1997)\textsuperscript{77} have studied the utility of library collection in special library as ‘a case study’. The study has covered five years data on library and documentation section. The methodology used was questionnaire method. The finding of the study were (a) that users give maximum importance to relevance of document (b) users were dissatisfied with the library materials, (c) users mostly use periodical. Rajesh Singh (1997)\textsuperscript{78} presents in brief the findings of a users’ survey conducted through questionnaire.
method. He further evaluates the services provided by Banaras Hindu University Central Library and its subsystem from users' point of view highlighting their requirements and problems faced. The author has suggested methods to bridge communication gap between users and library authorities. Wakhare and Jaleel (1997) similarly present an account with regard to the collection development in the Internet era with the help of some of the sources available on the Internet on pharmacology where it is better to access the collection rather than process it locally. Boraiyan Ramadevi & Vimla (1999) in their research paper discuss the TNAU Library - An information learning resources center. The main objectives are to collect and organize systematically the resources in order to promote their maximum utilization to provide advisory and guidance services to users. Accordingly there is integrated library service throughout the university based on a single management structure with centralization of library services in each campus to cooperate with other libraries and information agencies. The authors have come out with the major findings that users demand computerization, creation and effective maintenance of databases; networking and resource sharing in TNAU. Jirjees and Al-Sanabani (1999) have studied the use and scope of internet in terms of cost effectiveness involved for the same. The role of internet in making them join the information super highway and problems of conformity are also examined. The questionnaire method was used to collect the necessary data. The major findings are that though all homepages are free of cost, these are not developed properly and there is lack of effective and regular maintenance. Onadiran (1999) conducted a study to know the extent of student's satisfaction and dissatisfaction with the university library services in Nigerian University. The questionnaire method was used for the purpose. The major findings are that 28.7% were completely satisfied while 39.5% were partially satisfied and 31.8% were not satisfied. There is also urgent need for the university libraries in Nigeria to increase their collection substantially. Parmasw aren and Ramesh (1999) have studied automation of public library and information services to find whether the application of IT had improved the quality of the library and information services and if it makes integration within the organization, five
professional staff has been selected for the purpose of eliciting their opinion. The major findings are that IT applications fostered positive attitude towards public libraries in Chennai and the potential role of the libraries and the librarian have enlarged with its introduction.

Singh (1999) made a study to find the users' opinion (IIT Kanpur) on (a) adequacy of the categories of documents (b) awareness of the services provided by the library; (c) the reservation facility provided by the library; (d) photocopying services provided by the library. The important findings of the study were that majority of the users were satisfied with the library collection and services, but attitude of staff is average. However, most found photocopying services unsatisfactory. Seth Ramesh and Sahu (1999) conducted a study to know the current status of library and information centres in Orissa, to study and improve job anxiety and job satisfaction and their inter-relationship, to study demands for manpower in different types of libraries for which a survey was made from 30 different libraries situated in Bhubaneswar to assess the human issues relate to HRM in these libraries. The major findings of the study reveal that special libraries are more service oriented as compared to academic and public libraries. L & IS personnel working in some libraries are highly qualified professionals. Non-professionals are engaged in some libraries like public and departmental libraries. Majority of the staff are satisfied with the public and departmental libraries and also working conditions, More than 60% of the L & ICS have in-house reprographic facilities, a few have access to internet service Singh (1999) in her study has discussed the acquisition, use and adequacy of IIT Bombay library collection. She also examines users and librarians awareness as well as suggestions. Biradar and Kumar (2000) have conducted a study on evaluation of information services and facilities offered by DVS Polytechnic college library to assess the existing library service and facilities. The study has further determined impact of professional attributes like nature of work and sex on the opinion about the library services. The questionnaire method was used to collect the necessary information. The major conclusion is that present system of services offered by the library is inadequate.
Chandran (2000) discusses the use of Internet resources and services in S. V. University (Tirupathi) environment. The author has ascertained the factors surrounding respondents, i.e., the nature of those using internet services, their knowledge about the networks, sources through which they learn about internet, avenues through which they access internet and also ascertain their feedback. The questionnaire method was used to collect the data. The author observes that most of the users are between the age group of 20-25 years, and majority of them constitute the student of B. Tech and MCA and are aware of VANL, ERNET, e-mail services and access internet services at computer centre. Crawford and Daye (2000) made a study to describe the use of the electronic information flood (EIF) located in Glasgow Caledonian University, Caledonian library and information center. The survey used both observational and questionnaire methods. The conclusion drawn is that most respondents were full time students and were PC rather than Mac users, only 18 were using the EIF. The broad conclusion was that information searching is a minority activity and that the volume of non curricular activity is substantial but unqualified.

