CHAPTER-1

INTRODUCTION

1.0 OVERVIEW

The academic library is considered as the 'Nerve center of the institution', 'Apex of the entire academic life', 'Temple of Learning' and 'Head and heart of the educational institution', etc.

A college is an institution of higher education where an individual sharper his abilities. It helps in exploring and developing talents and teaches how to live successfully in the society. The college education opens to its entrants' new vistas of knowledge and inculcates in them a sense of purpose of values. It enables the students to be responsive and responsible to the problems faced by the contemporary society and motivates them to contribute to the welfare of their fellow beings. The education imparted, therefore, should be meaningful and relevant.

The college library thus assumes important role in the process of college education. It is the heart in an academic institution with arteries running into all its departments. The college libraries, which are, described to-day as 'centres of learning' have suffered from neglect both by the State governments and college authorities in our country. It has been largely accepted that a college library forms an important and integral part of the teaching process in the institution. The students who receive education in the institution where libraries render effective service come out with wholesome personality, civic sense and contribute to the democratic process in our country. The college library encourages and fulfills the needs and requirements of an individual. The learning, which takes place in a classroom or laboratory, is
supplemented by a variety of reading materials. The library inculcates the habit of reading and develops love for books among students. It also helps to develop the habit of self-study among students. Through extensive reading students are able to develop judgment about books and acquire standards of appreciation and taste in a variety of subjects.

A good college library not only serves the student community but also meets all educational and research needs of the teaching community. The quality of teaching and learning process depends on the resources of the college library and the library staff being alert and active in dissemination of the new knowledge that library acquires through various types of graphic records. It also helps teachers to come out of their narrow groove of specialization and provides a broad base, liberal and inter-disciplinary approach to knowledge.

A modern college in our country must have a well-planned and functional library so that it becomes an intellectual hub of the institution both for students and teachers. Such a library will then become a ‘temple of learning’ with the librarian as its priest, who must invite into the temple seekers of knowledge to enjoy an intellectual feast in a calm and serene atmosphere from the choicest collection of materials arranged in a helpful order.

1.1 Statement of the Problem

A university, a college and for that purpose, any institution of higher learning is rightly described as a community where teachers and scholars are the head, students are the body and the library its heart. If the body is to perform its functions properly and efficiently its heart must be well developed and strong in its functioning.
This particular aspect is very important to earn goodwill of the users and create positive image of the library, but the existing situation in this regard is not encouraging. The service that is offered by most of the college libraries is lending of books. Surprisingly, here again, methods followed for circulation are outmoded. Hardly any reference service is provided. There is an absence of reference collection. Documentation and reprographic services are offered in a few colleges. Inter-library loan and resource sharing is practically nil. The working hours of the library coincide with college hours resulting in non-use of libraries. All this is having the sickening effect on the 'heart' of colleges, i.e. college libraries.

Some of the problems, which are responsible for the poor information services provided in the college libraries, are as under:

1. Students are ignorant of effective use of books, aids, tools and services available in the library.
2. The library collection is inadequate vis-à-vis users need.
3. Lack of instructions and orientation programmes to users in effective use of the library services and library material.
4. Inadequate finances lead to inadequate needs and collection.
5. Lack of long-term approach towards automation.

It is hoped that enlightened management, financial resources, adequate trained and motivated library staff can remedy the situation and revitalize the libraries.

1.2 HYPOTHESIS

In the light of the objectives discussed in this chapter and the review of the existing literature, the following
hypotheses were formulated to guide the present investigation.

**H1** College Libraries of Chandigarh are getting adequate funds

**H2** Services provided to users by the college libraries of Chandigarh are sufficient and effective.

**H3** Collection development of library material is according to users needs.

**H4** Information sources provided by college libraries are properly used by users in college Libraries.

**H5** Lack of long-term approach towards automation and application of information technology in College Libraries of Chandigarh.

### 1.3 Objectives

The present study is aimed at achieving the following objectives:-

1. To assess the facilities and services provided in college libraries in terms of their ability to cater to various requirements of users.

