CHAPTER III

REVIEW OF LITERATURE

3.1. Introduction:

The review of literature is an essential component of any research investigation. It helps to profile with necessary input to the investigator to frame the research study on the chosen topic. The review of literature reveals assessing not only the breathe and depth of study of the topic of research but also vastness and scope of depth of the subject itself. This will also enable the research to identify the gaps in the research. The Literature review suggests a method and technique of dealing with a problem state, which may also suggest avenues of approach to the solution of similar difficulties, a scholar may be facing. It can provide the investigator with new ideas and approaches, which may not have occurred in the earlier researches which has been identified in the process of scanning literature. It also assists the researcher in evaluation his own research efforts by comparing them with related efforts done by others.¹

Further a review of related literature suggests what are the new avenues of research approaches are available to the researcher to find solutions to the chosen problem.

A literature review is a “critical analysis of a segment of a published body of knowledge through summary, classification, and comparison of prior research studies, reviews of literature, and theoretical articles”. To carry out research it implies to create some new ideas, and therefore needs to look at the existing research that i.e. significant to the work. A literature review is a body of text that aims to review the critical points of current knowledge on a particular topic. It seeks to describe summarize, evaluate, clarify and integrate the context of primary reports. For any scientific investigation it is necessary to carry out a literature search of the studies carries out in
the relevant subject field. The literature search enables the investigator to have information about similar studies carried out earlier. The researcher has also carried out prior art search for the present study.

In this study the researcher scanned several source documents and other publications related to the field of research, including the print documents such as books, journals and electronic databases such as LISA, LISTA, EBSCO, Open archive databases and journals in public domain including Directory of Open Access Journals (www.doaj.org), and many more related e-resources including browsing INTERNET for a comprehensive compilation of sources on the core of the research work. In fact it has come out good results and these sources are distinctly presented at the beginning of this review. It has also made efforts to browse through E-LIS (E-prints in Library and Information Science), OA archive for library Information Science, DLIST (Digital Library of Information Science and Technology) and other relevant websites.

The researcher has prepared a thematic review of literature and categorized the concept in the following broad themes.

- Library use and user study
- Information needs and requirement
- User satisfaction by libraries
- Information seeking behavior and information need
- User awareness
- Use of Electronic sources
- Professionals skills for librarians
- Job Satisfaction
- Library leadership
However at first some main sources of literature which are in particular have made studies on India and in particular, Karnataka have been reviewed and the review is presented.

3.2. Literature of Education College Libraries:

After browsing 20 web-pages on Internet as already submitted, on the search “Colleges of Education Libraries” yielded about 20 References among which 5 are from Karnataka, India and more studies are found from African Countries like Nigeria and Botswana. There are four Ph.D. Theses and one M. Phil. on Colleges of Education Libraries from India. But in-depth studies on Colleges of Education Libraries in India still are a gap. Hence this research would be a small effort in this direction The Ph.D. thesis even could not make a comprehensive coverage of literature on colleges of education in India and the reviews hardly list some papers on studies on Colleges of Education Libraries. So it is intended here to first focus more on the studies on Colleges of Education Libraries in India.

Mukherjee’s (1965) paper is probably one of the earliest papers on this subject. As it is the number of colleges of education in India as a whole could be very small. So the study has been taken covering entire country, India. It is found from his study that a few institutes possess libraries. The users depend on such university libraries either affiliated or form a constituent of the university. Those having their own libraries are not properly planned.

It is interesting to note that Radhakrishna (1974), an M.Ed. student from Bangalore University, Department of Post-Graduate studies in Education has made a study of libraries of colleges of education from Bangalore and Mysore Cities. His study has revealed many lacunas in the services offered by the Libraries of Colleges of Education in these two cities.
It is most heartening to know that and, it is probably first Ph.D. thesis on Colleges of Education Libraries by a researcher from Karnataka, and who also served in Bangalore University as Librarian and Faculty member in the Department of Library and Information Science. It was Setty who got his Ph.D. from University of Pittsburgh, USA in 1975. The title of his thesis was “Standards for Teacher’s College Libraries in the State of Karnataka, India”. The three other Ph.D. theses submitted to three different universities in India on the studies of Colleges of Education Libraries have missed to mention this important source. However, this researcher being from Karnataka and from Bangalore University has made effort to unearth this fact and has made reference to this work (27).

Setty has also subsequently published three papers based on his thesis (Setty, 1975 and Setty, 1976, Setty, 1978). The first two papers are on “Standards for Teacher’s college Libraries” only. The third paper is on ‘Cooperative Acquisition” plan for colleges of education libraries in Karnataka. According to his compiled data, there were only 30 colleges of education in Karnataka, the Bangalore University with least numbers of them had only 4 and University of Mysore with 18 colleges being the highest and second in line is the Karnataka University, Dharwad with as many as 8 Colleges (Setty, 1978). It was one of the most thoughtful studies made as early as in 1978 and it works out a cooperative plan.

Setty (1977) emphasizes the role of standards in the development of library services in India. In his paper he points out how the existing norms do not cover various aspects of library services and also do not help teachers college libraries in Karnataka or elsewhere in India. Realistic minimum standards for teachers college libraries in Karnataka based on their current situation, immediate need and the resources available are presented.
Now that National Council for Teacher Education (NCTE) has come out with norms and standards for Colleges of education, the standards proposed by Setty and can be matched with them and to find out the variations due to changing times and emerging electronic environment.

**Kawatra** (1986) in his study examines the need for reference and information sources. Explains how to locate educational information and data and provides a list of important library tools for the educator which includes international and Indian sources. Also describes assistance available from other libraries in India and abroad. Discusses the need for statistical analysis of reference queries.

**Chattopadhyay** (1995) Discusses the results of a survey of student users of teacher training college libraries in West Bengal conducted during 1990-1. Examines the differences in borrowing patterns between students of government and non government teacher training colleges and analyzes their responses.

**Bhanu Pratap** (2009) from a questionnaire based survey on the status of twenty College of Education Libraries in three selected districts of Punjab reveals that the staff strength in the libraries was insufficient and that only about 40% of the libraries had computers. Concludes that the College of Education studied need to strengthen their libraries so as to achieve the objectives and goals of the colleges. Adapted from the source document.

The paper by **Nirmal Singh** (2008) is a survey to explore the resources and services available in Education Training college libraries of Punjab. Data Collected through administration of a questionnaire from 19 colleges, highlights their infrastructure, collection, technical processing, services, finance, Personnel and computer usage. The data is limited to 19 colleges established till
2004. The analysis makes it clear that overall picture of these training college libraries is not satisfactory.

The other Ph.D. thesis is by Veer (2001), Swarna Kumari (2004) and Nirmal Singh (2010). They cover respectively, the states of Maharashtra, Andhra and Punjab.

The doctoral works of Veer and Nirmal Singh are the general survey of Colleges of Education libraries and only the study by Nirmal Singh focuses on the “Use”. The thesis by Swarna Kumari covers, information resources, services and user survey. She has also analyzed the different aspects of libraries like document collection, acquisition procedures, technical processing, budget, manpower, services, users, buildings, furniture, stock verification and preservation etc.

Bhanu Pratap (2007) in his M. Phil. Dissertation has studied the staff, collection and services of colleges of education libraries in the districts of Jalandher, Kapurthala and Amritsar of Punjab.

Nirmal Singh (2010) states “though conducting user survey is a challenging task, yet it provides a picture of overall use of the resources and services of libraries of colleges of education under study. The study has three approaches; first the survey of library staff, second and third covers the students from B.Ed. and M.Ed. and then finally teachers of colleges under study.

