CHAPTER I

INTRODUCTION
CHAPTER I
INTRODUCTION

Education:

Education is a powerful instrument for social, economic and cultural development of a country. It is the means through which skilled and qualified manpower is produced. Education in various disciplines impart knowledge, develops certain skills necessary for a successful performance for the survival. It is always responsive to the changing situations of society.

Meaning of Education:

Granted that education is a dynamic force in the life of every individual influencing his physical, mental, emotional, social and ethical development, we can raise the question "What is education?"\(^1\). The term 'Education' may be interpreted to connote the process through which experience or information is gained or the produce of learning process. Using either connotation of the term, education implies experience, insight and adjustment on the part of the learners, as he is stimulated towards growth and development.

Thus, education is an instrument, which helps the development of human standard and ideals. Education whatever may be its form sets the pace for future progress.
- **Importance of Education**:

  The system of education is age old in world civilization. Education is directly concerned with human progress in society. It develops his personality and as a result of this he becomes an important member of the society.

  The importance of modern education lies in development of thinking individual that should prove as a self-reliant person in every field of life. This can be achieved by the proper education. Human beings, individually or collectively, are not able to achieve spiritual or human values in their life.

  In modern democratic life every individual has a right to education.

- **Definition of Education**:

  1. The Dictionary of Education defines education as “the aggregate of all the processes by which a person develops ability, attitudes and other forms of behaviour of practical value, in the society he lives”.

  2. The social process by which people are subjected to the surroundings is not able to decide what is right and wrong. Education enables one to think in a clear way. It acts as a guideline to an individual. Hence, the importance of education in forming intellectual activities cannot be overemphasized.

- **Higher Education**:

  Education, especially higher education is a major instrument for economic and social formations. Any educational policy must essentially aim at ethical, social, academic and economic development. At the ethical plane it should level, it must promote national integration by inculcating the spirit to rise
above communal, linguistic, parochial prejudices. At the academic plane it must generate hunger of knowledge, habits to learn, to think, to analyse and to relate academic to life situations. At the economic level, it must find the where-withal for economic growth and banishment of poverty.

Cardial new-man defines Higher Education as “the University which aims at raising the intellectual tone of influence of a selected and controlled environment so that they may obtain social competence and optimum individual development.”

The objective of education is to stimulate the power of thinking of human mind and make their life easy in society. The main objective of education is to make individual a responsible person and it will stimulate thinking which will be beneficial to him as well as to the society.

Every individual must be given a chance for showing his talent, so that he can develop his personality and career. Education helps individuals to think clearly and critically. There are so many students who are not able to show their talent due to limited or no scope. But educational training will help them to come forward and enable them to put their thoughts without any hindrance.

1 In modern scientific age, critical and clear thinking is essential because an individual is confused with his society, at cultivating the public mind, at supplying true principles to public enthusiasm, at giving enlargement and sobriety to the ideas of age at facilitating the exercise of political power and refining the intercourse of private life.

In short, higher education provides ideas and man determines overall environment and indicates the direction of future development of a nation.
Objectives of Higher Education:

The primary objective of higher education as a vital instrument of change should be to facilitate the process of national development through its manifold task of generation, dissemination, utilization and expansion of knowledge. Specifically, the goals of higher education should be:

1. To cultivate and inculcate values of humanism so as to promote tolerance, among the diverse groups (social, cultural, ethnic and religious), the ultimate aim of which should be to foster and strengthen the spirit of national integration, international understanding, social responsibility and faith in future of the country,

2. To nurture and encourage scientific temper among people and to acquaint them with recent advances in science and technology so as to enable them to enhance quality of life and cope with the challenges of a changing society and,

3. To inspire and instill innovative and creative thinking among the students in order to enable them, to contribute positively towards national development.

In the system of higher education, universities occupy a unique place, because they function as institutions transmitting knowledge to the progeny and as research centres performing research activities and develop new ideas keeping in view the social problems and needs. Universities bear the responsibility of building the society of elite, needed for a prosperous nation. The elite group thus built includes scientists, engineers, economists, medical
professionals, lawyers, agricultural scientist etc. Thus universities play a key role in building the citizens, having the nature of freethinking, self-realization and sharing the responsibility for upliftment of the society.

