Chapter-3

Review

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Literature plays a very important role in research activities, as it forms the very first step of a research pursuit. Review of literature happens to be an important segment of the concerned topic. The literature review should be conducted in a systematic way to achieve optimum results. The review of literature provides an insight what to be done. The survey of literature is a crucial aspect of the planning of the body and the time spends in such a survey invariably in wide investment. Efforts have been made to review the related literature by going through books, conference proceedings, journals/periodicals articles etc. Because of the fact that no study similar to the topic could be discovered during the process, the literature indicating worldview of growth and development and use of the National Library and the Khuda Bakhsh Library has been taken into account.

This chapter presents an overall review of studies conducted abroad as well as in India regarding the topic. “Study of Growth, Development and Use of National Library, Kolkata & Khuda Bakhsh Library, Patna”. The investigator reviewed only those studies which are related to the present study. The review of literature in this chapter is categorized into three broad groups, such as: Growth & Development, Uses of Libraries and Library Services.

DASGUPTA (2004)\(^1\) points out the significance of setting up National Library systems. It also described the efforts of various countries towards its due importance in receiving knowledge. The need and feasibility of India’s National Library system and status of National Library of India as the hub of the National Library system in India are discussed.
KORALE (1984)\(^2\) traced the historical development of libraries and libraries’ services in Sri Lanka in the modern period. He discussed growth of the system as separate entities, public, special, government departmental, academic and national, responding to socio-economic stimuli and community needs. Described the unplanned growth of the system as individual libraries each functioning as a part of the parent organization to which it is attached, catering principally and responding to the needs of the parent organization, which have made it difficult to bring them together under a single umbrella organization. Mentioned that some of these individual units have been established by statute and have statutory powers enabling them to undertake the collection and services which have given them the status to perform National Library Services.

SEWA SINGH (1987)\(^3\) investigated that the reference service was being rendered in most of the university libraries. Inter Library Loan service was being given in almost all university libraries. Bibliographical services were available at most of the places. Indexing/abstracting services were provided only in a few libraries to increase the average as well as overall collections of university libraries. Reference department equipped with reference desk was managed by some personnel in most of the libraries. Library users aware of the reference and most of the other services being offered. The majority of the users was satisfied with the type and level of reference and allied services.

PULLA REDDY (1991/1992)\(^4\) revealed that nearly half of the librarians (51.8%) read professional journals rarely. He has mentioned that high percentage of them (68.2%) is holding membership either in one professional association or in more number of professional associations. Majority of the librarians (73.8%) participated either in seminars or
conferences or workshops or refreshers courses. But most of them (61%) did not contribute to professional knowledge in the form of books or articles.

The purpose of the study conducted by RAJESWARI (1994)\textsuperscript{5} was to elucidate the growth and development of acquisition section of the library such as books, periodicals reference books, and newspaper collection. The important findings of the study were: (a) in acquisition section, the growth on book collection in library added each year by purchase is about 3,000 volumes. The gifts received number about 300 books every year. At present, the total collection of the library is 28,000 volumes. (b) To find out the periodical collection in library from 1983 to March, 1993 i.e. (3,568 and 2, 65,900). (c) The library has a good collection of reference books like encyclopedia (general and special). The library has a rich and special collection of about women's studies, journalism, sericulture and education books. (d) Newspaper section was well used by staff and students of the college right through the day, and. (e) Circulation section was the most important and busy section of the library. The daily issue statistics were maintained totally every month and every year for yearly record.

ODINI (1994)\textsuperscript{6} examined the fundamental problems encountered at the Kenya Polytechnic Library in collection development, particularly policy and those associated funding, lack of collection development. Highlighted the various factors which librarians at the Polytechnic ought to consider in order to realizing brighter collection development prospects. These factors include the formulation of suitable collection development policy, the organization of gifts and exchange practices and participation in resource-sharing programmes with other national polytechnics and universities. Finally an introduction of library development levy and also of the practice of collection weeding was introduced.
GUPTA (1994) attempted to the Central Secretariat Library which was the most commonly used library amongst the government officials. To the extent of 31.5% officials were in the habit of visiting the library personally in order to seek information. The libraries attached to government organizations are used both for official as well as recreational purposes. Books and periodical literature were equally used and were popular as compared to other types of material such grey literature, maps etc. libraries were generally able to meet the information requirements of the clientele. The specialized services provided by the libraries were stated to be useful, however, unawareness of the government officials about the availability of services required to be taken care of, in order to have optimum utilization of the services. The library collection was found to be satisfactory and the overall performance of the libraries was also good.

The study of BARMAN (1994) is an attempt to illustrate the growth of collection, personal, readers, space, (building), finances and services offered to the readers were taken for study. The haphazard and unhealthy growth has taken place in different sub-organs of the library heart. Though, there was increment in documents, readers and staff, yet there has not been any increase in the library finance. The growth in space was not sound. The continuous decline in the library budget has proved that the fifth law of library science has become almost irrelevant in ULs. Non-receipt of adequate budgetary support might be well compared to irregular supply of blood to the heart of living organism.

BALIARSINGH and MAHAPATRA (1994). It was found that 89.93% of literates and 64.69% of illiterates have expressed willingness to accept the community advisory services through the library to solve their day to day problems. Except housewives, more than 95% of persons of different occupational community have shown interest for such services
offered in their locality. 55.26% of housewives were willing to accept that service. Both literates (98.4%) and illiterates (63.38%) were also willing to pay a nominal cost for the advisory service. More than 90% of persons of different occupational communities except labourers (46.67%) have consented to pay the cost for service.