Kaur and Nandan (2000) made a study to determine the impact of IT on university libraries: A case study of Bhai Gurdas Library, GNDU, Amritsar. The main objective of the study was to know the development of internet, intranet, extranet, web servers and multimedia which enable users to access wide variety of resources. The authors have inferred that the use of new information and communication technologies in Bhai Gurdas Library has facilitated the library's computerization and helped in creating in house database of the collection, generate current awareness services from the databases of books and periodicals and provide E-mail and internet service. But complete transformation of this library into an information center is yet to be achieved.

Kibrige and Lisa (2000) have authored a paper under the title “The internet as a source of academic research information: Findings of two pilot studies”. The main objectives of the paper are to find the frequency of Internet use by end uses, to find the most popular search engine, to gauge the use of online and CD-Rom databases is the library and to gauge the use of search
engines in libraries and information centers. The questionnaire method was used to collect the necessary information. The authors observe that users prefer search engines as access point to the Internet for topical information. They also suggest the need to re-educate the Internet users in several aspects of the super highway and about online databases available. Monopoli and Nicholas (2000) have conducted a study under the title "A user-centered approach to the evaluation of subject based information gateways case study SOSIG". The main objective of the study was to find out the users' opinion regarding the use of the SOSIG gateway information system and find whether Internet suffers from the remoteness. Online questionnaire method was used to collect data. The questionnaire was made available on the SOSIG website for a period of one month. The major findings were (i) Since SOSIG was first introduced there has been a marked increase in the number of user requests (ii) SOSIG result revealed that women seemed to have more difficulties with the internet than men.

**Naushad Ali (2000)** conducted a study as regards Internet and its use in Aligarh Muslim University. The author has endeavored to know about purpose and utilization of internet, identify popular sites, ascertain sources of information. The problems faced and level of satisfaction of users is also analyzed. The questionnaire method was used to collect the data. The major findings are that most of the users in the university have a tendency to use internet service regularly because of quick access of relevant information. World Wide Web and E-mail are the most used internet services and mostly information about new websites is acquired from internet. Here, 32.22% of the users are facing slow downloading problem followed by technical (28.81%) and guidance (27.78%). A large number of Internet user are not satisfied with infrastructure facilities but most of them are satisfied with timing and location of the computer center. **Siddiqui (2002)** conducted a study about the use of Library collection in the Jawaharlal Nehru University Library, New Delhi. There were 303 selected users who were picked up randomly and the questionnaire prepared for the purpose of study was sent to them through the mail. Out of 303 users, responses were received from only 177 users. The important findings of
the study were that the working hours of library were adequate. 80.4% of users feel that the reading space of the library is adequate. It is found that 49.8% of users were satisfied with the library collection. Labour and Kumbar (2002) have explained about use of library facilities and information resources in Sahyadri Colleges, Shimoga (Karnataka). The study identifies the adequacy and necessity of necessary information resources for the colleges, to know the facilities extended by the library the opinion of the faculty regarding services available in the library were found, this would aid the administrator for preparing an enrichment programme for better use of the library and to assess the methods of organizing the documents in libraries. Questionnaire method was used for data collection. The major findings were that majority of the respondents in both the colleges (42.86% and 42.86%) are aware of library classification. Majority of the respondents (69.05% and 63.27%) consult the library catalogue for collecting information about documents available in the library. The study identifies that the reading materials are easy to access for both colleges i.e., 54.67% from Arts and Commerce and 63.27% from Science College. However, absence of full financial grant from the university authority adversely hampers the availability of subject periodicals and journals. Opinion of respondents regarding infrastructure of stack room and reading room are not satisfactory.

