Opportunities And Challenges Of The College Libraries In The Context Of National Knowledge Commission Report

UGC sponsored National Seminar Proceedings

Siliguri B. Ed. College

In collaboration with

Bengal Library association

Darjeeling

Siliguri B. Ed. College
P.O. Kadamtala, Dist. Darjeeling
Pin-734011

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"Opportunities and challenges of the college libraries in the context of National Knowledge Commission Report"

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BOOKS EXHIBITION

Inaugural Session

MEMORABLE MOMENTS
NSCLNKC-09

MEMORABLE MOMENTS
NSCLNKC-09

Foreword

Professor Subimal Sen

Chairman, West Bengal State Council of Higher Education

Siliguri B.Ed College, during its twenty years of existence has established itself as one of the leading teacher education colleges of our State. It is quite appropriate for the college to hold UGC sponsored National Seminar on such an important and contemporary topic "Opportunities and Challenges of the College Libraries in the context of National Knowledge Commission Report". Libraries, since ancient times, acted as a storehouse of knowledge as well as inspiration for extending its frontiers. However, during the Ancient and Middle Ages, the dissemination of knowledge through libraries could not take place in wider scale due to several constraints. With the innovation of new technologies, especially the printing press and better transport facilities, we saw the manifold increase in the number of libraries and their accessibility to wider section of the people. The libraries, in their different forms, have become integral part of education systems, both formal and informal. Over the years, the scope of libraries has widened. One of its major functions now is to provide also necessary information not only to the school, college and university students but also to the people, in general. Recent advancement in Information and Communication Technology has opened up unprecedented opportunities in the field of Library and Information Services. With proper application of Technology, a storehouse of knowledge located in any part of the world can be made accessible to the people living in other corner of the world. However, not only the Technology, but the culture and mindset of those who are at the helm of affairs in different places, are also equally important for taking advantage of recent technological advances.

Successive Education Commissions set up during pre-as well as post-independence periods have emphasized the cardinal role of a well equipped library in any educational institution, especially at the tertiary level. The National Knowledge Commission under the Chairmanship of Shri Sam Pitroda has not only reiterated this cardinal role but also have several recommendations towards building up a very vibrant and well networked Library and Information Service in our country. During the workshop organized by Siliguri B.Ed.College a number of experts in this field have studied and discussed the issue from all possible angles. It is really praiseworthy that the Oraganizing Committee has decided to bring out the proceedings of the workshop. I hope this publication would be a very useful resource material for the teachers, students, academic administrators and other interested person and groups. I take this opportunity to congratulate the members of the Governing Body for holding the workshop and publishing this proceedings.

Preface

College library demands special focus from all concerned to higher education as it has to serve the students who are in the first step of higher education and need special attention as a library clientele to grow their hunger for library use in addition to the teachers, researchers, educators, authors and staff.

The National Knowledge Commission (NKC), established on 13th June, 2005 by the Prime Minister of India, submitted its first annual report in 2006 which was published in Jan 2007. The working group on libraries chaired by Smt. Kalpana Dasgupta, the renowned personality in the field of Library and Information Science, submitted their report on August, 2006 which was included in the first report of National Knowledge Commission. Though college library has not remained the prime focus in this report, till the recommendations given by the working group, have grow interests, enthusiasms, and questions in the mind of all related to college libraries also. It is identified by the group that there is an urgent need of reform in the sector of Library and Information services. In this context, it is natural to review how college libraries shall fit into the emerging models of academic world and what their role will be in the future environment. This is the time for the preparation, to absorb all the opportunities and challenges coming on the way of the library administrators and staff in near future. However, that is not possible in isolation. Rather only the whole-hearted involvement of all the stakeholders, namely- students, teachers, researchers and even the academic administrators, and the non-teaching staff and all others involved with the survival and progress of an institution can ensure the deserved preparedness.

With this vision stated above in view we organized the national seminar on "Opportunities and challenges of college libraries in the context of National Knowledge Commission Report" in collaboration with Bengal Library Association, Darjeeling District, during March 6-7, 2009 in our college. The seminar was sponsored by the University Grants Commission.

The general objectives of the seminar was to develop college libraries as
   a) Relevant to its user communities (including special user groups)
   b) Up-to-date and fast
   c) Attractive and comfortable place of study

With the sub theme

    a) Role of college libraries in the context of NKC report:

        a1) Discussions on "NKC recommendations on libraries"

        a2) Opportunities and challenges to be faced by college libraries while implementing NKC recommendations.

    b) College libraries in the changing environment:

        b1) Specific kinds of reform expected in the college libraries in the areas of administration, staffing pattern, collection development, management and services.

        b2) ICT in college libraries:

   --Computer application areas

   --Software selection and application

   --Network development and INTERNET use

    c) Standard of a college library in terms of its

        c1) Collection development

        c2) management (Classification, cataloguing, stock-taking, etc)

        c3) Services

        c4) Staffing pattern and

        c5) ICT application

    d) College libraries in the North-eastern region from the users' point of view:

        d1) Specific problems that are already being faced and those one may face in future during the process of implementing the change

        d2) Challenges of the special group of users and special services to them

   -Women

   -Physically & mentally disabled

   -Backward classes

   -Others

Though late in coming due to some unavoidable circumstances, we are happy now to present the proceedings of the seminar.

I pay my homage to all the honourable resource persons who came to share their knowledge in the seminar by cutting their busy schedule.

I like to express my sincere thanks to the honourable President and honourable other members of the Governing Body, my respected Principal and to all my respected colleagues both teaching and non-teaching for their continuous support to make the Programme a success.

I am thankful to all the contributors for sharing their ideas and thinking.

Last, but not the least Ananda Printers responsible for the publication with such neat and beautiful appearance, deserves many thanks from me.

Date: 01-01-2010

Ratna Nandi (Ghosh)
Convener

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WELCOME ADDRESS

Dr. Pranab Krishna Chanda
Principal
Siliguri B. Ed. College

It is really a very pleasing morning for me- not for the climate only. It is specially so for the presence of the honourable guests, honourable members of the advisory committee of the seminar, learned resource persons, academically vibrating participants, my very near & dear colleagues, teaching & non-teaching and my dear students,

Siliguri B. Ed. College is so happy by getting the rare chance of hosting nation wide discussion on Knowledge Commission.

With regards to all present here I want to utter a few words rather on the philosophy of what is going to be executed i.e. the debate here in this seminar. Basically, it goes with the philosophy of Science. It says-nothing can be proved absolutely but you can disprove a statement absolutely.

In the debate, there are so many propositions. Our approaches may be that during the two days we will try so that we can disprove all the proposals. If we can disprove any of the proposals then it is our responsibility to suggest a better proposal and if we can not we should accept the proposal as it is and try to implement wholeheartedly.

We are in a small group, but small is beautiful as well. As I, know the participants are coming from different neighboring states and the best thing is that the key person is from NKC itself. Not only that, we have with us renowned professors and other renowned persons. I had a feeling during the address of Smt. Dasgupta. In training colleges we say that written material can express very little. When we listen to Smt. Dasgupta. We can really have an intimate touch of the NKC.

At the same time we assure that we will collect the resolution which will stand after two days' debate and we will try our heart and soul so that we can implement them at least in our college and in the region. We hope to provide a very rich feed back to the NKC as expected by Professor Sam Pitroda.

Best wishes.

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Inaugural address

Professor Raghunath Ghosh, Dean
The faculty council for
P. G. Studies in Arts, Commerce & Law,
University of North Bengal

Respected Chairman, Dr. P.K. Chanda,
Respected my friend Prof. Biswanath Chakraborty,
Respected other dignitaries on the Dias and the auditorium,
My friends, guests, media persons and my students,

The standard of any academic institution is reflected by its library. Only after going through its library, its status can be known. Without a library an institution can not grow. Therefore the library is the most important. Nowadays library is different from the earlier concept. We did not even a Xerox machine and of course not e-resources & technology. Today's researchers and students are fortunate enough that they are getting the scope of e-learning. Now library is a high-tech library. In our tradition, we have two things; one- to have the objects with us and two- to protect the received or availed object that is more important than the first one. We should fly on electronic sky depending on these two wings. Then it will be balanced. In the report of NKC, emphasis has been given on library education, educational technology and library facilities.

Once, one of my friends asked me a simple as well as a complex question: "Why are you coming to library everyday?" I replied there are many objectives to come to the library. My objective is to know and measure the limit of my ignorance. Learning has no end. Though told jokingly, it is true. Fifteen years back what I have seen in Germany to find the information of all books available in a library and other libraries also in a minute with a single click of mouse is possible in our country now. Though borrowing from other library is a very complicated procedure still now in our country.

How will the library staff deal with the users and help minorities (old, children, etc.)? Though this moral dimension is not directly connected with the salary, etc still it is mentioned in NKC report. A library staff should have balance between two sides; one is e-resources & technology, another is human values. Library staffs usually meet various types of teachers, students, etc. as their users. They should deal with them with sympathy and soft words, should give toilet facility, drinking water facilities if not other things. There should be moral consciousness of the staff. My expert friends will discuss the good and bad things

of the report. If they are proper, we may recommend them or suggest some amendments, if necessary.

I noticed a few darker sides of the report:

The first one, there is a clearly mention of outsourcing for binding, stacking, re-arranging, etc. But, if I appoint a man for a week or a month, he will not have any moral commitment to the work. Hence a permanent staff will have some permanent values.

Secondly, if there is the development of IT, machine will do 90% of work. Manpower will not be needed there. As a result unemployment problem will grow, which is not desirable in our country.

Thirdly, there is a tendency of xeroxing the whole book that violates the intellectual property right act. So, steps should be taken to protect the act. Dishonesty like cutting pages, etc., which are happening everyday in every library should be stopped. Though these are not mentioned in the report of NKC, they should properly be taken care of.

Lastly, I would like to say that there are some unwritten things which we should follow in our library. Through mechanism we should not mechanize our heart. We should have a 'feeling' for staff, users, library materials, and for the library itself. We should feel pleasure for the uplift of the library, above all should love library which is not mentioned in NKC report. Only e-media, information technology or rules can't do this. These human values come from within.

I think myself fortunate that I have been invited here and given honour to inaugurate the seminar on "Opportunities and challenges of college libraries in the context of NKC report." I believe these are most important things which we are going to discuss today and UGC has given the scope to discuss the various issues relating to libraries. This seminar should also discuss this human factor. I hope, during two days the discussion will be held on these problems and some remedial measures may be suggested.

With this few words, I formally inaugurate this seminar-'Ayam arambho shubhaya bhavatu' (May this beginning attain some auspicious end).

Thank you everybody.

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Address by Chief Guest

Prof. Bishwanath Chakraborty, Dean,
The faculty council for
P. G. Studies in Science,
University of North Bengal

Chairman and dignitaries on the Dias, distinguished delegates, teachers, students, employees, press, media,

You have been listening to everyone this morning and by now you are well versed with the theme of the seminar. I must start with the dialogue "student form the body of the college and university, the administration is the head while the teachers are the soul and library is the heart," Quoted by C. D. Deshmukh.

