2.1 INTRODUCTION

Review of literature is the most important aspect in any research work. It is a measure stating the recent output on a particular area of research. It is organized in helpful sequence to strengthen the present research techniques. The main objective of the review of literature is to understand the research activity that has taken place in a particular discipline in general and the area of research in particular. All the relevant literature relating to public library services in general and SCP libraries in particular are reviewed here. The contributions of academicians, information scientists and library professionals on this topic in various dimensions have yielded invaluable set of research output. The research publications with a bearing on the thesis of present study over a period of time are covered and reviewed. The review enabled the investigator to have finer perspective on the present area of research.
Studies relating to Public libraries: -

Dorothy¹ (1968) in his article entitled “Materials to meet special needs” referred to materials like books and other non-print media which could bring change in the pattern of life of special users like SC, STs. Among these materials, some help to transform the new adult reader into a full-fledged reader of taste and discrimination. Some of the materials stress provision of useful factual information about jobs, family life, health and the like; some emphasize the need to strengthen a proud and healthy self-image among minority readers. Some documents reflect the more modest hope of keeping alive the simple skill of understanding the printed word by providing practice reading for the new or marginal literate. Some of the users however seek reading instruction materials for library-sponsored literacy classes.

Gilmore² (1968) in his article entitled “Development and Developing Countries on evolutionary process” stated that, “Library development does follow the same basic evolutionary pattern like community. This can be observed from a study of library development in the countries of Asia, Africa and South America. He attempted to relate the development theory based on “common evolutionary pattern hypothesis” and development of library services.

Vijayakumar³ (1979) in his study of the recommendations of Ekbote Committee on A.P. Public Library Act (1960) briefed the beginning of the
library movement and the present structure of the public library system in Andhra Pradesh. The author gave a brief account of the recommendations of the Review Committee along with observations on the various aspects of the public library system in the state. The defects and drawbacks in the working of the Act and the public library system of the State were dealt at length. The committee highlighted the need for good library buildings and adequate library training courses in the state.

Willard and Teece (1981) in their article entitled “People and libraries: a study of why people visit a public library and the library’s response” conducted a survey of users of a large Sydney metropolitan library. 226 users were interviewed to determine the information needs of library users, to identify major categories of users, and the types of information needs of these users. Reference staff recorded their responses to specific author and title queries. The library’s response time in supplying interlibrary loans, in fulfilling reservations for unavailable material in stock, and for purchasing certain requested items were investigated. Almost half of the respondents interviewed found material through browsing. Specific items were requested mainly by students.

Bavakutty (1982) traced the history and development of Public libraries in Kerala. He identified certain deficiencies in public library system in Kerala. While pleading for qualitative improvement in book collection and services, the author expressed the need for developed and integrated systematic Public Library System.
Mangla\textsuperscript{6} (1983) reviewed the literature on public libraries for the last three decades to observe the need and importance given by the international agencies like UNESCO and IFLA. The reports and recommendations of many committees; seminars and conferences at the national and regional levels in the country for the enactment of Public library law were studied. The author discussed issues such as the viability and types of Local Library Authorities, responsibilities of State Librarian and the Director of Public Libraries. He also discussed at length the provision of library finance in a public library law.

Patnaik\textsuperscript{7} (1983) in his article “Library Legislation in India: an assessment” studied the success in passing the library acts for states like Tamilnadu, Andhra, Karnataka and Maharashtra and failure in this regard in certain states like Madhya Pradesh, Punjab, Uttar Pradesh and Gujarat. He concluded that paucity of finance, lack of coordination among library personnel, lack of efforts by leaders and lack of positive attitude of the government towards library legislation are some of the factors, which delayed Library legislation. He suggested that uniform library legislation should be adopted throughout the country.

Raju\textsuperscript{8} (1985) studied the role of public libraries in Andhra Pradesh. He said that public libraries should help in promoting education, culture, research and industry. He concluded that there is a need to have a separate
history collection and gave suggestions on areas like acquisition and processing and a scheme for classifying the local history collection.