**WESSELS (1995)** opined that libraries were increasingly dependent on remote document supply to fill gaps in their own collections. Budget restrictions sometimes lead to a situation in which the local collection is too small and there is over-reliance on remote supply. He depicted a model by which a clear indication could be given for the optimal size of a local collection. Application to other libraries was possible by changing the four parameters of the model. The model is only applicable in an environment where the quality of remote document supply was guaranteed. He presented a short description of the international document supply services of the Jupiter consortium in The Netherlands.

**ROWLEY and BLACK (1996)** rightly said that librarians are becoming knowledge managers, exploring the creation of scholarly publications, and asserting professional principles for free and unbiased access to knowledge. By exploiting networked digital information systems to deliver resources and services online, collection development librarians are synthesizing and aggregating electronic resources helping to create new publications, and coordinating onsite print collection management with numerous access options, all in a highly distributed, coordinated way.

In **CHAYA DEVI (1996)** article, she opines the existing facilities available for providing the document supply services by different information centers. National information centers involved in different disciplines. Information center has been able to satisfy the pertinent information requirement of the Indian clientele. Establishment of document
delivery/supply center has been necessitated in respect of the existing limited financial resources of the nation, and it provides exact access to the required primary literature and to make use of the available primary literature properly.

WALDOMIRO (1997) explored 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. He points the necessity of organizing collection development activities rationally. A better management of public library collections could bring concrete benefits to Brazilian society, as well as help librarians to obtain better support from their clientele and from more senior management.

KRISHNA KUMAR and Others (2008) study was aimed at the collections of respondents' libraries include both Indian and foreign literature. The vast majority of collections are English language material (93.33%), followed by Hindi (16.67%). Most of the institutions in the population do not have substantial library collections in any format, although selected institutions do have adequate collections of books, theses and dissertations, and periodicals. The libraries of the technical institutes in the population serve faculty, research scholars, graduate students, and undergraduates. The budget for library materials is variable in the population. Some have no special library allocation. Most of the institutions devote their budget to the purchase of science and engineering material. Two-thirds of the institutions in the population offer the B. Tech. degree to undergraduates, while 80 percent offer the MCA at the graduate level.

BALI (1997) examined the collection development program in National Institute of Science, Technology and Development Studies (NISTADS) library. The library had good financial support of its user community due to the exponential growth of literature, rising price of books.
and periodicals and shortage of space. An appropriate collection
development plan was developed by resource sharing with outside libraries
and making use of available information technology.

**SYED JALALUDDIN HAIDER (1998)** investigated the growth of
public libraries in Pakistan prior to and after independence, this paper shows
that development has been at best piecemeal affair and at worst non-existent.
Although some libraries seek to fulfill their goal of providing quality service
to the public, most are hampered by overwhelming economic, social and
educational problems.

The survey of **SEHGAL and NAVAI ANI (2000)** has conducted a
study regarding growth and development of Punjabi University Library. The
major findings of the study were : (i) The university that spends between
3.01% to 6.75% of its expenditure on its library every year reveals, from
1970-71 to 1999 was 3,74235 documents, which includes 39,955 back
volumes in special rare and manuscript. Besides, there were 688 Braille
books, 2389 pamphlets, 406 Xerox documents and 1,011 audio visual
materials, including CD-ROM. (iii) There was more inflation in price of
reading material than the general inflation over the years collection
expenditure has enhanced, but it did not contain the inflation on price of
reading materials. Consequently, the library was adding fewer and fewer
journals and books than in 1970-71.

**PAPAZOGLOU and SEMERTZAKI (2001)** tried to progress in
the Greek libraries that was constant and rapid. The role of the library,
whether academic, public or school, was gaining importance in the
academic, educational and local communities. Additional funding from
national or European sources has greatly helped in upgrading the standards
in all areas: buildings, automation, networking, services and organization.
Most importantly it has raised the expectations of the public. University as
well as school-age students were being exposed to better library services that they would soon expect to have from public libraries.

**KRISHNAMURTHY (2001)** highlighted the development of computer catalogue undertaken at Indian Statistical Institute's Bangalore Center Library in which range of professional techniques were applied to modernize the library with the objective of improving its services and raising its profile with in the institution. This involved through stock revision, retro-conversion of the catalogue, and introduction of an integrated library management system.

Growth and development of the library at National Institute of Financial Management was assessed by **THAKUR in (2003)**. The important findings of the study were: (i) Distribution of library budget from 1994-95 to 2002-03. The budget of the library was spent on different resources of the library. A major portion of the budget (72.7%) was being spent on the purchasing of books followed by journals (27.3%). The highest proportion of budget i.e., above 95% was spent on books from 1995-97. For the financial years 2000-01 and 2001-02, the budget on the subscription of journals was higher than books. (ii) The library collection comprises of books, bound volumes of periodicals, and non-book material were added in the library from 1993-2002-03. It interprets that pre 1993 to 1995-96 only books were added in the library collection. It shows that during the last ten years of the library operations, over 93% of books were added in the library collection. (iii) The cumulative growth of different types of library collection over the 1993-2002-03. In 2002-03 total growth of library resources collection was 1,9,799. It focuses electronic and online resources that provide rapid access to the users.

In **JANA (2003)** article, he opines that to provide training facilities to men and women for managerial careers and for developing experienced
administrator in the field of library management. The training programmes were largely focussed on developing the person by increasing his technical knowledge. There must be training prepares individuals to develop superiors and subordinate relations through counseling programmes. Training for teamwork or team collaboration through team building programme, and organizational training programme for healthy organization.

