Chapter VI

CONCLUSION
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The present research study is exclusively based on the documentary sources and the personal observations. In some situations discussion and interaction with the service sector leaders and experts were held. The total outcome is due to the study of enormous scattered information in different sources of information. Researcher has been several times discouraged to pursue the research studies for not having access to right sources of information. There were many instances where the information showed their indifference to provide the facts and figures. Numerous attempts were made to take an appointment with the executives and managers of the selected service sectors, like banking, tourism, hospitality and hotels. Leave apart giving an appointment, for discussion they were reluctant to divulge the information. As a user of the services the researcher could visit some selected sectors and observe very closely their activities to promote their respective services. Thus collected and recorded information was further cross checked by checking the websites and published brochures and information pamphlets. Hence, the researcher is left with no other option except observation, recording and referencing the few stray information sources including websites.
It is also observed that there was no much work done in this aspect in library and information science. But much is talked about the relevance of LIS in all aspects of life. However a modest attempt is made by the researcher to work out on the basis of the study conducted some issues, challenges and dimensions. These formulations are specific to the LIS as a service sector. Comparing to the kind of majesty of the services offered by hotels, tourism and hospitality sectors to the existing library and information services offered by different types of libraries, a huge gap is clearly visible. The basic infrastructure and facilities that are available there and in libraries makes a lot of difference. In the light of the study the researcher has listed the following points under issues, challenges and dimensions.

Issues:

- Ever expanding universe of information
- Multifarious and ever growing needs and requirements of the users
- Inadequate technology infrastructure
- Paucity of professional leadership
- Inadequate budget provisions
- Poorly manage skill development programmes
- Blurring image of the profession
- Lack of active participation of the professional workers in the service promotion
- Inactive professional associations
- Government's indifferent attitude towards libraries
• Paucity of basic minimum facilities in the libraries to promote LIS services
• Lack of professionalism

Challenges:
• Dynamic and ever changing technology
• Commercialization of services and products
• Invasion of other professionals to offer the quick information services
• Impact of globalization
• Increased growth and development national and global organizations.
• Rapid growth of professional, academic, associations and societies
• Unprecedented demand for information at all levels
• Governments changed attitude towards libraries and establishment of NKC and NKN
• New approach of INFLIBNET and other National networks to facilitate services in the respective libraries of institutions and organizations.
• Ever expanding universe of INTERNET services and facilities
• Increased growth of Open Access Sources.
• Innumerable training and skill development programs
• Special provisions for budget for enhancing the ICT infrastructure in libraries
• Growing awareness of the user’s community to have access to information in a minimum possible time.

• Attention compelling E-information resources and multimedia resources

• Libraries are fast becoming virtual

• Steady realization of impact of knowledge management techniques and procedures by the library professionals

• Cautious and calculated use of methods, techniques, procedures and strategies of different subject fields by the library and information professionals and there by consolidating the subject status as increasingly interdisciplinary

• Steady induction of Knowledge Management, Corporate culture in some related set of libraries.

Dimensions:

• Emerging status for the LIS professionals as knowledge workers

• Recognition of LIS professionals and the activities on par with well established service sectors

• Gaining the brand name as an essential service sector for the welfare of the society and the nation

• Launching of National Mission on libraries

• Basic ingredient for the promotion of education, research and development
There are some better examples like British libraries and American libraries established in some cosmopolitan cities in India are providing exemplary services on par with any of the noted service sector. The atmosphere, competence, support and infrastructural facilities including provision for training, skill development, exposure to the related environment, and a disciplined management is mainly responsible for the flourishing of the service sector, this kind of situation needs to be translated in reality into the libraries of different kind in India.

The service sectors are flourishing in the knowledge society. Growing competition among the service sectors to gain importance over the others is a never ending venture. Library and information service sector has to seriously workout the strategy to impress upon the authorities to develop the infrastructure and facilities to compete with the other popular service sector. The total mechanism has to be restructured and reorganized to take the best conventions and practices of the service sectors particularly in terms of training and skill development, incentives, dress code, profuse use of technology, extended facilities, outstanding public relations meticulous monitoring of all activities, customers case, attractive well defined case of conduct and welfare measures to the professionals becomes imperative for developing the appreciable service spirit. More than anything, dedication of devotion of the
professionals and their commitment to the professional ethics can naturally elevate the LIS sector to the best of the best service sectors and there by help the building the image of the profession in the society as well as contribute the national development immensely. On the basis of this study on humble attempt is made in this concluding part to discuss the salient feature of the changing situation and the future developments in LIS service sector.