Reddy (2002) highlighted the development of central library at REC Warangal under UK-India RECs project 1994-99. The main objectives of the study were (a) to strengthen the libraries in all the eight RECs by sharing the resources amongst them. (b) To avoid duplication of purchases and (c) to promote mutual academic interaction amongst the Faculty and the students of different RECs. Observation method was used for data collection. The major findings were the status and successful development of (i) Manpower training-high degree of technical skill, intelligence, initiative, efficiency, understanding, team management for improving library services, (ii) Strengthening of library-procurement of latest and advanced recourse material in both print and electronic form (iii) Resource Sharing to avoid duplication of resources. (iv) IT
development purchase of IT infrastructure, Database creation, Housekeeping
operations such as Acquisitions, Serial control, OPAC, Circulation Deck
(through Barcode Technology), Multimedia facility, CD-ROMS, Disks, Internet
and E-mail, Audio-Visual etc., under the UK India RECs Projects as well as
centre of excellence at the Regional Engineering College, Warangal. Bulu,
Choudhury and Dutta (2004)\textsuperscript{97} made a study collection development of
electronic information resources in the R&D libraries of Kolkata city. The main
objectives of the study were: to reveal the present status of collection, explore
current practices of collection and collection development policies of e-resources,
to recommended practicable guidelines for improved collection development
programme. To collect data Questionnaire methods was used. The important
findings were: (i) Out of 10 libraries only 4 (40\%) libraries provides access to
their OPACs, E-journals, E-Databases, A wide range of electronic databases,
such as AGRIS, MEDLARS, Sociological abstracts, INIS, etc., pertaining to their
area of research, have been substantiated (iii) Six (60\%) of the libraries have a
policy statement for development and management of their e-resources (iv)
Only 3 (30\%) out of 10 libraries subscribe to CALIBNET. (v) All the libraries
except NIRIAFT have their own Website. (vi) Eight (80\%) libraries do not follow
a standard practice to preserve their digital resources. (vii) Technical training is
provided to the staff in 7 (70\%) libraries on digital asset management.
Choukhande and Kumar (2004)\textsuperscript{98} carried out a study on 'analytical study of
information needs and use pattern of faculty members and research scholars of
Amrawati University". The main objectives of the study were to assess needs of
users, identify their problems and suggest remedies. The methodology used in
the study was survey techniques including questionnaire method, Observation
and interview technique. The findings of the study were: The reference sources
preferred by the users are encyclopedias, periodicals, dictionaries etc. The users
in comparison with other electronic sources use less audiovisual materials.

3.5. Research Gap:

From the foregoing comprehensive review of literature on the subject
matter of collection development, organization and services it can be inferred
that despite the size and the variety of literature available in this sphere is still a
dearth of relevant and appropriate literature pertaining to the policy of
collection development, organization and services. It is also realized that very
little work has been done on the usage of IT and ITES in the libraries.

The present study very specifically deals with the policy aspects and
dimensions of collection development, organization and service from the view
point of the libraries as well as the users, including faculty members, Research
Scholars and Post Graduate Students. The study has been made meaningful by
taking up the studies of four central university libraries of AMU, BHU, ALU and
BBRAU of UP.

3.6. Conclusion

The study in this chapter has dealt with the statement of the problem and
issues; review of the literature based upon the gist of reviews, the study has
identified the research gap. In the succeeding chapter research design and
framework of the study will be evolved in terms of demarcating the scope and
setting the objectives and based thereupon hypotheses have been postulated.
The methodology and statistical tools will also be appropriately elaborated along
with the need and importance of the study.

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