CHAPTER IV

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REVIEW OF LITERATURE

4.1 Introduction

The literature review plays a very important role in any research process. It is a source from where research ideas are drawn and further developed into concepts, and, finally, into theories. It also provides the researcher a bird’s eye view of the research done in that area so far. According to Newman et al (1997) and Mauch and Birch (1998), a literature review performs four main functions:

I. Firstly, the literature review of a theses is primarily focused on what has been done before and is designed to highlight how the study will fill in the current knowledge ‘gap’;

II. The review outlines the instruments which the researcher will use, and why he should use them;

III. The review points out why it is necessary to conduct the research; and

IV. Finally the review sets the boundaries for the research study (called delimitations (2).

In the present study, a retrospective search of literature was made by using printed books, Library and Information Science Abstract (LISA) on CD-ROM, Indian Library Science Abstract (ILSA), works of Dr. Usherwood and Dr. V. Venkatappaiah and online databases, viz., Emerald, ProQuest, EBSCO, J-STOR, J-Gate, University Microfilms International (UMI) and Government Reports, Manuals, Guides, Theses / Dissertations and articles from journals reviewed for the purpose of review of literature. Attempts were also made to trace and collect the original articles and the same have been used for review.
In this chapter, an attempt has been made to review the published literature under the following sub-headings:

- Public Libraries: An overview,
- Public Library Legislation,
- Networking of Public Libraries,
- Impact of IT on public libraries,
- Financing of public libraries,
- Restructuring of Public Library System.

4.2 Public Libraries: An Overview

Report of the Advisory Committee for Libraries (1959) is an important document. The report highlights the importance and the role of the Central Government of India about the provision of public libraries. Further this report provides guidelines to the states contemplating to pass the library legislation. It also spells out a perspective plan. The encouragement of the advisory committee report leads to a series of library legislations in Indian States.

Ranganathan (1972) provides a model public library bill for the union and the states in which he envisages clauses concerning the organization, administration, finance and other matters conducive to the development of the public library system in India.

Mehta (1975) describes that under India’s Constitution, libraries fall under the jurisdiction of the states, and the central government has a nominal role. The author also traces the brief history of libraries from the earlier days till independence, and explains that, since independence, a series of 5 year plans have put forward the recommendations.
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on public library services which exist in India are in a large variety, but most of them are poor in quality and inadequate in number for the size and population of the country. He also mentions that setting up of Delhi Public Library under UNESCO’s First Pilot Project was a little success and shows potential usage.

**Mehta** (1981) explains that during the 1980’s out of population of 800 million, 600 million would reside in rural areas. He has discussed in detail the importance of providing library service to the rural areas and indicated the role of public libraries in providing information to the neo-literate.

**Abraham** (1986) discusses the growth of public libraries in India. He says that the libraries received great attention and support from the social movements during the struggle for independence. The author points out that at the present, context, libraries have to struggle for funds, space and trained staff to serve the multilingual and multicultural needs of their communities. He also provides two examples of successful public libraries. The Connemara Public Library of Madras which is a government supported library in a large city with responsibility for regional support and depository status, and the Kottayam Public Library which is a subscription Library in a medium sized commercial centre and college town.

**Malleshappa** (1992) describes the development of a public library system in Karnataka State and highlights aspects of its public libraries Act. The following libraries form part of the system: the State Central Library; District central Libraries; City Central Libraries ; Branch Libraries; Service Stations; Libraries at Mandal Panchayat level; book delivery centres; mobile library services; and Raja Rammohun Roy Library Foundation Centres.
Mehrotra (1994) in his paper describes the development of public libraries in Uttar Pradesh, during the 5 year plans, and enumerates the proposed developments during the Eighth plan.

Jambekar (1995) examines the place of public libraries in India’s 5 year plans since independence with a particular attention to finance. The 1951-56 plan established State Central Library for each state. The 1956-61 plans donated a number of libraries. He mentions that regional libraries were established in Delhi, Kolkata, Mumbai and Chennai during the 1962-67 plans. Further the author explains the establishment of libraries in all the five year plans.

Bhattacharya (1999) describes in his paper the main objectives of the Raja Rammohun Roy Library Foundation (RRRLF), and the main projects it has undertaken for the promotion of the public library movement in India through the drafting of the National Policy on Library and Information System and the pattern of financial assistance provided to public libraries in the country.

Describing the establishment of public libraries in Kerala, Das (1999) outlines the growth of an extensive library movement which helped in the Total Literacy Campaign of 5,000 libraries. He concludes with notes on attempts made to enact library legislation, including drafts prepared by Dr. S.R. Ranganathan and the adoption of the Kerala Public library Act in 1989.

De Palo (1999) relates the historical foundations of public library service on Staten Island, New York to the historical foundations of public service in the USA from Colonial times to 1904 when Staten Island in Tottenville Library became a Carnegie branch of the New York public library.

Wijetunge (2000) defines literacy and lifelong learning and their significance to the development of a country. He specifies the recent education policy reforms in Sri Lanka which emphasize the expansion of literacy and lifelong learning. Then takes up the status of Sri Lankan public libraries in this task and discusses the status of the Sri Lankan Public Libraries to the changing educational requirements.

4.3 Public Library Legislation

Misra (1975) explains the need for library legislation and briefly outlines the history of such legislation in UK, USA, Canada and Japan. He says that in India legislation has carried the credit of creating a pattern of national as well as state public library service and of providing the necessary finance. He traces the history of national and state library legislation in India and calls for the national government to bring conflicting state legal action into line.

Bendigeri (1975) traces the history of the library movement in USA from its origins in the small private libraries of the early pilgrim colonies to the latest amendments of the library services and Construction Act, 1964.

Dalal and Limaye (1981) state that standard library services to both urban and rural areas are possible only through library legislation. They opine that there should be a separate Ministry of libraries at both the National and the state levels. They mention that public library development in various countries, briefly describe the library legislation in
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Tamil Nadu, Andhra Pradesh and Maharashtra and argue for a national library system in India.

Venkatappaiah (1992) stresses the need for the enactment of a public libraries act in Uttar Pradesh. Describes the efforts made by professional associations and individuals to achieve this end. He suggests that the Uttar Pradesh Public Library Bill drafted by the Viswanathan Committee needs revision in order to incorporate a few provisions.