Roszak\(^9\) (1986) in his article entitled "Partners for democracy: Public libraries and information technology" discussed the development of national computer networks (e.g., Compuserve and The Source) and localized bulletin board systems, which tie personal computers together through phone lines. He described the uses to which they have been put and some of their disadvantages. He gave reasons why public libraries have had little involvement in such developments. He described the computerized reference services available through libraries. Computerised reference facilities concentrated in local libraries or linking libraries to a regional reference centre may be a better way for the public to exploit the benefits of the information age than private networks.

Raju\(^10\) (1990) made an evaluative study of the working of Andhra Pradesh Public Libraries Act 1960 and its contribution towards the development of public library services in the State. He observed that the achievement of the Act had been much below the expectations and the State Public Library system suffered from severe financial and administrative constraints inhibiting its further growth. The author argued that the Act had largely failed to provide an effective public library service. The author suggested the need for immediate implementation of recommendations of Ekbote Committee (1976) and Vavilala Gopala Krishnayya Committee (1978) to redeem the situation.
Venkatappaiah\textsuperscript{11} (1991) made a comparative study of the public Library Acts of the States in India. The author examined the preamble of the various state Public Library Acts in India and found that these Acts have more or less the same preamble. It was generally accepted that there should be a state Library Committee to advice the Authority on all matters pertaining to Libraries. He suggested that a qualified and experienced library professional should be made as the Head of Directorate of Public Libraries.

Raman Nair\textsuperscript{12} (1993) evaluated the Model Library Act (1930), Model State Public Library Bills and plans, and Union Library Bill drafted by Ranganathan. He studied the impact of Draft Bills and extensive writing of Ranganathan on Public Library Legislation in the country.

Kathuria\textsuperscript{13} (1993) conducted a user survey of district libraries in Punjab. The objective of the study is to find out the services provided by the district libraries, the needs and attitudes of users. The investigator delivered and collected two types of questionnaire from users and librarians. The major findings of study to measure the services of the public library are: 1. Frequency of visits to the library. 2. Purpose of visit. 3. Satisfaction with library. The study sources that majority of the users residing in the city. The study recommended that the district libraries should cater to the needs of rural people also.

Singh\textsuperscript{14} (1994) described the administrative structure, staffing pattern, financial resources and book collection development during 1984-85 and
1988-89 in the Manipur Public Library System. The various public library services and training facilities assistance received from the Raja Ram Mohun Roy Library Foundation (RRRLF), and gaps and deficiencies in the development of Public libraries were also discussed.

Poller\(^\text{15}\) (1995) in his article entitled "Multimedia for development: a challenge to South African public libraries" investigated the nature and suitability of multimedia for the purpose of satisfying the information needs of developing communities. The evolution of media and methods used for information transfer were also discussed in this article. He urged public librarians to adopt a proactive approach to the provision of value added information media and offers recommendations to this effect.

Stubbs\(^\text{16}\) (1995) in his article entitled "Public libraries and national information super structures" described the four major information revolutions; speech, writing, printing, and information technology (IT). He outlined the characteristics of the IT revolution and presents 2 conceptual models, the connectivity network model, and the information superstructure model. He discussed the impact of the IT information revolution on the public library of the future. According to him, the new public library will form one hub of the information superstructure and the individual customer evolves as independent seeker of specialized information. He described the operation of the Information Resource Centre, as an information gateway serving individual user's information needs.
Marcella, Baxter and Parker\textsuperscript{17} (1996) in their article entitled "European union information in public libraries in the United Kingdom" investigated a British Library funded research project, which investigated the provision of European information in public libraries in the UK. The project included a questionnaire survey of all public library authorities participating in the Public Information Relay, a series of three case study visits to a representative sample of PIR members, a survey of the European information needs of over 370 users in Aberdeen City, Glasgow City and Moray District Libraries. A seminar which was held at the representation of the European Commission in London, UK, on 25\textsuperscript{th} Jun 96, and was attended by some 47 delegates from UK public library authorities and other interested parties. They discussed the background to the PIR and the literature to date, as well as the project's methodology and major findings.