2. To study the library collection and collection development policy of college library vis-à-vis library users.

3. To study the application of information technology and computerization in college libraries in changing environment.

4. To study the library users and use patterns in Chandigarh College Libraries.

### 1.4 Scope of Study

The academic library has been described by various educationists as the 'Nerve center of the institution' 'apex of
the entire academic life', 'Temple of learning' and 'Head and heart of the educational institution'.

A college is an institution of higher education where an individual sharpens the intellect and unfolds the mysterious faculties of mind. The college library thus assumes important role in the process of college education. The college libraries which are described today as 'centers of learning' have suffered from neglect both by the state government and college authorities in our country. A college library forms an important and integral part of the teaching process in the institution. The students who receive education in the institutions where libraries render effective service come out with whole some personality.

A modern college in our country must have a well-planned and functional library so that it becomes an intellectual hub of the institution both for students and teachers. The scope of study is limited to the Academic College libraries of Chandigarh.

❖ Government College for Men, Sector-11, Chandigarh.
❖ Government College for Girls, Sector-11, Chandigarh.
❖ Government College Sector 46, Chandigarh.
❖ Government College for Girls, Sector-42, Chandigarh.
❖ Mehar Chand Mahajan (DAV) College for Girls Sector 36, Chandigarh.
❖ Dev Samaj College Sector 45, Chandigarh.
❖ DAV College Sector 10, Chandigarh.
❖ Guru Gobind Singh College Sector 26, Chandigarh.
❖ S.D. College Sector 32, Chandigarh.
1.5 Methodology

The research is a study of library users and use patterns of Chandigarh college libraries. The researcher has carried out the survey of academic colleges of Chandigarh and the data collected was based on questionnaire and interview of librarians and users.

❖ The questionnaires are formulated for nine colleges of Chandigarh, which includes all categories of students and teaching faculty as users.

❖ The questionnaire is formulated for librarians to elicit their problems, requirements and present level of services and sources provided by them to their users.

1.5.1 Methods of Data Collection

In the present study, the use of both the primary and secondary sources has been made to collect the data

1.5.1.1 Primary source

The primary data for the purpose of present study were collected from nine colleges of Chandigarh

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❖ Guru Gobind Singh College Sector 26, Chandigarh.
❖ S.D. College Sector 32, Chandigarh.
Characteristics of the Sample

10%
□ Student □ Teaching Faculty □ Library Staff

1.8 Analysis and Interpretation of Data

Keeping in view the objectives of the study, the data collection through the questionnaires was analyzed and interpreted with the help of statistical tabulation methods using average and simple percentage approach. The data have been presented, compared and analysed by using tables.

1.9 Outline of Chapters

The present study has been divided into seven chapters:

Chapter 1 provides a brief overview of the college libraries. This chapter contains statement of the problem, review of the literature, objective, scope and research methodology used for the present study.

Chapter 2 covers the historical development of college libraries. In this chapter historical development of ancient period, medieval period, pre independence, post
Three questionnaires were designed, one for users, second for teaching faculty and other for librarians to collect the data.

1.5.1.2 Secondary Source

The secondary data for the said study were obtained from the published books, journals of library and information science, magazines, newspapers, periodicals, seminars and conference proceedings, annual reports of college libraries, reports of various committees and commissions, research papers and also unpublished theses and dissertations.

1.6 Characteristics of the Sample

From the above-mentioned college library users population 90% users from each group was selected randomly for the detail study. The user group of library has been divided into two categories students 60% and teaching faculty 30% and 10% library staff.

1.7 Sampling Size and Response

In the present study total six hundred questionnaires (randomly) were distributed to all nine colleges of Chandigarh. In which 360 questioners to the Students as library users, 180 questioners to teaching faculty as library users were distributed personally to all nine colleges of Chandigarh. For getting the data about the college libraries total 60 questioners (randomly) distributed to the library staff. Due to the personal distribution and personal assistance to users the study has got 100% response from the respondents.
independence, U.GC. as a turning point and the libraries in modern age has been described.