Das (1993) describes the role of libraries in promoting and reinforcing literacy in India and in combating illiteracy. A network of libraries should be developed for promoting literacy. He also suggests the enactment of public library legislation in every state for this purpose.

In India 4 state Model Acts / Bills and one Union Model Act for public libraries were prepared over a period of 60 years, says, Venkatappaiah (1994). The author compares the 5 Acts / Bills focusing on: purpose of the legislation; state level authority; national level authority; advisory bodies at state and district level; administrative bodies at state and district level, funding, accounts and accountability, and rendering effective service.

After independence in 1947, in India there were various attempts to improve the local self – government as a part of decentralization of power to the people. The amendment of 1992 to the constitution attempted to delegate powers to the Panchayat Raj Bodies (Local Self – Governments). The Legislation also provided for establishment of a library system suited to the changing needs of the people (Raju, 1997). Further, the author visualized the role the of public library system in this altered context. He identifies several functions for data gathering and information dissemination at the village level,
which were not previously included in the mandate of the public libraries. This will enhance the utility of the public libraries and energize the public librarian as a change agent.

Thillainayagam (1999) traces the development of public library services in Tamil Nadu, through the library legislation of the Tamil Nadu (Madras) Public Libraries Act 1948. Further, the author comments on the defects in the working of the Act and the provisions made for library management, library staff, library materials and user services.

Kumar and Shah (1999) study the present situation of a few district libraries in the absence of an act. They briefly trace the history of library system in Madhya Pradesh and their administrative control. They enumerate the effects of proposed bifurcation of MP and its recent implementation of district governments on existing public library system. They study four district libraries of Ujjain division and suggest various steps to improve the services in the absence of legislation.

Khan (1999) points out the neglect of public libraries in Andhra Pradesh. Further, he stresses the need for amendments in the public libraries Act of 1960 and the implementation of the recommendations of the Ekbote Committee Report and the suggestions of library experts.

Sunil Kumar (2006) in his paper traces the history of rural library movement in India. He discusses the major landmarks, which have made the history of rural library movement. He also states the present scenario of public library movement, efforts for development of rural libraries in the context of library legislation, role of national and state level library associations and valuable contributions of Dr. S.R. Ranganathan and
other devoted professionals to give impetus to public library movement at grass root level in Indian States.

Venkatappaiah (2007) says that library legislation had a history of 150 years in UK and USA and about 70 years history in India. He explains that library legislation is very much essential for the growth of libraries in the state. He describes that UNESCO Public Library Manifesto 1994 promulgates that it is the responsibility of the state to enact public library Act, which provides guidelines to the states and union territories on the structure and functioning of the public library system. And he says that the Act naturally arranges perennial source of income for the maintenance of the system.

Satpote (2008) explains in brief regarding library legislation in India and its importance. He says that out of 28 States and 7 Union Territories in India only 15 states have adopted library legislation. He also traces the history of library legislation in Goa, and discusses the objectives of the Goa Public Libraries Act and the features of the Act.

4.4 Networking of Public Libraries

Pratt (1997) explains the growth of electronic community networks, as gateways to the Internet, presents public libraries with opportunities to play an important role by exploiting its traditional ability to provide equitable access to information and its broad service mission to bring together the individual elements that make up the whole. He lists a number of electronic community networks with URLs.

Prytherch (1997) examines some of the literature on how public libraries in both the UK and the US respond in planning terms to pressure, to provide network services, and help ensure equal access to information resources. Arguments that public libraries will
be marginalized, if they do not embrace this area are frequent. At the same time, it is suggested that public librarians must avoid too obsessive an enthusiasm.

Fulton (1998) discusses the issues involved in public library networks and networking in the light of the Library and Information Commission's report: New Library: the people's network. The key areas discussed are: education; citizen's information; business and the economy; community history and identity and training centres. Considers the implications in terms of books versus technology; changing service priorities; staffing mix and coordination.

Kendall (1998) discusses government supported proposals for a UK wide information network to be made available through public libraries, which would play a key role in the development of a 'National Grid for Learning'. Draws on the findings of a research study into the training needs of public library staff, and highlights World Wide Web resources and collaborative initiatives in public libraries.

Keeling and Hornby (1999) examine the implications of the delivery of the New Library in the information age. The University of Industry, which comes online in autumn 2000, will require public libraries to assume the role of local learning centres. They describe the example of the Silkborg Library in Denmark where new working structures and ventures have linked the library with commercial organizations.

Gallimore (1999) provides an overview of the main challenges which will confront public library managers in the near future as electronic networking of library services becomes more widespread. He considers external influences on libraries deriving from the information society and the UK Government's agenda. There are new
opportunities, such as digitization of important collections and funding for technology infrastructure which managers must respond to.

Poustie (1999) says that the Bertelsmann International network of public libraries was created by the Bertelsmann Foundation, Germany, to think flexibly about the future shape of public libraries and to develop model solutions to address the issues faced by public libraries across the world. From the first meeting, topics of relevance to public libraries were discussed and then the first group of participants had to choose a topic for research, and to create a model which could be implemented in other public libraries.

Karun (1999) describes the intensive development of Slovene Public Libraries in the last eight years. He says that unlike in most of the other European countries where the automation process and development of information technology run gradually, Slovene public libraries made this step in a scant few years by joining the COBISS system. COBISS (Cooperative Online bibliographic System) connects all types of Slovene libraries (national, university, special, school and public) system, supports the automation of the local functions and enables access to various databases via Internet. The needs of customers and the possibilities given by high technical base, including access to Internet, caused the development of many new public information services in public libraries.

Shiers (1999), in his paper, presented at Charting the Information Universe: Thirteenth National Cataloguing Conference, Brisbane, Australia. He discusses some of the issues addressed as cataloguers at Murdoch University Library in Western Australia implemented and used a shared academic and public library database.

Owen (1999) describes the plan to reequip the UK's public libraries with adequate staff to provide the services that are appropriate to the country's needs. The creation of a
new national infrastructure and the need for cost effective uninterrupted service delivery, will allow public libraries to begin offering 24 hour services of the kind promised in the Modernizing Government white paper. It will also represent an unprecedented opportunity for telecommunications companies, online content providers and advertisers to reach a vast audience of 33 million registered public library borrowers.