According to Weitz (1973) any society regardless of its location in time and geography, establishes, maintains and develops system of education to achieve four general goals which are as follows:

a. To develop new ideas and ways of doing things that are appropriate to the changing circumstances of the society;

b. To transmit these new ideas as well as the accumulated knowledge, skills, attitudes and myths of the past to the young;

c. To facilitate the psychological growth & development of each individual student to assume a responsible and productive role in the society; and

d. To improve the quality of life in the society as a whole.

Weitz depicts the objectives, activities and functions in the figure1.1
Figure No. 1.1
Objectives and Functions of Higher Education

<table>
<thead>
<tr>
<th>OBJECTIVES</th>
<th>ACTIVITIES AND FUNCTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Development of</td>
<td>Research, Scholarships, Analysis and Evaluation</td>
</tr>
<tr>
<td>ideas</td>
<td></td>
</tr>
<tr>
<td>2. Transmission of</td>
<td>Teaching and Publication</td>
</tr>
<tr>
<td>Knowledge</td>
<td></td>
</tr>
<tr>
<td>3. Individual</td>
<td>Psychological services, Health services, Housing, Feeding,</td>
</tr>
<tr>
<td>Development</td>
<td>Financing, Recreation, Student Government, Student Publication,</td>
</tr>
<tr>
<td></td>
<td>Cultural Activities</td>
</tr>
<tr>
<td>4. Community</td>
<td>Community Welfare and Education Activities</td>
</tr>
<tr>
<td>Development</td>
<td></td>
</tr>
</tbody>
</table>


Teachers in Indian Universities, in addition to their teaching activity, have to show some evidence for research work and also some publications in the context of promotions to higher cadres. In India, "guiding research scholars has become a prestigious activity for members of university faculties, especially for the readers and professors. The larger the number of
Ph.D. one produces, the greater the prestige and the better are the chances of career advancement." There is no discrimination in appointments of persons involved in research activities and teachers connected with transmission of knowledge. Thus, a university or college teacher in India plays a dual role of a teacher and a scientist. Hence they are called teacher scientists.

The standard and reputation of a university is evaluated on the basis of the performance of the academic community of that university. The performance here means the quality and number of research projects undertaken and information generated in the form of publication of articles, text-books, monographs, submission of papers to seminars and conferences and research guidance leading to Ph.Ds and M.Phils. Thus the faculty members play a key role in building the image of the university and college.

Teaching:

The process of teaching and learning is as old as human beings on earth. Teaching, as conventionally understood by a traditional teacher, is the act of disseminating information to the learners in the classroom. It is, generally equated with telling.

Definition of Teaching:

Burton has defined teaching as "teaching is the stimulation, guidance, direction and encouragement of learning."

The above definition has four keywords, which need explanation: stimulation means to cause motivation in the learner to learn new things. It is to create an urge to learn. Direction means that teaching is not haphazard activity but it is a goal directed activity, which leads to pre-determined behaviour. Direction also means that the activities of the learner in teaching are directed
and controlled keeping into consideration the economy of time and efficiency of learning. Guidance means guiding the learner to develop his capabilities, skills, attitude and knowledge to the maximum for adequate adjustment in the external environment and the last key word encouragement of learning means to encourage the learner to acquire maximum learning.

**Teachers in Higher Education:**

Teaching community is the most important component determining the quality of performance of education system as well as contributing to social and economic wellbeing of the country.

The Education Commission (1966) rightly expressed the view that "of all the different factors which influence the quality of education and its contribution to national development, the quality, competence and character of teachers are undoubtedly the most significant".

The importance of teachers in the education system lies in the fact that there are no substitutes for teachers. The books, films, radio and television are immensely useful devices, which serves, as teaching aids cannot substitute teachers.

The teachers in higher education sector are expected to perform manifold tasks of transmission of knowledge through teaching and creation of knowledge through research. In addition, the task of establishing suitable linkages between the growth of knowledge and its application (through extension programme) in day-to-day human activities is largely devolved on teachers. They form the most crucial input in the development of education that is essential for setting the tone of national development for attaining a high socioeconomic order.
Present forms of teaching, learning have essentially two components. One is the transmission of knowledge or information and the other is imparting skills and values. When printing was not known, teaching was done through oral instructions. With the advent of printing technology, books became important medium of teaching and learning. With new technologies of audio-visual communication, transmission of information will cease to be a function of teachers and would be taken over by the new technology. However, role of teacher as a demonstrator of skills and cultivator of values would remain forever and would acquire prominence.