This connotation is the main word of appreciation for taking opportunity and standing before you to think about the situation and share my personal views in this regard. While the detailed discussion will be dealt by you, I want to say a few words which are in my mind to all of you. You have started a venture by discussion and you must be careful about the things noting and thinking how best you can adopt the policies and the principles. As the world moves inexorably towards adopting a knowledge currency, India has the opportunity to participate as one of the planet's fortune and utilize a demographic competent advantage and translating that into an immense economic success. Unfortunately that advantage can not be sustained unless India and more specifically the Indian Govt. continues to review and upgrade our education system. One area that is in desperate need of change in our higher education is the network. Even though India has world class institutions, there are larger number of weaker institutions those lack the technological cards that has gripped the Indian economy. As such it is of paramount importance that the Indian Govt. takes significant steps to improve, adopt and grow the overall knowledge capital and its availability to all Indian students in our higher education system. Currently there are many problems in the higher education system that needs to be tackled immediately. Some of more important issues which need attention are paucity of high quality teachers, inadequate infrastructure in the university and more specifically their libraries and the poor quality of educational resources utilized in the various colleges and universities. If these problems are not solved expeditiously the overall impact of Indian economy can be disaster. The number of students graduating from our nation's institutions will be greatly diminished as they seek better educational alternatives. The students those do graduate from the Indian colleges and universities will be less & less employable as they lack the necessary skills with available knowledge to compete at the global labor market place. The most frustrating for all the Indian students coming from socio-economically disadvantage background will be to find fewer and fewer opportunities for social and academic morality due to quality constraint. The role of libraries in providing such facility is widely acknowledged.

In today's context libraries have to play two distinct roles: to serve as a local centre

of knowledge and to be a local gateway to national and global knowledge. In order to achieve that goal, existing libraries must modernize their collection, services and facilities, become more proactive and collaborative with other institutions, agencies and NGOs, and develop a community based information systems.

Some of the issues which is to be understood from the national knowledge commission in a nutshell are

the institutional framework of libraries,
networking,
educational training and research,
modernization and computerization of libraries,
maintenance of private & personal collection and
staff requirement with changing need.

These are the main focus where we must work all together to give its real shape for the coming generation. The students and the teachers are gaining knowledge from the library. The participation of the students and teachers in the library and the territory of the library should be taken into consideration in such a way that research activity which is taking place by the various organizations as well as by the different scientists should be taken care of about its inclusion. Libraries are taking serious need of upgrading this knowledge in various ways. But what should we do? We must collaborate with each other. I am happy that Siliguri B. Ed. College itself has initiated this dialogue. I am happy to be here where students, teachers and librarians from the various organizations are sitting to give their views and ideas which will be rather different since they are the backbone of the society. The library should be richer with the administration, the manpower, with the knowledge based information and computational information.

I have been listening to the district secretary of Bengal library association, Dr. Kundu just now. He is thrilled that it is a right platform where everyone should come together to give a real say. I had an occasion during silver jubilee celebration of my department where I felt proud that librarian had enriched our inaugural session and I declared that he has come as saraswati. Because the library and the librarian who are the god and goddess. They are giving the mindset of every people. So we must honour the librarian and the library as a soul of man. If the soul is not there than how heart can function? Everyone should work together to give the real venture. Student will become teacher and the teacher will become also the administrator. So there is no difference in between the human beings. We all are human beings having the same chromosome numbers & functioning. So we must work in such a way so that the work pressure tied to the library by NKC should be shared by all. Siliguri B. Ed. College has taken the right step, right initiative at the right time and we are here to support your ideas and views at every angle wherever you need our support.

I am very much thankful to the organizers for giving this opportunity to say a few words. Thank you very much and go ahead for your venture.

Opportunities and Challenges of the College Libraries in the Context of National Knowledge Commission Report

Smt. Kalpana Dasgupta,
Chairperson, working group on libraries,
National Knowledge Commission

Good morning to everyone,
Distinguished persons on the Dias, my colleagues and friends,

It is a real privilege for me to have come   here from far away New Delhi. I worked in Kolkata for twelve years, but I have never been to Siliguri. I thank the organizers for giving me this opportunity.

The "Working group on libraries" of the National Knowledge Commission was set up in April, 2006 and we submitted the report in August, 2006. It is a very small report in comparison with some others which are submitted to the Government of India. While preparing the report   some real issues were taken up which are workable and can be actually   implemented. Therefore the number of recommendations is   restricted to only ten.

The first recommendation is to "set up a permanent National commission on libraries", because there is no umbrella institution for the library profession. There are about six ministries dealing with library services in different areas of activities. But there is hardly any coordination between these different agencies. Therefore, we need an apex body. The National library unfortunately does not work as an apex body. It is envisaged that the National Commission will act as an umbrella institution for the library system of India.

It is a very sad reflection on the statistical data collection system of the Indian Government that we really do not know how many libraries actually exist in this country and their present condition. Since there are no standards, no benchmarks regarding Libraries and their quality, it was recommended that a national census of all libraries be prepared by undertaking a nationwide survey.

Coming to the basics of Library Science, it is recommended that Library and Information Science (LISc.) education and training be revamped to suit the changing scenario. Indian research on LISc has almost stopped after Professor Ranganathan's works. Most of the researches are documentation on different subject areas. It is often bibliographical in nature or cut and paste work of articles found on the Internet. Keeping the above in view, it is felt that a national institute for advanced training and R&D in LISc. (Indian Institute of Library and Information Science) needs to be set up.

With changes in library activities in the present context, staffing pattern will have to change. Every library has different needs and responsibilities. A successful school librarian may not be equally suitable to work as a professional in the national library. Therefore a separate recommendation has been made to review the staffing pattern of different types of libraries. Qualification of staff and their expertise should be need based.

Budgetary problems are faced by almost all libraries because libraries are usually the last priority in most organisations. It was felt that a Central library fund has to be set up and it should provide for resources whenever necessary because most of the libraries are starved for financial resources. This central library fund may be created with private & public partnership.

It was also recommended that all libraries should be modernized in the real sense. Modernization does not mean only ICT application. A library has to be properly equipped to give best service, good environment and other facilities. There is hardly any library (especially smaller public library) in India with good drinking water and toilet facility. These are also to be included under modernization programmes. A Library charter has been given as part of the recommendation which should be pasted in every library with the objectives of the library. According to the Charter, the library's objectives are to:
◘ Disseminate knowledge as widely as possible
◘ Serve as a major vehicle to facilitate creation of new knowledge
◘ Facilitate optimal use of knowledge by all sectors, such as government, industry, rural sector and civil society
◘ Ensure that people from all sectors and all parts of the country have easy access to knowledge relevant to their needs, in their own language.

India has a very rich heritage of personal collections and collections housed in trusts and religious institutions .To the best of my knowledge, India's national library has the largest personal collection that is housed in any national library of the world today.

Sir Asutosh Mukhopadhaya's personal collection comprises 86,000 units. The country is dotted with very rare and rich collections which are not known. Such personal collections need to be identified and preserved for posterity. These should be made accessible through the LIS sector.

To match the present needs, Academic libraries should be developed to support the teaching faculty and research programmes at the highest level which will help them to become the hub of the entire academic activities of the institutions. The Librarian and the library staff must have a say in all library activities including its own collection development as well as the development of the departmental library collections. The library should have a library committee comprising students, teachers, library staff and users who are concerned about the library.

Today the concept of library has undergone a paradigm shift. It has changed from a collection-oriented institution to an access-oriented organization. To make it into a truly access-oriented institution we have to communicate with the users, and understand their needs. We librarians often assume the needs of the users. The libraries often circulate the Current Awareness Service list (CAS) as a readers' service which goes into the waste-paper basket if the users do not need it. We never ask the students and the teachers whether they are satisfied with the existing library services. We have to take this initiative to make the library a relevant part of the academic institution.

Librarians in addition to their role as service providers have to be good managers. Management concepts should be adapted in the libraries if we want to survive, and become well managed agencies of knowledge dissemination and a place where people will love to visit. The management theories can be implemented for better space management, human resource management, financial management and service management. Unless we use these concepts for more professional management of libraries, they will tend to remain passive collections of books. To bring about this change we need active leaders. Senior Librarians and library staff should not be trained in ICT only. They should also be trained in management skills to become people friendly service providers. ICT in a library is only a tool to give better and faster service. It is not an end in itself. We have to make ICT our partner in giving better service to the people.

I am sorry I have to contradict the statement of the honorable Dean Prof. Biswanath Chakraborty that library will lose staff if we mechanize a library. We really have to understand that a Library is not a bank. A library has some mundane chores which are

repetitive but it deals with content oriented professional work which a machine cannot create. The human mind will be responsible for creating accessible content which is the key to any good library, whether it is virtual or electronic or a traditional library.

Concrete and separate suggestions have been given by the NKC for content development, readers' services and for ICT oriented activities in an academic library. According to the NKC's recommendations libraries attached to academic institutions should take into account the number and type of courses and disciplines offered, and the number of students and faculty and research activities of the parent institution, for collection development, service planning and ICT activities. College libraries also should follow similar pattern to become indispensable part of the college.

As far as my knowledge goes, there are nine B. Ed. Colleges in North Bengal and all the colleges have libraries. All these libraries work in isolation and hardly have any common platform to link their activities. There is a need to set up a consortium of the B. Ed. College libraries of North Bengal .Such a consortium can take up the library activities in a phased manner. At first there may be coordination in collection development to avoid duplication in purchase of reading materials. Then the users' services may be planned to support teaching, and research in these colleges. Services relevant to students of all the courses offered by the colleges may be linked so that they can be accessed by the students from their respective colleges.
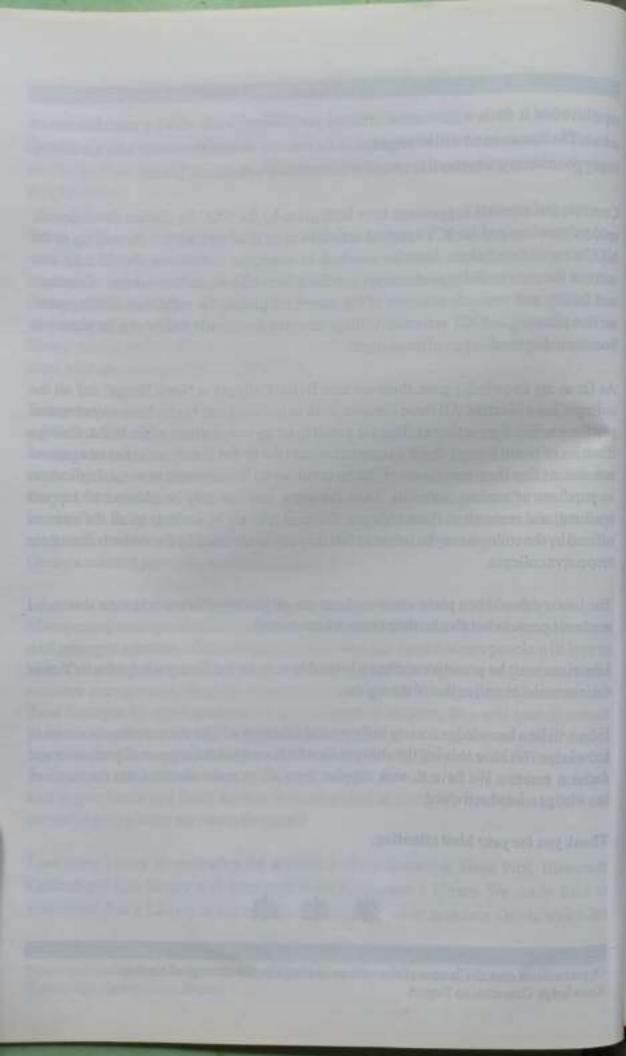
The Library should be a place where students can get guidance for not only their structured academic pursuits but also for their career advancement.