Brodie (1999) describes the four linked strategies being implemented to position New South Wales public libraries for success in the emerging information economy in Australia. These strategies of promoting Internet access, creating client focused content and services, developing strategies partnerships and renewing a sense of place are all connected by a common desire: to conquer the 'tyranny of distance'.

Smith (1999) discusses the national and regional implications of implementation of the type of network envisaged in the UK Library and Information Commission's Building the New Library Network.

Usherwood and Linley (1999) describe the social audit approach to evaluate the impact of UK public library services in Newcastle and Somerset. They describe the various components of the audit and briefly discuss the results. They conclude that qualitative data, properly gathered, are valid evidence and argue that they should be treated as such by politicians and professionals alike. The social audit is a practical approach which can help library managers monitor and guide the service, improve the way the value of the service is reported by the policy makers, to enable stakeholders to make a judgment on the service, and to influence organizational behaviour.

Fielding (2000) explains that societies become increasingly dependent on sophisticated electronic information exchange. The public library’s responsibility to
provide equal access to Internet resources becomes more critical and more complex. Public libraries, it is argued, are ideally positioned to make a significant contribution to the national government objective of developing a network literate society, which is able to be competitive in global economics.

Hattery (2000) describes the aims of the People’s Network Project, funded by the National Lottery through the new Opportunities Fund, to deliver over 4,300 information and communications technologies (ICT) learning centres in the UK by the end of 2002, together with a trained workforce to support and advise users and access to new high quality digital materials to support lifelong learning. The project is being organized and led by Resource: The Council for Museums, Archives and Libraries. He describes the main aspects of the project, covering: network infrastructure; training; content; and support for participants.

Batt (2000) explains that the networked landscape is an opportunity to give real value to communities through libraries by having a clear and firm belief in what they have to offer. The potential for this in the UK under a national government committed to education and information and communications technologies (ICT) is assessed. He pays particular attention to the development of the People’s Network program in its widest context.

Kumbar and Hadagali (2008) explain that the exponential growth of knowledge due to increase in the number of documents being published in various fields that have caused many constraints for the librarians and libraries. In addition to this, the libraries are facing the problems of escalating price of publications and the multiplicity of information resources with diminishing allocation of funds to libraries that has made to think and find remedy to overcome these problems. The authors opine that the
development in networking of information systems have provided the much needed relief to overcome such problems faced by libraries. They also describe the current status of the public library system in the state of Karnataka and propose a network model.

4.5 Impact of IT on Public Libraries

Murthy (1981) explains the concept of appropriate technology in the context of rural development, with a particular reference to India. He indicates the problems in its implementation, and suggests a coordinating medium to overcome such problems, considering the public library system as a focal point of communication, and highlights various channels of information process and dissemination, stressing the dominant role of government and other agencies in bringing success to the whole system.

Gautam (1994) discusses how a modern public library, using the latest technology, can play a useful role in society by promoting adult and continuing education and serving as a cultural and information centre for the community with particular reference to the conditions in India.

Owens (1996) says that job profiles in public libraries are changing. The staff will need to become more involved in user training, in providing off-site help by using the Internet, become more specialized when dealing with technology, and improve communication and interpersonal skills. A greater commitment to training is needed to bring about these changes.

Mackenzie (1996) in his project report explains that IT point was a twenty one month project in the UK that brought public access to information technology and networks within a public library. The project was hosted by Chelmsley Wood Library, Solihull, and West Midlands. A range of electronic information services included Internet
access; e-mail; CD-ROMs; typical office software applications; and printing facilities. The project is to continue for an extra 3 years. Discusses preparatory research; evaluation; and lessons for the future.

Garlick (1997) describes the development and features of the public libraries (New South Wales) benchmarking database in the context of local government reform in New South Wales and Australia wide. He examines the potential national implications of the database and discusses its limitation in this area.

Kajberg (1997) says that as public libraries in Europe prepared to meet the challenges of the Millennium, so must the professional staff who operates them. The implications of the changes in current public library functions and services for future professional roles and identifies are examined on the basis of a review of selected professional literature. Emerging professional role for public librarians are considered, including such job labels as the net navigator, the educator, the information consultant, the gatekeeper, the electronic intermediary, the community network administrator and social information worker. Finally, he pays attention to the need for initiatives and catalytic efforts in the European arena for the purpose of upgrading continuing professional education of public librarians and facilitating knowledge exchange and sharing of experience.

Wildin (1997) describes the design and construction of the web site: Washington Public Libraries online, created for and specially tailored to suit the users of public libraries in Washington State. The service emphasizes information about Washington and features links to other resources on the World Wide Web.
Zielstre (1998) explains the contribution to an issue devoted to professional development. He looks at some aspects of teaching adults in community and voluntary groups in a classroom situation and shows how to use the Internet. These include: making World Wide Web pages; understanding copyright; handling browsers; and information seeking. He argues that librarians, through a well developed information literacy course, are able to help users to navigate information in its many forms.

Coles (1998) discusses the research findings of a project based at a city University, UK, which explored the growth and trends of electronic publications, in particular CD-ROMs, in UK public libraries, and focused on the analysis of several surveys undertaken in 1997. He considers whether the World Wide Web poses a threat and whether the qualities of the established medium of CD-ROM will ensure that it can withstand the sustained attack from the new media. He concludes by looking at the implications of electronic publications in public libraries in ensuring an information rich society.

Kinnucan et al (1998) presents a reanalysis of data from a national telephone opinion poll of 1,181 US residents conducted in 1991 by the library research center of the University of Illinois, a poll which sought to determine public attitudes to instituting user fees as opposed to raising taxes or cutting services, in response to a financial crisis in a public library service.

The 1995 Library and Information Commission public library Internet survey of UK public libraries is used as comparative measure. He concludes that there are many opportunities to learn from this Danish Study and the 3 most important differences from that of UK libraries are that the libraries have: a strong vision of what their role will be in the information society: management culture which encourages the staff to have more
control over their work and to look on change as challenge rather than a threat; and the
ability to be flexible and look for funding from outside of normal sources. Danish
Libraries put great emphasis on developing children's Internet services (Ormes, 1998).

Vaerenbergh (1998) explains that during the period 1996-1997, the Flemish
government, Belgium, connected its complete public library system to the Internet. He
describes the 3 stages involved in the project: technical connection and installation;
training of library staff; and the development of BIBnet, a Web Site for public libraries.