Nirmal Singh (2011) in his study collects the opinion of students about the resources and services of their respective college libraries. In total 1119 questionnaires were administered and 1084 were received back completed. Users’ responses on different aspects including frequency of visit to libraries, purpose of visiting, type of documents used, awareness about library services, use of resources and services, satisfaction with resources and services etc. has been discussed. An overview of the growth and development of teacher
education institutions has been provided. A brief account of the NCTE norm and standards about libraries of colleges of education is also given.

**Bansod** (2012) has attempted a case study of PVDT College of Education Library very old library in education (Est. 1959) field attached to the SNDT Women’s University, Mumbai. It is having a huge collection on education and related subjects. The College endeavors to make the library user friendly. It is equipped with 18518 books and 51 Journals & Periodicals and 7 newspapers. The area of the library is 1331 sq. ft. It is the oldest college, started in 1959, with the motto ‘enlightens of women’. College has been actively engaged in teacher training programmes both in-service and pre-service. It also provides study facilitates, educational and recreational reading to all members of the institution. The library is committed to play a proactive role in the empowerment of women through dissemination and use of information and knowledge.

**Bhanu Pratap and Joshi** (2013) in another study have surveyed the Libraries of Colleges of Education in Dehradun, and found that situation is not different from his earlier studies from three districts of Punjab.

**Onifade and Onifade** (2011) discuss about the staffing pattern in Education College libraries in Nigeria. It is interesting to note here that the Nigeria has given much importance to Colleges of Education and its library. Like the National Council of Teacher Education (NCTE) in India, Nigeria has also National Commission for Colleges of Education and has issued Guidelines for Running Libraries in Colleges of Education in Nigeria. (Nigeria, 1994, 1996) The Nigerian Commission for Colleges of Education has also brought out a Digest of Colleges of Education in Nigeria which would be a source book on such institutions including its libraries. **Egunjobi and Oyewole** (2006)
have also discussed the Staffing Patterns of Federal Colleges of Education Libraries in Nigeria.

On similar lines Egunjobi (2001) complementary to the staffing pattern, the Nigerian Colleges of Education have also stressed on the Academic Status for Librarians in Colleges of Education.

Gambo (1997) has discussed the types of Library Services as one of the important basis for the effective teacher education for National Development. In contrast to these implications on better utilization of libraries of colleges of education, Sanusi (2001) has described the means of promotion of library and information use in Nigerian teachers’ education.

The library use means use of not only the resources and services but also facilities and tools provided by the library to locate the information sources they are in need of so technical services like Library Catalogue and Classification are provided in the libraries as such tools and facilities. It is customary to study the use of these tools and as such Aruba and Amudat (2011) studied the relationship between library instruction programme components and students' catalogue use in colleges of education libraries. The study addressed the issue of students' inability to use catalogue to retrieve materials within the libraries. Four objectives guided the study with four null hypotheses tested. Survey research design was used for the study. The population was 2,560 NCE III students chosen from four colleges of education in south-western Nigeria. While 256 samples were used for the study, a questionnaire was used for data collection. Data gathered was analyzed using Pearson Product Moment Correlation (PPMC) coefficient for hypotheses tested. The study revealed among others that there was a significant relationship between library instruction teaching methods and students' library catalogue use. One of the recommendations made is that teaching methods should be improved through individual or group assignments and computer
assisted instruction should be combined with demonstration method. The study concluded that the low student library catalogue use could be hinged on the teaching methods, bibliographic elements.

The user education programmes in academic libraries is one of the most essential extension services offered to the users. In this context Maduako (2013) has studied the user education and library use in colleges of education in Abia, and IMO States again in Nigeria. The paper also highlights the User education programmes in Colleges of education can be different from other academic libraries as the resources in colleges of education libraries are special and distinct.

In this study, the researcher attempted to use structured questionnaire and interview schedule were used to collect data. The research answered four (4) research questions and tested one hypothesis. Pearson Product Moment Correlation (PPMC) was used to test the hypothesis at 0.05 level of significance. Data on the research questions were analyzed using mean scores and frequency tables. Findings revealed that: the user education programme is structured in the form of library orientation, library tour, bibliographic instruction and user awareness. Findings showed that user education enhances library use even though the programme is impeded by a lot of problems which include lack of/or inadequate fund, inadequate library staff to cope with the amount of work involved, inappropriate provision for the user education course on the time table, among others. A moderate positive relationship was found to exist between user education and library use.

Three more studies on User education programmes implemented in the colleges of education in Nigeria have come from Abubakar (2003) Akinbola, (2007) and Okonkwo, (2004) which show the importance for imparting courses on User education and library use in the college libraries. It is a point to be noted to compare the same with the position of Colleges of education libraries under study.
Adekanmbi and Boadi (2001) in their paper on “Budgeting for library resources in colleges of education: Some findings from Botswana” have examined the trend of allocations of materials budgets in Botswana colleges of education libraries from 2000-2004. Preliminary investigations had revealed that the information materials in the libraries appeared inadequate for the library clients. It was noted that the college libraries received annual budgetary allocations ranging between 8 and 11% of the total budgets of the colleges and, in all cases, the libraries spent over 60% of the materials budget on monographs and between 10-40% on printed journals. The study concludes that the college authorities and the department of teacher training and development need to provide support for the college librarians to enable them improve on their allocation activities. Library schools also have a major role to play in equipping librarians with skills of managing materials budgets.

Gyimah and Wisdom have examined the use of a library in a teacher’s college of education in Botswana: a case study. The primary purpose of this study was to investigate the patterns of library usage of student teachers and lectures, the factors influencing their usage behavior and the methods used by lectures to promote use. The authors made a case study at the Tonota College of Education in Botswana. In this survey using the questionnaire, 172 students and 84 lecturers were taken as sample. The interesting findings of the study are “both student teachers and lectures made frequent use of the library. It is also found that borrowing for curriculum-related use continued more than half of the reasons why students, teachers and lectures used the library. Most of the lecturers indicated that they adopted topic assignments as a method of motivating students to make use of the library. This was confirmed by the majority of student teachers. Most student teachers perceived the college library as contributing to their educational success.
The application of ICT is college library is another issue which is attracting many studies. The Library automation is a basic step and the initial stage for the effective utilization of ICT facilities like INTERNET and Networking. In this regard a study of Automation in Colleges of education has come from a Nigeria. Akinfolarin (1998) studies the “Automation in the Adeyemi College of Education, Ondo. This article provides a progress report of automation at the Adeyemi College of Education Library. The historical development of both the College and the library is given. The various operations which the software can perform, including menus and sub-menus, are also listed. The problems which this automation exercise is likely to face are discussed and solutions proposed. It is interesting to note that the study is dated 1998 and therefore it shows the progressive approach adopted by the colleges of education libraries in African nation when computerization of Libraries was still in its infancy.

**Summing up for Literature of Education College Libraries:**

In this section an attempt has been made to focus on studies on Colleges of Education Libraries in India and other countries. The researcher as mentioned in the beginning, not content with the literature output on studies related to his research topic explored the Internet. On browsing and through intensive search the above discussed papers have been traced and reviewed.

In summary it implies that there is need for extensive research about the colleges of education libraries. As referred in the introductory chapter of this work, the National Knowledge Commission has given importance to teacher education in India. There is a substantial growth of colleges of education in India and especially in Karnataka, and as it is found against only 8 Colleges of Education attached to Bangalore University in 1978, there are nearly 150 colleges and it shows the growth of these colleges. In this context
quality assessment and infrastructure facilities like the good library facilities in these colleges is quite essential.

The studies of colleges of education in Karnataka seems to be has taken a back seat, as since the publications of Setty, not many studies have emerged from the researchers in Library and Information Science in Karnataka and this research is a sensitizer for continuation of study of colleges of education libraries.