Jensen\textsuperscript{18} (1996) investigated the extent of user influence in the form of library councils. The author covered a number of aspects: The extensiveness of library councils, length of establishment, status and responsibility, composition, procedural aspects and the range of their activities.

Yadagiri Reddy\textsuperscript{19} (1997) studied the career development of personnel in the public library system of Andhra Pradesh. Questionnaire method was followed to collect primary data. He emphasized the importance of human resource development in public Library System. He pointed out poor career planning in the public library system of AP. The organizational efforts for career planning were not at all satisfactory. The important findings of the
study were: (1) The employees have no satisfaction about the promotional opportunities. (2) Some of the professionals expressed that they have no chance to get promotion even though they have put up 20 years of service. He stressed the need for effective service training programmes, better pay scales on par with the professionals working in academic libraries and career planning system in public libraries.

Anki Reddy20 (1998) studied the organization and management of public libraries in Andhra Pradesh. He adopted questionnaire method to study the problem. The important finding of his study was that the public libraries failed to create reading and learning consciousness among the public. He stated that the staff working in the public libraries was totally inadequate to provide efficient and effective library services to the public. He pointed out that the professionals were not happy with regard to pay scales; working conditions, service conditions, promotional avenues, transfer policies and welfare of measures of the department of public libraries. He stressed the need for advanced training to activate the personnel in public libraries. He concluded that the Government should constitute a committee to take up the task of framing of suitable personnel management system with proper rules and regulations.

Kumbar and Biradar21 (1998) conducted a survey to assess the use of mass media and also public library in Singanamana rural area of Shimoga district in Karnataka; Based on the study, the authors underlined the need for extension of working hours and stressed the need for creating awareness
of public library through user training programmes. The authors also recommended for the integration of public library services with mass media to improve the quality of library services.

In spite of over five decades of independence, the rural scenario in India has not changed much and 75 percent of rural people are either manual labourers or artisans. In view of a variety of structural disadvantages (illiteracy, malnutrition and social complications of caste in Indian society), there is a need to redesign the traditional Public Library and its services to deal with the information needs of rural areas. In this connection, the NIRD (National Institute of Rural Development) (2000) conducted a variety of studies and has come up with an action research project aimed at establishing Public Information Centres (PICs). The objective of these centres will be to provide information on rural development programmes, agricultural extension and utilities as well as social development information (health, education, finance, legal). The issues involved as well as the location of PICs, databases, training, service and the sustenance of PICs were discussed.

Hughes – Hassell and Miller22 (2003) in their article entitled public library websites for young adults: meeting the needs of today’s teens online probed the motivation of librarians to develop public library Websites for young adults. Connections are drawn between the findings of this study and research about teens and their Internet use. Related implications for Website development are discussed, with an emphasis on the need for
librarians to not only acknowledge teens' developmental needs but also to take into consideration their expectations of Web technologies.

Malleswar\textsuperscript{23} (2003) described the Regional Libraries as a feature of Public Library System. The author made a survey to examine the working of Regional Libraries in Andhra Pradesh. The survey revealed that the regional libraries are not functioning to the expected level. They are not able to realize the aims and objectives because of lack of adequate staff, lack of trained professionals, poor accommodation and inadequate book stock. The author stressed the need for comprehensive legislation and suggested a plan for Andhra Pradesh Public Library Network.

Begum and Goswami\textsuperscript{24} (2003) stated the concept and objectives of public libraries and their establishment, maintenance and development in the Indian context. The authors also discussed the importance of library legislation and its development in India. This article puts forth the Public Library Scenario of Assam and efforts made to enact library legislation in the state. The latest attempts made to enact the proposed library bill as library law is also mentioned.

Ramesh Babu and Govinda Reddy\textsuperscript{25} (2003) studied public library system in Tamilnadu with reference to circle libraries. Observation and Interview methods were adopted to collect data for the research. The study revealed that the circle libraries in Chennai occupy a significant position in information transfer. The findings revealed that the staff members were
interested in improving their professional quality and not interested in knowing the current developments and almost all librarians were optimistic in automating the library.