Babu (1999) in his paper stresses the importance of computers for public libraries,
and surveys the various library software packages with criteria for their selection, with
particular reference to the specific needs of public libraries in India. Further, he touches
upon the constraints in automating public libraries and reviews some of the public library
networks operating in India.

Raju (1999) in his paper describes the impact of developments in IT and other
electronic information handling techniques and communication technologies on public
libraries in India. He considers the social mission of public libraries, the needs of general
users and the expectations such as the Andhra Pradesh and Maharashtra projects, library
automation, public library networking and the inter connection of Mandal Libraries
through telecommunications accessibility in rural India, with a need for adequate finance
for this development.

Batt (1999) reports the results of the 6th survey of UK public libraries to
determine the use of a range of information technology applications: computerized library
management systems (circulation control, cataloguing, acquisitions); computerized
information services (CD-ROM databases, online information retrieval); microcomputers and the Internet for public library users and library staff.

Slone (2000) reports on a qualitative study: strategies and behaviours of public library users during interaction with an online public access catalogue; and library users confidence in finding the needed information online. Questionnaires, interviews and observation methods were employed to gather data from 32 public library users at the Wake county Library, Raleigh, North Carolina, USA. The results found search behaviours, confidence and other feelings varied, based on 3 types of searches: unknown-item searches, area searches and known-item search strategies.

Hudson (2000) explains that the Internet is likely to result in education and libraries changing beyond recognition.

Kendall (2000) illustrates how the computer mediated communication in public libraries might contribute to UK Government agendas on education, lifelong learning and social inclusion in the information society. He covers the use of electronic mail, discussion and mailing lists, online chat facilities, community networking bulletin boards and other examples which may be considered appropriate for use on internet connections available in public libraries. He identifies the need for further research to inform policy and practices, and makes proposals for new methods which could be used to carry out research effectively.

Kanter (2000), in his paper, explains Internet access in libraries, raises many service issues for professional librarians including service standards, budgetary constraints, public-private partnerships and staff training. Focuses on the potential criminal liability resulting from Internet service in Canadian public libraries, including
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the authority to regulate Internet use, relevant provisions of the criminal code (including
the use of filters) as a defence against possible criminal charges.

Knight (2000) describes the public library network in New Southwales, through
NSWnet, which is bringing technology, access and solutions to remote, rural and regional
areas of the state. This network is being recognized as multi-service provider and
community focal point. He describes the activities of selected networks in New South
Wales; Riverina Regional Library and Tumut Shire Library.

Hallin (2001) discusses the impact that two ‘mega trends’ might have on public
libraries. These are: the trend of continued and deepened digitalization of information,
and the continued tendency toward the globalization of information, where the Internet
will inevitably play a very important role.

Williamson et al (2002) report the results of a study, conducted by Monash
University and the State Library of Victoria, to evaluate the use of electronic databases in
public libraries in Victoria, Australia. Among the results which are reported, training was
seen as the principal way to encourage greater use of the databases. The overall aim of the
project is to promote online services in Victorian public libraries.

Allen (2003) discusses public library web sites. Such sites are not simply book
databases, but they offer interactive services that deal with request, reference questions,
renewals, and other account information, and many offers much more. Almost all library
web sites now answer reference questions via email. Describes how specific US libraries
reflect their physical presence in their web site, particularly in the pages aimed at
children. Looks at library web sites for home schooling, and also at those with e-
commerce gift shops selling book related items as well as gifts that reflect local history and culture.

Stating the future challenges, Zavareghi (2006) needs to distinguish future, its characteristics and problems that any phenomenon will face in time to come. History of public libraries, its characteristics, services, present and future feasibilities and its role in electronic democracy are also discussed.

Kajewski (2006) explores the range of free and inexpensive technologies that have been implemented with practical and immediate benefits for library staff and users. Also reported is the take up of these technologies by public libraries nationally and internationally.

Raymond and Kemparaj (2007) state that public demand for library services has grown enormously and has become more diversified, because of widespread acceptance of libraries as central to education and research, community development and nation building programmes. They also opine that the libraries are expected to meet this critical challenge by providing adequate and effective services to the people and discuss regarding the concept of public libraries in general as well as the state and emerging technological dispensation and they recommend steps for introducing and maintaining electronic information services for public use, by quoting real cases involving impressive attempts of delivering much needed information services in rural areas by using electronic or digital media. Describing Internet generation as an opportunity to teach information literacy in an academic environment.

Godwin (2007) gives an overview of Internet generation, web 2.0, social networks and social bookmarking, you Tube, Wikis, RSS feeds, blogs, tagging and
folksonomies, podcasts, instant messaging and mashups. He stresses the potential of the
web 2.0 approach to promote library teaching and services.

Kajewski (2007) in his paper demonstrates positive examples of integrating
technologies such as blogs, wikis, RSS aggregators, podcasts, vodcasts, web
conferencing, and instant messaging into library services and programmes. Further, the
author reports the take up of these technologies by public libraries nationally and
internationally and examines Australian public library use and promotion of these
services to their clients.

Fidishun (2007), in his article gives the results of a qualitative survey of 184
women library patrons. He provides insight into why and how they use library and
information technology and how they learnt to use that technology. The present trends
show still that women are the ones who bring children to the library and encourage their
use of books. They also value the library as a place of solitude where they can find books
or just by themselves. It will be important for public libraries to discover ways to increase
their role in educating women about library use, particularly electronic resources, and
how to effectively locate and evaluate information from the web and other resources so
that libraries can remain a vital part of lifelong learning.

Kumbar and Hadagali (2007) describe that public libraries are a living for
popular education, culture, information and development of the masses, they translate
information needs of masses into action. The authors indicate that the emergence of
Information and Communication Technology (ICT) has left no area in the society
untouched. Therefore, the public libraries must reconsider their objectives and role as
community information centres and come forward to act as the hub of community
development activities. They also highlight Karnataka public Library System and suggest ways and means for enhancing public library services to the rural community.

**Biradar and Dharani Kumar (2007)** say that the integration is the best course of action to get good results in any work. Therefore introduction of integration in community information service can be beneficial for different segments of communities in the society. They define community information as the information for the problems and crisis encountered by individuals at different stages in their lives. They state that it is time to integrate all community information under a single window. They also focus on components of Integrated Community Information System (ICIS) and highlight the responsibilities of information officer in coordinating the integrated community information system in public libraries.