Libraries have transformed not only the services they deliver, but also their physical structures most of the developing countries libraries were built prior to the explosion of digital information and have been or are currently being renovated or even torn down. New or remodeled libraries reflect both the need to access information and communicate electronically and the increasing predominance of collaborative activities on-site. Libraries still have quiet places for solitary work, but there are more places in them for people, young and old, who are working together. Libraries today are connecting individuals virtually and physically, and the major shift is from buildings that had previously been constructed around library operations and collections to facilities that reflect how people learn and interact. User convenience and the library's appearance have risen significantly. Customers demand high-quality facilities, good lighting, plenty of comfortable seats, wireless access, electrical
outlets for laptops, signage, maps and directories, lockers and coffee shops or cafes are the essential components of the modern library.

The future of the library as a physical 'place' has been a matter of considerable professional speculation and debate. Despite some hasty predictions about the imminence and inevitability of the virtual electronic library, universities around the world continue to build libraries in which teaching, learning and research can be pursued often, as it happens, with growing printed collections. Many counties are also building new national libraries, recognizing that libraries are becoming indispensable social and cultural institutions.

Providing access to information has traditionally been about buildings, based around institutions offering services to on site users. Building tomorrow's libraries will not simply be a matter of installing rows of computers with Internet access, users are increasingly expect to be able to access material from where they live and work. Providing access will increasingly be about developing electronic information services such as Internet portals and acting as a broker between content providers and remote users. At the same time, It is believed that even in the most wired communities there will still be a demand for physical spaces where people cannot just access knowledge but can
discuss, learn from and support each other. In less advantaged communities, the knowledge society simply won’t happen without public access.

Expectations for service are similarly high. In a connected, 24/7 world, libraries are shifting to “round-the-clock” access to collections and availability to their users. This is especially the case for academic libraries. With people increasingly assessing library catalogs and other databases, taking advantage of digital reference, and downloading e-books to their personal computers or mobile devices public libraries have been rapidly expanding their services.

The bedrock of LIS profession is always its core values: professional’s commitment to access to knowledge and preserving the human record for future generations, beliefs in intellectual freedom and the right to privacy, and dedication to fostering an educated citizenry to sustain democracy. However, librarians in the 21st century must also have skills in strategic planning, budgeting and the management of human resources and projects, as well as the ability to communicate with a wide variety of audiences. Twenty-first century librarians blend traditional and technological skills.
These newer librarians have the advantage of being familiar with digital technologies from an early age and can apply their energy, enthusiasm, creativity and expertise to the use of multimedia, which is an increasing percentage of library resources. In reaching out to users, they instinctively employ social software. As "blended librarians" they are valuable potential term members for envisioning library services in the future, identifying appropriate service delivery models and effectively communicating with a similarly new generation of users.

Libraries remain arranged to the most socially inclusive, enduring and well used 'places' in modern society and creating good new library building is critical not only to the future of the universities, but also to the intellectual capital of the countries. In planning and designing these important new 'places', the library manager must have a clear vision of what is required, communicate this to all those involved and play a leading role in the planning process. This vision must embrace a whole range of issues, but it is re-assuring that the people centered approach has come to dominate modern designs.

This study has enabled the researcher to spot the changing dimensions that are emerging in the LIS sector. First and the foremost is the active collaboration within and between different sectors have grown and have moved into
the political agenda. The motivation for collaboration can be driven by a desire to improve basic services to library users, seeing this approach to serve provision as of general benefit by making scarce resources go further by providing access to a wider range of resources that would otherwise have been possible. Increasingly, service providers are also motivated by external pressure, brought to bear by government and/or funding incentives. As scarce resources come under increasing pressure, and as technological advances make it possible to offer electronically distributed national collection pressure is growing on libraries to collaborate more actively at national, regional and sectoral levels.

The collaborative achievements are indicative of the range of widespread projects which have succeeded in delivering benefits directly to service users. Much of the existing collaborative activity stems from an LIS culture that accepts partnership and collaboration as mutual benefit through widening access to existing resources. In addition, partnership work is accepted as a method of showing a willingness to address the stated agendas of government and funding bodies.

Libraries have a long tradition of resources sharing and networking. These have been greatly expanded by the rapid development of computer, telecommunication,
networking, and digital technologies since the 1960s. In the US it is very common for libraries to be a member of several consortia at the same time for various types of cooperative work and resources sharing. The best examples of these are OCLC Online Computer Library Center and Ohio LINK (Ohio Library and Information Network).

The successes of most of these examples in resources sharing and networking are largely the result of the full cooperation and participation of all member libraries without selfishness. Large and major libraries must take the lead in such an endeavor. Supports in policies and funding from the government or parent organizations are also critically important. Experiences indicate that all libraries, regardless of size and specialties, have been benefited by library cooperation and resources sharing.

