CHAPTER - VII

SUMMARY, CONCLUSIONS AND SUGGESTIONS
The public is largely unfamiliar with the depository library collections, their purpose and type of materials included. The information generated in the government departments has to be collected, evaluated, processed, repackaged and presented for convenient use by the variety of user groups in the society.

Availability of appropriate information at the right time certainly helps in planning future projects and in the interpretation and understanding of existing problems. More documentation of scientific results and researches is of no benefit. It is of paramount importance to make sure that documented information or knowledge is available to interested target groups. However, information needs differ within the groups.

Though our country is making rapid advances in the field of science and technology, most of our farmers and artisans are working under serious handicaps with primitive inefficient tools and equipment. They are mostly unaware of the existence of modern techniques, tools and processes. If the achievements are not applied to the people who need them and know what is most appropriate to their situation there is no meaning in Research and technological development. Therefore, a great need is felt for extending the modern technology to them.

In the present study an attempt is made to find out:

i. Important issues related to increasing access to government publications.

ii. Whether the public in need of government information have access to the required information available in government publications.
iii. The barriers or difficulties in getting the required information available in government publications.

iv. The need for designing a computerized government information system.

v. Solutions by which government publications and services can be made more effective.

The population sample selected for this study were confined only to four districts of the Rayalascema region of Andhra Pradesh. The investigator has taken maximum efforts for acquisition of reliable data from the respondents by employing the combination of several methods, questionnaire, interview and observation. The primary data thus collected was analysed by using statistical techniques and graphical representation.

7.1 CONCLUSIONS

Based on the analysis of the data the following conclusions may be drawn.

1. There is a variation in the use of formal and informal sources by the general public to obtain government information. The study reveals that informal sources are more frequently used than the formal sources.

2. The study reveals that adequate access and availability to government information is not provided to the general public.

3. A large percentage of the group of agriculturists (46.19%) expressed that the prime reason for not obtaining the required government information is ‘illiteracy’. 34.78% of industrialists expressed that they are not able to secure
the required that they are not able to secure the required information due to lack of bibliographic tools. About 49.23% of professionals complained about the poor standards of production of the government publications. About 54.04% of businessmen and 74.42% of students expressed the reason that they have no knowledge about the availability of information. 39.02% of academicians expressed that due to lack of bibliographic tools, they are unable to get the required information. The other reasons pointed out by the respondents are poor response from government departments when approached, difficulty faced by the information personnel in collecting and providing the information required by them and lack of subject indexing, catalogues etc.

4. It is observed that due to inability in presenting their problem, 48.42% of the respondents particularly from the agricultural group are not able to explain their information requirements precisely to the government personnel. About 57.14% of industrialists complained about the lack of proper arrangement of government information. Some respondents also pointed about the unhelpfulness of government personnel in providing them the required information.

5. It is noted that the respondents engaged in agricultural activities need the government information for agriculture, new farming techniques, industrialists require the government information for marketing facilities, professionals utilise statistical information, academicians require for service matters and for educational facilities.
6. The study reveals that the majority of the respondents (84.68%) are not getting the information services from the government personnel.

7. The study also reveals that because of lack of proper organization and insufficient procurement of government publications in libraries, majority of the respondents (62.23%) are deprived of the benefits of library and information use. The other reasons given by them for not being able to secure the information are lack of various agencies for distribution of government documents, lack of bibliographic tools and lack of record of unpublished and restricted documents.

8. It is also observed that a greater majority (74.77%) of the respondents are satisfied to some extent with the information services.

9. The study stresses the need for literature search service. The other services expected by the respondents are personal interaction, translation, abstracting and indexing services, photocopy service and inter library loan service.

10. This investigation stresses the necessity for conducting seminars, symposia, conferences or workshops in order to keep abreast of the latest government information.

11. It is also observed in this study that there is a need for orientation user education programmes to the users of government information for procuring and effective use of government information.