AKHTAR HUSSAIN and KRISHNA KUMAR (2007) have studied the collection development: an overview. They found that collections provided valuable functions, such as collecting sources for convenience and saving time and money, selectivity, narrowing the search scope to increase precision and ease of use presenting choices, and assisting in clarification of information need.

WILLIAMS and PHILLIPS (2004) attempt to address the collection development and management literature of the past seven years reveals distinct trends among issues, philosophy and practice. Digital age themes reflect the increasingly networked nature of the profession, with new attention focussed on scholarly communications and publishing, digital collection building, consortia collaboration, and quantitative assessment. The literature of collection development and management were primarily applied, reflecting the pragmatic nature of authors and readers. The authors who explore the implications of collection building in the digital age challenge readers to imagine a vastly difficult future for collection development practice.

PETERSON (2004) highlighted the achievement and contribution in California Indian tribal libraries. The tribal library is a community center that serves the unique information needs of a native American community, and literacy center, and archive records preserve the heritage of a tribe. Tribal libraries struggle with inadequate and unstable funding, and in
California are often denied the benefits of resource sharing agreement within library networks. Its collection development presents special challenges in terms of identifying, locating and acquiring the materials most needed.

**MAHARANA (2004)**\(^{25}\) tells that under the title “Policies and practices of development and management of e-resources in the select R&D libraries of Kolkata City” depicted the current state of e-collection, policy statements, and management practices under vogue. It also examined various criteria for selection and evaluation of e-resources.

The study of **EDWARDS (2004)**\(^{26}\) is an attempt to guideline for collaboration across libraries, archives and museums that incorporate an understanding of how collections develop, the social systems that impart value to the collected items, and the needs of the research population. Future directions for professional practice implied by these general theoretical principles may enable collecting institutions to provide a high level of service to users while retaining their defined individual identities, expertise, and access to the original physical objects.

**CEENEY (2004)**\(^{27}\) study was aimed at the development of the British Library's services for researchers, business and the public. The British Library focussed the library's collections and services already make a huge difference to the UK national research infrastructure, as well as to the work of individual researchers. The British Library's mission was to help people advance knowledge to enrich lives.

The study of **SINHA and TUCKER (2005)**\(^{28}\) identifies the new program growth and its impact on collection assessment at the UNLV Libraries. The important findings of the study were to provide the process used by subject librarians and CD to develop the tools and guidelines
necessary to assess library collections in support of new academic programmes.

ROKADE (2005) conducted a survey on the first state Agricultural University Libraries which have been established during 1961-1970 in 13 states. In 6 states only there was one library. In U.P. and Maharastra there were 4 Agricultural University Libraries. Considering percentage of University Library in India, Maharastra’s percentage comes to 12.12% and this was the highest one in India. The 13 Agriculture University Libraries have completed the span of 30-40 years and therefore their growth would be higher in respect of infrastructure, collection development, human resource, equipments and computer, finance and also users. The libraries have completed 20-30 years and 8 libraries have completed 10-20 years respectively and their growth was slow.

NIKOLAIDOU (2005) attempted to present efforts towards the development of digital library environment supporting research at the medical school of Athens University Greece. It was found that Athens Medical School Digital Library facilitates access to medical material to researchers and students for both research and educational purposes.

MANDAL and PANDA (2005) explained the concept and development of national library system in five major countries of the world. The Library of Congress, U.S.A. is the largest library in the world. The collections include more than 29 million books and other printed materials, 2.7 million recordings, 12 million photographs, 4.8 millions maps, and 57 million manuscripts. The national library of France is situated at Paris. Its collection now includes more than 12 millions books and manuscripts, 500,000 periodicals, and 6,50,000 maps and prints. The British Library, U.K., the present holdings include 3,10,000 manuscripts volumes, 49.5 million patents, over 4 million maps and over 260,000 journal titles. The
National Library China has a rich collection i.e. 22,400,000 volumes, ranking fifth among libraries in the world. In the collection, there are 2,70,000 volumes of rare books; 1,600,000 volumes of general ancient books; 35,000 pieces of the scripted turtle shells and animal. The national library of India has also rich collection of documents i.e. total number of books 22,70,954, number of maps 86,682, number of bound periodicals 1,18,146.

**JAIN (2005)**\(^32\) in his study shows that the main critical qualities required to provide efficient public library services were revealed such as: enthusiasm, positive attitude, innovative thinking, and commitment. In the other staff related motivational issues were identified as: a sense of achievement, a feeling of self worth, job-security, staff recognition, status, career development, good salary, effective communication, job satisfaction, delegation of authority, etc. Some other strategic management issues were acclaimed as: organizational culture, transformational leadership, employ recognition and reward systems, performance measurement system, productivity improvement, and customer orientation.

**BRINDLEY (2005)**\(^33\) highlighted the development of the British Library. The nature of the scholarly communication process was changing but document supply would continue to play an important role.

**MOIN AHMAD and SUDHARMA HARIDASAN (2005)**\(^34\) attempted that the periodical used at National Library of Veterinary Science (NLVS) is satisfactory. Most of the users were consulting indexing and abstracting periodicals for gathering information for research. It was found from the study that Internet facility and subscription to electronic journals is lacking. In the present digital era, it is essential that NLVS focus on subscription to electronic journals.
ABDULLAH (2005) focused that e-journals have added enormous resources to the collection, improved service, enhanced access to journal literature, increased its usage, and decreased the demand for document delivery of single articles. The challenges of offering e-journals as bundled packages and UAEU’s concern about the library’s inability to remove irrelevant titles, control cost, and retain the freedom to make changes on its journal collection.