Ramesh Babu (2003) studied the state of art of the public library in the light of IT and examined the feasibility and application of IT in public libraries in India and focused on the nature and type of service to be provided by the public library system in the information age. The resolutions and recommendations based on the papers presented in the seminar are:

1. National Policy for IT – based public libraries should be formulated to facilitate access to documents and information.
2. Public Libraries should develop their own web sites.
3. Organizations like RRRLF and government of Tamilnadu should strengthen circle libraries.
4. The Public Library Act should be redrafted to meet factors like resource sharing and net working and right to information.

Ashok Kumar (2004) studied the impact of IT on legislation. The ‘IT era’ brings various changes in all sectors of development since information is the base for all developmental activities. He stressed that it is necessary to revise the library legislation on certain areas like collection, development, management and services.
Studies relating to Community Information needs:

Asheim\textsuperscript{28} (1955) in his article entitled “Training needs of Librarians doing Adult Education Work” defined Adult Education as those library activities for adult individuals and groups which form part of the total educational process and which are marked by a defined goal, derived from an analysis of needs or interests. These activities aim at a continuous cumulative educational experience. The participants require special planning and organization of libraries.

Warncke\textsuperscript{29} (1968) in his article entitled “Library Objectives and Community Needs”. States that determining the needs and interests of individual library users in order to guide and stimulate them to their “best growth” is an inherent function of every situation in which the librarian deals with the patron.

The author advised community study in order to determine the needs and interests of people unknown to the librarian, and to select materials and plan services with community development as the goal.

Gregory\textsuperscript{30} (1968) in his article entitled “The Search for Information about Community Needs” states that the availability of information about community needs is a growing concern for many professions and public agencies. There is a concern for breadth and depth in citizen understanding of community problems. There is awareness that solutions must be based upon productive insights into and use of the competences of all citizens.
There are conclusions that service professions, tax-supported and private, recognize and reflect in their literature. The search for new directions has created a climate for professional and civic inter communication and for approaches like Interdisciplinary Planning.

Dorothy (1968) in his article entitled "Materials to meet special Needs" divided the disadvantaged into four categories. The categories selected for consideration are (1) The Disadvantaged, including the functionally illiterate, (2) The Reader whose native tongue is not English (3) The partially sighted and (4) The older reader.

Dorothy (1968) in the same article says Like the Nation as a whole, libraries have only recently begun to give major emphasis to the needs of the disadvantaged. This is true even of those, which have made special efforts to serve inner-city neighborhoods. It is pointed out that, in general, it is the motivated, better educated, middle class oriented who have been the chief users of the service libraries offer. The new effort to reach a broader group poses problems as staggering as they are complex. In terms of materials, these problems are: availability, criteria for selection adjustments in policy and practice, and definition and clarification of objectives.

U.N. Department of Economic and Social Affairs (1970) in the article entitled "Report on the World Social Situation" mentioned that several groups of population based on social needs, standards of living and levels of consumption have been brought under the disadvantaged groups and many
programmes have been advocated formulated and implemented. Several attempts have been made to identify the criteria to determine the disadvantaged among them. Several policy statements were pronounced and special financial assistance has been made available from central and state governments to certain local authorities since 1969.

U.N.O.\textsuperscript{34} (1971) in the article entitled “Department of Economic and Social Affairs” stated that several International Agencies focused on certain special problems like poverty, immigration and migration and illiteracy. It mentioned that the problems resulting from these problems are said to be worldwide. It held the view that policies to tackle these problems are being considered as of cardinal importance to the development process.

Pangannaya\textsuperscript{35} (1989) in his article entitled “Promoting Library Services to the Disabled” stated Library, either with in the prison or providing a service from outside, can make a greater contribution to the rehabilitation process. In the larger prisons, libraries are usually run by a prison officer with the assistance of some of the prisoners. In smaller institutions they are often run by prisoners themselves. A wide variety of interests and levels are catered for, although material dealing with arms and explosives is not encouraged. Books on handicrafts, periodicals and popular magazines are always popular. Literary material can be brought to lift through the media of films, dramatic performances, lectures, exhibitions and visits by distinguished personalities. By such means the librarian can highlight current social problems or communicate artistic experience. These aspects
of library service are particularly important in prison, as they offer the prisoners a link with the outside world.