12. It is also revealed that majority of the respondents (51.74%) are in favour of libraries for conducting orientation/user education programme. Few
respondents also pointed out that the government departments and information societies should take up the responsibility of conducting orientation/user education programmes.

13. Majority of the respondents (68.10%) stressed the need for availability of government information in local language.

14. It is also observed that majority of the respondents (93.04%) require government information weekly.

15. The study also reveals that the need for specific information system exclusively to provide government information to the public.

16. There is a need to design for an effective computerized, information system in order to have a quick access to the required information provided by the government.

17. It is also observed that majority of the respondents are willing to pay for the computerized information. A great majority of them (87.20%) seemed to be in favour of spending Rs. 100/- per search.

7.2 SUGGESTIONS

Based on the investigation the following suggestions are made by the investigator.

1. Majority of the people living in the rural areas are illiterates. So there is no chance for them to approach the libraries for information. Hence, Public libraries should provide reference and reader advisory services to the public.
The library is an important agency of communication. The main objective of the library is to communicate the information to those to whom such information is likely to be of some help. The library is the bridge between the stored information and the individual who needs such information.

Library and information centre is a channel of communication if we observe the following quotation made by K.J.McGarry. "The Library as an information store is not an institution as such, but rather an agency or channel".

Public access to Government Information can be improved by effective dissemination of information. This effective dissemination of information requires as a precondition, a characterization of the target population and a knowledge of their information needs. Their needs and information are vital facts for the personal and social development. However, the level of information flow among the different types of people engaging in different occupations in the society varies.

Public library system shall be considered as a focal point in information transfer to rural and backward areas. A public library must respond to the social needs. It should be actively involved in social issues. Illiteracy is recognized as a major social evil.

The public library can disseminate government information to illiterates in the following manner.
Farmers are the ultimate consumers of the agricultural research findings. Accordingly, such a category in the information communication process is likely to include illiterates. In a society where illiteracy looms large, oral communication of information is considered as the best way.

Wall pictures or charts representing the required government information are to be produced.

The illiterate masses who will never be attracted by the libraries can easily be impressed by Audio-visual media like Radio and Television. The audio-visual media not only provides them the required government information but also gives them enjoyment. Public libraries need to preserve and make use of audio-visual communications particularly in rural areas. But our public libraries could not afford to have audio visual equipment. The government organisations and voluntary bodies should come forward to instal such equipment in the public libraries.

Public library should arrange exhibitions, displays, film shows, lectures and adult classes, thus contribute directly to the economic social and cultural development of peoples.

Government ministries, agencies, officials of agricultural, extension, library and information personnel concerned with the dissemination of government information in rural communities should work together for increase in public access to government information.
The information personnel should help in integrating and promoting the use of agriculture knowledge in problem solving and management decisions by farmers. The information provided should be as to how to introduce and gain acceptance of new farming schemes, use of credit facilities and repayment of loans etc.

For progressive and educated farmers it is necessary that the information personnel has to transform the highly technical data into very simple articles easily comprehended by the farmers. Government information to suit the needs of the farmers be provided with suitable headings and sub-headings. Information should be precise and facts should be presented in a simple manner.

Mobile libraries carrying books, pamphlets etc. containing government information to the doors of adults would help literacy alive and induce literates to continue their interest in reading and knowing new developments in the society.

2. There is a need for wider circulation of government publications and also wider circulation of information about new arrivals. This has to be done by a Central agency, incorporating all material at one place and this catalogue should be made available to general public. This catalogue should be kept up-to-date by issuing periodical supplements from time to time.
The government publications should be organised in a systematic way in the library to ensure proper handling and use. The publications after receipt should be duly recorded.

3. Location and selection of government documents is a problem and it depends upon good bibliographical tools. But good, exhaustive catalogues arranged in Classified order issued periodically at regular intervals are lacking in our country. Because of this not only the general public but also the librarians are unable to get an adequate information of the government publications available. Therefore, publication of a good catalogue using techniques giving adequate cross-references and an exhaustive index is a pre-requisite for efficient selection of government documents. But cataloguing of government publication is very complex and cumbersome. Expert cataloguer should be engaged to look after the cataloguing work.