Chapter 3 describes the automation, information about computer software, hardware and network. It also lays emphasis on impact of information technology on college library services.

Chapter 4 discusses the library user and use patterns. In this chapter information about users, users requirements, their needs, behaviour, attitude and information seeking process is described. The information about college library, college education, its objective and function, user education and the present scenario has been given.

Chapter 5 focuses on the present position of college libraries of Chandigarh. An overview of city Chandigarh is also given.

Chapter 6 is a comparative study of various components of library users and use pattern of Chandigarh college library.

Chapter 7 describes the findings and suggestion of the study.

Finally, it offers suggestions for future study.

Three appendices have been added at the end. Appendix I is a sample of the questionnaire used to collect data from the librarians of the college libraries under study. Appendix II is a sample of a questionnaire provided to the students to collect the data pertaining to the library facilities and services available to them. Appendix III is a sample of a questionnaire provided to the teaching faculties to collect the data pertaining to the library facilities and services available to them.

1.10 Review of Literature

1.10.1 National Education Commission of India (1964-65) reported that "With our increasing enrolment in universities and colleges,
the demand for library service has been considerably growing. Unlike the past library staff will have now to cater to diverse needs of undergraduates, postgraduates and research scholars.

(i) A college with an enrolment of 500 students and a library collection of 5000 books should have one librarian, one assistant librarian, two library assistants, one clerk-cum-typist and three library attendants. For an increase of every 500 students in enrolment, one library assistant and two library attendants should be added. Similarly, for every addition of 25,000 volumes upto the limit of 80,000 volumes, one library assistant and two library attendants should be appointed. When the strength of students exceeds 2000, an additional staff of one assistant librarian and one library clerk should be appointed.

A minimum of 4 per cent of the total budget of the institution should be allocated for the college library. 20 per cent of the library budget should be utilised for journals and 80 per cent for books, non-book materials and binding. Items like salaries for library staff, fittings and furniture; library stationary etc. should be part of the general college budget.

Sardana (1966) made an enquiry into the financial provisions for university and college libraries in India during the fourth plan, 1966-1971, with the help of the secondary data available in the office of the University Grants Commission. He compared the expenditure on libraries with the developmental expenditure on higher education and proved that the provision for the libraries was not adequate enough to meet the requirements of higher education.
Susheel Kaur (1977) says about the requirement of the college library in 1977 in ILA bulletin seminar. The requirement for all colleges is a good library on the premises. This means accommodations, which are appropriate for their purpose and adequate in size for both readers and books. It means competent and sufficiently numerous staff. It means book budget large enough and stable enough to assure the purchase of books, periodicals and other library materials pertinent to college programme.

Saha (1978) stated 'The user pattern of the Indian Institute of Technology', with the objective of ascertaining the quantum of library use, pressure of demand from various categories of users, peak hours and days of library use. Functioning of library and use made in the library were observed in order to make the services more need-oriented and to satisfy greater percentage of demand in a better way. The findings of the study revealed that the maximum use of library was made by the postgraduate students including research scholars. According to this study, the first four days of the week had greater library use than the last three days. Hourly use of the library also followed a particular pattern, with usage being maximum at the opening two hours. Since 15 percent of the total members enrolled visited the library daily and percentage of two hourly visits varies from 1 to 6 per cent, he suggested that it would be satisfactory if 10 per cent of the total members could be accommodated at any points of time.

Bavakutty (1987) conducted a study to assess the quality of book collection of the libraries of the arts and science colleges in India. The data required were collected through questionnaire from a representative sample of librarians, students and teachers. The main findings of study are: (i) Most of the books required by the students and teachers are
often not available in college libraries. The availability of textbooks prescribed in the syllabi of various courses is meager in the college libraries.

Bavakutty (1995) stated that: "A college library can succeed in its defined aims only if the library collection is balanced and selection is done on sound principles. But the book selection in college libraries is not based on any principle and there is no cooperation between the teachers and librarian on this matter. The head of the department makes selection from the publishers' or book seller's catalogues, for the amount allotted to that department. In this process he seldom seeks the cooperation of other teachers in the department. But the teachers normally raised no complaints. The fact is that they are rarely bothered about such "insignificant" matters. As a result of this the book collection of the college libraries are not balanced.