Research:

Research is considered a means of establishing communication with the understanding of our environment so as to add to the fund of human knowledge. "Research is a means of achieving the objectives of education to prepare the individual to contribute to the fund of human knowledge and is therefore, an integral component of the educational system."

It is aptly said that research produces knowledge. Knowledge is needed for understanding. Understanding combined with skill leads to effective action. Thus, research is to be known by the materials it works upon, the methods it employs, and the ends it seeks. "It is governed by the principles of integrity and objectivity and it rejects all authority except that of valid evidence."

Research is an activity of solving problem, which leads to more knowledge, using methods of enquiry, which are currently expected as adequate by scholars in the field. Research is almost important tool for advancing knowledge, for promoting progress and for enabling man to adjust to his environment, to accomplish his purpose, and to resolve his conflicts. Although it
is not the only way, it is certainly one of the more effective ways of solving scientific problems.

Research is thus vitally important to a university. It provides the university with its driving force and its creative stimulus and protects education from the dangers of scholars by compelling teachers to adopt and renew their teaching. Just as there can be no university without teaching there can be any valid, up-to-date and dynamic teaching without research. Without it teaching becomes listless and an uninspiring sterile exercise in passive transfer of information which students can obtain from other sources and perhaps in more interesting ways.

Our educational activities are meaningless unless they are linked to continuous research, which provides the 'soul' for education. We see the scope of research in terms of fact-finding, stating hypotheses, testing hypotheses and proposing and implementing solutions. As an integral part of our research programme we also need to be involved in follow-up studies so that we can 'learn by doing' as well as identify areas for future research.\textsuperscript{10}

All research, invention, discovery and investigation aim to provide the basic needs, improve the knowledge of education, answer the curiosity and procedure or invent anything for the individual or organization. Ultimately research aims towards the welfare of the man.

**Amravati University at a glance:**

The western region of Vidharbha is known for a great cultural heritage and traditions since the dawn of civilization. The region has contributed significantly in the cultural and social development of India. The famous epic Maharashtra also quotes the names "Vidharbha" and "Indrapuri" i.e., the present day "Amravati". The western Vidharbha region is also known for its agrarian
wealth and rich cotton producing soil. Amravati is one of the leading centres for production of quality cotton and oranges. This land also has a great tradition of educational and cultural excellence.

Government of Maharashtra enacted Amravati University Act, and established Amravati University on 1\(^{st}\) May 1983. This University geographically covers the western Vidharbha belt i.e., five districts - Amravati, Akola, Yavatmal, Buldhana and Washim. The University, in its small span of 19 years, has contributed in many ways for economic, social and cultural upliftment of society by offering quality education. The motto of this University is "Education for Salvation of Soul".

Amravati University is one of the leading educational centres for providing higher education, which performs multifarious activities by undertaking various developmental and academic activities in the sphere of teaching, research and extension. The University is recognised by UGC under Section 12(B) of UGC Act.

The University offers various certificate, diploma and degrees, post-graduate and research programmes in 10 faculties. At present, there are 21 university teaching departments within its campus. In a small span of 19 years, this university has made a commendable progress in terms of number of students enrolled, number of examinations conducted, and number of affiliated colleges.

Doctoral research programmes are offered in all faculties. Scholars are working for their Ph.D. degree in different faculties. Similarly the university encourages the teachers and scholars to undertake various major and minor research projects on the issues of social and regional relevance, and basic and applied sciences. The University has various research projects in different faculties. The University also offers various educational programmes in different disciplines through university teaching departments and affiliated colleges.
Amravati University library building is almost in geographical centre of the campus. The University library is planned on functional basis in order to render effective and efficient services to users. It is one of the biggest and best structure in the country which satisfies future needs for at least fifty to hundred years to come and provide accommodation to house for five lakh books and about five hundred users at a time in a reading room and other reading areas of the building. Amravati University library has occupied total of 8094 sq. m. area. Total collection of the library is 74568, which includes 59387 books, 480 thesis, 3135 back volumes, 11154 dissertations, 334 national and 78 international journals subscribed.

At present, university library is rendering the various services to the faculty members, research scholars and students of the teaching departments of the university. It also renders services to the other employees of the university. The academic staff and students of the teaching departments of the university are entitled to borrow books from the central library. Central library is a major resource of knowledge in the university for academic excellence and development of research.