Librarians must be proactive and knowledgeable to make the library a hub of activities of the institution as well as that of the region.

India will be a knowledge society in future and Libraries will be the mainstay of access to knowledge. We have to bring the changes for which we need the support of professors and decision makers. We have to seek support from all to make libraries the centre of all knowledge related activities.

Thank you for your kind attention.

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Part - A

Role Of College Libraries
and
the NKC Report

Part-A

Role Of College Libraries
and
the NKC Report

Paper A1: Invited Paper

ROLE OF COLLEGE LIBRARIES IN THE CONTEXT OF NATIONAL KNOWLEDEGE COMMISSION REPORT[0]

Dr. Arjun Dasgupta
Professor
Deptt of Library & Information Science
Calcutta University

Abstract

Universities, colleges and other academic bodies are urging for excellence, better performance, up-gradation of skills, research out put of a high standard and high quality of library services. Colleges are the basic elements of higher education and are expected to produce knowledgeable graduates. Hence College libraries are also having pivotal role to play in this regard. But most of the case, lack of sufficient initiatives on the part of the authority is experienced by fellow library professionals.

Keywords: College Library, NKC

1 Introduction

Higher education provides talented manpower, which helps for the economic and industrial development of a country. In the context of information explosion it has become dynamic as never before. It is continuously encouraging 'academic citizenship with a focus on human resource development'. Universities, colleges and other academic bodies are urging for excellence, better performance, up-gradation of skills, research out put of a high standard and high quality of library services. Colleges are the basic elements of higher education and are expected to produce knowledgeable graduates. Unfortunately, today education in many colleges' has become a metaphor'. These are neither viable nor academically well placed' as against a few others which are the envy of the world'.

Accountability has become one of the major concerns of our society, particularly in the field of higher education. "Demands for library accountability comes from college and university administrators and also from legislators and governmental agencies". As a result, academic librarians have to be increasingly interested in knowing how well libraries can satisfy the users. 'Use' component has become the key word in the present day library world. Various studies in this regard have been conducted in advance countries of the world right from the beginning of the present century. Such studies considered that how faculty and students at Universities and colleges perceive of and use the academic libraries as part of their overall scholarly information environment. In the present-day knowledge society such knowledge will be invaluable for libraries. To day's college librarians have to take much more initiative in knowing the users and their information need. They have not only to acquire knowledge and information but also to process and disseminate the same according to the information nee of the users or knowledge seekers.

The present century as we know, has been acknowledged as the 'knowledge century'. The present day college librarians have a crucial role to play in the society.

2 National Knowledge Commission's Perspective

The establishment of National Knowledge Commission (NKC) on 13th June, 2005, to build excellence in the educational system to meet the knowledge challenges of the 21st century and increase India's competitive advantage in fields of knowledge, will no doubt strengthen the position of the librarians of our country. This commission has focused on the following five key areas:

Enhancing access to knowledge.

Reinvigorating institutions where knowledge concepts are imparted.

Creating a world class environment for creation of knowledge.

Promoting application of knowledge for sustained and inclusive growth.

Using knowledge applications in efficient delivery of public places.

In order to work on these aforesaid areas of the knowledge paradigm 'the Commission has submitted over 200 recommendations to the Government on 24 focus areas till 2008'.

It may be correct to say that the *Report of the Working Group on Libraries* of NKC has not directly or categorically mentioned about college libraries as they did in case of public libraries. On the other hand the same Report under the heading *Library Management*, (item no.X) states about the "basic expectations from libraries of all types (public, academic, national, special)". It shows that college libraries are also included in their 'basic expectations'. These expectations include:

1 Identifying potential users.
2 Analyzing users' needs.
3 Developing services for groups and individuals.
4 Introducing customer-care policies.
5 Promoting user education.
6 Co-operating and sharing resources.
7 Developing electronic network-based services.
8 Ensuring access to services etc.

The same report has further stated that 'all libraries in India must have the following facilities:

Trained and adequate staff (motivated, courteous and helpful)
Easy access and user-friendly retrieval systems.
Appropriate furniture, stacking and display facilities.
Computer with internet access, scanners, photo copiers etc.
Pleasant and aesthetic and functional ambience.
Facilities such as drinking water, cafeteria (for larger libraries) and clean toilets.

3 The NKC Report and College Libraries

Now if we analyze the role of college libraries in the context of the Report placed by NKC, can we ascertain that the present-day college librarians are fulfilling he basic expectations as laid down in the report? Are they really identifying their potential users?
What methods are adopting for classifying or grouping the users? Are they making any user survey? If so, what type of surveys they are conducting? How they are analyzing the need of their users? Whether they are deducing the 'user need' from the 'user demand'?
What new type of library services they are providing in this knowledge based society? Are they getting any feedback for such services? How they are concerned about their users? Are they having any written customer/user-care policies?

User-Education programme (UEP) is the need of the hour. How many college libraries in India are having such programmes? I think very few. Even many university libraries are not conducting such programmes satisfactorily. There are various levels of such programmes In a few libraries bibliographical instruction are only provided to students. I do not know

how many college libraries are taking part in sharing their resources. As no library can be self-sufficient today, sharing of knowledge and information cannot be ignored. Resources can be shared even through electronic media and network-based services. How many college libraries of our state are providing such services?

Moreover in case of facilities, as mentioned in the NKC Report. We know that many college libraries are having trained librarians to day. But can we say that they have adequate staff too? Perhaps it is not. Computers have been purchased in a few college libraries but man-power has not been provided to assist the librarian. Appropriate furniture and stacking materials have been provided in most of the college libraries.

Many colleges don't have adequate space and proper lighting and ventilation system. How can we expect pleasant aesthetic and functional ambience as stated in the NKC Report?

4 Conclusion

Thus time has come when college librarians, should think and study about their users, they must provide all type of attention and care to them. More and more User Education Programme (UEP) is to be arranged in each and every college library. Information seeking behaviour of the users is to be analysed in proper perspective. They have to develop not only knowledge and skills through various training programmes but also have to take positive attitude in dealing with the users and higher authorities. Continuing Education Programmes for college librarians are to be regularly organized with the help of the College authorities. All the Principals of colleges have to be concerned about the progress of their libraries and must be sympathetic and helpful towards its development.

They must encourage their librarians in their planning, budgeting and staffing programmes. I also expect that the National Knowledge Commission which is working on setting up a National Commission on Libraries (NCL) and Indian institute of library and Information Science (IILIS) will give much more importance in this area and include the college libraries categorically in their *Report of the Working Group on Libraries* in near future. I hope the NKC's recommendation on restructuring the system of affiliated undergraduate colleges will help in modernizing and developing the college libraries of our country.

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Paper A2

ROLE AND STATUS OF COLLEGE LIBRARIANS: AN OVERVIEW

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Abstract

Importance of library and information services in higher education was emphasized in India by many committees of Government of India from 1917 including Calcutta University Commission under Sir Michael Saddler, University Education Commission (1949) chaired by Dr. S. Radhakrishnan, Ranganathan's Committee (1958), Education Commission (1966) chaired by D.S. Kothari, as well as Sen Committee, Mehrotra Committee etc of UGC. But as education being a Sta subject; union government could not go beyond giving advice. In this context that the Report of the Expert Committee on College Libraries constituted by Government of Kerala under the Chairmanship of Sri. V.P. Joy, IAS in 1994 first of such attempts by any State assumes importance. The committee makes its recommendations on the three main aspects for improvement of the college library; general aspects, procedural reforms and technical matters. The Committee recommended bringing librarian also under the definition of teacher, revising qualification of the library staff as per UGC norms, granting academic status and service conditions to librarians on par with those of teachers. This paper outlines and discusses the professional status and role played by college librarians and tried to find out a possible solution as in the light of the recommendations of the National Knowledge Commissions, 2005.

Keywords: College Library, Role of Librarian, Radhakrishnan Committee, Ranganathan's Committee, National Knowledge Commission.

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"The students form the body of the college/university, the administration is the head while the teachers are the soul and library is the heart." ---- Dr C D Deshmukh

1 Introduction

Education is a process of learning, with the aim to develop the capabilities in the people at all levels. In this process schools, colleges, universities play a vital role. The present educational system in India comprises both academic and professional studies by offering courses leading to bachelors, masters, doctorate and post-doctorate degrees. In the last fifty years, the educational system has been reviewed by high powered commissions set up by Government of India at different times, in order to introduce appropriate measures to improve the quality of education and make it more relevant to the countries requirements. In all these efforts to modernize our educational system, libraries and self-learning have been considered vital components and integral parts of the entire educational process.

College performs an important function in the educational process. College education provides a totally different and challenging environment for higher education. The importance of library in the higher education is established fact to-day. It would not be an exaggeration if is said that a library is an essential pre-requisite for successful implementation of higher educational programmes. The important of libraries to the system of college education can hardly be over exaggerated. A library plays a vital role in helping college teachers in their instructional programmes. Not only the college Libraries build up collection in various disciplines, but also their staff maintains close contacts with students and teachers. There is no intrinsic different between the educational role of modern college libraries and that of University libraries.

2 Librarians & Teachers vis-a vis Students

John Dewey considers librarian-student relation equal to teacher-student relation and this fixes the position of librarians among faculty members. In the beginning of this century, in all countries which took education seriously there occurred revolutionary changes in education. Instead of listening passively to classroom lecture, the student is lured into becoming an active participant in his own education, with the teacher simply serving as guide and counsel. The student has to come to the library to select, organise and

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evaluate the information he/ she needs for class discussion and to sharpen his power of discrimination and the critical faculty. Then libraries become central to the whole system of education.

3 Historical Perspective

The Calcutta Education Commission (called the Sadler Commission) appointed in 1917 in its Report has aptly summarized the state of college libraries as follows:

"From this point of view one of the greatest weaknesses of the existing system is that extraordinary unimportant part in it which is played by the library. Few colleges have good libraries. Even the best that of the Presidency College, is very defective at many points ".

The Radhakrishnan Commission (1949) on Higher Education also found the state of development of college and university libraries in general in the country not quite satisfactory. To quote from its report:

" While at a few universities the libraries are fairly well stocked, grants for their upkeep are more or less reasonable, arrangements for leading books to teachers and students are efficient and the reading room space is reasonably adequate, it was distressing to find that in most colleges and universities the library facilities are very poor indeed. Not only is the provision of keeping the library upto date very adequate but at one place no attempt had been made to weed out old and obsolete books or old editions and replace them with newer editions of the same books."