The study of literature on other fringe areas of library facilities in general has been attempted to oversee the need for enhancing the use of libraries and the study the user needs of the colleges of education libraries. So an attempt is made to present the views of different authors and researchers on the issues discussed in the forthcoming sections.

### 3.3. Studies on other Facets of Libraries:

**Ogunmodede and Emeahara** (2010) describe in their study attempts to appraise the effect of library use education as a course of study on library patronage by the undergraduates in Ladoke Akintola University of Technology, Ogbomoso. The essence of education, formal or informal, is the ability of the learner to put learning to practical use. Hence, the knowledge acquired must be reflected in the life of the learner. The study also attempts to reveal the relevance of library use education as a course of study to the students, the extent of use of library resources and services, the user/staff interaction and the students' assessment of the method, and content of instructional manual.

**Hobbs and Klare** (2010) explains the study employed two treatment groups comprising captioned video instruction group and face to face instruction group as well as a control group. Two research instruments, Library Use Instruction Test and Library Practical Use Checklist were used as data collection tools. The study concluded that
both instructional strategies are effective in giving library instructions to persons with hearing impairment.

Sheeja (2010) examines the perceptions of undergraduate students towards the digital library of the Cochin University of Science and Technology (CUSAT), Cochin, India. Specifically, the study made an effort to determine the sources consulted and the general pattern of information gathering by the students. The study adopted a descriptive survey design and data was collected using a questionnaire administered to 225 respondents randomly selected from seven branches of engineering faculty in the CUSAT. The results obtained show that almost all students use the digital library for learning. They frequently access the digital library for getting previous exam question papers, syllabi and other materials pertaining to their study. They are satisfied with current digital library features and functionality. Students recommended the addition of more documents related to their courses and useful links to the digital library.

Kumar and Hussain (2010) address the use of collections and services at IIT Delhi Library. A well structured 190 questionnaires were distributed among IIT Delhi library users during the academic session 2008 -- 09, to find out the user of information resources provided by the library. Out of 190 questionnaires 178 filled questionnaires were returned, and of which 170 (95.51%) were found fit for analysis and out of which 8 (4.49%) were considered unusable. The present study demonstrates and elaborates the various aspects of use of collections and services, purpose of visit to the library; adequacy of library hours, infrastructure facilities, use and collections of documents that is, internet information resources. The paper also identifies the levels of use of various services provided, access of online databases services, database search techniques, and users’ awareness about different types of library network. Highlights satisfactions with overall functions of the library. Suggestions have been given to make the collections and services more beneficial for the
academic community of the mentioned Technical Institutes India as well as abroad

Nkosi and Ruth (2011) found that all 131 academic staff of the Faculty of Human and Management Sciences used the library mainly on a weekly basis. The majority of respondents had received library instruction either as a student or as a member of staff. Communication between academic staff and subject librarians was taking place but not to any great extent. The study recommended that more academic staff should undergo formal library instruction and communication between academics and librarians should be improved.

Shieh and Yu (2011) state that the primary task of university libraries is to provide necessary materials to support those who are engaged in teaching and research. The most basic work is to build library collections to meet their requirements. However, with soaring book prices and limited budgets, interlibrary loan services have become one of widely used solutions to alleviate such financial situations.

Ismail (2010) described the popularity of the Graduate Social Work Satellite Program at Marywood University has led the library to reexamine its services to both students and faculty in the program. The library realizes that current services may not apply to those who are not on campus regularly or at all. Using data from 2 studies that surveyed both traditional and nontraditional students and faculty, this new study seeks to determine: What do satellite students and faculty specifically want? What do they find unhelpful? What impact does faculty library use have on their students? Findings from this study are revealing and point to further directions for research.

Kayongo and Jessica (2010) their study narrates on how Notre Dame graduate students found research materials and how useful the Hesburgh Libraries' collections were in their research and studies.
Information gathered through this project indicates the level of usefulness of library resources and collections for one of its main constituents -- graduate students. Graduate students' contacts with the library, regardless of method, were almost always for their own research pursuits, not for faculty research. Graduate students at Notre Dame had more limited contacts with librarians and with library outreach research services. Most respondents (62.8 percent) preferred to use remote access to obtain copies of electronic items identified as relevant to their research. Across the board, however graduate students were generally satisfied with the various library services. The survey showed that 44.6 percent and 41.1 percent of the respondents rated the library as "very useful" and "useful," respectively, in their research. The data collected has provided a better understanding of graduate student research behavior methods of library access, and levels of satisfaction with library resources, which will inform local practices and has the potential to do the same at other institutions of higher learning nationwide.

Scigliano (2010) examines that Academic library consortia, faced with requirements of assessment and accountability, are increasingly pressured to measure the impact of their networked electronic services. Studies on usage of electronic library resources and electronic journals, in particular, proliferate; relatively few focus on the academic library consortium. This paper gives an overview of one assessment tool, MINES for Libraries as implemented in the Scholars Portal service of the Ontario Council of University Libraries (OCUL). The novel contributions of this study are twofold: firstly, the creation of peer groups within an academic consortium for comparison purposes, and secondly, the use of regression analysis to explore the correlation between usage and three separate variables outside the MINES survey -- library print holdings, library acquisitions budget, and sponsored research revenue.
Thanuskodi (2011) in his study states that Information technology (IT) has thrown a new challenge to the libraries. The technology has shown a great impact on the services of the libraries. Libraries use IT for better services and satisfying diverse user needs. Libraries have transformed into digital and virtual libraries where books, journals, and magazines have changed into e-books, e-journals, and e-zines. This has increased the global dissemination of information. Electronic resources (e-resources) are easily accessible in the remote areas. The e-resources solve storage problems and control the flood of information. Print sources are being digitised. There is a great need to study the use of e-resources and investigate the factors that are a hindrance to their use. The present study is an attempt to examine the usage of electronic resources at Dr T.P.M. Library, Madurai Kamaraj University. Study revealed that M.Phil., student's respondents took the first position in their overall methods of searching e-resources, postgraduate student respondents the second position, PhD Scholar respondents the last position. The study confirmed that respondents were aware of the e-resources and various types of e-resources, e-database, and e-journals. The study recommended the improvement in the access facilities with high internet speed and subscription to more e-resources at Dr T.P.M. Library, Madurai Kamaraj University.

The study carried out by Biranvand (2010) research aims to study the extent to which library user education programs affected graduate students studying at Islamic Azad University Science and Research Branch of Tehran in the 2006-2007 academic years. The research subjects were randomly selected among graduate students of fields other than library science. One group was educated through brochures and the other group participated in educational classes. Then each group was compared with its control group and in the end both post-test groups were compared with each other to study the effectiveness of each teaching method. Findings indicate that the
education programs had been effective. Among the two education methods, in 12 cases educational classes have had a meaningful advantage over passing on information through brochures and in other cases the differences had either not been meaningful, or no difference existed at all. Among the 34 points taught, the differences between post-test and pre-test results were meaningful in 18 concepts in the educational class method and .15 concepts in the brochure education method.

Kumar and Vohra (2011) in their study a sample of 112 users from Punjab university was taken from various categories of users covering different disciplines such as Basic Sciences, Applied Sciences, Social Sciences and Humanities. A questionnaire was designed and distributed among the users to collect the primary data. The paper focuses on various aspects of OPAC such as awareness, frequency of use, frequently used access points, satisfaction level, etc. The findings revealed that most of the users use the OPAC to locate the documents despite facing some difficulties. However, majority of the users are not satisfied with the OPAC. The study suggests that the users should be made familiar with the use and operation of the OPAC by providing special training.

Herrera (2011) states that University of Mississippi Library created a profile to provide linking from Google Scholar (GS) to library resources in 2005. Although Google Scholar does not provide usage statistics for institutions, use of Google Scholar is clearly evident in looking at library link resolver logs. The purpose of this project is to examine users of Google Scholar with existing data from interlibrary loan transactions and library Web site click-through logs and analytics. Questions about user status and discipline, as well as behaviors related to use of other library resources, are explored.