In AABO (2005) article, he opines that a better understanding of their total value, both use and non-use value, is viewed by the population. The empirical data based on a representative population sample demonstrates that the value of the Norwegian public libraries decidedly outweigh their costs. Elicitation of the population's awareness of property rights to their local library showed that an overwhelming majority of the population (94 per cent) perceive they have such rights. The valuation result indicates that the benefits from the public libraries are four times their costs.

YU and XU (2006) say that although the new political economy has brought about considerable improvement to library infrastructure and management, it has also adversely affected public library development through the central government's reduction of subsidies for local needs, local governments' pragmatic approach to economic growth, the absence of effective monitoring over local governments' commitment to public library provision and the erosion of the public service ethos by the market ideology.

STOLLER (2006) explored that libraries have largely responded to the revolutionary changes of the last decade very conservatively, retaining their commitment to monographic acquisitions and to their paper collections even as they have built new electronic libraries.

OSBORNE and GORMAN (2006). Five public libraries in the North Island of New Zealand participated in the investigation. The results indicate that New Zealand public libraries practising responsive collection
management demonstrate the following characteristics: (1) the collection development policy has been formulated as a result of research into client needs and wants; (2) this research uses a variety of community consultation and data analysis techniques; and (3) research into community and customer needs is ongoing. The investigation also shows that managers employ a limited range of consultation techniques, which need to be broadened in order to collect more robust data about client and community needs. Furthermore, public library collection development policies, where they actually exist, were dated, outmoded and little used.

**KANWAL AMEEN (2006)** attempted 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.

**UNOMAH (1985)** carried out a study about student utilization of academic libraries in Nigeria. The important findings of the study were: I) Most of the students found their lecture notes sufficient and felt there was no need to read textbooks. On borrowing, 68% had no books on loan. On use of leisure time.ii) Most of the faculty members do not promote student use of the library i.e.76% of the students said their lectures did not give them reading lists. The students were not equally given any guidance by faculty as to the use of the library and resource materials, and.iii) About 80% can not recognize the librarian and even if they could, about 72% of them would not seek assistance.

**KARISDDAPPA and others (1989)** by means of questionnaire and interview method sought information from Indian Historians. The
analysis of survey reveals that the sources of information, the books/monographs were the most frequently used (74.38%) ones and are followed by periodical articles (53.74%) while (11.57%) descriptive account of serials were less used. 44.63% of the respondents had no problem in understanding research reports and statistics while little problem for 29.75% and no difficulty for the remaining. They found that slightly less than one-fourth of the respondents were not aware of the existence of the center and let alone using its services. CAS and reference services were useful for more than 40% of the respondents. Abstracting/Indexing services were useful for the 45.65%, most useful for 32.60% and least useful for the respondents. Library catalogue was the most important and frequently used approach by the majority of the Indian Historians (58.68%) in locating information, while the approach to Librarian (45.28%) was respectively used frequently by the historians.

PAYNE (1990) The development of reference services in public libraries is described and the importance of standards is accentuated. The need for proper marketing and systematic evaluation, both qualitative and quantitative, is explained. Satisfactory results were obtained for straightforward questions but an occasional tendency towards flippancy by staff was highlighted. A further disquieting feature which came to light was the number of people who did not approach staff for help.

OLE-PORS (1990) focused on user’s information seeking habits and use of online searching. The importance of browsing by users to search for material, and the multi-dimensional characteristic of public library use are significant findings. There were some evidence that relatively inexperienced library users could evaluate the results of their library usage quite satisfactorily. The results overall were seen to have importance for systematic collection development policy.
SELTH (1992)\textsuperscript{45} found that more than 30% of the monographs and 25% of the serial volumes had one kind of use but not the other, and that weeding based on lack of circulation alone would eliminate from a 1-million volume library at least 1,12,000 volumes that had actually been used quite recently. Further findings are presented all of which challenge the notion that internal use could be inferred from circulation figures.

PURKAYASTHA (1993)\textsuperscript{46} point out that single authorship is more prevalent (92.85%), foreign authorship is negligible (6.66%), majority of authors (66.66%) are affiliated to institutions, and in India, concentrated in Delhi (40%). Indian social activists cite 11.92% documents on an average per article; depend heavily on Indian publications and the balance from other types of literature. Ten periodicals (23.8%) contain more than 61% of relevant information, while rest of the information is scattered in 32 periodicals (76.2%). Periodical literature has half life of 4.4 years, while that of other documents is 6.8 years.

NWOKOCHA (1993)\textsuperscript{47} attempted that the majority of the readers visited the libraries mainly for serious reading such as reading of textbooks. Thirty-seven and half percentage of the respondents in Owerri and 45% of respondents in Umuahia indicated that they made use of them. The remaining respondents 62.5% in Owerri and 55% in Umuahia gave several reasons they did not use the reference materials. The ignorance of the existence of reference material was the most common reason in both libraries, constituting 72% in Oweri and 61% in Umuahia, respectively, indicated they borrowed books more than twice a month. This was against 71.3% and 66% of respondents in Owerri and Umuahia who never borrowed books. Most of the users of both libraries (i.e., 36% in Owerri and 43% in Umuahia) were visited to read personal books. Most of the respondents of the both libraries i.e., 42% in Owerri and 43% in Umuahia, used the card catalogue.
CLEE (1993)" aimed at establishing the importance of the library environment in influencing the use of the library and its facilities. examined made on layout and guiding; the system for borrowing and returning material; seating; heating; lighting and noise level; colour scheme and ornamentation; and suggestions for improvement. Shows that although individual factors in the library environment do affect a user's perception, it is the total library environment that has the greatest effect. He makes a number of suggestions for improving the library environment.