The University Grants Commission (1957) appointed a Library Committee under the chairmanship of Dr S R Ranganathan to look into the conditions of the academic libraries, and advise it on the standards of libraries, pay scales of library staff, their training and status. The committee pointed out that:

"For library effectiveness, library staff has to divide the field of knowledge among themselves, and practice specialization so as to keep abreast of the progress of thought in diverse subjects. Their specialization should be, extensive rather than intensive, unlike in the case of a teacher. Each librarian can therefore cover more subjects than a teacher. Librarian must be able to speak the language of a teacher and understand his literature needs, make documentation search for him and thus meet his needs unerringly. In fact librarians and teachers have to work as partners."

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The Government of India appointed an Education Commission (1966) under the chairmanship of D. S. Kothari also stressed the importance of library service in higher education. It stated that:

"No university, its department or college should be set up without taking into account its library needs in terms of staff, books, journals, space etc. Nothing could be more damaging to and educational institution than to neglect its library or give it low priority. On the contrary, library should be and important centre of attraction in the college or university campus".

Apart from that the RC Mehrotra Committee (1983), Joys Committee-Kerala (1993) also stressed regarding the crucial roles played by the libraries in educational process.

3.1 Role of commissions

Recommendations of UGC committee on college libraries: The UGC libraries Committee after giving serious consideration to the needs of college education, made the following five recommendations which were accepted by the UGC itself-

I)   Each college library should be aided by UGC to purchase sufficient numberof books

ii)   In each college there should be a textbook library in addition to a general library.

iii)   Each college library should have a librarian in the lecturer's grade. But he will have to be reader's grade in a large college library. He should be graduate with degree in library science. Library should have staff depending on the strength of the students. Professional assistants should be appointed with degree in library science and semi-professional assistants with certificate course.

iv)   Each college library should be aided by UGC to have library building, fitting, and furniture.

v)   Proposal should be given and efforts be made as much as possible in the Third plan period and widely in the fourth plan period.

3.2 UGC Seminar on Work Flow

The above proposals were also emphasized in the UGC sponsored library seminar on "Work Flow" in 1959 which was directed by Dr. S R Ranganathan himself. The findings of the seminar were as follows:

i) Book selection, book purchase and preparation of books should be spread evenly throughout the year.

ii) Open access system should be introduced with all the necessary safeguards.

iii) The administrative work should be streamlined so that library staff can give maximum time to reference service.

iv) The librarian should be the member of the faculty of the college.

v) The librarian should be in close contact with the progress of work in each class. He should provide assistance to students in pre-class preparatory reading and post class follow-up reading.

vi) College library should be opened all the days of the year for 12 hours with a provision of two shifts of staff each day and of the extra staff necessary for each member of the staff to have normal holiday in the year. This should mean 2, 3, 5 staff needed for one shift alone with the library closed on all the weekly and other holidays.

4 The National Knowledge Commission

The National Knowledge Commission is a high level advisory body to the Prime Minister of India, with the objective of transforming India into a knowledge Society. It covers sectors ranging from education to e-governance to the five focus areas of Knowledge Paradigm:

Access: easy access to knowledge

Concepts: all levels and forms of education

Creation: effective creation of knowledge

Application: of knowledge system

Services: like e-governance

The National Knowledge Commission has constituted working groups for expert opinions. One working group has been constituted for libraries. Though the NKC not uttered much regarding the role of the college libraries and the librarians in their report yet whatever the group has submitted status of libraries in the institutions of higher learning and given the recommendations, few of them are as:

i) Set up a National Commission on libraries.

ii) Prepare a National Census of all libraries.

iii) Revamp LIS education, Training and research facilities.

iv) Re-assesses staffing of libraries.

v) Set up a central library fund.

vi) Modernizing library management.

vii) All libraries in India must have the following facilities:

> Trained and adequate staff - motivated, courteous and helpful
> Easy access and user-friendly retrieval systems
> Appropriate furniture, stacking and display facilities.
> Effective signage's
> Computers with internet access, scanners, photocopiers, etc.
> Pleasant, aesthetic and functional ambience
> Facilities such as drinking water, cafeteria (for larger libraries) and clean toilets, etc.

4.1 Fiscal Aspects

The different norms laid for allocation of funds to college libraries by committees and commissions are given below:

I) Radhakrishnan Commission (1949) has suggested 6.5% of the total budget of a university of college.

ii)   The Kothari Commission has suggested that it should be 6.5% to 10% of university/ college budget depending on the state of development of the library. XVII All India Library Conference also supported this percentage.

iii)   Khandala Workshop on College Libraries (organized by UGC 1979) recommended 4% of the college budget for books, journals, binding and other library materials; staff salaries and capital expenditure is not a part of this ratio. The standing Commission of UGC for university and College libraries has approved this standard.

iv)   K. N. Raj Committee, Karnataka University (1980-81) suggested20 to 25% of university/ college budget for libraries.

v)   AIU report on National Policy on University Libraries (1986) suggested 10% of total budget of university/ college for libraries.

vi)   National Knowledge Commission (2005) suggested at least 6 – 10% of the total institutional budget should be utilized for collection development on a recurring basis.

        But in actual practice lot of adhocism exists in providing grant to libraries. The majority of college libraries get 2% or less amount of the total college budget. The grants given by UGC are not properly utilized by colleges

4.2 The Staff

Adequate, trained and motivated staff is central to the matter of vitalizing the college libraries. It is heartening that UGC and the Governments of Karnataka, Andhra Pradesh, Tamil Nadu and Maharastra have equated the posts of college librarians with that of lecturers. But it is seen that still in a large number of colleges this is not done. Even in colleges where UGC scales are implemented, in practice the status and facilities to librarian are not accorded.

Not standard staffing pattern is followed; the management does not go beyond the appointment of the librarian. They do not think of other required staff. Particularly the newly established affiliated private colleges never appoint the college librarians with requisite qualifications and salary. As a result the library staff is unable to understand the professional responsibities. The extreme pathetic situation could be understood from the fact that in quite a few colleges the libraries are kept closed whenever librarians take leave.

The college authorities should follow the existing norms for staffing pattern:

a) UGC's staff pattern (1965) for college libraries affiliated to Delhi University.
b) INSDOC (NISCAIR) norms.
c) Pattern recommended by Khandala Workshop; and
d) UGC Standing Committee (1980) pattern.
e) (Keeping in view the changing scenario and new responsibilities, the National Knowledge Commission stressed the existing staffing pattern, duties and qualification should be reviewed and altered whenever required to meet the new challenges).

4.3 The Management/Administration

In general the college library is considered as an administrative unit. Authoritarian attitude on the part of management hinders the smooth running of the library. The library staff feels demoralized.

In many colleges the age old practice of making a professor in charge of library in spite of a highly qualified professional librarian looking after the library is still in vogue. Many a time's librarians are not at all consulted for taking decisions in library matters. In the matter of misplacement of books, the administrations penalize librarians. The changes in audit rules and recommendations of governments and associations in this regard have proved so far of no consequence to them.

In majority of colleges, there are no library committees, individual whims, fancies of authorities and faculty member as in charge mar all chances of libraries to play an active role in academic programmes of colleges. All this is having dampening effect on staff and vitality of libraries. It is therefore necessary that UGC, professional associations, and universities should take immediate steps to mediate the situation.

(In this regard it is worth saying that the NKC noted that "Appropriate steps must be taken by all institutions/ organizations that run their own libraries to ensure that they meet their objectives of the LIS sector. The Government of India should issue a notification to all institutions/organizations to take appropriate steps to ensure that libraries working under their aegis meet their objectives. Individual libraries should be asked to display them as a library charter")

4.4 Role of the Librarian

The librarian has a definite role to play in the promotion of higher studies. Some may not properly evaluate the place of the librarian in the educational organization of a college or university. But thee are educationists who are convinced about the indispensability of the services of a trained librarian in the academic set-up for higher education. For example Dr. V.K.R.V. Rao in one of his contributions stated the role of a librarian in the following words:

"In fact, I am of the opinion that in a post graduate institution a trained librarian is absolutely essential and he should be given an honored place on its academic staff. It is only when the post graduate student develops the habit not only of going to the library but also of taking advantage of the knowledge and experience of the librarian that he gets fully equipped for pursuing an advanced study of his subject."

This he opined in 1954. Since then the situation has further drifted in favor of libraries and librarians. But still there is need to come to certain decisions based on informed thinking. These decisions need be taken regarding the effective role, the library has to play, to augment the class room instructions.

4.5 Academic Status

Academic status of the college librarians means that the college should regard the professional library staff as members of the instructional staff instead of administrative or clerical staffs. This status may be defined as the formal recognition by an institution's authorities; of librarians as members of the academic staff. The academic status carries with it certain definite obligations also for librarian. The first requirement is for intellectual

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activity including a keen interest in the academic life in the campus. The librarian must accept responsibility for independent learning, continuous intellectual growth and educational statesmanship. Status also calls for the highest level of professionalism in performance of his duties.

In educationally advanced countries librarians were given full academic status with most of the rights and privileges of faculty members from nineteen twenties. This helped to create high quality information services to students and teachers and contributed to quality improvements in education in those countries. In India first Radhakrishnan Commission (1949) pointed out the need for staff with caliber and qualification of a professor to head the libraries.

Ranganathan Committee (1958) of UCG advised that status and salary scale of the library staff should be the same as that of teaching and research staff. The committee has recommended Reader's scale and status for chief librarians of large colleges and Lecturer's scale for his supporting professional staff and also for the chief librarians of small colleges. Mehrotra Committee (1987) also accepted the academic role of librarians and recommended academic status to them. According to the committee it is undeniable that a librarian, although is not a formal member of the teaching faculty performs academic functions, and sustains and enriches the academic process. While a teacher may have specialized in a particular branch the librarian is required to have a wide overall acquaintance with various disciplines in order to be able to bring the scholars face to face with knowledge in diverse areas. The student contact with the librarian is exhilarating and educative. The librarians' interactions with members of the faculty should be of mutual benefit. The committee expressed the view that the emoluments of the duly qualified librarians should match those of the teachers and that they should have about the same promotional opportunities as have been recommended for the teachers. Based on its recommendations Government of India has implemented parity in matters of scales of pay, career advancement and other aspects between college teachers and college librarians. Qualifications for the posts of college librarians were also fixed in accordance with this.

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5 Conclusion

Very important suggestions in regard to the status of college librarians are contained in different Committees and Commissions report. The committees and Commissions considered it's desirable to give the college librarians, academic status and bring librarian also under the definition of teacher. The committee (joy committee) recommended that the college librarian should be given status and rank as recommended by UGC subject to satisfying the qualification and other conditions prescribed by UGC. They also made various important recommendations to ensure qualitative development of collections, staff formulae to fix number of professional staff, etc. All these recommendations have their obvious merits. But the tricky part is in the implementation. As Ranjeet S. Thakur, Librarian at the Delhi-based Bhaskaracharya College of Applied Sciences, puts it, "Most of the recommendations made by the commissions and committees remained unimplemented. The condition of libraries vis-a-vis librarians remained pathetic." Dr. Thakur finds that there is a long list of unaddressed and unresolved issues concerning the Library and Information Sciences sector. College librarians are still struggling for their status all over the country. Libraries are considered as the "money-eating monsters."