**Myers (2008)** emphasizes the effects of video games on learning and skill development, and the findings are impacting the way educators envision the shape of the 21st century classroom. He describes how the Wilmette Public Library in Illinois has developed a highly popular programme that allows teenagers to design and create their own computer games. The program provides young people with all the tools they need to create digital games or other interactive media, enabling the manipulation of text, graphics, audio and animation while promoting creativity, logic, collaboration computational fluency, and effective narrative skills.

### 4.6 Financing of Public Libraries

**Chakravarty (1965)** made a comparative study of the position of the public libraries in India with those of UK and USA. He strongly recommended larger amount of money to be pumped into the system to provide public library service to catch up with minimum levels.
Campbell (1965), in his article explains Metropolitan Public Library problems around the world. He collects and analyses the problems related to the finances of the metropolitan libraries in America and most of the European countries. Further, he suggests a research of metropolitan libraries for developing countries.

The Library Advisory Council for England and Whales (1976) has examined the expenditure on public libraries of different kinds in the context of the constraints by attempting to assess the net growth of expenditure on public libraries and compares their growth with public standards. The data collected indicates that expenditure on public libraries has grown at a slow rate compared to other libraries.

Ellis (1977) states that in 1914, 62% of the people in England and 46% of those in Whales lived in areas which had adopted the public libraries Act. The rate fixation of library cess had remained unchanged since 1855, which became a major obstacle for the development of public libraries in England and Whales.

Plotnik and Woodbory (1978) submitted a report to the California Government in which they state the importance of public libraries and public support for continuing library services to the minorities in the state of California. The report also provides guidelines for alternative funding for public libraries.

Ray and Kathryn (1981) trace the history of revenue sharing among the public libraries in UK. They state that there was no opportunity to participate in the distribution of revenue sharing funds. However, as the decades progressed, several legislative bills favourable to public libraries were enacted, which led to the introduction of Revenue sharing Act of 1972.
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Bryant (1984) says that the Public Libraries must increase their financial picture while offering new services or by building an endowment of high quality service.

Labdon (1984) critically analyses the fiancé supplied by the government over 10 years and the unpopular decisions about the financing of local government public libraries which have suffered a lot. Further, he states that these libraries have survived because of the popularity of their lending and children’s activities, and also due to the flexibility and managerial skills displayed by librarians in an attempt to protect their services.

Government of UK and Ministry of Arts (1987) issued a green paper with a view to inviting comments on Minister’s suggestion from all those with genuine interest in the aims achievements of public library service in England. The paper deals with four issues relating to the public library services in England.

i. Should library authorities be given wider powers to charge for some services?

ii. How can joint ventures between the public and private sectors be encouraged?

iii. Should there be further moves towards the contracting out some services or part of services?

iv. What action should be taken to correct the present anomalies and inconsistencies in library authorities power to charge?

Curley (1990) states that public libraries in United States are struggling to come out of the financial crisis from more than a decade. He says this financial crisis leads to the reduction of services. He also asserts that financial strategies for the 1990’s must be based on a reassertion of the public libraries involvement in the cultural, educational, civic and economic health of the nation.
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Bilinski (1995) discusses methods of financing public libraries in Poland against the backdrop of their transformation from the post-war period till the present day. Reforms of the state administration brought about changes in the structure of the network of public libraries which entailed changes in their funding. The establishment of the Culture Development Fund (FRK) in 1982 was of great significance for libraries and their users, as the fund clearly helped to improve the condition of libraries. Social changes and the transformation of the system of government after 1990, the introduction of a market economy, and the law on local government changed the status of public libraries which were under local government; this led to further revisions in financing. Outlines the operating costs of the Voivodship public libraries in 1993, and gives estimates of expenditures on libraries under local government.

Holt et al (1996) explain that along with public institutions, public libraries are under attack for being socially unresponsive. They look at how urban libraries can defend their case by considering three main points: selecting appropriate methodology; building a framework based on cost benefit analysis and assessing necessary research. They conclude that continued research is very important as library resources are always changing. They propose a pilot project to estimate direct and external benefit from public investment in library resources in one sector of library operation.

Almeida (1997) maintains that in recent years, UK public libraries have suffered budget cuts which have affected the services they intend to provide. Shows how these cuts have caused the public library service to be thrown into a financial crisis. Contributing to this crisis are local government restructuring with no additional money allocated for the transition period and also public libraries’ ineligibility to compete for national lottery funding. He discusses the standards a public library should have as well
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as of the government legislation affecting libraries, especially with regard to lack of funding.

Sleight (1997) describes the value and advantages of a library foundation to public libraries in the USA and the problems of compiling a list of those exiting in Missouri. The advantages of a foundation include tax deductible donations, increased eligibility for grants, and the involvement of affluent and influential local figures as advocates for the public library service. Disadvantages include additional work for library staff.

Shoham (1998) discusses the assumption that the imposition of fees will result in a decline in use of the public library was tested among Israeli public libraries, where it is common to levy fees for borrowing books. Contrary to the assumption, no statistical correlation was found existing between the size of library fees and library use. In a telephone survey of ex-users of three different libraries, and in a community survey of 165 interviewees, only a few persons express that financial factor as a reason for not using the library.

Maynard (2000) presents a compilation by the Library and Information Statistics Unit, Department of Information Science, Loughborough University, of UK public library authorities recent spending results, together with budgets for 1999-2001. He covers all the key components which affect and are in turn affected by budgetary changes; total expenditure; materials expenditure, including books, audio-visual materials, and CD-ROM and online information sources; staff, service points and opening hours.

Egholm and Jochmusen (2000) report the results of investigations into the nature and level of user fees established in public libraries in several countries. Discusses 6
general perspectives concerning user fees related to the future role of public libraries: the financial rationale underlying user fees; the willingness of users to pay; user fees as a means of collecting information on users preferences and controlling limiting its use; the impact on the social distribution of library services; aspects of rethinking the modern welfare state; and aspects of enlightenment in a post modern society.

Boese and Brannon (2001) examine that the Fairfax country public library has re-examined itself and changed its attitude towards funding and fund raising following serious set backs due to the poor economy of the early 1990’s. The programmes instituted permitted the library to provide better service, to increase its importance to the country, and to enhance the budget through public and corporate donations. One of such programmes was library foundation. They explain that fair fax country is one of the few public library systems that have moved into this arena of fund raising. They also related issues pertinent to these initiatives and indicate the direction in which the library may head in the future.