Saha (2011) reports that most of the users of University Libraries are not aware of the collections at his/her library. Sometimes, it is
seen that a student learns of the availability of particular resources in his/her library after going to another library. To accelerate the library use in the present information society it is the duty of the library professionals to keep its clientele up to date by providing the right information regularly. In this sphere, the present study would like to highlight the users stand for their library and try to find out the problems faced by them in using the library. The study concludes after providing some suggestion on the basis of problems collected from the users in course of collecting data/information.

Nishat et. al. (2011) studied the level of awareness and use of library portals by the students of Engineering and Technology of Aligarh Muslim University, Aligarh. Data was collected through a structured questionnaire distributed to the undergraduate and postgraduate students of Engineering and Technology at AMU. The survey found that the majority of the students use library portals but not regularly. The study also found that the reasons for not using the library portal were lack of awareness, training and guidance, and the lack of contents on the library portal. The majority of the respondents gave average value to their library with regard to portal provision of course material and useful links. A majority of the respondents also expressed that they needed instructions and help for the effective utilization of resources on the library portal.

Scarletto (2011) states that Collection usefulness can be analyzed through reference questions when circulation data is not available. A content analysis of reference questions in an academic map library was conducted and the queries examined for subject, geography, and user status over a six-year period. The study found that local information was overwhelmingly the most requested type of information regardless of patron type, and topographic and historical information were found to be the most requested subjects.
Liu, and Luo (2011) in their study explores the extent to which undergraduate and graduate students in China differ in their digital library use. Unlike the factors promoting digital library use, non-use factors, perceived influences, and degree of satisfaction are quite different between undergraduate and graduate students due to their differing emphases and expectations for information. The implications for digital library services are also discussed.

Ajala, Isaac Olugbenga (2011) in their study examine the use of the card catalogue by staff and undergraduate and postgraduate students of Ladoke Akintola University of Technology, Ogbomoso, Oyo state, Nigeria. The population sample was comprised of 1,200 library users randomly selected from 13,592 registered library users at the Ladoke Akintola University of Technology, Ogbomoso. Results from questionnaires established that the library card catalogue was underutilized by the undergraduate students (44%), but more heavily used by postgraduate students.

Archana and Padmakumar (2011) narrate that the use of online information resources for organizing knowledge in library and information centers in Cochin University of Science and Technology (CUSAT). The paper discusses the status and extent of automation in CUSAT library. The use of different online resources and the purposes, for which these resources are being used, is explained in detail. Structured interview method was applied for collecting data. It was observed that 67 per cent users consult online resources for assisting knowledge organization. Library of Congress catalogue is the widely used (100 per cent) online resource followed by OPAC of CUSAT and catalogue of British Library. The main purposes for using these resources are class number building and subject indexing.

Sridevi and Ramaiah (2011) in the paper compare the strengths and weaknesses of both animated and hypertext Web interfaces in terms of their usability and also users' attitudes and
perceptions about these interfaces. To conduct the comparative study, an animated user interface was developed using Flash for the Division of Information Studies website of Nanyang Technological University, Singapore. This interface was compared with the existing hypertext user interface of the same website. It was found that animated user interface was preferred for its text readability, appropriate use of colours and buttons, visual consistency and sequencing of screens, attractiveness of design, pleasantness and user-friendliness of interface, ease of use, content coverage, organization of information, navigation, and usability. The hypertext user interface was preferred for its speed of downloading and its navigational capability that complemented the Web browser navigation.

**Wu and Liu** (2011) explain that the development of information technology, increasing prevalence of the internet, the emergence of Web 2.0 has allowed users to access an increasing amount of information on the Web. In the present social environment, libraries play the role as an information provider. This study based on technology acceptance model and innovation diffusion theory to survey Library 2.0 applications in Taiwan’s university libraries. Results showed that most of the respondents hold a positive attitude toward Library 2.0, and their attitude has positive influence on their intention to use them. Besides, if perceived usefulness, perceived ease of use, trialibility, and observability can be emphasized during promotion of the systems, users’ intention to use the systems can be effectively increased. Through the above findings, this study attempted to provide a reference for libraries planning to introduce Library 2.0 in the future.

Study conducted by **Gao, Shi-Jian et.al** (2011) is to understand the professional document gathering behavior and the use of the Information Technology Library at Wuhan University. The library conducted a survey in 2009 and seventy-eight geomatics faculty participated in this investigation via email to examine what
kinds of professional materials they currently use to support teaching and research, how they seek and acquire these documents, and which library services they use most on campus. Questionnaire responses have been tabulated to make the answers clearer and show the results more intuitively. Some incentives were offered to stimulate faculty participation. The survey disclosed many informative responses and also indicated that the library was still the major document gathering source; the faculty more likely used library electronic resources and rarely used other library resources or services; journals and international conference proceedings were the favorite materials for teaching and research. Some ranking lists with reference value were also provided, such as the most widely used foreign journals and international proceedings, and the most familiar academic institutions, publishers and university directories. The study pointed out that the library could develop appropriate collections and services to meet the faculty needs with the implication of the survey.

**Jeong, Hanho** (2011) examines the use of the technology acceptance model (TAM) and flow theory as theoretical frameworks in order to propose a new model for explaining users’ intentions to continue using the e-library. The sample for this study consisted of Korean elementary students that use an e-library system (booktobi). Booktobi, which was established in 2005 in Korea, is the earliest and most famous e-library for elementary.

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resources and services, the user/staff interaction and the students' assessment of the method, and content of instructional manual.

Ismail, Lizah (2010) examines the popularity of the Graduate Social Work Satellite Program at Marywood University has led the library to reexamine its services to both students and faculty in the program. The library realizes that current services may not apply to those who are not on campus regularly or at all. Using data from 2 studies that surveyed both traditional and nontraditional students and faculty, this new study seeks to determine: What do satellite students and faculty specifically want? What do they find unhelpful? What impact does faculty library use have on their students? Findings from this study are revealing and point to further directions for research.

Kayongo, and Helm (2010) studied the Libraries of the University of Notre Dame meets the needs of its graduate students. It focused on how Notre Dame graduate students found research materials and how useful the Hesburgh Libraries' collections were in their research and studies. Information gathered through this project indicates the level of usefulness of library resources and collections for one of its main constituents -- graduate students. Graduate students' contacts with the library, regardless of method, were almost always for their own research pursuits, not for faculty research. Graduate students at Notre Dame had more limited contacts with librarians and with library outreach research services. Most respondents (62.8 percent) preferred to use remote access to obtain copies of electronic items identified as relevant to their research. Across the board, however graduate students were generally satisfied with the various library services. The survey showed that 44.6 percent and 41.1 percent of the respondents rated the library as "very useful" and "useful," respectively, in their research. The data collected has provided a better understanding of graduate student research behavior methods of library access, and levels of satisfaction with
library resources, which will inform local practices and has the potential to do the same at other institutions of higher learning nationwide.

**Okorie** (2010) examined the extent to which the use of automated electronic information services by patrons has influenced the services at a university library. Eight hundred copies of a two-part questionnaire were administered to the users at the University of Agriculture Library, Abeokuta. Six hundred and fifty responses were returned and found usable. The results revealed that non-final-year students prefer to use OPAC whereas the final-year, postgraduate students, and academic staff regularly use CD-ROM databases such as TEEAL, MEDLINE, CAB Abstracts, INFORTRAC, and Agricola. The majority of the users were satisfied with these automated electronic information services. The major constraints identified by the respondents were lack of basic infrastructures, limited number of computer terminals available for use, and incessant power outages.