The status of the librarian was long due in India even after the different recommendations of committees and commissions. In the last plan period the status of the college librarian has given same status in terms of salary only and nothing else. But recent times the status of the college/ university librarian has been treated equally at par with the teachers not only in respect of salaries but also in other respect. In this respect the NKC played a very prominent role. We do hope the government should frame a pathway to accomplish the recommendations of NKC in full, otherwise the implicit cores of the recommendations will just be in paper for historical storage, to cite what not been implemented although .there were such recommendations in all the committees constituted for the libraries. The paper tried to show the facts based on such experiences. The true implementations of the recommendations of the National Knowledge Commission Report can give a new face to college librarianship and will go a long way in improving the quality, status of higher educations in the country.

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Paper A3

IS NKC THE 'MESSIAH' TO THE COLLEGE LIBRARIANS? : A BRIEF CRITIQUE

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Abstract

Higher education includes teaching, research and social services activities of universities; and within the realm of teaching, it includes both the undergraduate level (sometimes referred to as tertiary education) and the graduate (or postgraduate) level (sometimes referred to as graduate school). NKC was constituted in October 2005 under the chairmanship of Dr. Sam Pitroda as a high-level advisory body of the Prime Minister of India with the mandate to guide policy and direct reforms to transform India into a vibrant knowledge-based society. Its mandate was to come out with a roadmap to build excellence in the educational system, promote creation of knowledge, improve management of IPR institutions, and to promote knowledge applications and capabilities. NKC has also suggested creating models for community colleges that would provide general education programmes as well as employment oriented programmes, creating the flexibility for students to pursue higher education later in life. NKC believes that all deserving students should have access to higher education, irrespective of their socio-economic background. Easy access to knowledge, creation and preservation of knowledge systems, dissemination of knowledge and better knowledge services are core concerns of the commission. The present article has tried to throw a light on the issues related with the opportunities to be achieved and roles to be played by the library professionals, especially college librarians to help in enriching the quality of education in restructured higher education system as well as to regain their proper recognition.

Key Words: College library, Education Commission, Higher Education, Knowledge Society, National Knowledge Commission (NKC).

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Knowledge Commission Report

"The time has come to create a second wave of institution building, and of excellence, in the fields of education, research and capacity building so that we are better prepared for the 21st Century" — *Dr. Manmohan Singh, The Prime Minister of India*

1 Introduction

India today stands poised to reap the benefits of a rapidly growing economy and a major demographic advantage that will see the country having the largest resource of young people in the world in the next few decades. The challenge and the opportunity are to galvanize our national potential into a dynamic resource: an informed, enlightened and capable young Indian citizenry would not only enhance and enrich the processes of national development, but could be a positive force in the world.

Higher education has made a significant contribution to economic development, social progress and political democracy in independent India. College education provides a totally different atmosphere for students who go for higher studies. Such education aims to develop students into citizens with intellectual inputs as well as other desirable qualities useful for the country's advancement and progress. But there is serious cause for concern at this juncture. The proportion of our population, in the relevant age group, that enters the world of higher education is about 7 per cent. The opportunities for higher educations in terms of the number of places in colleges/universities are simply not adequate in relation to our needs. Large segments of our population just do not have access to higher education. Moreover, the quality of higher education in most of our colleges/universities leaves much to be desired. So, there is an urgent need to restructure the system of affiliated undergraduate colleges which no longer provides a viable model for quality higher education. Constitution of National Knowledge Commission (NKC) under the chairmanship of Dr. Sam Pitroda by the Prime Minister of India and its recommendations play a significant role towards reshaping of higher education system to make India competitive in the knowledge economy.

The library is the primary and significant requirement for any educational institution. The functions of library within any academic institution can be realised only in the context of institution's philosophy of education. But library's role in education is not confined to elementary and secondary education only. Rather it is much more important in higher education. Library is the heart of an institution and the character and efficiency of an academic institution can be determined by the treatment given to its central organ namely the library. An adequately well equipped library is not only necessary for all teaching and learning but is also essential for research. A systematically developed library collection serves as a major academic facility to the faculty as well as students and facilitates them to conduct research in all fields. So libraries of the colleges and universities are storehouses of learning and repositories of scholarship. National Knowledge Commission (NKC) has proposed a blueprint for reforming the infrastructure of libraries of our knowledge related institutions which will enable people to meet the challenges of the future.

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2 College Libraries

The basic objective of a college library should be to assist its parent institution to carry out its programmes. So, the common efforts of such libraries to meet the legitimate need and requirements of all their users from senior teachers engaged in research to fresh and new comer students. The libraries should become student's workshops and should play a very important and responsible role to meet the academic needs of young students. The following ingredients should be the key components of an ideal and efficient college library system-

- Collection of books and other learning and teaching materials
- The user community comprising students, teachers, the college management and others getting standard library services
- Physical facilities like building, furniture, equipment etc.
- Professional staff of the library
- The college management &
- Finance and budget

3 Role of Education Commissions & Committees

In India, since 20th century, Commission after Commission has emphasized the

The Calcutta University Commission (1917-1919) under the chairmanship of Sir Michael Saddler had pointed out that "the greatest weakness of the existing higher education system is the extra ordinarily unimportant in it, which is played by the library". The Commission recommended that the colleges and universities should have services of librarians, having the salary and status of a professor, and he should be the ex-officio member of the Academic Council.

The University Education Commission (1948-1949) under the chairmanship of Dr. S Radhakrishnan had clearly defined the role of libraries and librarians in maintaining higher standards in teaching and examinations. It stated that "the library is the heart of all academic work, directly- as regards its research work, and indirectly-as regards its education work."

In 1957, a library Committee was appointed by UGC under the chairmanship of Dr. S. R. Ranganathan to make report on the standards of academic libraries, pay scales of their library staff- their training and status. It had highlighted that for efficient and effective library services, staff have to disseminate knowledge among them and acquire specialization to keep abreast of the advancement of knowledge in diverse subjects.

The Kothari Education Commission (1964-1966) under the chairmanship of D.S.Kothari was very much pertinent about the significance of a library in an educational institution when it pointed out that, "Nothing could be more damaging to a growing department than to neglect its library or give it a low priority. On the contrary, the library should be an important centre of attraction on the college and university campus."

Mehrotra Committee (1983-1987)- In1983, a committee was appointed by UGC under the chairmanship of Prof. R C Mehrotra, to consider the revision of pay scales, career development and service conditions of teachers and also later in 1985, to look into the matter of librarians also. The committee in its report in 1987 pointed out that "the library performs a crucial role in educational process". It also pointed out that "the easiest way to assess the climate, temper and academic achievements of an educational institution, is to visit its library and see how it is being maintained and utilized".

Joy's Committee (1993) - Kerala was the first state to make any serious attempt at the government level, to vitalize college library services. In 1993, Govt. of Kerala constituted an Expert Committee on College Libraries under the Chairmanship of Sri V P Joy to look into the functioning of college libraries and advise suitable measures for their improvement. The Committee has suggested that the effectiveness of services from the library is an important factor determining the quality of teaching-learning process in a college.

4 The National Knowledge Commission

The 21st Century has been acknowledged worldwide as the 'Knowledge Century'. Every nation now finds itself operating in an increasingly competitive and globalised international environment where the information infrastructure, research and innovation systems, education and lifelong learning, and regulatory frameworks are crucial variables. It is with this great task in mind that the National Knowledge Commission (NKC) was constituted on 13th June 2005 under the chairmanship of Dr. Sam Pitroda to act as a high level advisory body to the Prime Minister of India, Dr. Manmohan Singh, for considering possible policy that might sharpen India's comparative advantage in the knowledge-intensive service sectors. In particular, the Commission was to advise the Prime Minister's Office on policy related to education, research institutes and reforms needed to make India competitive in the knowledge economy. The Commission is reportedly the world's first body of its kind.The NKC was to recommend reform of the education sector, research labs, and intellectual property legislation; as well as consider whether the Government could itself upgrade its use of the latest techniques to make its workings more transparent. The NKC website was launched in February 2006.In December 2006, the Commission brought out a 'Report to the Nation 2006' including some recommendations submitted to the Prime Minister many of which are already in the implementation stage by different ministries of the Government. This includes areas such as Libraries, e-governance and translation. Some of the major areas under work are higher education, vocational education, entrepreneurship, school education etc.The Commission was given a timeframe of three years from 2nd October 2005 to 2nd October 2008 to achieve its objectives, but now, looking at the good work the Commission has done, it has been extended until March 2009.

4.1 NKC Recommendations For Colleges:

NKC, in their report, recommended that the system of affiliated colleges for undergraduate education, which may have been appropriate 50 years ago, is no longer adequate or appropriate and needs to be reformed. So, they have felt an urgent need to restructure the system of undergraduate colleges affiliated to universities. IN this regard, they have made some suggestions also which are as follows:

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- The most obvious solution is to provide autonomy to colleges either as individual colleges or as clusters of colleges, on the basis of criteria that have been stipulated. However, this would provide a solution for a limited proportion, or number, of undergraduate colleges.

- Some of these affiliated colleges could be remodeled as community colleges, which could provide both vocational education and formal education.

- A Central Board of Undergraduate Education should be established, along with State Boards of Undergraduate Education, which would set curricula and conduct examinations for undergraduate colleges that choose to be affiliated with them. These Boards would separate the academic functions from the administrative functions and at the same time, provide quality benchmarks.

- New undergraduate colleges could be established as community colleges and be affiliated with the Central Board of Undergraduate Education or State Boards of Undergraduate Education, or with some of the new universities that are established.

4.2 NKC & Libraries

A library is not a mere stock house of books- it is a repository of information and ideas, a place for learning and enquiry and for the generation of thought and creation of new knowledge. The Commission took it as one of its first initiatives to review library services, and to examine the present standards of public, private, institutional and specialized libraries and other information centers and resources, in order to create institutions that will serve the people. The Commission therefore set up a Working Group on Libraries to initiate objective review of current services and standards and to recommend the changes India needs. The Commission's first recommendations on libraries were forwarded to the Prime Minister in December 2006 with the following recommendations denoting the role of libraries:

- To serve as the local centre of information and a gateway to national and global knowledge providing fair access to knowledge and information to as many users as possible;
- To offer an inviting and attractive physical space with clean drinking water and toilet facilities;

- To offer proactive services to its user communities;
- To ensure that users are treated with courtesy and respect by library staff;
- To pay attention to the needs of children, women, senior citizens and the physically challenged;
- To optimize it's potential to provide access to information and knowledge to all;
- To help users develop information skills to make optimum use of resources;
- To improve its collections and services on a continuing basis in consultation with users;
- To work more effectively and efficiently by undertaking every activity in a professional manner;
- To bridge the gap between the information poor and the information rich.