Chio (2002) says that citizens can create a positive environment that will strengthen public collection and tutoring students at a branch library. It became the lead organization to petition city government to restore budget cuts. With strong public support, the Chicago public library has become a revitalized institution.

Ksimu (2002) discusses the financial crisis faced by the Kenya National Library Services and the corresponding stress it has brought on the Acquisition Librarian in the quest for collection development. He outlines some solutions to the problems such as the introduction of cooperative stores of information and networking both through interloans and computer networking. He discusses some of the attributes which can be borrowed from colleagues in the library field to make a vibrant collection development strategy.
Thakur (2006) gives a brief historical background of the libraries in Bihar. Describes the growth and development of libraries in the state since 1914 and also during Five year Plans. He discusses public library finance and the assistance provided by Raja Rammohun Library Foundation. He emphasizes the allotment of 7 to 10 % of the education budget for the maintenance and development of public libraries. He refers to slow literacy growth in the state and the need to establish and modernize the structure of libraries according to a plan.

4.7 Restructuring of Public Library System

Kalia et al (1991) discusses the need for goals, standards and guidelines for the planning and valuation of public libraries. Further, the authors illustrate the arguments with reference to public libraries in India.

Hogland (1991) explains that performance should be measured in the context of the library’s objectives, and should be an integral part of the management process, which should provide library management information that makes it possible to improve and develop library’s activities. He also highlights the methods of measuring the level of resources compared to the population intended to use the library and how these resources can be used and how many people use them.

Hearty and Smith (1993) describe the current library environment and the future where information distribution will shift to electronic means. To fulfill its mission under these condition, the strategic plans call for OCLC to: emphasis online information access; offer services to users though libraries; expand document ordering capability; expand database coverage; forge strategic alliances, improve the economics of information distribution to bring about widespread use of information.
Gill and Marsland (1994) asserts that public libraries are becoming more active than ever, and are facing higher public expectations of the services on offer. They explore some of the possible reasons for this. Government initiatives, including the citizen’s character as well as fundamental changes in all areas of education systems are highlighted as major contributions to the changes in usage. And they discuss some of the implications for the management of these services, and outline some possible strategies for the future.

Catlin (1994) says that Australian library legislation focuses on establishing statutory bodies to administer the development of state library services. There is an increasing emphasis on accountability for government agencies, requiring them to state quantifiable goals in terms of the way they meet government policy. Legislation does not define the role of libraries although roles are implied in the functions and powers prescribed. The rationale underpinning library funding should be stated explicitly in legislation which should provide a powerful platform for library advocacy. He offers as models the preamble to the Council for Aboriginal Reconciliation Act (1991) and the declaration of policy in the United States Library Services and Construction Acts.

Sastry (1994), in his article, elaborates the concept ‘modernization’. He explains change as a continuous process and as an inherent characteristic of the human being. He explains the role of a library as an agent that brings about a desirable change in the society by alerting and educating the people. He briefly describes the library scene in India and brings out the changing role of a library. Finally, he provides an agenda for public libraries of tomorrow.

Chang and Hisieh (1996) explain that public libraries, with well established library systems, have flourished in Taiwan during the past four decades owing to
economic prosperity. They point out that despite this, less than one-tenths of the population in the community served by these libraries has registered as library users. Suggests that this relatively low level use by customers may be due to lack of awareness of the services that the public library has to offer. They propose an effective approach to designing marketing strategies to incorporate marketing channels, corresponding communications messages and service quality dimensions, in order to promote the use of library services and to change the use pattern of current customers.

**Odini (1996)** outlines the structure of Kenya's public library system and discusses its many shortcomings. Makes a case for a change to the team librarianship principle of staffing. He outlines the advantages to be gained from this approach, mainly in terms of staff morale and job satisfaction. He indicates the necessary planning and infrastructure for such an approach.

**Vavrek (1996)** argues that a new model is needed for the public library in the USA to respond to current demographic and societal trends; the present measured and conservative approach to public librarianship will not work in an information society. He reviews some of the trends affecting public libraries in the USA and suggests strategies for change to create an environment in which self-analysis and renewal are achievable.

**Korchinsky (1997)** explains that there has been a 70 per cent failure rate of re-engineering projects. Projects have failed because of the accelerating pace of change in business, and because companies have concentrated on short-term profitability gains while ignoring the need to grow business and market share profitably. Similarly the public libraries need to define the necessary change, and then address process, organizational structure, enabling technology and employee performance.
Graves (1998) describes organizational changes such as downsizing, reinvesting the organization, mergers, and customer focused services are commonplace in the 1990s. One way that organizations are responding to the change is by reengineering: stepping back and examining values, goals, and the system being redesigned to meet customer needs and demands. He discusses such issues relating to this project as staff involvement and training, equipment, copyright and user reactions to this new service.

Harris and Marshall (1999) report the results of a study, involving interviews with Directors of academic libraries and public libraries in Canada, followed the survey of a questionnaire mailed to librarians who were asked to describe the nature of organizational change in their workplaces and how new technologies affect or fit into the pattern of restructuring.

Mambo (1998) discusses the problem faced by public libraries and the reasons for their decline in Africa, which are social, political and economic and include the lack of purchasing power of public libraries, the near absence of local publishing houses and the lack of commitment on the part of the government to funding. The solutions suggested include a change in public library management style, changes in the nature of information provision, and rationalization of resources.

Robinson (1998) sets out the aims of performance measurement as a statistical method of evaluating libraries and their services in the context of their need to demonstrate to politicians, funders and opinion formers of their usefulness and value for money. He discusses performance indicators and performance measurement with particular reference to experience in the UK. He concentrates on measurement issues in Irish public libraries, accompanied by appropriate statistics on population and budgets.
He applies a library service model for visualizing what the library does and also forms a framework around which performance indicators can be constructed.

**Carson** (1998) reviews the practice of compulsory competitive tendering in Victoria's public libraries and concludes that, although it has been beneficial in driving change, it has done so much less effectively and with more collateral damage than by good performance management. Management processes and staff skills have been transformed and there is a greater focus on mission, user service, accountability and innovation achieved. However, the cost benefits have been negligible and no viable market seems to be in prospect.