4. Classification is a pre-requisite for reference service. The finer the classification, the quicker and easier is the reference service. Government publications are mostly on enquiries on very minute problems and require depth classification. It is suggested that colon classification having analytico-synthetic character is best suited for classifying government publications.

5. Abstracting services which cover documents from various languages and give their information abstracts play a useful role. Indexing and abstracting services for all government publications is necessary for ensuring their easy and speedy access among the researchers.
6. It is essential that retrospective bibliographies of all Central and State Government publications should be brought out besides the current lists in order to exploit the information from these sources.

7. Inter-library loan facility should be extended to cover government publications also. Access to information is improved by increasing the availability and speed of inter-lending services and by developing simple and efficient procedures. The ultimate aim should be to ensure that all individuals throughout the world should be able to obtain for personal use any government information or government publication wherever published or available.

8. As the government documents are not issued, the library should equip the government publications section with the Xerox machine. This will greatly facilitate the users in getting the copy of the documents without loss of time and in turn it also improves the access to government publications. In case of out of prints, photocopy of the complete document may be provided. This in turn will check the temptation of the readers to steal away valuable government documents.

9. An information user is certainly not expected to know all the important languages and the inability of an information seeker to read and understand all these languages constitutes a serious impediment in the free flow of information.
For crossing the language barrier, the following solutions are suggested.

1. Publishing of government publications in widely known local languages should be encouraged.

2. Translation is the best way to cross the language barrier. It not only removes language barrier but also provides access to government information. But translation is a creative art. It requires the knowledge of the document to be translated and also the language in which the document is to be translated. Translator must have the knowledge of the subject of the document.

10. It is suggested that high quality personal reference service should be provided not only to the library client groups but also to the general public in order to utilise the government publications to the maximum extent possible. However, the extent of personal reference service offered to the users depends on the number of staff and their commitment to provide reference service.

11. The production standards of government publications are not up to the mark. Hence, it results in less access to government publications. In order to make the public interested in government publications, it is necessary to improve the production standard of government publications very much. Usually government publications are dull, poorly printed and bound even though costly up-to-date priming presses and highly trained personnel in the government presses are available. It is advised that the government publications could be made attractive and presentable as any commercially produced publications.
The government should adopt the standards formulated by the Indian standards institution for physical production of publications.

12. There is a need for computerized government information. Hence, computer search facilities should be provided for desired government documents.

13. Orientation or user education programmes help the users to take maximum advantages of library resources in meeting their information requirements. As a result of instruction there should be improvement in library skills and less dependence on library staff members for finding information contained in the collection.

The government institutions and information centres should bring out publications, tools and guidelines to help in user orientation programmes. Users may be trained at various levels and in different ways.

The orientation programme/user training is a key issue of national information policy. Even the best designed information services are of little practical value if users cannot use them.

The target group of users need be identified to consider the training requirements for each group. Studies of user needs, information seeking behaviour, patterns of use and non-use of government information are very important for the design and development of effective user orientation/user education programmes.
Different methods employed in orientation/user education programme include lectures, seminars and demonstrations, programmed instructions, self-instruction methods, computer-aided instruction and individual help. Various audio-visual aids may also be used in the user orientation programme.

It is also suggested that a travelling workshop may be conducted comprising a self-instructional learning package, audio-visual tapes and posters etc. The aim of this workshop may be to make the public/users of information aware of the information available in their field and how to use them effectively.

14. It is necessary to achieve uniformity in all the government publications with regard to 'categories' or 'scales' of measurement.

15. Most of the government publications are lagging behind the schedule. Because of this most of the statistical publications became obsolete after some time. Hence, the government publications should be brought in time.

16. The Central and State Governments should realize the academic and research value of the government publications. They should support the university and public libraries in maintaining the separate collection of government publications. The government should provide a separate grant for the purchase of government publications. This will greatly facilitate in building of strong collection.