Kaur (1995) states: "the college faculty remains too busy with the course work, strikes and Bandhs which are so rampant to disrupt their work that as such they have very little time to concentrate on the development of the personalities of their students. The present scene of teaching-learning encounter in the classroom also does not present a very rosy picture. Most of the times teachers have to manage a class consisting of a large number of students, therefore, they cannot pay individual attention. The educational scene of the country reflects that it is not conducive to the overall development of the personality; rather it is depriving the students of opportunities of learning by themselves, their creativity, imagination and interest, all are being curbed in this process."

Rashid (1996) reviews in his article titled "Libraries Automation: An Overview", the significant development in the area of library automation, library management systems,
information retrieval systems, OPAC, CD-ROMs and networking. He concludes that all constraints can be avoided, if sound implementation plan is produced prior to purchasing and utilisation. Library management should make long term commitment to enable uninterrupted services.

Sharma (1997) "The major task of a librarian is to develop the library for users. This is undoubtedly true that a library needs a suitable building and qualified personnel for running the library. But the real bone and blood of the library is the books and magazines. Proper use of available funds is the need of the hour. The selection and approval of books and magazines needs the ingenuity on the part of the library staff. The development of the library with suitable titles and magazines and journals is an art. A librarian therefore, needs to be a knowledgeable man. It is hoped that the present title will prove to be immensely valuable to young librarians and library administrators".

Gupta (1998) discusses in his book titled “Library and Information Services in University and College Libraries in India”, the role of university and college libraries in creating competition and standard work force to meet the challenges of the time. Advances like computer application, information technology, communications, etc. have revolutionised the whole scenario. The world is turning into a global village. In such an environment, Indian university and college libraries cannot function in isolation. The review of services, infrastructure, information resource, and human resource engaged to carryout the task has always been out lined.

Sambasivan (1999) discusses in his article titled “Impact of Information Technology on the Reference Librarian”, the technological revolution and its colossal impact on reference service. He emphasises on need of training for new library
professionals due to convergence of library and computer service.

Dave (2001) discusses in his article titled "Nagpur University Library in IT Age", that how Nagpur University library is improving its traditional services as well as acquiring new technologies to cope with the present information age. The information technology has influenced all walks of life and the library is no exception in the present IT age. He librarian is being assisted by this powerful technology to provide efficient services to the users today with the convergence of information and communication technologies. He explains all libraries want to develop their collections, improve their services and stand out in this competitive age, but due to rapid growth of information, varies application of information technology and financial constraints especially of academic libraries. In such a condition one should be very careful to manage both sides; collection development as well as providing services.

Saknure (2001) discusses in his article titled "Information technology and its Application In Libraries", the introduction of new information technology, libraries are now expected to use various modes of automation to provide information more quickly and in greater volumes than before. Information technology is suggested in the context of fourth law of library science 'save the time of the reader/staff' in which Ranganathan recognized an objective relating to the internal efficiency of the library. He concludes that the impact of new technologies is seen in almost every human activity. The change in the pattern of collection, storage and transmission of information are some of the major challenges in any library.

The basic concept in the use of new technology is to free the librarian and information officer from the routine jobs
connected with library operations in acquisition, classification, cataloging, circulation control, serial control, etc. which can be entrusted to computer.

Khanna (2001) "Library is the life-blood of an academic institution, a fact which has been emphasised by one and all using a variety of words and expressions. The library can perform its function of accumulation, preservation, and dissemination of knowledge only if it is directed by one who knows the objectives and potentialities of the library, fully knows how and where to find out the material as well as is thoroughly acquainted with the 'hide and seek' character of most of the micro-documents which baffle even high intellectuals and scholars of repute".