**Natarajan, et. al.** (2010) conducted Survey of 117 faculty members and research scholars on use and user perception of electronic resources in Annamalai University reveals that despite the availability of wide range of e-resources the frequency of their use was low. The reasons identified for this are lack of time, lack of awareness, lack of subject coverage; and slow downloading.

**Cummings, et. al.** (2010) carry out a survey in order to better understand the nature of handheld mobile computing use by academic library users and to determine whether there is a significant demand for using the library services with these small screen devices. 

**Design/methodology/approach** - A survey is created to measure whether people want to access an OPAC with a small screen. Additionally, through open-ended questions, the survey attempts to gain a broader understanding of handheld mobile computing impact on, and implications for, the services provided by academic libraries.
Findings - A total of 58.4 percent of respondents who own a web-enabled handheld device indicate that they would use small screen devices, such as PDAs or web-enabled cell phones to search a library OPAC. Originality/value - The increasing prevalence of handheld mobile computing devices such as PDAs and web-enabled cell phones warrants investigation as to its impact on libraries. This study examines an academic library user population and the potential demand for using the library’s catalog with handheld mobile computing devices.

Pushpalatha and Mallaiah (2009) investigated through a questionnaire survey, data collected from 138 users from the Department of Chemistry, Mangalore University revealed that majority of the users visit the library to borrow books, to consult periodicals and browse UGC-INFONET journals. OPAC and the assistance of the library staff are the primary means to locate information. The library resources in chemistry are current and useful but the periodicals both primary and secondary are inadequate. Concludes that various findings of the present study serve as guiding principles in developing need based collection and provide effective services to the users' community of the department of chemistry of the Mangalore University in particular and paves the way for conducting similar studies in other disciplines.

Vasappa Gowda and Shivalingaiah (2009) in their study attempted made to know the library facilities and services required by the research scholars in the traditional universities in Karnataka State. Survey method using questionnaire as an instrument was adopted to collect data. SPSS tool was used for data analysis. The research scholars' responses on awareness and satisfaction level on various library facilities and services were gathered using Likert's 5 point scale. The responses were analysed using two ways ANOVA, Tukey HSD, Factor Analysis and Fisher's Exact Test. The analysis showed that for majority of the humanities and social science
respondents, the facilities and services available in the university libraries were poor whereas the science respondents opined that the facilities and services were moderately good. The hypotheses formulated in this connection were partially proved by the study. Results showed that there were significant differences in the satisfaction level of facilities and services among the research scholars of various disciplines.

Bryant and Matthews (2009) has raised fundamental questions about how library buildings are used and the role of space in library services. Alongside these drivers is the need for libraries to produce data on services to inform their future development and design. This article is a case study from Loughborough University in the UK to evaluate the use of a large open learning/social space in the library. The investigation employs an ethnographic approach to gather data, a method little used in the field. Findings are explored under the following themes: collaborative study, individual study, social space, intrusions and interruptions, use of technology, diversity, library staff/library materials and spatial organization. The role of ethnographic studies within the library context is considered alongside the broader theoretical considerations of the use of physical space.

Einasto (2009) demonstrate the use of service quality monitoring as the starting point for service development in academic libraries. The proposed approach to quality research allows gathering essential information to focus strategic planning on the services that are important for users and efficiently allocate the Library’s resources. A conceptual model of quality of academic library services is proposed based on the focus group research. The library service quality assessment instrument UTLib Quat, based on the Zone of Tolerance concept and an importance-performance mapping method, is described.
Rafiq and Ameen (2009) investigates information-seeking behavior and satisfaction level of teachers of National Textile University, Pakistan. A questionnaire collected data on preferred types of information sources and formats, methods for getting information, and level of user satisfaction of library services. The findings reveal that books, communication with colleagues and friends within NTU, journal articles, and communication with colleagues and friends in industry were the most preferred information sources. Both electronic/digital and printed formats were equally preferred by the respondents. The use of Internet and email is widespread. A majority of respondents prefer to visit the library themselves to get the required information. Respondents were generally satisfied with the quality of NTU library services, but they recommended increasing the collection to meet subject specific as well as leisure needs.

Thusithakumari (2009) studied to find out answers to the questions; do such libraries offer reference services, what are those services, and are those sufficient to fulfill user expectations. 180 users from three Universities and all reference librarians in these Universities were selected as the sample. Two separate questionnaires were employed for the two groups. The study revealed that reference services are not satisfactory. Many users (65%) did not have a good knowledge about the library catalogue. Seventy percent (70%) don’t use the catalogue. Many resources are underutilized because users don’t know about those resources.

Kumbar and Mallaiah (2008) describes the efforts of Mangalore University Library in developing an Online Public Access Catalogue with the aim of increasing the information retrieval efficiency and providing easy access to the users. The changing pattern of user expectations about the catalogue has also been examined. In the survey conducted prior to the introduction of on-line public access catalogue, usefulness of the library catalogue, frequency of use, users approaches, user opinions about the adequacy of bibliographical
details, sources of guidance in the use of catalogue and need for user education programmes have been assessed. Based on the findings, the steps initiated for updating the card catalogue have been described. Results indicate the necessity for the joint effort of library professionals and software development experts to find out solutions to meet the user expectations effectively. It was suggested that cataloguing of all the e-resources such as CD-ROMs, DVDs available in the library was the immediate need.

**Toner** (2008) showed that students in part-time and distance learning courses were the largest group of nonusers. Other factors influencing non-use included the purchase of books, use of the Internet, and a lack of awareness of services available. Conclusions: The library service needs to target non-traditional student groups, particularly those taught off-campus, with innovative induction techniques. This survey highlighted the need to embed information skills teaching into the curriculum and a recent restructure of the department has enabled this to happen with a more focused approach to academic librarianship.

**Omehia, et al.** (2008) investigated students' characteristics and their use of library services in the University of Uyo. Students' academic discipline, year of study, and socio-economic status were considered. The results of a structured questionnaire, returned by 528 students (81%) were subjected to t-test analysis, ANOVA, and multiple classification analysis (MCA) at 0.05 alpha level of significance. The findings revealed that students' academic discipline with 59%, year of study with 51%, and socio-economic status with 64% affected their use of Library services.

**Sahu** (2007) studied the perceptions of the Jawaharlal Nehru University (JNU) library users as they relate to quality service and to determine how far the JNU library has succeeded in delivering such service to its users. The research was carried out among the students
and faculty members of the JNU. A questionnaire was used as the data gathering instrument. The instruments for data collection consisted of structured questions. All the closed ended questions were designed to elicit responses on a five point Likert scale to measure both respondent satisfaction and perception of service quality. Analysis of the collected data made use of the chi-square method. The results would appear to indicate that the JNU library is not lacking in quality of service. However, we need to note that quality information service is about helping users to define and satisfy their information needs, building their confidence in using information retrieval systems, and making the whole activity of working with library staff a pleasurable experience. To achieve total quality in information service the JNU library should provide a comprehensive information programme that is predicated on the needs and activities of the users.

Lin (2006) explains most of the studies of network use in the field of information behavior were dedicated to analyses of the preference of the types and the retrieval methods of resources in the network environment. There were only a few of studies designed to investigate the relationship between users' network information need occurring in their daily life and their possession and use of corresponding information technologies. This study explores the above problem using questionnaire data in the Shih-Hsin Communication Database. At first, the respondents' data related to their behaviors and attitude on information need in the items of life style of the questionnaire database are selected. These data are analyzed to generate several factors based on the statistical technique of factor analysis. Each resulting factor is constructed by a set of relevant items that can then represent a possible kind of information need. For each kind of information need, the degree of aptitude of every respondent is assigned into one of three classes by her or his scores on the corresponding items. The associations between the attitudes to different kinds of information need of respondents and their
demographic data and the access of information technologies are tested. The results show that three kinds of information need were identified in the questionnaire database, including 1) information need about new technology and fashion, 2) information need about consumption, and 3) information need about politics, economics, and society. All the three kinds of information need are related to the personality of respondents and their social and economic resources. However, the association of "information need about new technology and fashion" to access of information technologies is more significant than the other two.