CHAUDHARY (1996)" indicated that majority of scholars prefer to use current periodicals (35%), followed by books (30%) were adequate enough to satisfy the requirement pertaining to their research work. The collection of books and other reading materials were not adequate for the scholars to meet the research work. The Library service was largely automated so the scholars were not fully satisfied. Only 40% scholars get the benefit of reprographic service and other 60% make the use of other services like reference service, documentation service and other computerized information service.

SHEENA KUMARI (1997)" attempted to ascertain the role of informal communication among scholars in the university and to check the adequacy of the Kerala University Library system to meet the information requirements of the researchers. The important findings of the study were: (i) Indexing and abstracting periodicals were being well used by researcher in science. (ii) Most of the scholars used services of INSDOC and also libraries other than that of their parent institutions. (iii) Information sources used in order to keep themselves abreast of latest information vary from discipline to discipline, and. (iv) Information sources such as supervising teachers, other fellow researchers, conferences etc. play a considerable role in the information use pattern of researchers.
SETH (1997) in their article revealed that majority of library users have expressed current research information on their own field of specialization. Most of the users are choosing selected items and its procurement from different periodicals. Online literature searching is highly welcomed. Most of the users were not aware of on-line, CD-ROM and E-mail service etc. Everybody preferred to have library automation program. Scientists were using more current research reports, periodicals and non-collection materials and demands for photocopy or translated reprint of the same for their research purpose. An increase in the library budget has been observed as per the increase in the expenditure for procurement of library books, journals and others documents.

DALAI (1997) conducted a study to examine the users habits, patterns of library use, use of card catalogue, books and journals usage and various other approaches of users for their opinion about library and its collections. Few suggestions and opinions expressed by the users reveal that (i) computerized catalogue and circulation control and SDI service should be introduced (ii) networking of all CSIR libraries under SIRNET and local library network (LAN) should be implemented with immediate effect for resource sharing etc. and (iv) literature searches using online, CD-ROM database should be provided.

TRISHAN JIT KAUR (1997) found that the first priority be given in promoting the use of classified catalogue by strengthening the alphabetical part of the catalogue. General observation was that alphabetical part was more heavily used than the classified part; it was evident from the soiled condition of the catalogue. The university library has no plan and implementation programme in the beginning of the academic session. The duty of the library staff and the resources of the library were brought to the notice of the users for promoting their use.
AINA (1997)\textsuperscript{54} opined the usage pattern of the government publications that form a part of the information materials needed by users of the Ilorin Branch of the National Library of Nigeria. With the usage pattern of the various types of government publications, annual reports came first in order of items consulted. It was followed by technical papers.

SINGH (1999)\textsuperscript{55} attempted about background information about the emergence of Indian Institute of Technology (IIT), Kanpur. She discussed the methodology used for data collection, acquisition of periodicals and other documentary collection. Majority of the users rated library collection, services and attitude of library staff was good. The users were not satisfied with the photocopying services. Examined the users awareness and usefulness of various types of reader services.

VIJAY KUMAR (2000)\textsuperscript{56} carried out a survey regarding information used by library professionals. The important findings of the study were: i) The average number of citations per dissertation is 38.66\%. ii) The form wise distribution pattern of citations shows that books topped the list with 57.8\% citations followed by periodicals with 32.7\% citations. iii) The number of dissertations on college libraries are found to be maximum (42.5\%), and. iv) of the journals cited by the researchers 6.94\% were available in the Kuvempu University Library. However, of the journal articles cited, 40.75\% were available in the same library.

TADASAD (2000)\textsuperscript{57} focused that a majority of the users were aware of the services except ILL service. Further, a greater proportion of the users who are aware of the services make use of them and more or less all the services have the same mean satisfaction rate with helpfulness of library staff being the highly satisfied one. Lighting and ventilation, location, arrangement of books, cleanliness and furniture and equipment also follow this.
GURDEV SINGH (2000) in his paper discusses that journalists mainly visit the library for the purpose of getting background information, for the specific articles and for supplemental information. It shows that in order to provide effective library service, these libraries need to have sufficient background material on various subjects. It was also found that the services and facilities provided by these libraries are not very satisfactory. This situation was due to several factors such as lack of allocation of adequate funds for the library and lack of interest on the part of the management to develop a well equipped library for their staff.

SIDDQUI (2002) in his article explains the users opinion, on different aspects of adequacy of collection and its use, in the J.N.U. Library. Regarding reading space 80.4% i.e. a very high percentage of users feel that the reading space of the library was adequate, while 19.6% of the users were not satisfied with it. Because, the furniture, reading space, and seating arrangement in different sections of the library was not adequate according to user needs. The most of the respondents have given opinion that 49.8% of users were satisfied with the library collection, while 50.2% users were not satisfied with the collection in the library.

KHAISER NIKAM and RAJASHEKARA (2003). This paper entitled “Reading habits of public library users: a survey” is the result of a study carried out by the authors in two branches of public library of Mysore City. The results of this study which aimed at how the electronic media like TV, CDs and the DVDs have influenced reading habits of people.

IKHIZAMA and ODUWOLE (2003) point out that journals were the most widely used of the information source available at their disposal. Agricultural science lecturers rely mostly on their institutions library collections for information. Close to half of the respondents (46%) adjudged their institutions collection as fair. Major constraints to the use of
information sources include gap in publications in their institutions libraries and inadequate up-to-date reference sources.

**BIRADAR (2003)** attempted to identify the usefulness of library collection and information use pattern by sericulture scientists. Result shows that reports (52%), conference papers, textbooks, bibliographical sources (each 48%) and primary periodicals (46%) were frequently used sources. Studies also depend upon their own institute library collection but also a large number of scientists depend upon agricultural libraries (42%) and other sericulture libraries (34%).