Padmajam (2002) "Today, libraries automated rapidly, the possibility of record sharing and distribution increased exponentially, and users had catalogues which were current, potentially well-maintained, and amenable to a much wider range of search strategies".

Gopal (2003) discusses in his book entitled "Technological Future of Library and Information Science", the rapid advances in information processing, storage and communication technologies have revolutionised the role of worldwide libraries in disseminating information services to their users. As a result, libraries are facing new challenges, demands, expectations and a variety of information services from users tailored to their wants and needs. Libraries are reconsolidating their positions, redesigning their services and incorporating new technologies, upgrading information resources, changing information objects, modes of communication and information delivery in order to add value to their services and to satisfy the changing information needs of the new generation. In this digital environment, libraries
must take proactive measures to develop digital collections to cater the digital information needs of their users.

Gaur and Singh (2003) “Users may need the product in some form in particular area and in some other form in another area. Users have been studied by variables of subjects and of organization, geographic, demographic, usages rates, etc. for e.g. public libraries segmented their users on the basis of demographic variables i.e. age, sex, residence, etc. in academic libraries identify user groups on the basis of academic status i.e. teachers, scholars, undergraduate and postgraduate students, etc. and the assistance required for those who have just entered i the organization is different from the ones who are conducting research and studying in the library for years”.

Vara Lakshmi (2003) “College libraries have a pivotal role in the transmission of information for higher education. Their evaluation is inevitable to enhance their performance. A variety of measures are available to evaluate college library functioning. However, standards are more effective to have a valid evaluation. The Library Associations such as ACRL, higher education organizations like CoFHE, the National Standard Institutions, various Educational Committees and Library Committees have developed standards and revised them from time to time. The paper traces out the available standards for measuring the college libraries in India, and compares the recommendations made by University Grants Commission (UGC) (India) and suggestions made by expert committees and professional experts. An in-depth analysis reveals their strengths and weaknesses. The paper concludes that there are no authentic standards revised and approved by a body like the UGC to evaluate college libraries in India and suggests a model set of standards for college libraries in
India, keeping in view the technology-based information environment. Mulla (2005) stated "the collection and service infrastructure of the libraries in the sample regions are not up to the marks. Academic libraries are struggling hard building digital collection and dissemination of digital information due to the following factors (i) Lack of IT trained manpower, (ii) lack of awareness of the digital resources, (iii) Lack of user demand, (iv) Lack of financial support, (v) Lack of access like terminals facilities, (vi) Lack of knowledge about the digital preservation methods, (vii) Lack of training for the digital access, etc. A concrete effort on the part of the individual institution with the support from the INFLIBNET would be a better alternative in designing on appropriate collection and service infrastructure".

Dineshan Koovakkai (2005) stated "library and information services have undergone a sea change as a result of the increasing application of Information Communication Technologies (ICTs) on the one hand and rapid change in the information seeking behaviour of the users on the other. The traditional concept of library as a storehouse of printed documents has already changed with the influx of electronic information resources. The speedy access to information available in the library due to digitization and through various access methods like OPAC, coupled with access to world wide information through library and information network including the internet, have their impact on information seeking behaviour and the searching pattern of the users. Within a few years, the information provision is expected to undergo considerable changes. It has been predicted that in 15 years the newspaper will appear at our doorsteps in CD. Such changes will have influence on the library resources and
library and information services. Management of information and information services will have to face the challenges of the coming years and to face these challenges libraries have to be equipped with efficient, competent and well trained manpower".

Selvi and Kalaiappan (2005) protecting the privacy of users, intellectual property rights, professional neutrality, equity of access, preservation of the cultural record, patron service, and information literacy. Some of the ethical principles are as follows

Banerjee (2005) stated that "the librarian is considered the custodian of information sources, which comprises of books, periodicals and other materials. A traditional library is characterized by the emphasis on storage and preservation of documents. Browsing is based on the physical proximities of related material. Information was physically stored in one location; users are required to travel to the library to make use of the resources. However, with the intensive use of technology, the logistics of the workplace have altered. Today, the emphasis has shifted from collection to services and collation of data. We have moved from brick and mortar to click and portal era. Advances in computer and data communication technology and their use have necessarily changed the way the information professional operates. His job now frequently involves managing a shared online network, a telecommunication system, a local area network, commercial databases, CD-ROM products, and a cluster of software products on a routine basis. Each of these systems and products has license, copyright, patent, and other rights and duties, which define their use".