Nikam, Khaiser and Madhu (2006) their study reveals that majority of the users are male and students form the largest number of library visitors. Most of the users are under 21 - 25 years age group. Many of them visit the library to prepare for projects and seminars. They find the library ambience homely and tidy. Journals, which are used most by the users, are published mainly from India and U.S.A. "Economic and Political Weekly" (India) is the highest ranking journal. They find quality of the book collection in this library excellent. The NLSIU Library users "Google" is the most preferred search engine for literature search.

Adikata and Ali (2006) examined the importance faculty members place on student library use and their self-perceived role in motivating students to use the library. A modified and Arabised version of Baker's (1996) instrument was administered to all full-time faculty teaching Islamic Studies disciplines at International Islamic University Malaysia. Findings: The respondents consider student library use, making library-based assignments and librarians'role as important. They are not fully satisfied with the students' library use skills, availability of information resources, and the value given to the library by university management. They expect librarians to provide, in addition to assisting students and faculty, a comfortable academic environment in the library. Research limitations/implications: This
study was carried out with faculty members of Islamic Studies disciplines at one university. Further studies on similar and more general populations must be conducted in order to understand the situation fully. Practical implications: Librarians are urged to respond proactively to the needs of students and faculty, to adopt a strong marketing strategy, and to develop general and course-integrated information literacy programmes.

**Bejune and Kinkus** (2006) Narrates the method of data collection and analysis to inform decisions about when to offer human-mediated library services. The methodology was synthesized from several examples in the literature of metrics collection and evaluation Findings: Analysis of several sets of data collected from various online resources and services revealed clear patterns of online activity within Purdue University Libraries, which informed a recommendation for expansion of chat reference service hours and then a second expansion of hours based on the results of the first expansion. The results of this study offer validation for the usefulness of the methodology presented, but further applications of the methodology with other human-mediated services need to be undertaken. The basic methodology can easily be tailored to the specific needs of an institution. Collecting and analyzing data pertaining to in-person and online use of library resources and services.

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this study offer validation for the usefulness of the methodology presented, but further applications of the methodology with other human-mediated services need to be undertaken. Practical implications: The basic methodology can easily be tailored to the specific needs of an institution. Supports with empirical evidence the techniques recommended by others for collecting and analyzing data pertaining to in-person and online use of library resources and services.

Anuradha and Usha (2006) investigate the use and usability of e-books from the perspectives of users in an academic and research environment. This study involved an e-mail questionnaire to survey researchers in the academic and research environment of the Indian Institute of Science regarding their use of e-books. Findings: The responses indicated that the students tend to use this new technology more often than faculty members and staff. Those who did use e-books mostly used reference and technical material. The highest response was from the Centre for Ecological Science, followed by the Supercomputer Education and Research Centre, and then the Department of Molecular Reproduction and Development and Genetics. The majority of the respondents have used computers for over five years for a variety of purposes including e-mail communication, internet browsing and text processing as well as for other advanced uses such as numerical computing and DNA sequence analysis. However, the use of e-books appears to be very low, indicating a requirement for creating awareness and user education about both software and hardware related to e-books. Only 37 of the 104 respondents had used the free trial.

Rafste (2005) study undertaken to identify school library users in Norway and discover how they value the library as part of their daily practice in school. Data were collected through observations, interviews, and questionnaires to 16-18 year old students in 2 schools over 6 months. The findings indicate that students use and value the
school library more as a place for social meeting and pleasure than for study. Discusses the data within a frame of sociology theory and describes the library as a porous space in the school.

Sridhar (2004) reports that use studies of card catalogues are quite rare, use of online public access catalogues (OPACs) has been extensively investigated since early 1980s. Yet there are not many attempts to conduct comparative studies highlighting the differences in use of card catalogues and OPACs of the same library and user population. This paper reports an attempt made to study use of the OPAC of ISRO Satellite Centre (ISAC) library and compare the results with the findings of the study of use of card catalogue of the same library conducted 17 years ago. The paper not only brings various aspects of user behaviour about OPAC but also depicts the differences in user behaviour as well as the effects of technological changes from card catalogue (manual system) to OPAC (automated system).

Zao and Zheng (2004) in their study group of distance graduate students showed their strong preference for easy and fast information retrieval and a significant association between motivation for using information and field of study. Motivation and field of study also explained differences in primary information source selection and use of home institution libraries.

Song (2004) explore and report international business students' perceptions and expectations of electronic library services at the University of Illinois at Urbana-Champaign. A total of 143 international business students on campus volunteered to fill out a survey. The results were analyzed using descriptive statistics as well as inferential statistics such as t-tests and correlation. A significant portion of international business students has no prior experience with electronic library services in their home countries. Moreover, about a half of international business students go to libraries other than the Business and Economics Library, partly because they
provide better environment for study. Although electronic resources are available without the constraint of location, providing reference services for those who do not use the Business and Economics Library becomes a challenge. Virtual reference is an excellent tool, but most international business students do not see it as an important library service. Based on the results, implications for information literacy and virtual reference service are discussed.

**Xia** (2003) conducted at Victoria University of Wellington, New Zealand, regarding the perceptions and expectations of user communities and librarians. Reviews the previous theory in this area and then presents the methodology for this study. This research examines the extent to which users' and librarians' perceptions of the usability of digital services differ. A range of issues and recommendations for ways to improve the digital services are discussed.

**Whitmire** (2001) reports results of a questionnaire survey, undertaken by the National Study of Student Learning (NSSL), the purpose of which was to examine various aspects of US academic and non-academic experiences. One of the several surveys involved, the College Student Experiences Questionnaire (CSEQ), investigated undergraduates' academic library experiences. Data collection took place during the 1992-1995 academic school years and the present study forms a secondary analysis of data collected for the NSSL. A total of 1,046 undergraduates were selected from the original sample of 3,840 students. The original 3,840 students were randomly selected from the students in the freshman class of all of the institutions in the study. The students in the present study participated in all stages of data collection of the three years of the study. The majority were women, traditional aged and White/Caucasian, although there was a great deal of racial/ethnic diversity among the students.
Ferguson and Crawford (2001) evaluates the use made of library and information services by researchers at Glasgow Caledonian University, ascertained through interviews, with a view to effecting improvements where appropriate. As a result of the study, electronic requesting of inter library loans has been introduced and special library Web pages for researchers are now available. The need for cooperation between the library and the Research and Commercial Development Office was recognised. The methodologies of researchers were found to be extremely variable and often unsophisticated.

Biradar and Kumar (2000) studied the periodicals use patterns of teachers and research scholars at Kuvempu University, Karnataka, India. Attempts to trace the impact of personal attributes on the use of periodicals. Also considers use of magazines and newspapers by respondents, their opinions on the information sources within their parent organization, and their use of alternative sources.

Manjunatha and Shivalingaiah (2000) explain the library is conceived as a central place (geographically) for information acquisition and retrieval. The developments in information technology particularly CD-ROM, Internet and communication media have changed this concept of a library. In an era of networking technology, users are demanding instantaneous solutions to their information requirements even outside the geographical boundaries of the library. The present day librarian needs to possess more professional and technical skills than before to understand the users' requirements. Further need is to apply marketing techniques to promote the utilization of library resources and services. Proper understanding of users' requirements calls for user surveys on a regular basis and such reports provide the basic input for designing user defined services. Analyses the methods adopted by Indian librarians to understand user needs and the perceived barriers to conduct user surveys. The study revealed that 53 per cent of the respondents are engaged in conducting user surveys, while 47 per cent of them have not
conducted any user survey. The majority of the librarians, who are conducting users' surveys, do it on an informal basis and at random intervals. The myopic view of librarians on relevance of the existing services has emerged as an important barrier to conduct the user surveys.