**BEHESHTI (2003)** determined the savings incurred by Canadian university and large urban public libraries as a result of using Canadiana printed monograph cataloging records generated by the National Library of Canada (NLC) rather than cataloging these items themselves. Many libraries make use of NLC name or series authority data, and use NLC copy in their acquisitions processes or for other bibliographic purposes.

**UMAROV (2004)** presented a paper in the conference highlighted that the National Library performs a human mission as the curator of the national documentary heritage of Uzbek people. Its collection holds ten millions publications include rare and antique editions, manuscripts, lithographs, first national periodicals, books and other documents.

**SHARMA and PANT (2004)** focussed the different factors which obstruct information seeking behavior of DRDE scientists and when do they consult library staff to choose the required information. The major findings of the study were: (a) Most of the scientists belong to 40-49 age group; 100% scientists are using library for referring journals articles; (b) Success rate of getting information from library was 85%; (c) 40.9% of scientists get help of library instructions and 45% felt need for library instructions; (d) Current
information sources were most common among the scientists 72.72% was attending conference, seminars etc.; and (e) 95.45% scientists were using this modern medium of communication and DRDE were using databases mostly MEDLINE and PubMed, where MEDLINE is being used by 81.89% scientists.

The important finding of SALMA and YELWA (2004) study’s “Student’s attitudes towards public library services: a case study of Central Library in Borno State of Nigeria”. a) Majority of the students visited the library to read for examination purposes only. b) Most of the students who visited the library during the period of questionnaire administration were not registered with the library. c) There were inadequacies in the information resources and services provided by the physical facilities provided by management for reading and study. e) Major problems of the library include: inadequate funds, erratic power failure with no stand by generator and accommodation, and. f) Students using the state library prefer to go direct to the shelves to identify needed items which may be misleading.

REMESHA and KUMBER (2004) focused that the PG students 372(90.42%), research scholars 209(96.76%) and faculty members 162(81.8%) have reported that they have received the books as per their study, research and teaching requirements. At the same time most of PG students 269(64.6%), research scholars 165 (76.3%), faculty members 134 (67.6%) were happy with the existing period of home lending. The study identified that 350(84.1%) PG students, 146 (76.1%) research scholars and 111(56.06%) faculty members were not satisfied with the existing prescribed book limit. Most of the users were satisfied with the quality of existing circulation services in all the seven university libraries.

RAJRANI (2004) mentions the information needs of the users in the selected area and to see whether the journals concerning this available in
the University of Jammu Library system were adequate to support the research programme of the university. The findings of the study were: 1) 82.86% of the users were not satisfied with the number of journals subscribed in their field, while 5.71% of the users have indicated that those were adequate. 2) 14.29% of users have ever asked for the journals on Inter Library Loan (ILL) which means occasionally the library has been successful in acquiring the journals on ILL. 3) Only 37.14% of users in the subject under study use various journals on inter-disciplinary subjects, and 4) from the data collected it was found that only 10% of the users of the department of economics access the journals on Internet. Almost every teacher and research scholar has suggested that Internet facility should be provided in the departmental library.

RAJEEV KUMAR and AMRITPAL KAUR (2004) in their study "Use of Internet by teachers and students in Shaheed Bhagat Singh College of Engineering & Technology". The major findings were: (1) Majority of the respondents has more than two year experience of using the Internet. (2) Majority of the users of the college use the Internet services daily. (3) The most frequently used places for accessing the Internet are the college (90%) and the home (63.3%). (4) Majority of the respondents mainly uses the Internet for educational purposes and the least number of respondents use the Internet for entertainment purposes. (5) E-mail service is the most preferred service by all the Internet users followed by www. All the respondents face the problem of insufficient time slot allotted to per user in the college for Internet use.

DEVINDER KAUR (2004) explained the National Library has a vital role to play in the cultural integration of the country. To create a sense of communal harmony it is essential that citizens have access to the collective wisdom of the past. The recognition of the diverse needs of various
segments of the society requires adequate arrangement for safeguarding the
interest of the majority as well as minority. To have a harmonious balance
between the different cultures, people have a right to promote and preserve
their culture and value. The national library has been serving the needs of
those who ask for it but a large segment of the population is unaware, unable
to approach the library and to complacent to get its needs fulfilled through
the National Library.

DALI (2004)\textsuperscript{71} in his paper discussed the reading by Russian-
speaking immigrants in Toronto: use of public libraries, bookstores, and
home book collections. The majority of the respondents view the public
library primarily as a source for borrowing books and others materials.
Russian-speaking immigrants primarily come to public libraries to borrow or
use English-language materials mostly professional and educational
literature and reference books. To know the more years that have passed
since immigration, the more inclined people feel to purchase books in
Russian bookstores. As indicates, the percentage of respondents who
purchase English language books for leisure reading is greater among those
who immigrated 11-20 years ago (42.9\%) than among the other categories of
respondents who immigrated from 1 to 10 years ago. Immigration has
changed the picture out of 49 respondents, only 71.4\% have a book
collection at home in Canada, while 98\% have a home book collection
before immigration.

CLAVE (2004)\textsuperscript{72} study about the public image of national libraries
has been that of closed institutions open only to researchers as a place of last
resort. National libraries are seeking to change that image and, through
cooperation, establish themselves as access points for information,
nationally and internationally. TEL, the European Library is an example of
how this may be achieved.
BANDYOPADHYAY (2004)\textsuperscript{73} highlighted that the users of the public libraries of some backward district of West Bengal, their subject and information need, their problems and what they think about the services rendered by the libraries with a view to betterment of services. The important findings of the study were: (a) The libraries need to take special drive to insist women and the few educated STs found in their locality to became library members.(b) Competitive exam.(81.52\%) and career guidance (18.47\%) related information was most needed by majority of the users.(c)The library was heavily used for newspapers (73.91\%) and magazine (61.95\%).(d) 57.59\% of the users have said that they like to have two or more books at a time for home issue, and.(e)58.7\% readers have not attended any extension programme organized by the library.