**Dhawan and Sardana** (1999) explain the steps taken by government agencies, national professional associations and other organization in formulating guidelines for national policy on library and information systems. The paper identifies the threats, opportunities and the challenges of the libraries. Further, the authors outline the framework for the national policy, and place it in the context of directions to be pursued in realizing the vision 2010. It is also placed in the context of knowledge and understanding of the contemporary problems and challenges to the profession.

**Linley and Usherwood** (1999) report the results of an interview survey, conducted by the centre for the Public Library in the Information Society, Sheffield University, Department of Information Studies, involving library staff, elected members, library staff and focus groups of local residents, library users and on users of public libraries in the City of Newcastle upon Tyne and the County of Somerset, to develop a tool for evaluating the social impact of library activities in relation to objectives, investigating the social and economic impact of public libraries and investigating how far library activities contribute to the achievement of social objectives.
Reger (1999) describes how the Baltimore County Public Library, Maryland, (BCPL) faced the challenges of redefining its reference services in terms of introducing electronic reference services. The major problems facing library staff include: learning to use new World Wide Web and electronic databases. Primary benefits in providing electronic reference services include: the ability to answer a much broader range of reference services; finding additional roles as navigators and trainers and gaining the ability to add reference content to collections by using technology.

Armstrong (1999) explains that the purpose of the study was to discover current use of public libraries in South Africa by using Durban, Metro Library as a case study, and to examine the South African Government’s response to the needs of public library users, the underlying causes of those needs and the impact this has effected on library planning and provision with regard to society’s expectation of a public library.

Nandwana (1999) mentions the functioning of public libraries under private management and critically explores these arrangements. He works out the organizational processes with both inherent deficiencies and possibilities of development. Further he highlights the need for an overall co-ordinate and integration framework through library legislation.

Stressing the need to formulate a policy for public library services in India, in view of recent developments emerging in the librarianship field, Venkatappaiah (1999) presents a draft of such a state policy, covering various aspects of service, support to literacy and education, preservation of cultural heritage, reading materials, human resources, fiancés, private and aided libraries, comprehensive library legislation and restructuring of existing library acts.
Heitzman and Asundi (2000) describe the development of the public library system in the state of Karnataka, by conducting several exercises in evaluating the system. After outlining the system in the rural district of Chikkamagalur they concentrate on the city of Bangalore. Qualitative and quantitative survey data portray the demographies 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. Analysis focuses on issues of age, gender, trajectories of career development and the rural-urban divide in determining the future planning of the system.

Bridge and Chivers (2000) say that public libraries, in common with other local government services, are obliged to obtain best value by striving for customer service of the highest quality and greatest efficiency. They draw on the data gathered from Developing Research in Public Libraries (DRIPL) Project: which shows how an understanding of research methods is increasingly required by public library managers to move services forward in strategic and operational terms. Further they note areas where research could usefully be incorporated and shared more widely, and suggest policy available resources which could be used by managers for performance and user consultation.

Crook (2000) explains the use of Libraries in getting down due to the home Internet usage. The author looks at current usage of the Internet in public libraries on public terminals and makes a point that providing access to terminals where e-mail is used almost exclusively is not a core library function. He suggests a set of remote services that libraries must implement to remain relevant to those internet users who no longer view the library as the foremost information provider in the age of connecting.
Lu (2000) conducts a questionnaire survey at Taipei Municipal library in Taiwan was used to investigate the features used by librarians and users to evaluate public libraries. The results indicate that: there are significant differences between librarians; and users’ views on the value attached to such criteria as statistic, access to materials and staff service; from the viewpoint of librarians and users, the least preferred dimensions are public relations and traditional statistics; users’ library habits show a positive correlation with their preferences for some dimensions; among the 5 demographic variables, only age affects librarians preferences from some dimensions; and the analysis of correlations among the 5 demographic variables shows sex, age and occupational groups have dissimilar preferences for some dimensions. Proposes ways to pinpoint possible improvements for library staff on the basis of the findings of this study.

Terblanche and Grobles (2000) propose a human resources utilization model for use in public libraries in South Africa. The model consists of various components which can be implemented according to the heads of specific library. Further, as the authors explain, it is important that the individual employee is considered in terms of individual differences and abilities. Effective leadership styles, organization, cultures, management philosophies and the importance of the human resource management function altogether contribute to the success of a public library’s performance.

Kempster and Palmer (2000) describe a number of recent innovations introduced by public libraries in the county of Essex, UK. These include reader development initiatives such as ‘The Big Summer Read’ for children and the formation of over 100 ‘Book Talk’ groups; Sunday opening; the installation of computer workstations in libraries; and the development of the ‘Seamless’ web-based interactive citizen’s information service for the people of Essex. The experience of Essex suggests that far
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from being an institution in terminal decline, public libraries are becoming more firmly established with the majority of people as the places to find support for learning, reading and creative leisure. They also discuss the wider role of public libraries within culture and community.

Adomi (2000) describes the efforts that public libraries are making to enhance adult literacy in Nigeria. The mass literacy has been embarked upon by the Federal Govt. of Nigeria. It is reported that public libraries have been trying to promote literacy of adults. He concludes by making recommendations that can help the public libraries to improve their services.

Best (2001) investigates critical success factors which are affecting on the performance of New Zealand public library managers in generating extra revenue for their organizations. He identifies a number of ways in which the owning authorities and the library managers can increase the chances of success in raising revenue by non-traditional means. The author focuses on four main areas: organizational factors, characteristics of local government, characteristics of public libraries and library managers and the external environment.

Train and Elkin (2001) investigate the growing significance of project based work in the UK public library sector by using as an example of the field of reader development initiative (1998 to 2001). They examine the role of the project manager and specific requirements of project managers to coordinate a place of work from a central position in the organizational structure. They acknowledge the difficulties of managing change and suggest means to overcome those by using the Branching out mode. The authors conclude that cultural and structural change will only be achieved through widespread project dissemination.
Lifer (2001) explains that the net incursions and patrons evolving information needs have pushed the Public Library to redefine itself while remaining committed to its age old mission of service. He reports the views of public librarians across the USA on the steps libraries must take to remain relevant to users. Suggestions include: enhancing the technological agility of public libraries: making a greater commitment to recruitment, staffing and continuing education; maintaining the library as a place and developing the library as a community centre concept and creating effective marketing strategies.