Lihitkar and Ragychaumi (2005) "The UGC/INFLIBNET through its library automation program has provided grants
to modernize the academic libraries and majority to Indian University Libraries have automated their library services and are providing computerized information services. The facility of computerized information services in libraries has become an established phenomenon. To satisfy the users needs and demands most of the libraries have identified the need to implement and promote various kinds of new technologies but there is still reluctance due to many reasons for libraries and to implement them to the fullest extent and provide the latest technology and services to clientele. In academic environment assessment of the user need and their perceptions regarding the information services rendered is the prime factor to decide the efficiency and effectiveness of the implementation of these technologies and services.

**Rao and Talwar (2006)** There are many difficulties in developing good modes of a user's interest. A variety of factors could be used to describe a user's interests. For example, a user provides a set of keywords or terms to describe his interests. The documents the user has read in the past, documents the user has purchased, subjective community the user belongs to etc., could be the other sources for representing user's interests. Even though there is a clear-cut idea of which factors are important for predicting user interests, there is no guarantee that those factors alone can decide the information requirements of users.

**Rhode and Singh (2006)** The Librarian should have following type of knowledge.

a) College library should provide the following library services; lending services, reference and bibliographical services, orientation in the use of library resources, inter-library loan service and book exhibitions etc.
b) The librarian should be accorded faculty status and he should be directly responsible to the Principal. The practice of appointing a member of the teaching staff as Professor-in-charge of the library should be dispensed with. Instead, a library advisory committee consisting of representatives of teachers and students should be set up. Principal be the chairman and librarian be the convener of the committee;
c) Stock verification does not fulfill the library purpose. Human efforts and the time consumed are not fully justified. However, sample verifications may be conducted annually and four books per thousand issued be treated as negligible loss.
d) Weeding out of obsolete and unusable library materials should be done on a regular basis in consultation with the heads of teaching departments;
e) The librarian and library staff should not be held responsible for the loss of books unless gross negligence is proved;

a) To provide the highest level of service to all library users through appropriate and usefully organized resources: equitable service policies: equitable access: and accurate, unbiased and courteous responses to all requests,
b) To uphold the principles of intellectual freedom and resist all efforts to censor library resources,
c) To protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted,
d) To recognize and respect intellectual property rights,
e) To treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of an institution,

f) Not to advance private interests at the expense of library users, colleagues, or our employing institutions,

g) To distinguish between our personal convictions and professional duties and to not allow personal beliefs to interfere with fair representation of the aims of the institutions or the provision access to their information resources,

h) To strive for excellence in the profession by maintaining and enhancing one’s own knowledge and aspirations of potential members of the profession.

1. Knowledge about library’s information sources or assets, products and services.

2. Knowledge about where the sources stored are and what is its use.

3. Knowledge about users including teaching staff and researcher and who is using these information sources.

4. What are the current usage of these sources and how to increase its uses?

5. Knowledge about the library’s own competencies and capabilities.

6. Knowledge about the emerging library trends and technologies.

Balasubramanian, Rangaswamy and Kanthimathi (2006) *Libraries today are challenged by several major trends that are changing the way we work, learn and communicate. These
are globalization, information explosion and a new world if electronic access to information, all of which have impacted library management and its services. Its have impelled tremendous transition in the information management and services. The role of a librarian, as the subject specialist is now focused. To minimize the gap between information and its use, new techniques need to be devised for quick dissemination of information; libraries in the 21-century will be increasingly user centered information centres. There will be a need to enhance not only user services but also the house keeping jobs such as circulation control, serial control and acquisition by using appropriate technologies. In order to manage the projected trends in the library, properly, librarians must have some qualities will help them manage future libraries effectively.