**Loder** (2000) studied the Schuykill campus of Pennsylvania State University to a new building offered an opportunity to reshape the user seating. Differences were found in what the library preferred to offer (primarily carrels to control noise) and what the users preferred to use (primarily tables so they could spread out their work or study with others). Recordings of actual user preferences after the move confirmed informal observations and led to a subsequent, more successful adjustment in the seating mix. The findings and methods should be useful for librarians planning new facilities or improving the seating in existing buildings.

**Brick** (1999) describes a survey of 54 information managers in business companies on their perception, experience and reaction to non use. The study found that non use is widespread. The most commonly perceived cause of non use was a lack of awareness of the services' capabilities. A significant majority of the managers had a positive attitude to non use and were worried about the extent of non users. Some tackled non use head on and implemented remedial treatment but less than a third could identify their non users. Stresses that a positive attitude to tackling the non user will only bear fruit if it is converted into a reality and becomes an integral part of the information managers' marketing strategy.

**Sharma** (2012) studied the extent to which outsourcing of human resources (HR) is used and the attitude of the library staff towards outsourcing in science and technology libraries in Delhi and Chandigarh, India. A survey conducted in 25 science and technology libraries of Delhi and Chandigarh, India. Questionnaire and interview
tools of survey were used to collect the primary data. Findings - Most of the Indian libraries have been using selective outsourcing for many years, which has had favourable impact on the activities and services of these libraries. Outsourcing seems a viable solution, as a majority of the libraries lack the required permanent HR. Normally, outsourcing is considered to be an anti-staff and an anti-professional activity. However, the study found the library professional staff supportive of outsourcing because it reduced their workload and improved their skills and professional competencies.

Warraich and Ameen (2010) explore the perceptions of Library and Information Science (LIS) graduates about their learning outcomes in the Master of Library and Information Science (MLIS) programme at the University of the Punjab and their employment outcomes in the marketplace. Why do LIS graduates choose librarianship as a profession in Pakistan? What is their level of learning in coursework after completion of the MLIS; and what is their level of satisfaction regarding different aspects of the MLIS programme? Is the MLIS degree market oriented? An electronic questionnaire survey was conducted by the Department of Library and Information Science (DLIS) University of the Punjab (PU) to the graduates of the last three sessions (from 2008 to 2010). From the sample (N = 80), fifty-eight (72.5%) responded. Based on the analysis of 58 responses, LIS graduates joined the profession of librarianship due to the referral of their family members, better job prospects and love for books and reading. The respondents were highly satisfied with the following courses: marketing of Library services, IT knowledge and Library automation, but they were least satisfied with their cataloguing and classification skills. As for their employment outcomes, almost two thirds (67%) got job on the basis of their MLIS. More than the half (53%) got jobs within two months of their graduation. They suggested that MLIS programme should more focus
on practice as compared to theory. Adapted from the source document.

**Jabr** (2010) stated that the variable applications of information technology (IT) have brought with it remarkable changes in the total setting of the information professionals’ (IPs’) preparation programs around the world. In Oman, several considerations have been taken into account as they are related to the information profession and professionals, including the establishment of the Department of Library and Information Science (DLIS), the Omani Librarianship Association (OLA), Learning Recourse Centers, and the Omani e-Government Project. It is, then, the aim of this paper to investigate such developments and to explore the Omani IPs’ perspectives toward a list of competencies that they are effectively participating in and agreed with for managing their information institutions, resources, services, and others related to their attitudes toward the use of technology and their professional personality. The results show that Omani IPs are generally carrying positive perspectives toward the list of different groups of competencies for common satisfaction of their users. Yet, their prominence perspectives center on technical skills, general awareness of technology, and current awareness competencies, but are less concentrated on and agreed with competencies related to new tools and techniques of management such as evidence-based librarianship, negotiation, consultation, association networks, and satisfaction measurement. It provides an inclusive view of the Omani IPs’ perspectives toward the predefined list of competences and recommends that the DLIS and the OLA and the parent organizations should cooperate together to develop a kind of "job approach" preparation and training approach so that a new picture of the Omani IPs as being effective partners in their workplace will be achieved.

**Pors** (2005) explored changes in Danish public library managers’ perception of the environment, their own knowledge about
management methodologies and tools and their perceived need for further education. The exploration of the changing attitudes and perceptions is based on two comprehensive and comparable surveys conducted in 2001 and 2004. The frame of reference is the very distinctive changes in the public library system due to a very innovative employment of the technology and the turbulent political and economic environment resulting from plans of merging the municipalities and counties into fewer units. Another important element in the context is the comprehensive effort to develop leadership capabilities in the library sector. The study finds some very distinctive changes in managers’ outlook and attitudes. The most important is probably the discovery of a more conscious and professional position in relation to the leadership role. The turbulent environment with the coming merging of municipalities creates some job insecurity but it does not tend to decrease the job satisfaction. The managers have undergone a process of professionalisation in relation to their job. A higher degree of professionalisation correlates with mental attitudes to the job, self-esteem in relation to managerial tools and approaches and confidence in relation to the stakeholders. This process of professionalisation is tied to the comprehensive educational programmes run for managers in the library sector.

**Loughridge** (1996) states that since the 1970s the Department of Information Studies, University of Sheffield, UK, have carried out (and published results of) regular surveys of the professional careers and activities of graduates of its Masters programmes. Summarizes the principal findings of two questionnaire surveys of graduates of the MA in Librarianship programme, undertaken in summer 1994 as unpublished MA thesis work. One survey investigated former students who graduated between 1986 and 1989 while the other surveyed all former students thought to be still resident in the UK and Republic of Ireland (and one now resident in the USA). The same questionnaire was used in both surveys. Where possible, the results from both
surveys were collated and, where appropriate, related to the earlier surveys for 1979-1985. Information was sought about: the first and subsequent posts taken up by graduates (including unemployment, wastage and mobility); their duties and responsibilities; opinions on the value and relevance of the MA programme and their pre programme experience to their career; factors affecting job satisfaction; their continuing professional development needs; acquisition of new skills; and their involvement with professional organizations. Concludes that the majorities of graduates surveyed are still working in the library and information field and are generally satisfied with their career choice. However, there is some dissatisfaction with the perceived low status accorded to librarians and information workers and with poor salary levels. A substantial number have left or are actively considering leaving the profession. While the majority are still working in academic and public libraries, there has been a noticeable decline in those working in public libraries and a corresponding increase in employment in special libraries and in the information technologies (the 'emerging market'). Respondents expressed a need for more training in management and information technology and for more geographically distributed and cheaper short courses. It was felt that library schools could play a bigger role in continuing education of its own graduates through update and distance learning courses.