Walzer et al (2001) note the changing trends in the quality of life choices for small towns in rural Illinois over the past 20 years, focusing on the developing role of the public library. New major roles, involving training in computer usage, increased inter library loan, services and Internet access, have opened opportunities to serve rural residents and made library services even more important to populations who otherwise could not afford them. They report on a study of 30 countries in central Illinois undertaken by the Illinois Institute for Rural Affairs and Alliance Library System, concentrating on user services demand and their perception of the need for innovations in library services.

Goulding (2001) outlines the new public library standards for England, drawn up by the Department of culture, media and Sport (DCMS). The degree to which the new standards are likely to satisfy the critics of the public library and Museums Act 1964. Particularly regarding the definition of what constitutes a comprehensive and efficient service. He concludes that the new standards and targets will ensure that all public libraries in England will meet their statutory duty and strengthen the previous ones laid down by the 1964 Act.
Usherwood (2002) explains the roles of the researcher and marketer which are different but both benefit from the qualitative assessment of the outcomes of public library services. Qualitative research data derived from social audit techniques provide images that can be used to demonstrate the value and impact of providing library services. Research at Sheffield University suggests that libraries have an important role to play in terms of personal development; social cohesion; community empowerment; local culture and identify; imagination and creativity; health and well being. These are important messages to be communicated to policy makers and other stakeholders.

Shin and Kim (2002) examine why Korean academic libraries embarked on restructuring their organization and identify possible solutions to some problems of the libraries. The conclusion is drawn from the results of a case study on Sejong University library, that Korean academic librarians should become user-centred professionals. They explain that after restructuring the user service, librarians’ job content will be more concentrated on servicing users on specific subjects. The subject librarian will take care of reference services, SDI, and book section on the subjects.

Powell (2002) discusses the Carnegie Corporation of New York, with advice and technical support from the International network for the availability of Scientific Publications (INASP) has launched three projects to revitalize public libraries in Africa. Botswana National Library service has identified four model libraries in which stock will be updated, staff trained and information and communications technologies (ICT) improved. Kenya National Library service will automate five model libraries and provide computers for clients use in Internet functions. Access to information will be improved through stock editing, and there is an ongoing public relations programme.
Ramesh (2004) describes the public libraries as the temples of free learning and entertainment for the common man. They are the records of public memory, events and history. They are the pre-requisites of healthy democratic system. They help on literacy, foster culture, and directly assist the production of books in local language. He says if such library services get degraded it is a great setback for the society. He highlights the useful proposals for their refinement.

Yalvac (2004) states, based on the hypothesis of his study that in Turkey at the beginning of 2000s, the most important investment to be made for the future is to increase the functionality of the information network system and thereby its subsystem, the public library system. The three elements of the crisis are discussed, ‘the access’ to public library facilities, its ‘cost and quality’. The new public library system model presupposes a decrease in the state’s responsibility for public libraries by sharing the responsibility with the library users. Information society technology is suggested as a medium of the model because it will provide equal opportunities for and democratization of the public library system.

Johansson (2004) suggests that public libraries have both the obligation and the possibility to counteract tendencies towards shallow representation of public administration, fragmentation of societies and documents, and dislocations of responsibilities from government agencies to libraries. He says, if handled properly, library practices that add value might even strengthen and rejuvenate the democratic system.

Gosh (2005) describes the current situation of Indian public libraries, by highlighting the other views, which state that: the public library system in India is condemned to remain peripheral to the actual information needs of the masses; that it is in
a depressed state and serves as little more than a warehouse of recreational reading materials. The author also suggests possible remedies to transform the situation, and details new technological developments which already show the potential to change public libraries in rural for the better approach. She also provides a descriptive account of the contemporary situation in India with regard to public libraries digital technologies and development possibilities, using statistics and the LIS literature. The challenges that encounter public libraries in India are listed down and a vision for their future based on the concept of ‘ICT’ for development is sketched out.

Brindley (2006) aims to explore the challenges confronting libraries in the digital age, and consider ways in which they need to be reshaped and to rethink about their services and skills to maintain their relevance and contribution. The article provides a review of a wide range of published materials and gives a broad perspective on the challenges confronting the library. The author identifies several themes as central to redefining the library in the twenty first century by investing more in innovation and digital activities.

Professionals working in the public libraries have to teach information skills daily and in an informal way in order to support the development of children, especially those in the Upper Elementary phase (Vander Walt et al., 2007). Further, the authors report on the design of an Information Literacy Instruction programmes for Upper Elementary Children for use in the public library.

Moore (2007) looks at the ideas of George Boyne about public library service. Boyne developed a 3 Rs strategy for public service change, based on the literature of turnaround in the private sector. The three R’s are Retrenchment, described as an ‘efficiency strategy’; Repositioning, described as an ‘entrepreneurial strategy’; including
a new definition of the mission and core activities, with an emphasis on growth and innovation; and Reorganization, which refers to any change in the internal management of the organization and may include decentralization as well as changes in planning and budgeting systems, styles of human resources management and organizational culture.

Venkatappaiah (2007), in his paper, explains the need for state public libraries and information service policy and insists that a policy should be formulated first and an Act should be passed later for implementing the policy. Essential components of the proposed policy are listed. He also stresses to change the name of the public library as public library information centre.

Linguistic diversity is an essential part of the living heritage of humanity. Libraries have developed within literate cultures and have traditionally promoted linguistic diversity through a wealth of resources and services to diverse communities. The focus for public libraries now is to engage new and emerging communities from oral cultures. This has led to the libraries in Queensland reevaluating their collections and services to be inclusive of the tangible and intangible cultural heritage for future generations (Cooper, 2008).

Colford (2008) explains that groups like Rethinking Resource Sharing and the American Library Associations (ALA) Reference and User Services Associations Sharing and Transforming Access to Resources Section (RUSA STARS) have been thinking about new ways to deliver traditional Inter-Library Loan Services. Boston Public Library (BPL), a member of the Boston Library consortium, is now working on standard procedures and policies that will be made available to borrowing libraries and users to make scanned books the norm when fulfilling requests for out of copyright material. The
library is also investigating scan-on-demand for Inter Library Loan for orphaned works that are out of print, but still in copyright.
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