NKC's 2nd report to nation was published on February, 2008 in which its recommendations focus on modernizing the management of libraries to ensure greater community participation; including creating models for public private partnerships in LIS development. Leveraging ICT for various applications such as cataloguing, digitization of content, creating e-Journals, etc, is also highlighted. The NKC in their report insists that all libraries must have the following facilities — "motivated, courteous and adequate staff, easy access and user friendly retrieval system, effective signage and computers with internet access and photocopiers". It suggests the government to issue a library charter to all libraries to take appropriate steps to ensure that libraries meet the objectives set by the commission which includes dissemination of knowledge as widely as possible, serving as a major vehicle to facilitate creation of knowledge, facilitating optimal use of knowledge by all sectors, and easy access to knowledge relevant to their needs. It also recommends a national committee for the identification, documentation and preservation of private collections available in the country. It also suggests that every state should establish a registry and archives of knowledge based digital resources which should be made accessible to all. The commission has also suggested research and development activities in identifying user needs for different groups, organisation of community information and development of appropriate standards, standardisation of Indian names and vocabulary

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control over Indian subjects developed in terms of multi-lingual thesauri, development of open sources software and development of digital libraries both in English and Indian languages.

4.3 Recognition of College Librarian

Libraries should be considered as the central hub to aid in teachinglearningprocess in any institutions of higher learning. In most educational institutions of ancient India, librarians were treated as teachers; only highly qualified scholars were being appointed & their salaries and status also were same as teachers. John Dewey in his book 'School and Society', in 1894, considered teaching as a co-operative process where teachers and librarians should play an equal role. College education provides a totally different environment for pupil who goes for higher studies. Unlike school education, the students of college have to depend much more on self-learning. A good and efficient library will certainly help students to meet the new challenges they start facing at college and will become the automatic choice for them to supplement their class room teaching. The college library should, therefore, help young students in proper understanding of various disciplines, in preparing them for advanced studies through getting acquainted with the library practices- consulting catalogues, bibliographies, indexes, locating books & other materials etc. so that they can step into the university library with confidence and shoulder the higher responsibilities in future life. Thus, in a college, librarian-student relation seems to be equal to teacher- student relation. But the situation got disturbed during medieval times. That's why, since the beginning of 20th century, several education commissions and committees got involved in continuous movement to regain the status of college and university librarians and in this 21st century NKC also in its report, recommended to set up a **National Mission on Libraries** for the period of three years to review the conditions of the libraries and librarians and take necessary measures immediately. Government of India accepted this recommendation and has decided to invest Rs.180 crore to implement this project successfully. So, no doubt, this is a great achievement to the library professionals to achieve their recognition. Besides, the Commission also recommended that for a new course in any college/university, a one-time budget may be provided to the librarians for setting up the basic collection and to develop library collections in the colleges, at least 6-10% of the total institutional budget should be utilized on a recurring basis. It is appreciable that XI plan of Government of India broadly incorporates many of the recommendations of NKC. This is reflected in the proposed allocation of INR 3, 00,000 crore, a five-fold increase over the XIth Plan. The share of education in the total plan will accordingly increase, from 7.7 percent to 20 percent, representing a credible progress towards the target of 6 percent of GDP. In the XIth five year plan University Grants Commission (UGC) has given the same status to the college librarians as academic faculties. This will obviously encourage librarians to give more attention towards library

collection building to render services efficiently to all the members of the college community.

4.4 Challenging Role Of Librarians

Some responsibilities also should be maintained from the part of college librarians to meet the upcoming challenges to be faced. In the context of recommendations and suggestions made by National Knowledge Commission report, following are the services to be provided and the roles to be played by the college librarians-

- Should provide facility to the members' community for lending documents for home use so that maximum number of documents of the library can be used.

- Should provide reading facilities on college premises; library hours should be at the convenience of readers.

- Should become qualified and willing staff (knowledge workers) to act as intermediaries between the users and the collection.

- College library staff always should keep themselves abreast of current developments every subject and should support teachers and students in their information search.

- Should acquaint faculty with unique and unusual materials available in the library's special collection that might profitably be investigated by students in their research.

- Always should make himself familiar with present curriculum and keep update with current changes so that he can suggest about what should be done in the library in response to curricular developments.

- They always should orient themselves with the changing nature of the userrequirements as well as the changing nature of information. For this, they must gothroughspecific
career advancement and orientation programmes after certain intervals.

- Should keep themselves acquainted with modern Information and Communication Technologies so that not only then can access the ocean of information and knowledge through Internet, but also can encourage and assist members to avail the same.

- Should join in library networking to promote inter-library loan. INFLIBNET plays a vital role to maintain networking among the academic libraries.
- Should set up Institutional repositories of research articles, reports, institutional publications and Electronic Theses and Dissertations (ETD
- Should go ahead for digitization of library materials; specially of rare resources
- Libraries having collections of print and electronic resources should provide integrated access using latest ICT
- A periodical review to determine the needs of users and effectiveness of services should be conducted by libraries.

5 Conclusion

During long period of time, several Education Commissions and Committees are involved in movements towards recapturing the status and opportunities of the college librarians and Dr. Manmohan Singh's attempt of forming National Knowledge Commission (NKC) has undoubtedly become a boon to all kind of library professionals including college librarians as the recommendations of NKC has given a clear picture of what a good, healthy and efficient college library should be. But the actual situation in India is not up to the satisfactory level. In spite of substantial financial aid from the University Grants Commission, several college libraries still continue to wear a low profile. College shall have to generate funds through substantive library fee in order to provide students proper academic nourishment. The shortcomings of the neglected libraries should be identified and special attention should be given to improve the situation. At the same time, library professionals also must not be confined themselves only within providing traditional services but have to acquaint themselves with the modern technologies to fulfill the changing information requirements of the versatile user communities. Above all, in any situations and circumstances they always must possess a positive attitude towards providing best possible services to their clients. Then only they can regain their recognition in real sense following Charles Darwin's theory "Survival of the fittest".

Opportunities and challenges of the college libraries in the context of National Knowledge Commission Report

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Paper A4

ROLE OF COLLEGE LIBRARIES IN INFORMATION SERVICES IN THE CONTEXT OF CHANGING ENVIRONMENT

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Abstract:

This paper deals with the role of college libraries to cope with the changing environment. It describes the importance of college libraries in the higher education system and that in the growth and development of qualities of the students, teachers and researchers as well. The paper shows in brief the changes in concepts and services of college libraries to cope with changed situation time to time. It finds specific suggestion towards staffing pattern for college libraries, guideline for collection development for college library. Also suggests making use of ICT for betterment in library activities and services

Keywords: college libraries, ICTs, software

Introduction: National knowledge commission (NKC) report in 2006 has made significant recommendation on libraries and information services regarding application of information communication technologies (ICTs), management, collection development, fund, library & information science (LIS) training and education etc. in the changing context of environment for information services.

Libraries are presently not only a store house of knowledge/information, but also a knowledge/information processing and dissemination centre .The importance of college libraries to the growth and development of qualities of the students, teachers and researchers is too much.

To meet new challenges which are being emerged from time to time – the existing services, administration collection development staffing pattern duties and qualification s of staff in libraries should be reviewed and altered wherever necessary.

Concept and services of college libraries:

College library is a kind of academic library, acts according to prescribed curricula of its

parent body to satisfy the goals of the academic institution. The following activities and services are usually being provided in such libraries.

- document delivery services,
- readers advisory services,
- instruction in the use of library and its collections,
- newspaper clipping services,
- compilation of bibliographies
- provision for supplying general and specific information,
- reservation of documents etc.

But social, economic, political and technological changes and developments shifted rapidly the traditional paradigm of librarianship to digitization/ web based from where the concept of hybrid library has been derived. A library that offers traditional as well as digital information services at the same time is known as 'hybrid library'.

The future challenges of college libraries in India could possibly be met by these hybrid libraries in consideration of its present scenario. The present age is the age of digital era where the application of new information and communication technology skills is the key for ensuring information for all.

An organization is established with aim to achieve a set of goals. Simultaneously libraries are established in colleges and higher institutions to achieve certain goals of its parent body. For this an organizational structure is raised, an administrative mechanism is created and a management authority is formed. Thus the terms administration and management become very significant in libraries. There is confusion between these two terms. Sometime these are inter-changeable. But at others, one is considered a generic and the other a species.

According to J. William Schulge, "Administration as the force which lays down the objects for which an organization and its management are to strive and operate." He also defined management as "the force which leads guides and directs an organization in the accomplishment of pre-determined object."

Successful administration involves – proper planning, organizing, staffing, directing, co-coordinating, reporting and budgeting which are according to Luther Gulick and L. Urwick known as POSDCORB. To run a good library system, maintaining these functions are undoubtedly required. These are shortly described below:

Planning is the process of determining in advance what should be accomplished and how to do it. It's an analytical process of establishing goods, objectives, assessing the future, premising, generating and evaluating alternatives, selecting programs, projects, estimating resources, preparing the plan document and implementing the plan.

Organizing is the process of prescribing formal relationships among personnel raw materials, tools, capital etc. to accomplish the specified goals.

Staffing deals with providing the right type of persons to man them. Efficient working of an organization fully depends on proper staffing and recruitment policies. The staff should have special aptitudes and capabilities for performing a particular kind of job. (For example, a college librarian should be helpful towards his/her readers and should be able to make out the varied tastes of them.

The staffing pattern is constantly changing with the increasing complexities of libraries and the services expected to offer. Personnel having the degree MCA/M.Tech. with knowledge of library science are being recruited as information scientist etc. for automation of various house keeping operations and management of libraries [Staffing pattern described in details later].

Directing is concerned with the interpersonal aspect of managing through which subordinates are led to understand and contribute effectively and efficiently to the attainment of library's objectives. It's a supervisory function at all levels of the organization

Co-coordinating is leadership of the chief or top management will be successful to achieve maximum efficiency if the Chief can fairly inter-relate various parts of his organization in a harmonious way. There should be delegation of powers and the staff members should be responsible for their jobs. Wherever there is some misunderstanding or difficulty the chief should thrash out the problem in periodical staff meetings.

Reporting means keeping informed authorities to whom the executive is responsible about his work. This function helps the whole administration of the library or organization proper and healthy.

Budgeting includes financial planning, accounting and controlling. It's a numerical statement covering the plans, policies and goals of an organization for a definite period of time. The changing forms of resources like e-documents and the changing needs of the user community must be assessed during budget making.

Staffing pattern:

The library professionals should be adoptable and flexible with the changing environment of Library & Information sector. It's now necessary to assess the man power requirements for different parts of library system keeping in mind job descriptions, qualifications, designations, pay scale career advancement service conditions etc. as described by NKC report, 2006.

A college library having ten flows and book collections along with journals, magazines, electronic documents etc. should have the following staffing pattern –

Librarian	- 1
Information Scientist/ Asst. Librarian	- 1
Library Clerk	- 1
Library Peon	- 1
Library attendant	- 2

The no. of staff depends on the courses and curricula bought and on the students, teachers and researchers who ask for information from the libraries.

To meet every new challenge and to bridge the gaps of knowledge and skills, training is inevitable. Continuous professional development is desirable to maintain efficiency which could ultimately equip a well pattern of staff.

Collection development:

Collection development refers to the process of systematically building library collections to serve study, teaching, research recreational and other needs of library users. The process includes:

- Selection and deselecting of current and retrospective materials,
- Planning of strategies for containing acquisition,
- Evaluation of collections to determine how well they serve user needs.

Formats of collections in College Libraries include:
- Printed materials including books, serials, newspapers, pamphlets, maps, reports etc.
- Electronic data may be accessed locally or remotely
- Examination papers & syllabi
- Theses
- Audio-visual materials and microforms
- Manuscripts and other rare materials
- Photocopies etc.