Much progress has been made in aligning library services with changing (and increasingly digital and networked) research and learning environments. At times, however, this progress has been uneven, fragmented, and reactive. As libraries continue to engage with an ever shifting information landscape, it is apparent that their efforts would be facilitated by a shared view of how library services should be organized and surfaced in these new settings and contexts. Libraries and library services are becoming virtual. Virtual service is connecting the library
to the public via an electronic network. While it might be
easier to simply say 'through the internet', there is a wide
range of electronic networks, from Local Area Networks
connecting workstation and printers, to Wide Area
Networks linking organizations around the globe. These
services share much in common with Internet service, often
utilizing the same software, but have marked differences.
Intranets are defined by a greater degree of control. A
library is an organization that provides a user with a
collection of materials and a set of services. These services
are often tied to collection but may well exist in the absence
of collection. While at first glance it may seem to objective
would be to tightly couple services and collection, this is
not always the case. A few scenarios may be useful.

The web and digital reference give the library a set of
powerful tools to serve customers. Using the internet and
networks as a means to persuade the user to switch modes
from digital to coming to physical facility is difficult in
these days of innumerable information choices. Customers
will select the source they find most convenient and there is
no reason that libraries can't fill that role. As information
organizations, libraries should quickly adopt to the internet
not simply as a source of information, but as a means to
expand current services to new audiences. It is time to
begin considering libraries virtual services a sort of online
branch. For the increasingly connected patrons, the online
branch may well be their first stop, only resorting to entering into your physical facility to retrieve a book on hold, or have an in-depth consultation with a reference librarian. Libraries should also encourage the transfer of knowledge and experience from experienced staff to new staff members. A mentoring system should be in place to help new comers to learn from experienced library staff. Informal seminars and brainstorming sessions where staff can interact and exchange “lessons learned”, “best practices” and other specific experience and knowledge should be scheduled at regular intervals and at convenient times. Special interest groups and chat rooms can be created through intranet. Since many valuable experiences have been accumulated over time, libraries should pay attention to favorable working conditions and environment, which will contribute to better staff retention.

The utmost goal of knowledge management is to provide users with a variety of quality services in order to improve the communication use and creation of knowledge. As much as possible these services should be tailored to the interest and needs of each user. Information about each user can be obtained by analyzing the records of user registration, surveys, circulation and interlibrary loans, frequently asked reference questions, and the use of e-journal and digital resources, etc. User satisfaction and needs should be collected through periodic users' surveys.
The findings should be used for the planning and redesign of library services. It is very important, however, that user's privacy should always be protected.

Some of the manual services such as "new publication alert" and "selection dissemination of information" which libraries have been providing can now be done automatically by employing the "push technology" with great efficiency and convenience. Each library user can also set up his/her virtual "My Library" enabled by library systems and networks for collected and organizing resources for personal use and to stay informed of new resources provided by the library. Success in improving service quality depends heavily on people involvement - employees, users, funder and all other stakeholders. Library professional's knowledge and competencies must be identified, developed and sustained. Users must be consulted, involved, and found to be satisfied with the service provided. Quality objectives and emphasis on continuous improvement and monitoring of users satisfaction provide the user within increased assurances that their needs and expectation will be met.

Looking down the road, one can imagine several possible directions in which a service framework for libraries might lead. One possible end point of this work could be a convergence toward process standardization in
libraries in other works, the emergence of widely accepted
definitions of certain library processes in terms of scope,
functionality, input/output, and so on. These standardized
processes would facilitate trusted third party provision,
substitutable systems, communication across internal and
external boundaries, consistent performance measures and
benchmarks, and interoperability. Libraries have not been
idle in the face of the changes reshaping their
environments; in fact, much work is underway and major
advances have already been achieved. But these efforts lack
a unifying framework, a means for libraries, as a
community, to gather the strands of individual projects and
weave them into a cohesive whole. A framework of this
kind would help in articulating collective expectations,
assessing progress, and identifying critical gaps. As the
information landscape continually shifts and changes, a
framework would promote the design and implementation
of flexible, interoperable library systems that can respond
more quickly to the needs of libraries in serving their
constituents. It will provide a port of entry for
organizations outside the library domain, and help them
understand the critical points of contact between their
services and those of libraries.

The following thoughts of Michael Gorman (1992)
the former President of ALA, who expressed in his
foreword to Buckland’s book ‘Redesigning Library

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Services: A Manifesto' adequately justify the humble feelings presented in this thesis;

"here is where we are and where we have been;
here is the likely direction in which we are going;
here is the impact of the likely future on libraries, library service, and library users; and,
here is how we should organize ourselves and libraries to respond the challenges of change"

A librarian with diverse talents and training, and who is flexible, will be able to meet the challenge of future library scene. An ideal librarian is one who is competitive and assertive, who is cooperative and willing to compromise, who is intellectually committed, who is equipped with technical and managerial competencies, who is enthusiastic to the needs of new technology at the same time not being emotionally attached to any one system. Librarians would be ready to participate in the process of generating and distributing information and knowledge for quality of life and education for all. In short, librarians must unite to withstand the revolutions that will occur in the information and communication fields. Technology alone cannot help to bring about the required changes. Attitudes, practices, and policies need to change if libraries in India are to truly benefit themselves and their community of users by the application of new technologies.