**Role of Information in a University Library:**

Information science is concerned with the properties, behaviour and flow of information. “Information” is defined in most of the dictionaries as knowledge, intelligence, facts or data, which can be used, transferred, or communicated.

Information has several basic qualities, existence, availability, language, or a recognizable representation and meaning. Information is that which adds to changes, or repeats a representation of what is known or believed
to be known. And it is a human product, derived from experience, observation interaction and reading.

Education and research activities require more and more information. Students need it relating to the prescribed syllabuses for pursuing academic studies, more specifically to pass their examinations. In addition to the students, teachers also need information for imparting education to their students. Besides students and teachers, researchers, who are engaged in doing research in various subjects specifically in the field of science, need information on a continuing basis and are considered the biggest users of information. So most of the information systems and services have been developed in academic institutions and universities to satisfy these requirements of students, teachers and researchers.

**Importance of Information:**

Generally, information is a concept, an idea, a statement, a fact, news etc. At the same time there is no field of human activity where information is not a component.

Each and every actions of an individual being is linked with information. Most of the individuals gain this by means of observation, experience and experiments.

Information is mankind's most valuable resource, which has played and continues to play a crucial role in building human civilisation and society.

Due to its nature, information is counted as one of the major resources of a country and therefore, it must be ensured that it is exploited, mobilized, organised and utilized for the betterment of people.

Information is utmost important for teaching, research and development. Moreover, information is growing in ever increasing volume and
rate, in every field of human activity. For example, in the field of science and
technology alone, presently over 3 million documents such as journal articles,
conference papers, technical reports, books, patents, standards, specifications,
thesis etc. are being produced every year which double every 8 to 10 years.

During the recent decades, information needs have increased in
volume and variety so also the information is required to be reprocessed and
repackaged for different types of users so as to suit their needs.

**Information Need:**

With the help of human grunts, cries and other vocal noises
developed into representational symbols of human experience-in to language,
man found it possible to share not only his feelings but also his thoughts.
Moreover, language gave man the capability to classify objects into abstract
terms as well as the potential to transfer abstract thought. Need is something
desired or felt necessary for the development of science.\(^{11}\)

**Information Institutions:**

The demand for information has grown much wider and complex,
and it calls for institutions to handle the same.

Generally, they comprise of libraries, documentation and
information centres, information analysis centres, databases, data banks, referral
centres, clearing houses, cognate bodies for education, higher learning, research
development and mission oriented activities.

**Faculty members/Research scholars and Information:**

Research has become a big business. Universities, industries,
government etc. have been showing an increasing involvement in the research.
Research activities have been considerably increased since World war II. As a consequence of it, the body of literature recorded in various forms has grown in length and breadth. It has resulted in phenomena called “information deluge”.

Research scholar perhaps is totally lost in the flood of information, with great bewilderment of obtaining the required information. Again for a research scholar, location of a bit of information needed in the mass of information, is just like searching the needle in a haystack.

As a basis for organising this huge mass of information, one should evaluate information in terms of quantity, quality, reliability and time.

Information is like a nutrient to a research worker and as important as a blood transfusion to a collapsing patient. If there is no proper communication of pertinent information to a research worker in a pertinent time his work will come to a stand still. So the problem of communication of specialised information, as expressed by Allen Kent, is a “king size problem”.

Information constitutes an essential resource for the research worker. ‘Knowledge builds on knowledge’ as new findings are reported. That is why information, some times, is called a cumulative resource. It has been generated by many scientists painstakingly without any bias towards language, cast, colour, creed etc. It is both a national or international resource. Any research output for many research workers interested in that area to verify use that matter and confirm the truth.

Library is one of the major agency which can provide maximum social utilisation of the knowledge stored.
STATEMENT OF THE PROBLEM

Information is an essential raw material for all human endeavours in a complex modern society. It is recognised as a prerequisite of scientific, socioeconomic and cultural development of any nation. It is therefore, inevitable to provide the right information to the right user at the right time in the right form.

Research really begins when the researcher experiences some difficulty, i.e. a problem demanding a solution with the subject area of his discipline.

Studies on information needs and use pattern of users in a library are perhaps one of the most effective methods of understanding their information requirements. The implicit assumption of use studies, behaviour studies, information flow studies is that if one understands user needs and problems one can design effective information system. Numbers of studies have been conducted in the developed countries to understand the information requirements and information gathering behaviour of scientists. Attempts to study user needs and use pattern of faculty members and research scholars of different disciplines in different environment, even in the developed countries, are limited. But it is very essential to understand their requirements especially in a dynamic and complex society.