ROKADE and RAJYALAKSHMI (2005)\textsuperscript{74} focussed the present status and nature of information services provided by agricultural university libraries in Maharastra. It was found that reference, documentation, CAS, ILL, and reprography services were rendered manually. The abstracting/indexing, bibliographical, SDI, press clipping, and translation services are not provided by the libraries. It was also found that Internet, e-mail, CD-ROM and databases services are provided by the all agricultural university libraries but multimedia, OPAC, CAS, SDI, Contents of Periodical in Science & Technology (COPSAT), and Online Computer Library Center (OCLC) etc., services are not provided by any of university libraries.

MOUNISSAMY and KALIAMMAL (2005)\textsuperscript{75} conducted a study about effective use of electronic resources in the higher technical education institutions. The findings of the study were :(a) All the 18 NIT's institutes have home pages, and11\% of the NITs library have no home pages at all. (b)50\% of the NITs home pages prominently link the institutes library pages and 39\% of NITs home pages link the library pages from the pages facilities,
Central Facilities, Students section and Centre and Services as the case may be 11% of the NIT home pages have not been linking the library pages .(c) Only 5.6% library web pages is providing FAQs as part of the webpages,83.3% web pages are not providing FAQ of the web pages, and(d) all the libraries are collaborating with the publishers, aggregator and vendors they deals in e-resources.

LEE (2005) explored the concept and functions of collection from the perspective of the user. He has revealed that collections provided valuable functions, such as collocating sources for convenience and saving time and money, selectivity, narrowing the search scope to increase precision and ease of use, presenting choices, and assisting in clarification of information need. The user’s perspective demonstrates the need for user-centered and flexible, rather than library-centered and fixed, collection structures.

CHOPRA and BANERJEE (2005) found that majority of users (50.13% male and 33.42% female) irrespective of their levels of qualifications are mainly using the reference service provided by the library. The users with the PhD qualifications are using only the magazines and reference material of the library. It was fond that 8.62% of the male users and 6.01% female users belonging to the undergraduate level of qualifications visit the library more than 6 times a month, followed by the postgraduate users where 2.09% male and 3.13% female users visit the library more than 6 times a month, and v) Out of total respondents, 20.37% male and 18.01% female users consider that the library services provided by the library staff are very helpful. While 35.51% male and 18.01% female users think that the library services are helpful.

BOAKYE (1999) reports results of survey, undertaken by the University of Science and Technology (UST), Ghana to determine the extent to which students lecturers and research fellows are aware and make use of S
& T collections, tests the hypothesis that maximum use is limited by lack of awareness of some of the available collections. Results indicate that 24.9% of students and 74% of lecturers and research fellow were not aware of some available collections relevant to their studies, teaching and research. In addition, 21.6% of students and 14.8% of lectures and research fellow did not use the libraries at all. It presents a comprehensive range of recommendations to improve users awareness, including a well planned library training programme, better shelf labeling and automation of library functions.

BOUAZZA and AL-MUFARAJI (2005)\textsuperscript{79} revealed a low use of school libraries by teachers. School libraries held poor collections, especially of audiovisual materials, journals and electronic resources, and access to the Internet. Teachers expressed their dissatisfaction with library services which appeared poorly developed and tended to be traditional in character.

SHARMA (2006)\textsuperscript{80} highlighted those new choices for bibliographic services in a wired planet: reflections on the National Library of India. The finding of the objective was: i) they have a crucial role to play particularly in the era of information technology and wired world. ii) The undergoing shift caused by changing user needs not only affect the technical services of libraries but also streamline the Library services that are being offered to the public, and. ii) Need for availability of national bibliographic databases in the machine-readable form on the web would provide better bibliographic organization and control of material.

PORS (2006)\textsuperscript{81} indicated that that students as a whole use physical libraries to a great extent for study purposes. Less than 10 per cent of the students stated that they do not rely on the physical library. Students have really taken to heart digital access to collections and resources, and they use
these resources to a great extent. As seen in surveys from elsewhere, Google is the most used search engine and only very few students do not employ it for study purposes. For a large proportion of heavy Google users the use of the search engine goes hand in hand with use of the libraries and library resources. In other words, Google use and library related use tend to complement and supplement each other.

AMAR NATH and SHARMA (2006) submitted a study regarding use of online public access catalogue by the research scholars in Punjab University Library, Chandigarh. The main findings of the study were large number of respondents, i.e., 24 (30%) users learnt the use of OPAC with the help of their friends. It can therefore be imagined that the creation programmers of the library are not effective and it is therefore suggested that library authorities should concentrate more on providing orientation to the research scholars for the use of OPAC. Majority of respondents (70%) feels that the assistance of library staff is required. But, it is observed that the library staff is always available for the assistance.

LOHOR and BETTAPPA (2006) point out the use of library facilities and information resources in DRM science collage Dungaree. The major findings of the study were:(1) In respect of frequency of the use of reading materials in the library majority 80 (29.20%) of the student respondents are frequently using prescribed "text books" and (23.63%) using "class notes" for their present study. (2) Majority (53%) of the student's respondents is "not aware" of library classification and catalogue, at the same time (43%) of student's respondents expresses the information given in the card catalogue is occasionally adequate. (3) (41.51%) of student respondents empressed unhappiness regarding the "books and reading materials" kept under lock, and. (4) Majority (57%) of the student respondents expressed that the reference collection is satisfactory and
(24.80%) expressed "Dictionaries" are available for their consolation in the library.

