CHAPTER—VIII
SUGGESTIONS AND CONCLUSION
CHAPTER VIII
SUGGESTIONS AND CONCLUSION

The Delhi Public Library System is being run on traditional philosophy with outdated technology. It is serving only a small group of population. Less than 1.5 percent of the population is covered by the services of the library. The study has exposed the malfunctioning of the system mainly due to various common factors as stated below:

Physical Facility:

1. The system does not have adequate infrastructure as a result of which the growth has been retarded. It is short of physical facilities due to lack of proper attention by the Ministry of Human Resource Development to the importance of a public library in Delhi.

2. All the service units of the Delhi Public Library System should have modern building with architectural design coupled with functional value. The construction work at the occupied lands should start immediately.

Each unit should have a reading room and its own building to house the books.

The premises of the central library need reconstruction with all modern library facilities like conference hall, theatre, computer room, research room, typing rooms, etc., primarily for the social education activities.
5. The alternative sites for the central library should be found. The Inter-State Bus Terminus at Kashmere Gate now is likely to be shifted to a new location. If this building is acquired with proper approach to the authorities concerned, the readers will get enough space for the reading room.

6. Library Budget: The library needs more funds for its developmental activities. The Central Government should make proper allocation in the budget for adult education and social welfare activities. The library needs as little as Rs. 15 crore for building construction, purchase of computers, mobile van, etc.

The library instead of economising on its expenditure on purchase of books and reading materials, should keep a check on the growing expenses on establishment and supply.

Library Staff: The employees of the library should be involved in policy making. A Staff Relations Council under the chairmanship of the Director should meet every month to identify the staff problems and solve them. Regular orientation programme for the staff should be organised so that they can keep pace in time with the latest development in the public library field.

Proper distribution of the staff at various branches including the main library should be taken up basing on the services offered by the units.
11. Library Users and Timings: The library is not known to a majority of the population of Delhi. A publicity campaign for the library and its services should be initiated. A permanent Public Relations Officer should be appointed to take up this job.

12. A special membership drive for women should be undertaken in colleges, hostels, Nari Niketan, women's organisations and mahila mandals.

13. Membership procedure should be made easier. The library should work out the Family Library Tickets as these are quite useful not only for the security of books but also for the better image of the library.

4. The library should remain open on all days including Sundays and second Saturdays except on 15th August and 26th January. Special programmes should be organised on 1st January, 25th December, and 2nd October every year.

5. The working hours of the library should be from 8.00 AM to 8.00 PM. Since the majority of the members are students, the reading room facility should be extended upto 10.00 PM during examinations.

6. The library should observe Library week, Health week, Hindi week and other 'Days'.

7. The users' orientation programmes for the new and old members should be initiated. A printed information pamphlet should be provided to the readers at the membership counter.
18. The library is not getting cooperation from other institutions because the library itself is not cooperating with other institutions. Therefore, the library should interact with schools, colleges, universities, the Indian Association for Adult Education, Social Education Board, Directorate of Adult Education and vocational institutions.

19. The employees as well as the readers are not aware of the latest development on the library. Communication is totally lacking between library and its clientele. "DPLS News Bulletin", a kind of house journal, can bring the library and the public closer.

20. Most of the employees, particularly the professionals, are frustrated because of the "stagnation" and low pay scales. The existing staff pattern is not workable. Since the Fourth Pay Commission has raised the status of the Director of the Central Secretariat Library to that of the University Professor and the other members are benefited accordingly, there is need to revise the existing pattern of the staff and their salaries. Here is the proposed staff pattern and their status:
### STAFFING PATTERN FOR THE PROFESSIONAL

<table>
<thead>
<tr>
<th>No.</th>
<th>Existing No.</th>
<th>Proposed Designation</th>
<th>Status equivalent to</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Director</td>
<td>Director General Library</td>
<td>Professor of the University</td>
</tr>
<tr>
<td>2.</td>
<td>Joint Director</td>
<td>OSD (Coordinator)</td>
<td>Deputy Registrar, University.</td>
</tr>
<tr>
<td>3.</td>
<td>Deputy Director</td>
<td>Public Information Officer</td>
<td>Associate Professor University.</td>
</tr>
<tr>
<td>4.</td>
<td>Librarian I</td>
<td>Adult Education/Social Education Officer</td>
<td>Assistant Professor University.</td>
</tr>
<tr>
<td>5.</td>
<td>Librarian II</td>
<td>Processing Assistant</td>
<td>Professional Assistant, University</td>
</tr>
<tr>
<td>6.</td>
<td>Librarian III</td>
<td>Documentation Assistant</td>
<td>Assistant of University</td>
</tr>
<tr>
<td>7.</td>
<td>---</td>
<td>Library Associate</td>
<td>Upper Division Clerk.</td>
</tr>
<tr>
<td>8.</td>
<td>---</td>
<td>Administrative Officer</td>
<td>Section Officer of University.</td>
</tr>
<tr>
<td>9.</td>
<td>---</td>
<td>Public Relations Officer</td>
<td>PRO of University.</td>
</tr>
</tbody>
</table>

1. The non-professional staff should continue to work in the existing capacity but the library should have its own scheme of promotions for the staff.