Foster (2010) stressed the challenges faced by technical services departments of academic libraries is trying to fit in and linking their involvement with the dynamics of user services. Like other library operations that incorporate collections and serials with systems, bibliographic access, and student personnel, the Department of Library Technical Services at Western Kentucky University occasionally suffers identify crises, gets overlooked in important work flow issues, and has to strive most of the time to demonstrate how their staff engage students, increase learning opportunities, and
provide quality resources, services, and systems. The Influence of Leadership Style on the Performance of Subordinates in Nigerian Libraries

Fatokun and Salaam, et.al (2010) examines the influence of leadership style on the performance of subordinates in Nigerian Libraries. The sample consisted of professional librarians and their supporting staff in Nigerian libraries. A total of 100 questionnaires were administered, with a 72 percent response rate. The result showed that there was a positive relationship between the leadership style of librarians and support staff in Nigerian libraries

Smith (2010) pointed out the self-perceived impact of technology training on the transformational leadership practices of pre-service school librarians who participated in a Master's degree program in library and information studies focusing on leadership development. A concurrent triangulation mixed method design was implemented using two paper-based self-administered surveys. The first survey measured transformational leadership behaviors. The second obtained demographic variables and the participants' perceptions of the skills they learned in each of the five transformational leadership dimensions. The results indicate that the leadership curriculum taught the participants how to be transformational leaders by using technology. The participants also use technology in a way that is significantly different from other teachers in Florida. Moreover, it is important to teach practical applications for integrating technology. This study was limited to a cohort of 30 pre-service school library media specialists from six Florida counties. Social implications -- However, there are several practical implications. First, school library training programs can help change the perceptions of school librarians by teaching them to lead through technology integration. Next, school districts should support technology integration by developing infrastructures to support their success. Finally, project-based experiences with feedback provide the
best opportunities for teaching educators how to implement technology. The results provide evidence that it is possible for degree programs to train school librarians to excel as technology integration leaders. Placing emphasis on this role can help change the perceptions of school librarians. These outcomes strengthen current knowledge of the technology integration role of school librarians.

**Moran** (2010) expressed that in our lives there are likely to be serious consequences for disregarding authority. These can range from a brief dressing down or the beginning of a poor relationship with ones supervisor to a negative comment in ones personnel file. However, there are also consequences to the enforcement of rules and procedures that don’t take into account the specifics of the situation. Delegation and decision making as close to the activity as possible and long-standing management truisms, will reduce the number of times staff follows rules rather than using their intelligence. Trust within the organization is the third requirement for a library.

**Moropa** (2010) opined that academic libraries, in general and more specifically in Africa, are at varying stages of decline: they are gradually being dislodged as top "go-to" places. This paper aims to suggest that leaders of academic libraries turn to the private sector to learn strategies through which this decline can be stopped or even reversed. The aim of this paper is to facilitate that learning process by identifying and analysing the errors or mistakes committed by leaders of other organisations, especially those that were once regarded as successful. The literature that focuses on this phenomenon will be scanned with a view to learning more about once successful companies that failed. Factors such as arrogance, complacency and denial have been identified as some of the factors that contributed towards their failure. The paper concludes with a discussion of this experience at the University of Pretoria and the strategies applied to prevent it from being marginalized. The value of the paper lies in the identification and suggestion of a practical method, which leaders of
academic libraries can employ in preventing or reversing the decline of their libraries

**Pan** (2010) demonstrate the efficacy of collaborative evidence based information practice (EBIP) as an organizational effectiveness model. Shared leadership, appreciative inquiry and knowledge creation theoretical frameworks provide the foundation for change toward the implementation of a collaborative EBIP workplace model. Collaborative EBIP reiterates the importance of gathering the best available evidence, but it differs by shifting decision-making authority from "library or employer centric" to "user or employee centric." University of Colorado Denver Auraria Library Technical Services department created a collaborative EBIP environment by flattening workplace hierarchies, distributing problem solving and encouraging reflective dialogue. By doing so, participants are empowered to identify problems, create solutions, and become valued and respected leaders and followers. Practical implications -- In an environment where library budgets are in jeopardy, recruitment opportunities are limited and the workplace is in constant flux, the Auraria Library case study offers an approach that maximizes the capability of the current workforce and promotes agile responsiveness to industry and organizational challenges. Collaborative EBIP is an organizational model demonstrating a process focusing first on the individual and moving to the collective to develop a responsive and high performing business unit, and in turn, organization.

**Weiner, et. al.** (2009) describes the genesis of Vanderbilt University's Peabody Academic Library Leadership Institute as an outcome of a particular philosophy. That philosophy is based on the concept that to fulfill their potential contributions, academic libraries need to direct their planning, resources, and services to support the priorities of their parent institutions. This article addresses the need for campus-focused leadership training; higher education leadership training for academic librarians; and the higher education context for
libraries. It describes why Vanderbilt’s Peabody College of Education and Human Development initiated a professional development institute for librarians. It describes the institute's history, curriculum, and assessment and explores future directions.

**Williamson** (2008) explored the professional context for Canadian research libraries (as outlined in the 8Rs Canadian Library Human Resources Study by Ingles et al.) and to examine the approach and response to dynamic human resources challenges and opportunities unfolding through a strategic planning and change management process at the University of Saskatchewan (U of S) Library. The context and challenges for Canadian research libraries as highlighted in the 8Rs Study and overviews this in the context of the U of S Library's response through its strategic planning and change management process. It explores institutional responses and the possibilities of joint collaborative action across member libraries of the Canadian Association of Research Libraries (CARL). The study finds that greatest challenge to transforming library services, resources and facilities lies in transforming the knowledge, skills and abilities of library staff and to developing new models and approaches to professional practice.

**Schmetzke** (2007) discusses the extent to which its policies promote, or fail to promote, a barrier-free online library environment. Analyses selected ALA policies, and examines the degree to which accessibility advocating groups within ALA participate in the process of policy making. Findings - Several ALA policies and guidelines dealing with digital resources neglect to address the needs of users with disabilities. The organizations within ALA that are advocates for people with disabilities, particularly the Libraries Serving Special Populations Section (LSSPS) and the Accessibility Assembly, fail to pay attention to policy development in other ALA branches suitable ALA organizations should establish a clearinghouse providing easy access to vendor-supplied information as well as pointers to data
collected by independent researchers. Advocates for people with disabilities within ALA need to band together and put in place an organizational structure (a kind of watchdog group) that enables them to systematically monitor, and, if deemed necessary, to respond to the policies and guidelines drafted by other ALA groups.

**Castiglione** (2007) seeks to review the history, development and utilization of self-managing work teams (SMWTs) in business and library work environments. Based on a review of both the relevant management and library literature, this paper broadens the library literature related to SMWTs with the objective of finding relevant insights applicable to the management of SMWTs in the library environment. The paper finds that the use of appropriately designed and implemented SMWTs has the potential to increase employee productivity and workplace satisfaction while reducing absenteeism and employee turnover. Organizational democracy and managerial support are the primary drivers of successful SMWTs. However, the use of SMWTs by library administrators appears to be underutilized.

**Young et. al.** (2006) explores the perceptions of Gen-X librarians about the attributes essential for academic library leaders; and compares findings to the perceptions of library directors. Although the attributes that both groups value exhibit some noteworthy differences, any characterization of leadership attributes is multi-faceted and does not focus solely on generation.

**Renaud** (2006) studied the Dickinson College in Carlisle, Pennsylvania, decided to merge its library and information technology departments in 2004 to create a new division of library and information services. Describes the background to the merger together with various aspects of the restructuring such as leadership, governance, new structure, professional status, compensation, and space sharing. Lessons are drawn concerning the future of academic
librarianship within such mergers, noting the increased opportunities for working outside the library, and across the professions.

Ghosh (2006) reported that the first Asia-Pacific Conference on Library and Information Education and Practice conference hosted by the Nanyang Technological University in Singapore. Library and Information Science education was the focus and preparing librarians for the twenty-first century. The purpose is to educate practicing librarians and information scientists about directions in the profession and how to incorporate this message into the practice of librarianship. Different presentations highlighted new approaches and methods to approach new ways of thinking about service and expectations in the library community. Gaining insight into current trends in library education. As library environments experience great change, with more emphasis on technology, it is imperative to train librarians with new competencies. Combining library education and practice is key to being relevant to developments in library science education and retaining the science and technology as key components in the training of librarians.

3.4 References on Colleges of Education Libraries:


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