**BALJINDER KAUR and VERMA (2006)** carried out a study to relate the use of library service and awareness of electronic resources among users of the Thapar Institute of Engineering & Technology Library, Patiala. The important findings of the study were: (i) To save the user's time, and starts bulletin board service to inform the users about the current arrival of online documents. (ii) Maximum numbers of users were aware about the electronic resources; and. (iii) The library has improved electronic services like e-books, e-journals and subjects databases information.

**AKHTAR HUSSAIN and KRISHNA KUMAR (2006)** carried out a survey the use, collection and services of IIRS Library. The major findings of the study were:(1) A majority of the users (41.25%) of the IIRS Library use the library services daily.(2) Majority of the respondents mainly used the library to borrow books and other materials (81.25%) and the list number of respondents use the library for audio-visual materials.(3) Most of the respondents preferred to print collection (87.50%) were using books followed by electronic collection, (68.75%) were using CD-ROM, further followed by 86.25% respondents use for current periodicals.(4) Most of the respondents fully satisfied with library services.

**HAYCOCK (2006)** explored the work of researchers in three countries, predictors of success could be articulated: the population served was less than 10,000; a formal planning process involving the stockholders was undertaken; a legal agreement for governance, administration, finances, and operations include guide lines for evaluation and dissolution; a decision-making board or management committee develops policies and procedures and engages the director; an integrated facility was conveniently and visibility located, accommodating a variety of groups and resource with a
separate area for adults and designated parking; the library was connected with a larger network, regional system, or consortium; the principal has strong desire for success and teachers support the concept; one highly motivated professional librarian was in charge; there was regular communication and planned cooperation between public library and school staff.

CLEMONS and SPROLES (2006) highlighted the analysis of exchange list activity at the national level, it is apparent that collection development of government documents stands out as a low priority in some libraries, and the national needs and offers list remain a greatly underused resource. Indeed, staffing, cost, and time may play a major role in whether or not libraries decide to request items from lists. That, coupled with the fact that depository rules do not require participation in the exchange process, makes it easy for libraries to overlook these opportunities for collection development.

BIRADER (2006) has discussed a study about use of information sources by the users of public library. The main findings of the study were: majority of the users read the newspapers. From the survey it was found that most of them were familiar with Kannada language, most of the users refer the information sources like newspapers, books, periodicals etc. From the survey it was also found that 36.84% of the users are satisfied with the reading hall and reference facilities. Finally majority of the users was more satisfied with the arrangement of books, and with the co-operation of the staff.

BINOJ (2006) has conducted a study of open access system in the Kerala University Library. The major findings are: (1) Majority of the users consults the manual catalogue (45.13%) and the OPACs system is used by (27.43%) of the users in the library. (2) 92.12% of the users prefer open
access system. (3) Majority of the users are familiar with the cataloguing system and classification scheme, followed by the library, i.e. (82.02%) and (93.90%) respectively. (4) In the case of shelf rectification, 58.53% of the users are not satisfied, and. (5) 65.24% of the users are not satisfied with the staff vigilance in the library.

Singh (1994) focused that majority of users in the order of priority visit the library to update their professional knowledge, consulting the documents for research use and for borrowing/returning the documents. Most of the users have found the library catalogue most useful. Users awareness about the library services reveals that more than 50% users were 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). Circulation services were top ranked, followed by photocopying, reference, Bibliographical, CAS, Translation and SDI, etc., were in useful. Users were satisfied with circulation service except that research scholars have emphasized on the overnight issue of bound volumes of periodicals.

Singh (1999) surveyed in “Readers services in IIT libraries (India): a comparative study”. The major finding shows that readers services, namely circulation, ILL, reference, CAS, photocopying, translation and document reservation are being provided by all IIT libraries. A high percentage of users is aware of their provision of various services except translation service, where user’s awareness was found to be low. Library services have been found to be satisfactory. However, they mentioned that the quality of collection is improving but the quality of services is deteriorating.

Mihalic (1998) discussed that national libraries were mainly thought as symbols of national pride but otherwise might be considered to be incapable of meeting a nation's information needs. The maintenance of the
nation's reserve collection of books was in the past, and still remains, their principal task. The wealth of a country depends on its economy; the fact that good information is needed for industrial growth and for economic and social development, gives added value to information and reference resources, and the document supply services that a library provides. He analyses the present situation concerning the Croatian library infrastructure and considers future plans for services that could be organised within the National and University Library.

SENTHILKUMARAN and VADIVEL (2001) point out that the efficiency of counter service was measured in terms of the time taken, for the readers to get a book. About 48% of the reference materials picked up by the researchers/users were in good condition. 52% of the reference materials were torn, brittle or loosely bound. Almost all the members irrespective of their duration of membership or frequency of visit or duration of stay in the library feel that the staff members were very cooperative and helpful in locating the reference materials. New members owing to their lesser familiarity with the library as well as with the library personnel were not able to use the library resources entirely. 90% of the staff members were cooperative, whereas about 10% were quite indifferent.

GHOSH (2005) made a study regarding the public library system in India. Public libraries in India do have the potential to use new information and communication technologies to create online facilities and services which will further transform our lives. Although information and communication technologies in India were first made a part of rural development in the 1980s, rural public libraries remained largely forgotten in the dissemination of information to rural populations. Moreover, IT policy formulated since the year 2000 has shown little interest in the development of rural libraries.
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