Chapter-6

Conclusion, Findings & Recommendations
The present study sought to examine the growth, development and services of National Medical Library, National Science Library and Indian Agriculture Library located in New Delhi. This chapter contains the result, conclusion and recommendations based on the survey, literature review and the result of the organizational and perceptual studies.

6.1 Findings

6.1.1 Part 1 Responses received from the Librarian/Head of the library

This part deals with the inferences which have been made after analysis of the questionnaires received from the chief librarian/head of the libraries.

The study identifies that all the libraries under study are still in their developmental stage. The main factors required to be fulfilled for development are availability of qualified staff, availability of funds, availability of Information technology gadgets and application of these technologies in providing information services to the users.

1. The analysis shows that all the libraries have appropriate amount of budget. Out of the three libraries surveyed NSL's budget is higher than other two libraries. It was observed that maximum budget allocated in all the three libraries is for periodicals/journals. Out of these NML has
a handsome amount of budget as compared to other libraries. It was also noted that there is no separate budget for periodicals and electronic sources in NML.

2. The study also reveals that all the libraries have a very exhaustive collection, especially of journals/periodicals, and have access to CD-ROM databases and e-journal resources. NML has acquired maximum number of books and journals, NSL and IARI also have a very rich collection of back volumes of journals. NSL has a very good number of electronic information resources.

It was found that no written policy is available for the acquisition of library materials, rather it is based on the users' need and availability of financial resources.

3. The study depicts that only two classification schemes, DDC and UDC, are used in the libraries. NSL and IARI use UDC, whereas NML uses DDC for classification of books. IARI uses UDC for the classification of journals whereas NML and NSL make alphabetical arrangements of journals. Classification of electronic resources is not done in IARI and NML as they do not follow any kind of arrangement whereas NSL has alphabetical arrangement.

AACR-2 is followed for in all three libraries follow for books and periodicals, but NML does not follow any code for cataloguing of periodicals, it however, NML also uses CCC for cataloguing of books.
For electronic resources is concerned, IARI and NML do not follow any code, whereas NSL has alphabetical arrangement.

4. It has been found from the analysis that NML has the maximum number of staff (62) and NSL has least number of it (11). In NSL, only 5 library professionals exist which is less than 50% of the total staff employed. NML, on the other hand, has 62 library staff out of which only 12 are library professionals. As far as IARI is concerned, out of 42 personnel employed, 27 are library professionals. It is observed that libraries, especially NML and NSL, face problem of shortage of library professionals.

5. Regarding the facilities available in the library, respondents expressed dissatisfaction, because the facilities available either are not sufficient or do not fulfill the demand of the users. However, users of IARI and NSL are satisfied with library software, while NML users are not satisfied with this facility.

6. The study also reveals that reference services, CAS, reprographic, abstracting/indexing and DDS are provided by all the libraries under study. However, only NSL provides translation services, and none of the libraries offer SDI services.

7. As far as retrospective conversion of catalogue is concerned, NSL and IARI have converted almost their entire collections, while NML has done only 25-50%.
It is concluded from the analysis that LibSys is the most used software by the libraries, but NSL uses E-GRANTHALAYA as well.

8. Regarding Charging/Discharging system for books, journals and EIS, all the three libraries use barcode system for Issue/Return of books. However, for journals and EIS, different methods are used for Issue/Return.

9. IARI, NML and NSL provide modern information services, such as OPAC, e-journals and CD-ROM/Online databases but do not provide E-CAS/SDI services.

10. All the three libraries have library automation software with CD-Network facility. Further it can be noted that IARI and NSL have more computer systems as compared to NML. NML and NSL have more printers as compared to IARI.

It has been found from the analysis that all the libraries have CD-Networks. Further, the analysis reveals that IARI has more number of computer systems which are 26, as compared to NML and NSL. As far as printers are concerned, NSL has highest number of printers that is 8, and IARI and NML have 4 and 7 printers respectively.

11. It is also found that all the libraries facilitate their users by providing access to various local and national networks. All the three surveyed libraries participate in DELNET programme. IARI also has ERNET facility.
12. The study depicts that all the three libraries face constraints in providing EIS. It can also be observed that all the libraries face financial, infrastructural and other problems like manpower and training problems etc.

13. The study depicts that due to impact of information technology, library and information service have been improved in all the three libraries. Further, the study also reveals that it has a positive impact on information sources and the strength of users.