Mulla and Chandrashekara (2006) "Investigators have made an attempt to explain the important aspects of Internet, the Internet being a computer network made up of thousands of networks worldwide. No one knows exactly how many computers are connected to the Internet. Internet and Internet based information resources are essential to overcome the distance barrier in information explosion, and it also saves the time, when searching the literature in electronic form and allows identifying the resources. Presently, Internet based information resources are increasingly used for various purposes. The teachers, research scholars and students of higher education (colleges) use Internet to keep themselves up to date".

Mahajan (2006) "India are still a new concept that requires proper guidelines and methodologies. In a survey by UGC in 2001, it was noted that although 142 university libraries had computer and Internet facilities and were interlinked to
INFLIBNET, they were subscribing to printed journals only. In order to solve this problem, UGC launched a major initiative called UGC-INFONET that provides high speed Internet connections so as to have electronic access to professional literature including research journals, abstracts, review publications, and databases from all areas in science and technology, as well as in social sciences and humanities. Today, a number of professional journals are available over UGC-INFONET to all universities. The e-subscription initiative under UGC-Infonet is an important portal for sharing print as well as electronic resources amongst university libraries. INFLIBNET functions as a resource center with an aim to cater to the needs of its members for resources not accessible to them in electronic media or are available in print media.

Praasad (2006) "Remarked that he could notice two concerns in the system. Inadequacy of resources was one. But the more disquieting was the inadequate use of available resources. Several performance-enhancing measures are possible, that do not require additional resources. Prime focus can be on them. While the NAAC was alive to the insufficiencies in the system, indulging in blame game and justification game would serve no purpose, he felt. Stating that the book the NAAC plans to bring out will be theme-based, he said the idea will also be hosted on the NAAC website to gather inputs from HEIs. The inputs would be elicited under four headings: 1. Management of LIS, 2. Collection and Services of libraries, 3. Use of library services, and 4. Technology role in LIS".

Rao and Babu (2008) "Emphasized that the role of library is a pivotal one in higher education. The realization of objectives depends to a great extent on the services and standards of libraries and the professional attitudes of library personnel. Autonomy offers abundant scope for the utmost development
of those vital aspects. It is essential that libraries should provide better and more qualitative services so that its users are better equipped to face the challenges in higher education in this age of digitization and in the context of information technology. Libraries will continue to share on expanding infosphere with an increasing number of content producers, providers and consumers. The challenge for libraries is to clearly define and market their relevant place in that infosphere, their services and collections both physical and virtual.

1.10.2 International

Bird (1981) "The desire to know about the effect of library performance has to come from the practicing professional if the information collected is to be believed and acted upon".

White (1985) "This measures the 'true worth' of information services to their users, and is notoriously difficult to quantify. Most studies have used some surrogate measure, such as 'perceived user satisfaction', or some measurable or observable aspect of user behaviour. One major problem is that, to get a true measure of benefit, one would have to identify and compare a 'control group', deprived of all the benefits of an information service, an impossibility in most circumstances".

Lynch (1990) stated that "information and technology has certainly had an affect on the way libraries function, but their basic mission has remained unchanged, i.e. namely to provide the right book to the right reader at the right time. But information and technology has simply provided with new tool to achieve this mission".

Hewins (1990) User studies were focused on internal cognitive processes rather than on external behaviour. One purpose of
the cognitive approach was to design adaptive interfaces for information systems through building valid models of users cognitive processes.

Marton and Booth (1997) "To learn does not mean to receive knowledge or information, it means changing the relationship between person and the world. Use of the terms 'receiver' or 'recipient' for 'user' was still common in library and information science".

Reardon (1998) There is a need for significant changes in thinking, attitudes, education and training before we can confidently face the knowledge management future that awaits in many important areas of the information and library professions.

Hawkins (1998) "The library of the future will be less a place where information is kept than a portal through which students and faculty will access the vast information resources of the world. The library of the future will be about access and knowledge-management, not about ownership".

