PREFACE

The importance of a thorough grasp of the problems relating to communication hardly needs any special mention. To consider any isolated human activity or for the explanation of any isolated human action in an organisation it is necessary to understand communication. The concept of communication is a dynamic one, it is endless and everchanging. Communication is not confined to a particular subject. Regarding the definition of communication, there is no definition which is accepted to all. Particular subject defines communication into its own, though it is accepted by all that it is the prime activating force.

Studies in communication in the perspective of library management is supremely important as it is the basic process on which the library operation, day-to-day functioning and services depend. Library as an organisation must have its own communication style, different from industries and corporations.

When I was a student of the M.L.I.S. course, I was very much interested in the subject of Library Management and took for the dissertation paper the topic of "Motivation and Management". During my working in Visva-Bharati University, as Assistant Librarian, I was further interested to the subject of "Library Management" and the present research study finally emerged as a result of my exploration in this field.

During my research studies I faced a lot of difficulties. Firstly, while searching literature, I found that the literature in the perspective of library communication are too scanty. Secondly,
the long distance between the selected libraries, caused much hardship, in distributing the questionnaire, convincing library professionals employed there for participating in this research study as respondent and collecting the questionnaires from them. However, these difficulties were overcome through repeated and frequent personal contact with the respondents.

Finally, I had the opportunity to complete the investigation and to submit this thesis for the Ph.D. Degree in Library and Information Science under the University of Durban. The thesis comprises seven chapters altogether.

Chapter I is the introductory chapter of this thesis. This chapter deals with historical background of the Library and the concept of management in general.

Chapter II deals with basic issues of communication: its definitions, dimensions, process, importance in the organization and available models of communication.

Chapter III discusses the importance of communication in libraries which includes the line, channel, process, way and method of library communication along with some views of library communication.

Chapter IV includes the statement of the problem with the hypothesis. Procedure of data collection and analysis of collected data are stated here.

A model for library communication has been suggested tentatively and the procedure for preparing the questionnaire is described. Selection of libraries, personnel and statistical
test are finalised.

Chapter V is concerned with communication channels of the Burdwan University Library, National Library and Visva-Bharati University Library including their organizational structure, division and services, staff pattern with its sociometric analysis.

Chapter VI analyses and compares the three libraries on the basis of the available data from the respondents in detail of their job involvement, participation in written and verbal channel, different occasional involvement and communication in day-to-day functioning in 44 task-areas.

Chapter VII is the final chapter of the thesis and it comprises conclusions and suggestions for further work.

Bibliography, appendices and index are appended at the end of the text of the thesis.