17. Government publications should be displayed by the library authorities properly. The library should bring a monthly list of the government publications received
by the library. These lists should be widely circulated. These should be displayed on the notice boards. This will attract more readers and help in increasing access to the government publications.

18. It is suggested that new and important titles should be advertised in the leading newspapers and journals of India. Reviews appearing in the journals should also be quoted. Good reviews can attract more clientele. It is also suggested that there should be advertisements in the audio visual media. These attract not only the literates but also illiterates and neo-literates.

19. Journalists should feel responsible in disseminating government information by publishing articles or news as and when necessary in the newspapers and magazines. So that government information reaches to the hands of those who need them without any barrier and with least costs.

20. It is also suggested that the unpublished documents should be made available to the public. There is every likelihood of their being lost after some time if not recorded at the appropriate time and place. In order to achieve this, a fruitful cooperation and coordination is needed among those who generate, store, disseminate and use government information. All efforts should be made to provide towards optimum utilisation of government publications.

21. Internet information service should be provided within the government information departments and also in libraries and information centres. The Internet offers possibilities for interaction not available through any other
technology. The users can take an advantage of materials that may be physically located thousands of kilometers away. It can decrease demands of distance and time and bring together intellectual and physical resources.

22. Though the printing is ordered by the controller of printing and stationery, India and printed at the government presses, these are not listed in the catalogue of Civil publications and therefore, the public do not have an opportunity to know the existence of such publications. Hence, it is suggested that the Controller of Printing and Stationery, India should bring a monthly list of all the publications published by them so that the public get an insight into these publications. This should be a low priced publication so that the libraries should subscribe this list easily. One copy of the list should be sent to the depository libraries of the state.

23. In each state there must be at least one depository library preferably public library where the Government publications should be sent directly from publishers. The main aim of this programme is "to make Indian Government publications easily accessible to the general public and to ensure their continued availability in the future". These libraries should be made responsible to undertake appropriate documentation of government publications received by them and for making copies of such publications available at nominal charges to the clientele of a library as well as the general public.
24. Physical facilities such as equipment, furniture, storage materials etc., space requirement for government publications and other services must be carefully planned if government publications are to be easily accessible by general public.

25. A comprehensive list of all government publications should be made available to the public. But making a comprehensive collection of all government publications is not simple. It should be the responsibility of the government to record its published output. The output of government publications is to be recorded.

Even if the government information contained in the government publications is comprehensively collected in a given region, this does not necessarily result in availability. If single copies of all government publications are collected in one place or divided in several libraries, these copies will be treated as archives and cannot be used with in the premises. It means either the needy readers, especially those at distance, should travel to that place or a copy of the publication be routed to them. If the first method is followed, the problem of cost, distance, inconvenience will prevent the readers to use the materials. Hence, it is suggested that the second method is suitable but to follow the second method it is necessary to develop best lending systems.

26. Each individual University library should maintain a separate section of government publications. The section should be extended with all the facilities. Looking into the growing importance of government publications as a source
material for study and research, the authorities should provide enough space for the organisation and maintenance of government publications. Sufficient space should be provided for reading purpose and also for the library staff to work.

27. Government of India should realise the importance of authentic and relevant information contained in unpriced government publications brought out by various government agencies and has to take an appropriate step to make such literature accessible.

28. Libraries receive increasing volume of government publications free of cost. But these libraries lack sufficient time and staff to process them as fully as they did other materials. Hence, more attention should be paid towards the employment of sufficient number of qualified and trained staff in order to carry out various routine and technical jobs in the library. Staff should be enthusiastic and committed to promoting the collection and in providing satisfactory services. The Information personnel should be trained in such a way that they should be able to identify the information needs of different categories of people, analyze problems and design appropriate information services to meet these needs. Information personnel should also alert the public that library is the primary source of information.

29. Usually librarians ignore the acquisition of government publications as they tend to problems of control. The librarians should give importance to government publications on par with the other publications. They should see that a
It is suggested that librarians should develop their own resources and those of the organization as a means of improving the overall effectiveness of government publications and collections.