According to Venugopal (1989) the disadvantaged constitute a wide range of social groups, virtually exceeding many fold the number of the advantaged. Briefly stated they are:

- Physically handicapped
- Mentally retarded and impaired
- Emotionally afflicted and unsound
- Delinquent
- Closed and Confined
- Oppressed and Down-trodden
- Special classes
- Linguistic and other minorities
- Locals without libraries
- Rural dwellers
- Illiterates and Neo-Literates etc.

Cilliers (1994) in his article entitled "The unique role of the public library as an information provider", says that Information plays a beneficial role across the whole spectrum of human activity including work, education, leisure and other aspects of daily life. He listed criteria for the development
of an information society in South Africa and examined the public library as information system.

Pluse\textsuperscript{38} (1999) in his article entitled "Human resources: time to take stock?" discussed training, education and competences for library and information work. He considered the main issues to be: Are the most appropriate people being attracted into public library and information work? Is education and training for the sector what it should be? Are the more aspirant members of the public library community at a disadvantage in seeking higher posts within local authorities? The author calls for a comprehensive examination of all human resource issues currently confronting public library information services, to create an overall set of strategies and recommendations.

Coles\textsuperscript{39} (1999) in his article entitled "Information seeking behaviour of public library users: use and non-use of electronic media" examined why public library users choose to use electronic sources, specifically CD-ROMs and how they related to them. He discussed the reasons for use and non-use of CD-ROMs and looks at types of CD-ROM databases used both in the library and in general. He looked at the nature of the searches carried out, at some of the problems inherent in studying end-users in public libraries and at the difficulty in obtaining reliable data.

Manghani\textsuperscript{40} (1999) in his article entitled "Community development and the public library service. An innovative training course in the London
Borough of Merton discussed the London Borough of Merton in the UK which is currently devising a community development strategy and in the process is re-evaluating its role, function and image within the local community. It is asking how the public library can contribute to community development, what role is played by the public library in the local community and how the library service is perceived by the local community. The author reported a training course on community development and public libraries for staff working in the borough. He looked at some practical examples that are already underway in Merton arguing that the public library service should be at the core of the local community.

Raju (2000) in his article entitled “Towards access to information in rural India” studied rural areas in India characterized by limited land availability, low literacy, inadequate health, sanitary and drinking water facilities. In spite of over five decades of independence, the rural scenario has not changed much and 75 percent of rural people are either manual labourers or artisans. In view of a variety of structural disadvantages (illiteracy, malnutrition and the social complications of caste in Indian society), there is a need to redesign the traditional public library and its services to deal with the information needs of rural areas.
Convergent Studies relating to Public Libraries and Community Information needs:

Smith\(^4^2\) (1965) in his article entitled "Public Library Services to the Economically and Culturally Deprived: A profile of the Brooklyn public library the appointment of Hardy Franklin as the first community coordinator in charge of Brooklyn's "out reach" program in the Bedford-Stuyvesant area which was designed to acquaint community groups with library services, assess the needs of the community and act as liaison between community and library.

Standards committee of the Public Library Association\(^4^3\) (1966) stated that knowing the community and purposefully sharing in its efforts at self-understanding is a fundamental tenet of the profession. It further emphasized that "continuous as well as periodic study of the community should be made through knowledge obtained by participation in government planning, through co-operation with other organizations in new studies, or by a library-initiated community analysis".

Standards committee of the Public Library Association\(^4^4\) (1966) stated that the committee also unambiguously expressed the view that the community library must be an integral part of the area it serves. The Public Library must be clearly related to its constituency, to the predominant interests of local people, to their beliefs and aspirations and to their
problems. The library must know of, and work with, the organized groups and established institutions, which the people maintain. It must co-ordinate other sources of information and ideas, avoid unnecessary duplication and fill gaps in the intellectual resources available.