Needs of the users vary with the kind of user. The user's needs are to be satisfied at the earliest possible time. However, most of the users cannot express their needs properly and clearly. It is the job of the information specialist to make the user comfortable and then elicit his needs by putting a series of questions. As the work of progresses and time passes, user needs also change.
The researcher has been working since last six years as a Lecturer (In-charge Principal) of Library and Information science, at Nagar Wachanalaya Mahavidyalaya run by Nagar Wachanalay (Public library) which conducts CLIB, BLISc and MLISc courses. The researcher ever experienced that the faculty members and research scholars of different disciplines often visit the researcher for information and services. Through discussion the researcher realized that the faculty members and research scholars are not aware of the library services and have little knowledge of handling reference sources, electronic sources etc.

The era of information technology changed the status of library in 21st century. The computer age has shown great impact on information research. Long range reference services has come to an end. Ready reference service is available with the help of networking. Large amount of information is being generated every moment. The exponential growth of literature is too fast for any specialist or any individual to keep pace with. Right information to the right user at the right time with precision is becoming a need in an information society.

Research scholars are the specialists working in the narrower areas of a subject. Their information requirements are also special type, which should be met in a special way. Current awareness service and selective dissemination of information service are two special types of information services rendered to the research scholars. Current awareness means knowledge regarding recent developments in matters of special interest to an individual. Luhn of IBM introduced the concept of selective dissemination of information (SDI) in 1961. An information system should device a mechanism by which a continuous surveillance is kept over documents being admitted into the system to find out the relevance of each document from the point of view of each user's interest. Luhn defined SDI as 'that service within an organisation which concerns itself
with the channeling of new items of information, from whatever source, to those points within the organisation where the probability of usefulness in connection with the current work or interests is high. Such a service can be provided manually and computer based\(^\text{12}\). These services help the users to be well informed and up-to-date in their fields of basic interest as well as in their related subjects.

Due to enormous growth of scientific and technical literature, scientists find it difficult to cope with it. It is becoming more and more difficult for them to keep themselves up-to-date and well informed in the fields of their specialisation. The users at least need to be kept informed about the recent developments. Translation service is another important service to the faculty members and research scholars. It is one of the facets of documentation, which play a very important role in dissemination and application of information and knowledge. Today literature is publishing in various forms, various subjects and various languages. Due to language barrier, communication between scientists and technologists is very difficult, and thus full utilization of the recorded knowledge in various documents is quite impossible. The language barrier can only be overcome by making expeditious translation of scientific and technical papers, from its language of exposition to any other desired language. Reprography has become an indispensable part of information storage and retrieval systems and is an important tool for efficient communication and dissemination of information. In this way information is a vital input to different types of activities performed by different categories of persons. So every person of the present society needs it. Due to the significance and importance of information, today it is regarded as wealth and power also.

But in fact do these library services are provided effectively and efficiently to the users? Do the faculty members and research scholars are in
need of such services? How do they manage to get the material of their interest from the library? Do they face any difficulty to access information? Which pattern they follow for getting the material? Are they aware of various channels of information? These were the several questions raised in the mind of the researcher. Lack of user education amongst the faculty members and research scholars was also observed.

Motivated by these problems the researcher felt it necessary to conduct research on the topic “Analytical study of information needs and use pattern of faculty members and research scholars of Amravati University.”

Significance of the study:

The significance of the study is argued on the basis of the following points:

a. The study aims to make aware of the collection and services of the library.

b. Simultaneously the study will project the effectiveness of sources and services of college libraries/university library of Amravati University.

c. The study focuses on the skills of using electronic sources available in the library.

d. The study attempts to highlight the adequacy of the collection and the services with the research needs of the colleges/university library.

e. The study examines the effective channels through which information is accessed.

f. The study emphasises on the need of user education, training of using electronic sources in the library based on the users responses.
Explanation of the concepts:

It is essential to define and have clear idea about some of the terms used in the present survey. This will help the researcher understand the meaning and purpose of the terms used. Further, it also explains the context in which a specific term is used. Some of the important terms are defined below:

1. University:
   “University” means any of the universities mentioned in the schedule.¹³

2. University Department:
   University department means a department established and maintained by the university.¹⁴

3. University Teacher:
   Means a teacher appointed by the university.¹⁵

4. College:
   Means a college conducted by the university, or affiliated to the university situated in the university area.¹⁶

5. Affiliated College:
   Means a college, which has been granted affiliation by the university.¹⁷

6. Department:
   Means a department teaching a particular subject or a group of subjects in a college as prescribed in the Statutes.¹⁸
7. Teacher:

Teacher (Faculty member) means full-time approved professor, associate professor, assistant professor, reader, lecturer, librarian, [principal, deputy or assistant librarian and documentation officer in the university, and college librarian,] Director or Instructor of Physical education in any university department, conducted, affiliated or autonomous college, autonomous institution or department or recognised institution in the university.¹⁹

8. Research Scholar:

Research scholar means a scholar registered for Ph.D. or doing research project work and other research activities in Amravati University.²⁰

Purpose of the Study:

The aim of the present study is to make analytical study of information needs and use pattern of faculty members and research scholars of Amravati University.

The allied objectives of the study were as follows:

1. To know the allied specialisation in different disciplines of faculty members and research scholars of Amravati University.

2. To study the information needs of faculty members and research scholars of Amravati University.

3. To understand the different use pattern followed by faculty members and research scholars of Amravati University.

4. To examine the different factors which facilitate information/sources/services to the faculty members and research scholars of Amravati University.
5. To understand the information gathering behaviour of faculty members and research scholars of Amravati University.

6. To know the nature of information needs of faculty members and research scholars of Amravati University.

7. To correlate the adequacy of the collection vis-a-vis research needs of the faculty members and research scholars of Amravati University.

8. To identify the various channels through which information is accessed by faculty members and research scholars of Amravati University.

9. To identify the constraints faced by the faculty members and research scholars of Amravati University in using/searching information in libraries.

10. To suggest some remedy which may help the faculty members and research scholars to use the library in an efficient way.

**Scope of the Study:**

"Analytical study of information needs and use pattern of faculty members and research scholars of Amravati University".

The study is confined to the faculty members and research Scholars working in various departments belonging to different disciplines in colleges/department affiliated to Amravati University. There are total 3431 faculty members serving in five districts namely Amravati, Akola, Buldhana, Washim and Yavatmal colleges affiliated to Amravti University. Total number of colleges are 236 including Amravati University departments. Amravati University Education department has 49, Amravati district has 1440, Akola district has 539, Buldhana district has 512, Washim district has 181 and Yavatmal district has 710 faculty members and research scholars respectively.
The present study was delimited to the following aspects:

1. The study was delimited to the college/Department affiliated to Amravati University.
2. The study was further delimited to the faculty member and research scholar of Amravati University.
3. The data pertaining to the study were collected through the questionnaires, interview-schedule and personal observation-schedule.
4. The study was delimited to 1290 faculty members and research scholars of colleges/departments affiliated to Amravati University.

Limitations of the Study:

The study has the following limitations in it:

1. The reliability of the facts depends on the honesty of the respondents.
2. The socioeconomic status and nature of the faculty members and research scholars were not taken into consideration which might have affected the facts.

Hypothesis:

Faculty members and research scholars are in need of Current Awareness Services and Selective Dissemination of Information Services for gathering current information to keep themselves up-to-date. They are not satisfied with locally available sources and they have to depend extensively on external sources.

Plan and Design of the Study:

The study is divided into the following six chapters keeping in view the objectives of the study.
Introduction is the subject matter for the first chapter. It provides information on the objectives and hypothesis of the study in detail. It also includes scope of the study.

Second chapter deals with review of literature. Third chapter describes the information needs and use pattern.

Fourth chapter contains method of the study. Fifth chapter deals with the descriptive analysis and interpretation of the data related to personal information, information needs and use pattern of faculty members and research scholars. It contains interpretation of data by statistics that includes statistical data and figures.

Sixth chapter comprises of summary, findings, conclusions and suggestions. It also provides suggestions to the library timing, sources and services. It also includes areas of further research followed by a select bibliography and appendices.

REFERENCES


2. ibid


14. Ibid. p.2

15. Ibid. p.3

16. Ibid. p.3

17. Ibid. p.4

18. Ibid. p.4

19. Ibid. p.4

20. Ibid. p.4