6.1.2 Part 2 Responses received from the Users

1. A small percentage of users visit the library occasionally in all the three libraries.

It is noted that a maximum number of respondents of IARI and NSL visit the library daily. However, the users who visit library once in a week were found to be in greater in number in NML as compared to IARI and NSL.

2. It can be noticed that most of the users of all the three libraries visit the library for study, research and teaching purposes.

3. It was found that majority of the users in only NSL said that availability of reading seats are adequate, while maximum percentage of users in IARI and NML said it was not adequate.

4. Overall, periodicals and journals are the most used sources of information as they serve as a source of current information and
bibliographic tools and play a key role. However, books are also a quite often used source of information.

5. The study showed that e-journals are the most used kind of electronic sources of information. Although, a good number of CD-ROM and online databases are also used by users.

6. On the basis of analysis, it was found that most of the users make use of e-resources weekly and daily. The study identifies that a majority of the users visit the library daily.

The study also identifies that the surveyed libraries do not offer any training programme on 'how to use electronic resources' to their users. Majority of the users do not use OPAC because they may not be aware of it, and users are not very well versed with information technology. They are not even aware of the term OPAC.

7. It is deduct from the analysis that the reason which discourages the users to use Information Technology is the lack of printing facilities; another reason, and the most important one, is the connectivity and slow downloading problem which also discourage the use of the e-resources.

8. A good majority of the users in all the three libraries are satisfied with the reprography and circulation services offered by the libraries. It is also clear from the analysis that only NSL provides translation service.
9. A large majority of the users of the three libraries are satisfied with the circulation service as well. Hence, the users demanded more sitting arrangement in the library. Most of the users expressed their view that the staff was very helpful and they were satisfied with the assistance of the staff. Users demand more computer terminals connected with internet and more computer systems are needed in the library.

10. It is evident from the analysis that 44.61% users are satisfied with the reference services, but 29.74% users did not reply to this query.

11. A very low percentage of users (22.05%) are satisfied with the CAS/SDI services. However, about 30% users in all the three libraries did not respond to this query.

12. It is observed that a majority of the users are not satisfied with the Indexing/Abstracting service. 23.07% did not respond to this question.

13. Most of the users of IARI and NML are satisfied with the reprographic services provided by the libraries, while users of NSL are not much satisfied with this service.

14. As far as ILL service is concerned, a majority of the users are not satisfied. However, 27.69% users did not answer this question.

15. The number of users who are satisfied with CD-ROM, online databases and e-journals services were found higher in IARI, than in NML and
NSL. But dissatisfaction with this service was found highest in NML, than IARI and NSL.

16. The study finds that majority of the users of IARI are satisfied with Internet services as compared to NML and NSL. However, overall, there are signs of dissatisfaction among users.

6.2 Tenability of Hypotheses

H 1

The growth and development of the library is a continuous process.

It is observed from the analysis that growth and development is there, but not very significant. So it can be concluded that development is taking place in all the areas of libraries. Therefore, the hypothesis is proved to be true.

H 2

Budget is continuously increasing to cope up the demand of the libraries.

Budget is highly important for any organization. Budget is marginally increasing but not able to meet the increasing demands of the libraries in terms of services and physical facilities etc.

Therefore, this hypothesis is not fully satisfied.

H 3

Developments of the libraries take the form of expansion of physical facilities and services.
The library operation depends on the organization of the materials. It is analyzed that the libraries do not use the same code and schemes for organization of the materials.

So this hypothesis is also not true.

H 4

Libraries are maintaining their traditional services and collections even as they use technology in new ways to deliver services and provide access to information on networks or through document delivery services.

Special libraries maintain their traditional services and collection, even as they use technology in new ways to deliver services and provide access to information on networks or through document delivery services.

The libraries expansion depends on the improvements in physical facilities and services provided by the libraries. It is analyse that the libraries are expending their physical facilities and services. Thus, the findings support the hypothesis.

H 5

The infrastructure facilities and information services available in all the libraries are not sufficient to meet the information needs of the users.

According to the libraries under study, users are not satisfied with the physical facilities available in the libraries, because it is not sufficient to meet
the demands of the users. All the librarians have the view that physical facilities should be increased. So this hypothesis also proved.

H 6

Electronic formats and online databases slowly but surely are becoming an important part of collection of special libraries.