30. Continuing education training needs of information professionals must stress additional exposure to non-document subject areas such as:

- Automation of library processes.
- Administration and management.
- Collection development.
- Information transfer.
- Reference and Referral services.
- Non-print media.
- Interpersonal skills.
- Systems Analysis.

Staff may also require 'training' in the documents field for topics such as:

- Cataloguing, Processing and record keeping.
- Collection organization.
- Microforms and related equipment.
- Use of unique reference sources and basic government publications.
31. Documents issued by Quasi Governmental Institutions and corporations are stocked and distributed by the respective organizations only. Therefore, requisitions are to be placed directly on these organizations only. It would be advantageous to place standing requests on these organisations so that libraries receive these documents as and when they are issued and the availability of such publications in the library should be brought to the notice of the public for increasing access to such publications.

32. Mutual exchange of government publications should be encouraged.

33. Active cooperation among several libraries in sharing responsibility will aid in avoiding efforts and expense in acquiring costly and rare publications and enable to bring out the lists with very little loss of time.

34. Research organisations should also cooperate with publication Department in the efforts by creating more demands for its publications through extensive display at their centres and partaking in marketing activities.

35. Information about old publications can be made available by first compiling the information about the holdings of individual libraries and then combining them to provide a comprehensive list.

36. Proper steps should be taken for speedy reprinting of ‘Out of print’ government publications by all publishing agencies of the government.
37. Financial assistance should be provided to individuals or institutions who intend to take up documentation projects in the field of government publications.

38. A number of languages and dialects are spoken in India. In a multilingual country like India introduction of machine translation will facilitate information communication further. Most of the government publications are brought out in English and Hindi. The rendering of translation by human translators delays the publication of documents. Machine translation can certainly improve the matter in India. And this translated versions can be made available at nominal charges or at subsidised rates.

39. There are a number of barriers that stand between the right information and the right users. Several such barriers have been identified by the investigator. The barriers are: 1) unawareness of the availability of government information, 2) lack of accessibility, 3) language, 4) the failure of communication channels, 5) differing needs in different disciplines and 6) lack of coordination. The information scientists engaged in rendering information services should play a major role in helping the public to overcome these barriers.

40. The investigator also came to know during the investigation that most of the libraries are not self-sufficient in comprehensive collection of government publications. Hence, it is suggested that the libraries should give due importance in acquiring and maintaining government publications and also the requirements of general public.
41. Open stacks encourage browsing and increased access to government publications.

42. Parliament should pass a law called "The Right to information Act" in order to clearly specify the extent of such right and restrictions there upon. The two prerequisites of such law will be (1) a law providing for publication and wide dissemination of all information regarding public matters. Such a law must also provide access to public documents or files by conferring the right of information on citizens and (2) a law protecting privacy.

The Right to Information Act will give right to the citizen to obtain information from government departments or public corporations regarding decisions or actions of public record. The citizen may get such an information for a price. The price can be in terms of fee commensurate with the expenditure. Information pertaining to defence, international relations, security, pending criminal cases etc. may be refused if it is against public interest. The Act could incorporate provisions for confidentiality of official information, which is not part of public record.

43. Evaluation should be carried by the government periodically to know whether the information produced by the government or its agencies is reaching the required persons or not.

44. It is the responsibility of the government to give education to the people and it should also consider providing free flow of information a necessity for those who need information and education.
7.3 SUGGESTIONS FOR FURTHER RESEARCH:

The present investigation is confined to a few selected regions of the Rayalaseema region of Andhra Pradesh i.e. Chittoor, Cuddapah, Kurnool and Anantapur. Further research can also be done by enlarging the scope and geographical area. It is also suggested that survey can also be undertaken by taking specific group of population for e.g., Agriculturists, Industrialists etc.

Necessary research and development studies are to be initiated and they should take the advantage of new technology to move effectively to meet the information needs of the public.