O'brien45 (1968) in his article entitled “The Library and continuing Education” stated that there are two approaches to community services offered by the Library. The first approach focuses on services to the community and groups of individuals with in the community having similar characteristics, interests and needs. Students, Labour, Business, the aging, the foreign-born, housewives, the handicapped, are examples of such groups. The second use of the term group services refers to services performed for people in groups and includes lectures, discussion groups, exhibitions, concerts and classes. The library profession agrees that the individual reader or potential reader is the library’s primary concern but that he may be sought out and served in groups and by means of group activities as an extension of basic library service.

Elean46 (1971) in his article entitled “Library Services to the disadvantaged” made an attempt to review the literature on this emerging area of library services and the need for a national policy at different stages of programmes for economic development.

Lipsman 47 (1972) championed the cause of service to the disadvantaged as an additional dimension of library services. Each stressed
the need of the library profession to realize the responsibility to society. According to him the librarians generally are votaries of status quo and feel uncomfortable with suggestion for the extension of their services. He advised the librarians to rise to the occasion and serve the disadvantaged reader by crossing the barriers of the traditional and conservative library services. He concluded that a public library as a part of its extension activity has to provide services to children, to the mentally and physically handicapped and also to the aged. All the above categories of the readers are called "the disadvantaged reader" by Lipsman.

Martin48 (1975) in his article entitled "Library services to the disadvantaged" mentioned that the activities of librarians have undergone a change and consequently the role of the library in society. One of such developments now being taken up all over the world is serving the disadvantaged. The response of the library service to the challenge of social problems of 1970's 1980's has been such as to herald evaluative change in professional attitudes and actions.

Coleman49 (1982) in his article entitled "The development of library services to the disadvantaged and implications for the future of public library service" stated that a conscious interest in library services to the disadvantaged began to emerge in the UK during the 1970s. The author outlined, the social background of the issue; the libraries' choice and the librarians' response; the meaning of disadvantage; what kind of people are librarians?; and the importance of change and confrontation. He concluded
that the history of services to the disadvantaged has been one of response to external pressures rather than the result of initiatives by librarians.

Martin50 (1984) contributed an article entitled "outreach" to the special issue of Library Review devoted to a 10-year overview of the UK's public libraries. He re-examined the concept of outreach and considers the extent to which it has spread among public libraries in the UK, in terms of understanding and as regards the provision of services. The author defined outreach and outlines the disadvantages of the different definitions. He suggested that the action involves reaching outside the library into deprived and minority communities. He made an attempt to assess public library performance in respect of outreach. He outlined the importance of repackaging and presenting information in formats relevant to different groups of people.

Pulla Reddy51 (1989) in his article entitled "Library Services for the Visually Handicapped" stated the following objectives. (1) To know the facilities available for the welfare of the visually handicapped. (2) To know the type of reading materials and equipment available for providing library service to them. (3) To know the activities of IFLA for the improvement of library services for the blind. (4) To know the library services provided in USA and in other countries for them and to know the present position of library services provided to them in India and to make suggestions for the improvement of these services on the basis of library services offered to visually handicapped in other countries of the world.
Pangannaya\textsuperscript{52} (1989) in his article entitled “Promoting Library Services to the Disabled”, the term ‘Disadvantaged’ is ambiguous and controversial to present a precise and universal definition is difficult, particularly when we associate the term with the adjectives like “socially, economically, culturally and educationally”.

The term ‘Disadvantaged’ is often synonymous with ‘Disabled’ any kind of disability e.g. in any form of action, intellectual or physical; in any circumstances or set of conditions which puts a person at a disadvantaged compared with his fellows. Disability then becomes a handicap for the normal functioning of the human being at mental and physical levels.

A physically handicapped has been explained as a person limited in the performance of normal activities who suffers from significantly and permanently, from a physical or mental deficiency or who regularly use an orthopaedic device or any other means of palliating his handicap.

The following categories are identified under the broad heads.