Analysis indicates that all the libraries under study have Electronic formats, given the fact that it is relatively a newer storage medium. Electronic formats is gaining fast acceptability in special libraries. Thus, the findings support the hypothesis.

6.3 Recommendations/Suggestions

In the light of the analysis and findings of the survey, the following recommendations/suggestions are made in order to improve the management and use of library services effectively and efficiently.

- The allocations of budget for collection development are more or less the same in all the three libraries but there is no separate budget for electronic resources in NML. Hence, there should be a provision of separate budget for electronic resources in NML.

- The users suggestion have made under document collection about the addition of more periodicals, especially in electronic form. They have also suggested that as a matter of policy no budgetary cut be made in periodical fund, and periodicals should not be discontinued.
• It is felt that an attempt should be made to adopt uniform cataloging code and classification scheme for books, periodicals and electronic resources for all the three libraries under study.

• The facilities like multimedia resources and computer systems should be provided in sufficient numbers and space of reading room should be extended with comfortable furniture.

• There is no specific provision of CAS/SDI and translation services in any libraries (except NSL) under study. Hence, the libraries should try to provide these services as it would prove very helpful for the researchers.

• The lending policies be made more liberal and the use of Inter-Library loan facility should be encouraged. All the libraries should provide reprography services at minimum cost.

• Few users suggested that all the library facilities/services must be widely publicized among the users as some users are unaware about most of the services.

• The libraries should identify the non-users of electronic sources and proper steps should be taken to covert them into potential users of electronic information services through training.

• Some of the researchers have suggested that current issues of periodicals must be issued to them for overnight.
• The libraries should start a bulletin board service for posting messages and announcement to inform users about new electronic scientific resources.

• Majority of the users are searching electronic literature on their own, therefore user training is essential for the better use of electronic resources in the library and library authorities should take necessary steps in this regard.

• To overcome the problem of slow downloading from the internet all the libraries should acquire high speed internet connection.

• The libraries should conduct user study programs to know more about electronic information needs of the users.

• The staff appointed for user assistance should be properly trained and technically sound.

• There should be a proper method of Issuing journals/periodicals in all the libraries.

• e-CAS/e-SDI services should be provided by all the three libraries.

• There should be a consortia-based subscription to electronic resources in science and technology libraries because it would provide access to wider number of electronic resources at a comparatively lower cost.
• A national council/agency similar to RRRLF should be set-up for science and technology libraries to advise the librarians suitably in adopting the modern technologies.

• The Governmental authorities in the country, especially Ministry of Human Resource and Development and Science and Technology, should regard library resources as important national resources and give better support to science and technology libraries.

• Workshops and meetings should be arranged from time to time to introduce modern technology to the librarians/Head of the libraries and library professionals.

• Orientation/refreshers courses must be provided to the staff so as to render better and efficient services to the users.

• Professional library staff should be given opportunities for their professional development through participation in conferences, seminars etc. This will result in qualitative improvement in the functioning of the libraries.

• The Government should take initiative to set-up an agency for organizing compulsory time bound IT training program for science and technology libraries personnel, like UGC's(University Grants Commission) orientation/refresher course programs for university library professionals in the country.
6.3.1 Others

- Proper checking system should be devised there to avoid misplacing and loss of documents.
- All science and technology libraries should prepare and provide list of useful scientific websites and OPAC sites to their users.
- Library schools should pay more attention to imparting education for special librarianship.
- Installation of AC in the library is essential as a conducive environment are required for studies.
- All the three libraries under study should introduce complaint/suggestion box to get proper feedback.
- Adequate infrastructural facilities should be provided for proper functioning of the libraries and better utilization of library resources and services.

6.4 Recommendation for Further Research

In the study some important aspects could not be covered due to the limitation of the study.

There is need to study in depth all the important aspects related to:

- The issues related to the Information management in Science and Technology libraries in association with the various social, technological and behavioral issues such as: a) Motivational; b) Personality; c) Job satisfaction; d) Career advancement; e) Organizational climate etc.
• The present study is limited to the broad aspects of Growth, development and services in select subject libraries in Delhi, there is need to conduct such study in depth in all subject libraries in India.

• It is also suggested that similar kind of studies can be undertaken in Social science libraries in Delhi.

• There is also a need to undertake study related to growth development and use of electronic information resources in special libraries in the country.

• A comparative study on Information management in science and technology libraries in the developed and underdeveloped countries can be conducted.