Materials are collected on the chosen languages of the user communities. These are derived from purchase, donation, exchange and indefinite deposit. Priorities for collection should/would be based on the requirements of the students and teachers to support general educational, reference and bibliographical needs.

Current issues in collection development planning:
- Debate over quality versus demand.
- To provide right access to right users at the right time from the increased wealth of information becomes challenging.
- Rising cost of materials in conjunction with decreasing physical space facilities compelled professionals to provide information in alternative formats.
- Digitalization is a present challenge to libraries with its limited budgets.
- That finally thrust to library consortium.

Information Communication Technology (ICT) in College Libraries:

ICT skills are imperative for information professionals to meet the changes and developments arise in the environment of libraries and its services. In order to adapt to the incessant technology advances and transform in accordance with the technology driven information needs of the users, information professionals need to update their knowledge and upgrade their technological skills for offering real time services to patrons.

Application areas of ICTs:

In College libraries ICTs are generally applicable in the following technical operations –
- Acquisition and related operations
- Cataloguing
- Serial Control
- Circulation

Software Selection:

Software is a set of programs and accompanying documentation that direct computers to perform desired functions. It's an intellectual product which is neither visible nor tangible. To perform any activity with the computer software is necessary.

Library is a system. To manage and run this system, library management software is required. This kind of LMS is called application software. Selection of LMS is a decision making process of management.

Following points are to consider in the process of LMS selection:-

i) Functions: - the selected software must be capable to do all the major functions of the library like acquisition, serial control, cataloguing, OPAC (Online Public access Catalogue) and correspondence etc.

ii) Capacity: must have a capacity to hold the database of at least a collection of one million documents.

iii) Warranty: There must have cost replacement warranty for at least one year.

iv) Help to upgrade version: Software technology is dynamic in nature. If the Librarian wants to upgrade the same software in future, the software designer should help for conversion of the data from old version to new one.

v) Training: Training facility should be provided to the library professionals to accomplish the routine work of library.

vi) Multi-script options: The LMS must have options to work other than English like Bengali, Hindi etc.

vii) Cost: It's an important factor to the developing country like India. So a good LMS is preferred to purchase on lower cost so that the library can run smoothly.

Recommendation:

CDS/ISIS/ WINISIS developed by UNESCO is available in free of cost can be chosen to avoid financial burden. But there arises some difficulty to run daily work with such software. Besides this, there are many types of software like SOUL, LIBSVS, TRISNA etc.

Well arranged, spacious, neat and clean library as well as comfortable reading room always attracts the readers by which the ultimate aim of the institution or library is fulfilled.

And thus librarians have to revise the organisational philosophy and operational policies continually within the information driven societies. This relentless change will undoubtedly challenge those of us who attempt to keep abreast of new information technologies, products and services.

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Paper A5

ROLE OF COLLEGE LIBRARIES IN THE CONTEXT OF NKC REPORT.

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Abstract:

This paper discusses about the changing role and responsibilities of college libraries in the context of NKC report.

Keywords : NKC, College Library, academic library

Swami Vivekananda said more than a century ago "Education is not the amount of information that is put into your brain and runs riot there undigested all your life". If education is the same as information, then Libraries are the queasiest sages in the world and encyclopedias are the Rishi.

It is universally truth that the Libraries are the Gateways to knowledge. That is why; Library has a recognized Social function in making knowledge publicly available to all. They serve as local centers of information and learning and are local gateways to national and global knowledge.

At the dawn of new century, the prospect of which evokes both anguish and hope, it is essential that all people with sense of responsibility turn their attention to both the aims and means of education, It is the view of the N.K. Commission that education is an on going process of improving knowledge and skills, it is also perhaps primarily an exceptional means of bringing about personal development, building relationship among individuals, groups and nation overall community.

National knowledge Commission (NKC) Report, 2006 inspired a great hope in educational sector, especially in the field of Library Administration, staff and readers communities

College library is also a very important part of knowledge sector. So we, the college librarians are also expecting and preparing for some reform and modernization in the college library.

Prof. V.S. Prosad, director NAAC, said, 'The objective of the librarian should always be total user satisfaction.' For a learner a librarian can be the best friend on an educational campus.

To fulfill aims and objectives NKC which will provide some opportunities to under national progress and to respond to global challenges more strongly that ever before, India needs a knowledge oriented paradigm of development to give its people and institutions a competition advantage in all fields of knowledge. The challenge of realizing this is daunting, but the potential is tremendous. It is with this broad task in mind that the National Knowledge Commission (NKC) was constituted in 2005 as a high level advisory body to the Prime Minister of India, with a mandate to guide policy and generated reform. The commission is reportedly the world's first body of its kind.

Thanks to the information technology revaluation which geared up a storm in the worlds of knowledge, unless the teachers are a step higher that the students they will lose their respect and image and you can not maintain discipline in the class room.

Is is well known to all that a library is not a stock room of books. It is store house of knowledge and of information and ideas, a place for learning and enquiry and for the generation of thought and the creation of new knowledge.

In order to reach the goal of creating a knowledge society, the majority of the people of India must be helped to overcome information poverty.

To encourage greater community participation in library management a college librarian located in the remote corner of country can ensure local community involvement and should be autonomous enough to take independent decision to conductional community based programmes. Libraries should integrate with all other knowledge based activities in a local area to develop a community based information system. In rural areas, the responsibility for village libraries and community knowledge centers must lie with the panchayats.

Academic libraries like college should have skilled trained staff to meet the changing role of libraries as library and information handling skills, service orientation, ICT knowledge skills, communication and training skills, marketing and presentation skills, understanding of cultural diversity knowledge mapping skills.

As per report of NKC Academic library mainly college librarians keeping in view the changing scenario and new responsibilities, the enlisting staff pattern, duties and qualification of library staff in schools, colleges and university libraries should be reviewed and altered wherever required to meet the new challenges. The enlisting designation may also be reviewed by the national mission.

Library service not only of college but for all should meet up for basic objectives of lending materials, providing relation facilities, providing assistance for reference. Appropriate steeps must be taken by all institutions and organization at run their own libraries to ensure that they meet these four objectives.

To enrich the library collection college library has to take into account name of subject offered, level of courses. The number of students and faculty and the research activities of the parent organization. At least 6-10 percent of the total institutional budget should be utilized for collection development of a recurring basis. For a new college (university or a course), alone time budget may be provided for settings up basic collection.

From my experience in college library for long 33 years it can be said without proper well trained staff and proper staff pattern and other facilities like teachers as orientation and the proper imitative governing body of respective college and total co-operation of teachers council the mission of N.K. Commission will not fulfilled.

Now the question is how far we have been able to enter into a knowledge society in India? In other words, are we in a position, at the present to achieve to conditions which are necessary to fulfill the pre requisition of a knowledge society?

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Part B

College Libraries In The Changing Environment

Part B

College Libraries In The Changing Environment

PaperB1 : Invited Paper

ICT applications in College Libraries and NKC Recommendations : A Challenge for the Future

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Abstract

The National Knowledge Commission (NKC) has submitted its final Report (2006-2009) to the Nation. The Commission was set up to prepare a blueprint to tap into the enormous reservoir of knowledge base so that people of India can confidently face the challenges of the 21st century. The NKC has realised the importance of Libraries for development of every cross-section of the society and the nation as a whole too. It has given emphasis to improve library services of all sectors. Hence this paper intends to provide an overall idea regarding application of information and communication technology (ICT) in college libraries in the context of NKC Report. ICT consists of the computer technology which deals with computer's capability of storing, processing, and disseminating information; and the communication technology which deals with the capability of transmitting information using telecommunication channels. This paper tries to indicate that initiatives should be taken to improve situation of College Libraries and also to automate their works and services. It advocates the establishment of networks for betterment of services and sharing resources. It emphasizes to provide internet access facilities for each college library in this age of digital environment. This paper points out to start web based services. Lastly it recommends promoting open source software in large scale.

Opportunities and challenges of the college libraries in the context of National Knowledge Commission Report

Keywords: ICT, Library Automation, FOSS, Internet, Web-based Service, Web 2.0, college Library, NKC Report

1   Introduction:

Now-a-days the term 'information society' is being used mostly and the term is meant for 'information conscious society'. Broadly the term Information Society is a much used expression that has been used to describe socio-economic systems which exhibit high employment of information-related occupations and wide diffusions of information technologies. This advanced society is basically information dependent. So the society is becoming increasingly centered on information handling, processing, storage and dissemination using microelectronics based communication technologies. Hence the term Information and Communication Technology (ICT) is coined. All of us, the library professionals, know that ICT exploits the facilities of mainly two - - the computer technology which deals with computer's capability of storing, processing, and disseminating information; and the communication technology which is capable of transmitting information to distances using telecommunication channels. Thus ICT is application of tools and techniques through which or by means of which information is transferred, recorded, edited, manipulated, analysed and disseminated to make it available to its respective potential users to satisfy their need.

Since this information society is information dependent, production of literature is essential for the non-IT based environment and content development has become inevitable for IT based environment. Due to the invention of the printing machine, the process of literature production became very easy. As a result, there was an increase in the production of literature. This helped the libraries in procuring as many documents as possible for their users. As the technology advanced, there came up a variety of media like magnetic tapes, CDROM, DVDs etc. With the changing trends, libraries faced the problem of organizing the huge amount of literature as well as the different media in this age of information explosion. The advent of Internet is adding ever-increasing internet resources. Content development has assumed a great significance for modern information processing and easy retrieval due to the development of Internet, which contains huge amounts of information, both in volume and variety. In fact, content development is not at a new concept. But the change in media technology has given a new dimension to it. New

Opportunities and challenges of the college libraries in the context of National Knowledge Commission Report

methods and techniques have been added in content development. Due to the changing face of information storage and accessibility mechanism it is necessary to discuss the methods and techniques of content development in the internet environment.

3 ICT Applications in Libraries

Application of ICT has the capability of changing the total scenario of the library world. It got the huge potentiality of expanding a wide range of innovative quality services to be rendered towards user community. With emergence of ICT tools and techniques libraries can enrich and enhance its service quality efficiently and effectively. Perhaps te application of ICT can be traced out with the introduction of computer technology in libraries to create mainly bibliographic databases. This event could be treated as the landmark towards library automation. Started with that, Library and Information professionals are always coping with the rapidly changing environment. They are always trying to keep them updated with the technological developments and its implications. Slowly the concepts of Library Automation and Networking are emerged encompassing many categories of tasks performed in libraries – library housekeeping activities, information retrieval services, and network based different services etc. Sharing of same resource by multiple users within the same organization and among sister concern have become possible through network-based system. Indeed, one might say that organizations are becoming both technology rich and information enabled. Librarians do need to be clued up about ICT and its implications, because ICT application, in addition to automated chores, helps libraries-

- ☞ to improve the total quality of library and information work and services,
- ☞ to improve the management of library resources enabling their participation in resource management,
- ☞ to introduce new innovative services including web services,
- ☞ to facilitate wider access to information for their users,
- ☞ to facilitate wider dissemination of their information products and services,
- ☞ to enable rapid communication with other sister libraries,
- ☞ to increase skills and efficiencies in handling technologies, and
- ☞ to avail user oriented services.

