ACKNOWLEDGMENT

I express my deep sense of gratitude to my research supervisor Dr. R. Vengan, University Librarian, University of Madras, Chennai for the privilege he extended to me by initiating me into research. I am indebted for his invaluable and inspiring guidance, constant encouragement and support throughout the period of my research study, that has been one long session of thought provoking, brainstorming and a great learning experience.

I am thankful to Dr. Manorama Srinath, Professor and Head, Dr. B. Ramesh Babu, Professor, Dr. A. Amudhavalli, Professor, Department of Information Science, University of Madras, Chennai for their timely help during the course of my research.

My thanks are due to Dr. R. Ravan, Reader, Department of Statistics, Presidency College, Chennai for the immense help in statistical analysis of the data.

It is my duty to express my thanks to the authorities of MRF Limited for the permission granted to me to do research as a part-time scholar.

I am indebted to the Corporate Houses listed in the Appendix B, for the permission granted to conduct the survey, their Librarians / Persons In-Charge of Library who helped me in conducting the survey.
I am grateful to friends and peers in my professional fraternity and a host of other well wishers who have been a source of constant motivation throughout completion of this work.

(V. SHANMUGAM)