Chapter 6

Conclusions and Recommendations

The special librarian understands the critical role that information plays for organizations and for individuals and takes a holistic view of information needs and uses and the contexts in which they occur. He identifies, retrieves, organizes, repackages and presents information in an actionable form so that the potential for goal attainment is maximized. He helps control the flood of available information by selecting what is relevant and usable and, when required, analyzing or synthesizing the content. He acts as a technology application leader who works with other members of the information management team to design and evaluate systems for information access that meet the users needs. He is capable of working in the hybrid world of print and electronic media and provide the best mix of information resources in the most appropriate formats. The special librarian plays a key role in developing information policy for the organization ensuring that access to all information resources -- from internal records to external databases -- is provided in the most strategically effective and cost-effective manner. The special librarian also plays an important role in ensuring that contractual, legal and ethical obligations regarding information use are met. The electronic information age provides new opportunities for special organizations to produce as well as use information products.

The basic objective of the special library is to provide the latest information to those who are engaged in promoting the interests of an organization. Since the users of the special libraries need exact and nascent information, such libraries do provide the latest information to their users at the right time. Power Sector library is an institution that intends to support the administrative agencies of the power sector including government, public sector, autonomous bodies and private sector through its services. In India, the libraries attached to NHPC, NTPC, SJVN and DVC are better off and provide better services to their users. This may be because of the presence of professionals in these libraries. The libraries of BBMB,
NEEPCO and THDC have not paid much attention towards their libraries and in the absence of any professional staff, no library services, except reference and current awareness services in NEEPCO and THDC only, are provided in the library.

**Findings**

- As per the analysis of the data, only three libraries (NHPC, NTPC and SJVN) have computerized their housekeeping operations. It shows that the hydropower sectors libraries are still lagging far behind in the application of Information Technology.
- There is no provision of weeding out the collections in the libraries of the hydropower sector.
- Library professionals are not satisfied with their grades and pay scales as these are different from the engineers working in the same institutions.
- Purpose of seeking information by users of the hydroelectric power sector libraries is primarily for R & D activities, i.e., to seek new ideas and for continuing their innovation.
- Users of DVC, NHPC, SJVN and NTPC libraries use bibliographical services alongwith the SDI and CAS. However, such services are not being provided in similar other libraries in the absence of the professional librarians.
- Users have quoted highest preference to the use of scientific journals, newspapers, internal reports and standards/specifications as compared to other sources.
- Majority of the users are satisfied with the attitude of the library staff in their respective libraries and they are also satisfied with the services provided by them.
60.28% of the users use the library for keeping themselves up-to-date in their field, whereas 55.42% of the users in all the hydroelectric power organizations visit the library for their research work.

59.71% of the users in all the hydroelectric power organizations visit the library for their Information requirements related to their research, whereas 51.71% of the users visit the library to seek new ideas.

88.57% of the users in all the hydroelectric power organizations visit the library for using scientific journals and 80.28% of the users use the library only for reading the newspapers.

87.42% of the users in all the hydroelectric power sector organizations prefer to interact with eminent engineers within their own organization, thereby sharing information related to their work, whereas 12.58% of the users do not interact with their internal colleagues at all.

58.28% of the users in all the hydroelectric power organizations also like to interact with eminent engineers from other organizations, whereas 41.72% of the users do not like to do so.

94.28% of the users in all the hydroelectric power organizations visit the library for searching literature, whereas 5.72% of the users do not visit the library for searching the information.

67.42% of the users in all the hydroelectric power organizations also like to contact their colleagues for searching information, whereas 32.58% of the users do not do so.

91.42% of the users in all the hydroelectric power organizations get documents from their library promptly, whereas 8.58% of the users informed that they do not get the documents from their respective libraries promptly.
❖ 68% of the users in all the hydroelectric power organizations are satisfied with their library for fulfilling their information requirements, whereas 32% of the users are not satisfied with their respective libraries in this regard. This is due to the absence of any professional librarian in their organizations.

❖ 39.15% of the users in all the hydroelectric power organizations are members of International organizations or associations related to hydropower sector like CIGRE, etc. that also helps them to obtain additional information for their projects, whereas 60.85% of the users are not associated with any international organization or association.

❖ 54.28% users are using the current awareness service provided by their respective libraries and 45.72% users are not using such a service or are not being provided by their libraries.

❖ 31.15% users use the SDI service provided by their respective library and 68.85% users are either not satisfied or do not use such a service.

❖ 96.85% users in all the hydroelectric power organizations do seek information from National as well as International Networks (i.e., ISONET, etc.) while only a negligible percentage (3.15%) do not use it.