". Library Collection and Services: The library lacks vision in the collection development and there is no policy for the acquisition of books. The books are purchased whereas these can be received under the provisions of Delivery of Books Act. Indian books should not be purchased if not required in
multiple numbers.

23. The study reveals that the reference services are inadequate at the branch and sub branch libraries. Only the central library has enough collection of reference materials. There is an urgent need for a Reference Library under the Delhi Public Library System.

24. Children's section is not there with all the units of the library. Even if there is a section the collection is not up to the mark. Except for central library no other library has toys and nonbook material for them. More sections for children, with good collection of toys, books and other reading materials should be organized. Children's clubs should be formed for general knowledge, stories and physical exercises.

25. Cultural activities of the library are very poor. The public is not aware of these activities. The social education department has no basic concept about social education. Debates, discussions, seminars, lectures, conferences, kavi sammalans, etc., should be organized by the social education department in place of issue and return of the cassettes and gramophone records.

26. The latest communication technology specially for the rural population should be used. More audio-visual techniques should be applied for the agricultural communication in the library.
27. It is very sad affair that even after 40 years of the library there is no proper administrative machinery to evaluate its services. Therefore, users surveys on reading habits and the requirement of the readers etc. should be regularly conducted.

28. There should be a quality control department in the library for constant evaluation and appropriate measures to enhance the quality library services.

29. The study has revealed that the inactiveness of the public about their right to get information from the public library has contributed to the library development in an unspecified manner. There is need for greater public involvement in the library activities.

30. It was also observed during the study that technical services like cataloguing and classification are not benefiting the readers. Therefore, the users education programmes should be initiated for making them aware of the technical activities of the library.

At present there is no research library in Delhi for the common public. Therefore a Research Scholars Section with facilities of cabins, lockers, type writers, computers, etc, should be opened without further delay. Documentation activities like indexing and abstracting are totally neglected by the library. Since journals and newspapers are received under the Delivery of Books Act,
there is a great need to start services like 'Indian Journals Index' and 'Indian Newspapers Index'. Regular documentation services for the readers should be provided.

33. A Readership Survey Wing should be formed with research background professionals to conduct surveys about the public taste and requirements. This will help in collection development on the basis of liking and disliking of the readers.

4. It is found that the library is not serious about the binding work. Every year a lot of money is paid to the binders who come from the market. The library should start a Binding Institute and provide leadership for the public library.

5. The coverage of the library is very poor. Branches in all the localities and villages should be opened to bring home the call for the books are for all by 2000 A.D.

CONCLUSION

Mass communication plays an important role in the dissemination of information and reaction of the citizens. Formation has become a weapon for development and planning. The less and failure of the planning depends entirely on the formation input. Information is being generated at a very fast pace and its going out of control if not checked before time. Through radio, television, newspapers, magazines, books, films, forming arts, newsagencies, satellites and festivals immense entity of information is disseminated. After digesting this
information at several channels, new information is generated. Again this information is disseminated to the world. Thus constantly, a chain of information-generation and dissemination is established. This is the information revolution in the present situation and a great challenge before the mass communication.

The costly information is not freely accessible to the public in the present day context. Therefore, some other media of information like public libraries are to be considered. The mass communication has primarily three objectives, i.e., education, information and recreation. The possible media of communication like public library has such objectives. This has to be looked into. The public library also has the same three objectives. The educational role of the public library is so important that it is called people's University. Pandit Jawaharlal Nehru once said, "each library a University in itself". It is the powerful agency of life long adult and non-formal education, which is the call of the country.

The techniques of mass communication and the media available include print, electronic, traditional and invention medium. But even with the best use of these media, communication lacks objectivity. The impact of mass communication becomes visible only after a long time. Thus, the activeness and efficiency of mass communication is relatively
very slow. On the other hand, the alternative medium of communication, i.e., public library fulfills all the objectives of mass communication. The receiver of the services of the public library is also the same, which is covered by mass communication. But the effect of communication through public library is greater than mass communication. The biggest reason for that is the clientele of the public library. The public library can change its policy and implement it according to the suitability of the public, whereas it remains almost impossible for the mass communication to change and implement the policy time and again.

The Delhi Public Library System is a unique network of 178 libraries. These libraries are in rural and urban areas. Even resettlement colonies, slums, hospitals, jails, institutes, etc., are covered by the library. The braille services of the library have an all India coverage. Through reference, circulation and social education sections, the library is communicating a lot of information to its readers. Through discussions, debates and cultural activities, the library provides social and adult education. Through films, television and competitions it is serving both information and education to its readers. Through music and drama groups, kavi sammelans, songs competitions, the library is catering recreation services to its readers.

Through mobile services, the library is serving those who
cannot come to the library. The mobile service has covered remote areas through its fleet of mobile vans. It has become a boon for the housewives for healthy recreation and leisure reading.

Thus mass communication and public libraries together stand for the welfare of the public. Both are governed by the public fund and have the common objectives to serve. The clientele of both are also the same. More studies are required on the interaction of these two disciplines. Through proper utilization of resources, the public library can become the gift of God for the citizens. There is great need for using radio and television as well as the press for the orientation programmes and publicity of the public library. Mass communication agencies also should include public libraries as a major source for social transformation.