Pinfield and Hampson (1999) "Libraries carry out a large number of different activities, each of which implies a slightly different relationship with users. It might be said that there are a range of possible relationships. At one end of the range 'transaction based' activities, such as ending the enquiries, might be described as a 'customer service' relationship with users. At the other end, activities such as providing information skills teaching alongside academics or the selection of major new electronic packages might be described as a 'partnership' relationship".

Wilson (2000) The totality of human behaviour in relation to sources and channels of information, including both active and passive information seeking and information use. Thus, it includes face to face communication with others, as well as
the passive reception of information as in, for example, watching TV advertisements, without any intention to act on the information given.

Marton and Trigwell (2000) Instead of listing a great number of skills, the goals of education should be for students to develop a repertoire of various ways of understanding information seeking and use and to be able to adopt an approach that is adequate for a particular situation or task. The importance of variation for purposeful learning, which is essential for students to experience various perspectives on the same knowledge content in order to apply their knowledge in new situations.

Lynch (2000) “Within a very few years virtually all new materials and an ever-growing amount of previously published materials is going to be available in digital form as a routine matter. The increasingly digital library of the future will require more changes in LIS education”.

American Library Association (2000) “Librarians have a professional responsibility to be inclusive not exclusive, in collection development and in the provision of interlibrary loan. Access to all materials legally obtainable should be assured to the user, and policies should not unjustly exclude materials even if they are offensive to the librarian or the user”.

Brophy (2000) “To enable users to gain access to and use the information that they need. ‘Enable’ may involve delivery to the user, or training in information skills or simply organization of sources in a way that users find helpful. ‘Users’ may sometimes be seen as passive, sometimes active and all kinds of terminology may be used to reflect sometimes quite subtle differences of approach – customer, client, patron and so on. ‘Gain access’ may again be an active or passive...”
process, may rely on 'pull' ("Come and get it") or 'push'
("Here's what you want") approaches, or more likely on a mix
of the two, and certainly includes ensuring that the necessary
skills and infrastructure are in place to enable use to take
place. 'Information' may include works of the imagination,
ideas, concepts, even persuasive literature. 'Need' will be
expressed in many ways, and will be interpreted and modified
as it is turned into requests for information objects. In all of
the processes involved in achieving this mission, the issues of
quality, encapsulating factors such as timeliness, relevance,
aesthetics, reliability and so on, are important".

Bazijian and Stanley (2001) Academic libraries have
undergone many changes "since the late 1980's. The
implementation of integrated library systems, the prolific
growth of information available in electronic form, the
outsourcing of some aspects of various services, the cutbacks
in budgets and the evolving roles of professional librarians
and support staff are some of the major developments that
have occurred. All of these changes amount to a veritable
reorganization of the very structure of the academic library.

Heinstrom (2002) That person centred user studies as well as
phenomenographic studies build o individuals' behaviour or
understanding while the aim of such studies in cognitive to
try to identify different individual characteristics, for instance
learning style.

Holley (2003) "Rapid changes in the nature of information
and of libraries, especially although not exclusively related to
technology, have necessitated change in the LIS curriculum.
The curriculum has to cover many new areas without
neglecting the old ones, and there is no general consensus on
what constitutes a "core body of knowledge for the profession".

Van Reil (2004) Intelligence gathering generally takes place in
three domains of the external environment: technological
intelligence, competitive intelligence and customer intelligence. These are environments where considerable uncertainty exists. Furthermore, efficiency and effectiveness of communication influence how well and how fast information is transferred and diffused.

Jacoby (2008) surveyed college libraries in the United States to determine their use of approval plans as a method of acquiring printed books for their collections. Survey results indicate recent trends over a five-year period, including shelf-ready books, e-notifications, and virtual approval plans as well as impending use of approval plans for e-books. Finding show a correlation between the size of the library book budget and the likelihood of having an approval plan. While the number of books acquired through approval plans may have decreased slightly, overall approval plan use in college libraries has not declined. The approval plan continues to evolve and is an effective, time-saving tool for librarians pressed for time in a rapidly changing digital world.