❖ 98.29% users in all the hydroelectric power organizations use telecommunication facilities for quick, exact and exhaustive retrieval of information, while only a negligible percentage 1.71% do not use it.

❖ 84% users in all the hydroelectric power organizations feel that the reading environment in their respective libraries is congenial whereas only 1.15% users feel that reading environment of library is
most congenial, while 14.85% users feel that reading environment of library is not congenial.

❖ 67.15% users in all the hydroelectric power organizations are satisfied with their library services, while 32.85% users are not satisfied with their library services.

❖ 96.28% of the users in all the hydroelectric power organizations feel that the behaviour of library staff is extremely good, while 3.72% users are not satisfied with the behaviour of the library staff in their organizations.

❖ 60.28% users in all the hydroelectric power organizations are satisfied with the collection of their respective libraries, while 39.72% users found it to be unsatisfactory.

❖ 84.28% users in all the hydroelectric power organizations feel a need for the library orientation programme for better utilization of the library services, whereas only 15.72% users do not feel so.

❖ The data also reveals that most of the libraries do not provide Indexing service, Bibliographical service, SDI service, Translation service, Online searching facility, Internet browsing, CD-Rom databases searching, E-journals and Document delivery services.

**Recommendations**

Keeping in view the findings of the study, the following recommendations are provided for the development of an integrated, effective and efficient hydroelectric power library information system in India.

► POWERICONET be established with sufficient computer infrastructure and manpower. National Hydroelectric Power Corporation has to be given a national library status at par with other national libraries. The legislation must be passed requiring the publisher to deposit one copy of a document published on electrical as well as civil engineering in Indian Territory to NHPC library.
Keeping in the view the proposed POWERICONET, the housekeeping operations like acquisition, cataloguing, serial control and circulation, etc. of all the hydropower sector libraries must be automated.

Purchase of hardware, software including the library management software, development of bibliographical databases, etc. is to be initiated immediately.

All the libraries must adopt uniformity of bibliographical standards like MARC-21, Cataloguing rules AACR-II, and subject headings like Library of Congress Subject Headings, exchange format ISO-2709 for smooth flow of information from one domain to another domain.

Barcode technology for resources and for membership cards with image of the member must be implemented in all the libraries.

Old, rare and valuable reports are to be digitized and databases created.

On-line services like J-gate, Science Direct, IEEE, etc., CD-Rom databases, Internet browsing and E-mail services etc., should be provided by the hydropower sector libraries.

Subscription to off line databases like NUCSSI, Ulrich’s International Directory, etc., is also required.

All organizations located at different places should be designated as Regional Information Centres with specified mandate.

Online access should be provided to users from house/office to the library.

All the hydropower sector libraries should create their home page giving information about their resources and services.

Necessary databases and bibliographic tools like union catalogues and union lists should be created.
> Rationalization of acquisition policy should be done for all the libraries in the hydropower sector.

> Users need to be encouraged to use ILL regularly. In case of non-availability of documents, the library authority should make all possible arrangements.

> Appropriate training of library professionals is urgently needed and the attitude of librarians should change towards document delivery.

> Identify existing resources and services for better performance and avoid of duplication of efforts thereby saving of finances.

> The participating institutions should provide cooperative storage facilities mutually.

> DELNET model of resource sharing is economical and can be adopted for resource sharing.

> Concept of reciprocal borrowing should be given greater preference than adjustments for each transaction until infrastructure for resource sharing is well developed.

> Power Sector Library Association should be constituted to play an important role in providing continuous education programme by holding conferences, seminars, training programmes, etc.

> A national level Power Sector Documentation Center at NHPC on the pattern of DESIDOC and NISCAIR needs to be established for promoting power sector documentation, taking up project to help these libraries in database development and retrospective conversion, bring out scholarly publications like Indian Power Abstract, Directory of Power Sector Periodicals, etc.

> Public relations activity helps in gaining the confidence of the users and winning over their attitude and removing their indifference towards library and attracting more and more users to the library.
Hence, activities including library tour, displays, bulletins, etc. must be undertaken.

- A suggestion-cum-complaint box/register must be provided for the users to give feedback about their requirements in relation to the services provided by the library.

If the hydropower sector in India is to achieve international standards of excellence in a cost effective, environment friendly and socio-economically responsive manner, its human capital must be trained to adopt the best practices of corporate governance and institutionalized value based management for a strong identity. This would be possible if the human resource working in such organization is empowered with information through various services provided by their respective libraries through POWERICONET.