1. **Disabled**
   a. Minority groups (ethnic racial house bound etc)
   b. Exceptional children.
   c. Prisoners.
   d. Patients
2. **Physically Handicapped**
   
a. Deaf and aurally handicapped.
b. Blind and other visually handicapped
c. Mentally retarded.

Further classification of the disabled will include those who suffer from (a) Temporary disability resulting from the job injury or occupational disease (b) emotional and mental disability resulting in dislocation of social and personal behaviour (crime or Juvenile delinquency) that are psychologically based e.g. chronic alcoholism, inability to hold a job vagrancy, chronic irresponsibility and general demoralization. To these may be added the disabled dyslexics a person of average intelligence or better who has difficulties to read and or spell, who has trouble with words because his brain is formed differently in the areas most involved with language.

Vijayalakshmi53 (1989) in her article entitled “Towards National Policy of Library Services for the Disadvantaged” pleaded for policy for library services to the disadvantaged involving the librarian, reader and community. According to her, in India in spite of planned development Programme, no attempt has been made to declare a national library policy. But some programmes were initiated towards formulation of such a policy in the sixth and seventh five year plans. The Raja Ram Mohan Roy Library Foundation,
and the Indian Library Association made a very bold step to formulate a national policy for Library and Information system.

Karisiddappa and Sangam⁵⁴ (1989) in their article entitled “Public Library Services to the Disadvantaged: A Case Study of City Central Library” stated UNESCO long ago declared that the ‘public library is live wire’. It is a center for life long education. The success of any democracy depends on the enlightened citizens of the country. In order to create the awareness about the development of the nation, future of the nation and future of the citizens forming a part of the nation, the public library has been found to be more effective than any other institution. Being a multimedia center, it can generate delight in each and every one including the disadvantaged. It is the need of the hour that we should give a serious thought in designing the standards, planning the programmes, identifying the alternatives, exploring the philanthropy and above all keeping in mind the provisions of the library act that is in force.

Engel⁵⁵ (1990) in his article entitled “The Public library: a key to technology transfer” discussed the role of the sci-tech librarian in technology transfer. Public libraries promote technology transfer by acting as important centres for information transfer. The public library provides an ideal regional access point for individuals, corporations and local governments seeking information on new technologies. Using the Science and Technology Department of the Carnegie Library of Pittsburgh as a case example, the author discussed 3 key ideas: patrons needs arising within the
technology transfer process; information resources that facilitate that process; and services provided to bring patrons into contact with the information they need. He discussed the types of materials and services most useful to the Carnegie Library of Pittsburgh and its users in facilitating technology transfer.

Niekerk\textsuperscript{56} (1994) in his article entitled "The Management of information resources for the public library" contributed to an issue devoted mainly to a National Symposium on Information for all, Cape Town, South Africa, February 1994. He discussed the management of information resources by the Cape Provincial Library Service. He outlined informal and formal resources available to its users, and described what it is doing to address the information needs of its students and school children, and of other individuals and groups in the community. He examined the problem areas which may force librarians to amend the service they provide to address the needs of all sectors of the community. He discussed how to create informal information sources and described formal resources that should be included in every library's stock.

Szudy and Wilkins\textsuperscript{57} (1995) in their article entitled "Westerville public library: serving today's information needs with the technology of the future" described the utilization of technology; coupled with skilled librarians, bringing information from across the world to the user at the local public library. Westerville Public Library, Ohio, has been at the forefront of new technology and its challenges. The authors reviewed recent technology
advances at Westerville Public Library and the issues raised by their implementation. According to them it is important for librarians to recognize the human needs of the library patron in the new technology environment.

Pienaar58 (1995) in his article entitled "Survival information and public libraries" addressed the question of survival information as an aid to social and cultural development in disadvantaged communities. He discussed the information needs in disadvantaged communities and the role of public libraries in disseminating survival information. He also discussed the implementation, marketing and evaluation of a survival information service.

Christenson59 (1995) in his article entitled "Role of the public library trustee" examine the functions, roles, and responsibilities of the public library trustee in a rural setting and reviewed the basic responsibilities of the library trustee to ensure that the rural library serves the information needs of the community. He emphasized the important role the library trustee serves in determining policy, encouraging partnerships with other libraries and community organizations, and ensuring sufficient funding for the library to meet community information needs.

Yeh60 (1995) in his article entitled "The functional analysis of the public library in modern society: a case study of a branch library in Taipei city (China) examined the public library through the eyes of public users. The study, made an attempt to understand how users define the functions of the public library in modern society, what were their motivations for
public library use, how they got help in such use, and how they satisfy their information needs and recreational purpose. The study aims to re-evaluate the traditional functions of the public library i.e. cultural, educational, recreational, and informational functions. He made an evaluative study of 120 adult users of a branch library of Taipei City. The results show that the majority of users use the public library for recreational purposes, and that it is one of the main channels for recreational and information needs in people's lives. The results also indicate that no user goes to the public library for a cultural purpose; however, they also demonstrate that the educational function affects children's reading habits and aids their school learning.

ASLIB\textsuperscript{61} (1995) divided the users into middle class and working class. It was found that there is a higher proportion of users in the middle class than the users in the working class. The study came out with the following findings:

1. The upper middle class and middle class make up 15\% of the population, but 41\% of this class are frequent library users and 29\% are non-users.

2. The lower middle class make up 24\% of the population, but 30\% of this class are frequent library users and 40\% are non-users.

3. The skilled working class makes up 30\% of the population, but only 25\% of these classes are frequent users and 49\% are non-users.
4. The semi skilled and unskilled working classes make up 31% of the population, but only 26% of these classes are frequent users and 57% are non-users.

Nordlie\textsuperscript{62} (1996) in his article entitled “unmediated and mediated information searching in the public library” conducted a survey of 40 audio taped reference interactions between librarians and public library users. He analyzed the data to identify patterns of interaction, with a focus on user’s problem formulation, librarians’ elicitation of information from the user, unsolicited information provided by the users and the effect of these factors for the outcome of the interaction. He compared the results with studies of public library user behaviour in unassisted online catalogue searches. Users’ initial query formulations are similar in the two situations. In the mediated searches, ambiguities are resolved and users’ information needs are determined while interacting with the material on the shelf. Replication of this functionality in the online catalogue’s interaction with the user would solve many problems in unassisted end user searches.

Mostert and Vermeulen\textsuperscript{63} (1998) in their article entitled “Community libraries: the concept and its application by the Pinetown public library” discussed public libraries in South Africa. They describe how the libraries failed to address the information needs of developing communities. They recommended for the establishment of alternative library services, notably resource centers and community libraries which have gathered momentum since the 1980s. They explored the concept of community libraries,
currently embraced by an increasing number of Public Libraries and evaluated the community library system implemented by the Pine town.

Tikekar64 (2000) in his article entitled “Rural Public Libraries as community information centres” described the Indian public library system and a formal structure of libraries available in the country. He stated the objectives of the public library emphasizing the need for public libraries in rural areas of India. He discussed the role of the RRRLF in the development of public libraries and the strategy of developing libraries in the USA to meet community information needs. He suggested a new strategy to develop rural libraries in India as community information centres.

Heitzman and Asundi 65 (2000) in their article entitled “Evaluation of public libraries in India: the case of Karnataka” described the development of the public library system in the state of Karnataka, India. Several exercises were conducted in its evaluation during the mid-1990s and current direction of its planning. After outlining the system in the rural district of Chikinagalur, they concentrated on the system in the city of Bangalore. Quantitative and qualitative survey data portray the demographics of library users, their information needs, their rating of library materials, facilities and library staff and the relationship between their evaluations and the preliminary stages of automation.

The review of literature makes one thing clear: The development planners and administrators did not appreciate the multifaceted role of
public library as a centre for information and guidance, a catalyst for change, an interpreter of community needs and an agent of social and cultural life in development process. The public library system itself did not make any efforts to offer services based on the various users of the community. Neither the government nor the public library system in A.P. considered public library as an agency in the planning and development process of the community. This present study has been carried out to meet this gap in public library management and to improve the nexus between the public library and the community.
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