Coping with the paradigm shift in characteristics and environment of libraries are absolutely essential for librarians to survive and thrive in library and information services in the 21" century. For this purpose the following matters are to be taken into considerations

- Developing awareness among librarians, documentalists & above all policy makers / management authorities for realization of the need for ICT application.
- Adopting various tools and techniques related to ICT for libraries.
- Improving the access and exchange of information available in different libraries.
- Accessing of library resources, internet/ web resources towards betterment in rendering efficient and effective user services.

3.1 Automating College Libraries

In India, computers have been introduced into library field long back to automate its activities. It was successfully implemented in some leading libraries. But in number they are a few. In NE India situation is worse. Till today many college libraries do not possess any computer, though some special libraries and University libraries are in a bit better shape. So it is a primary need for planning towards automating library system in this region. Acquiring suitable computer and library management software is one of the essential part. For selecting hardware, type and volume of works are to be considered and configuration of the computers – Server and client workstations are to be finalised accordingly. For selecting a library management software (LMS), different facilities are to taken into consideration. A LMS is used to automating and manging chores of works and services in libraries. More specifically it is needed for resource planning in a library i.e. to keep track of resources owned, orders made, bills paid, and patrons who have borrowed. Most LMSs separate software functions into discrete programs called modules. Broadly such modules might include:

- Acquisitions : It starts from selection and goes through ordering, receiving / sending reminders and invoicing materials. It is some time termed as Acquision Control.
- Technical processing : This module includes manily the processes involved after acquisition and before shelving. Cataloging of materials is the major work which

includes classifying and indexing of materials.

- Circulation : This particular module takes care of the most important service oriented part of the total library system. It is helping users in lending of materials and receiving them back.

- Serials : It invoves tracking of serial publications like journals, magazines, newspaper holdings etc.

- OPAC (Online Public Access Catalogue) : This has become an essential module for any LMS as it provides public interface for users to know about the holdings of the library.

These possible modules are integrated with a unified interfaces and it is better known as Integrated Library Management Software or ILMS. An ILMS usually comprises a relational database especially BDMS (Bibliographical database Mangewment System), software to interact with that database, and graphical user interfaces. Broadly these interfaces are for Development and Maintenance level, Application Programmers' level, Data Entry Level and   End user level.

(I) *Development and Maintenance Level:* It keeps the set of database programs regularly updated and to create newer versions with more facilities.

(ii) *Application Programmers 'Level:* It consists of defining the database, creating inverted files, painting the work sheets, and preparing the command lists to print the output in a desired format.

(iii) *Data Entry Level:* It helps the data entry people, who enter the data into the database following the worksheet. This level does not require any programming skills i.e. generally a set of commands to be used at various stages appear in the form of prompts.

(iv) *End user Level:* makes the system user-friendly. The knowledge require by the user to interface with the system is minimal. No programming skills are required. However, the user has to know how to translate his needs into a search expression using Boolean logic.

Each user and item has a unique ID in the database that allows the ILMS to track its activity. Larger libraries use an ILMS to order and acquire, receive and invoice, catalog, circulate, track and shelve materials. Most sizable libraries use an ILMS. Smaller libraries, such as those in private homes or non-profit organizations, often forgo the expense and maintenance required to run an ILMS, and instead use a comparative smaller library management system, each of them integrated with a unified interface. There are a good number of ILMS available in the market. Some examples are here.

3.1.1 CDS/ISIS

CDS/ISIS is the first of all to cite as an example due to its popularity and powerful capability as BDBMS to render effective and efficient services. This package fulfills the need of librarians for having powerful information retrieval software to develop bibliographical database. The main advantage of CDS/ISIS is its ability of manipulating data items contained in different data elements. It got wider popularity in libraries and information centres though it could not support relational database techniques. Different library activities are possible with the help of this DBMS package. It has file recovery as well as data recovery facilities which may be needed at any moment while handling large data leading to the file corruption. It supports ISO 2709 format. However data integrity facility has been improved by flushing master file buffer. WINISIS (CDS/ISIS Windows version) is also available and downloadable from UNESCO site.

3.1.2 SOUL

Information and Library Network (INFLIBNET) centre has designed and developed SOUL (Software for University Libraries) to meet the requirements of college and university libraries in India. This software works under client-server environment. The software is compliant to international standards for bibliographic formats, networking and circulation protocols. Though the software is primarily designed for the academic libraries, but it is suitable for all types and sizes of libraries. This software has been designed to automate chore of house-keeping operations. The first version of software i.e. SOUL 1.0 (released in 2000) is designed on MS-SQL and is compatible with MS SQL Server 7.0 or higher. The latest version of the software i.e. SOUL 2.0 is also designed for latest versions

of MS-SQL and MySQL (or any other popular RDBMS). SOUL 2.0 is compliant to international standards such as MARC 21 bibliographic format; Unicode based Universal Character Sets for multilingual bibliographic records etc. The SOUL 2.0 consists of the following six modules: Acquisition, Catalogue, Circulation, OPAC, Serial Control and Administration. Each module has further been divided into sub modules to cater to its functional requirements. However this software is a proprietary one and has to be purchased.

3.1.3 e-Granthalaya

Like SOUL, e-Granthalaya is also designed and developed by a Govt agency viz. National Informatics Centre (NIC), Department of Information Technology, Ministry of Communications and Information Technology, Government of India. This library management software has been designed by a team of experts from Computer Science and Library and Information Science discipline. Using this software the libraries can automate in-house activities as well as user services. The software can be implemented either in stand-alone or in client-server mode. This software is basically developed with Visual Basic, ASP ( ), and MS SQL to run on Windows platform. The software provides Web OAPC interface to publish the library catalog over Internet/Intranet. The Database and WebOPAC are installed on the server PC while the data entry program is installed on client PCs. The software provides LAN/Web based data entry solutions for a cluster of libraries where a common database is handled with Union Catalog output. This is fit for small and medium size library.

There is a good number of proprietary commercial library management software like Alice for Windows, BASISplus, LIBSYS, SANJAY, SLIM, SUCHIKA, TLMS, TULIPS etc. Some of them are so costly that library can not think of acquiring it. So libraries are interested towards open source software.

3.2 Open source software (OSS)

The open source initiative has ushered significant changes in the computer pace in terms of software and their uses. Open source software (OSS) is prominently promoted by open

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source initiatives. OSS is defined as computer software for which the source code and certain other rights are given to user to use, change, and improve the software, and to redistribute it in modified or unmodified forms to others. Such software are mostly developed with public and collaborative initiatives. By the OSS license, such software are not restricted from giving away the software as a component of an aggregate software distribution containing source programs. Thus the software must include source code, and must allow distribution in source code as well as compiled form. The source code must be the preferred form in which a programmer would modify the program. If some form of a product is not distributed with source code, there must be a well-publicized means of obtaining the source code by downloading via the Internet. Nawadays many open source library management software are available.

3.2.1 Koha

Koha has been claimed as the first open-source integrated library management software developed by Katipo Communications of New Zealand in 1999. Koha is built using Perl (Practical Extraction and Report Language) scripting language, MySQL Relational database management system, and apache web server. It is distributed under the open-source GNU General Public License (GPL). Koha got worldwide popularity due to its following features

- Simple, clear interface for librarians and users
- Customizable search
- Circulation and borrower management
- Cataloging module with integrated Z39.50 client
- Full acquisitions system including budgets and pricing information
- Currency conversion
- Simple acquisitions system for the smaller library
- Ability to cope with any number of branches, patrons, patron categories, item categories, items, currencies and other data
- Serials system for magazines or newspapers
- Reading lists for members

Koha and its associates like apache web server, MySQL, Perl are freely downloadable.

Libraries can be benifitted by its comprehensive functionality through different modules for circulation, cataloging, acquisitions, serials, reserves, patron management, branch relationships, and more. Like many libraries of different part of India, Koha can also be used as effective integrated library management software in different institutes of her North–East part.

4 Library Collections : a Paradigm Shift

In the traditional sense, a library is a collection of books only. But ideally a traditional library keeps books, journals, pamphlets, government publications, standards/specifications, patents, thesis/dissertations as its collections. They are basically printed hard copy. In some cases microfilms are also kept. But with the emergence of multimedia and electronic resources, the nature of collection is also changed. Now-a-days a library collection consist of Books, Journals, Maps, Prints/Artworks, Microfilm, Microfiche, Audio tapes, LP Records, Video tapes and CD-ROM /DVDs. As it is mixture of traditional print resources, multimedia resources and electronic resources, sometimes they are named as hybrid library. Of late most of the resources are in electronic /digital format e.g. e-book, e-journals, online-database, CDROM etc.

- *E-Book*: E-book is an electronic version of a book that is found and read on the Web. Thus an e-book is an e-text that forms the digital media equivalent of a conventional printed book, often protected with a digital rights management system. E-books are usually read on personal computers or smart phones, or on dedicated hardware devices known as e-book reader or *e-book devices*. Many mobile phones can also be used to read e-books. There are a number of publishers who are producing e-books.

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- *E-Journal* : E-journal is an electronic version of a journal that is found and read on the Web. E-journals are scholarly journals or intellectual magazines that can be accessed via electronic transmission. In practice, this means that they are usually published on the Web. They are a specialized form of electronic document: they have the purpose of providing material for academic, research and study. They are formatted approximately like journal articles in traditional printed journals. Being in electronic form, articles usually contain metadata that can be entered into specialized databases as well as the databases and search-engines for the academic discipline concerned.

Articles of e-journals are published generally in HTML or PDF format. Different publishers, suppliers, consortia are providing scope of subscribing e-journals.

- *Database* : A database is a collection of logically related data designed to meet the information needs of one or more users. INSPEC, COMPENDEX, MEDLINE, BIOSIS Preview. Etc.

POPLINE (POPulation Information onLINE) is a unique source of information on population, family planning programs, population law, maternal and child health, population and environment and other related health issues. These online databases are useful to subscribe by the libraries.

A large number of databases are available on CD ROM. So Libraries can procure those CDROM databases from their publishers. For example,

CABCD covers international issues in agriculture that includes agronomy, biotechnology, crop protection, diary science, economics, environmental degradation and remediation, forestry, genetics, herbicides, irrigation, microbiology, nutrition, rural development, veterinary medicine and other related topics.

5   Digital Library Initiatives

The information environment unequivocally is going to prompt our library / information centres to leverage on the latest digital technologies in setting up a dynamic system to enable the seamless integration of the scholarly electronic information. Thus the concept of Digital Library came into the existence. Today's librarians/ information scientists have taken challenges leveraging the new technologies instead of being way-side viewers. They are thus part of digital library initiatives. Possibilities in rigorous applications of computer science and communication technology in the library work and services have given the opportunity of conceiving the concept of Digital Libraries (DLs). Obviously

digital library have been positioned at the intersection of library and information science, computer science, and networked information systems with an underlying relationship amongst themselves. There are enough arguments to support digital library initiatives

- *No physical boundary*: The user of a digital library need not to go to the library physically; people from all over the world can gain access to the same information, as long as an Internet connection is available.
- *Round the clock availability*: A major advantage of digital libraries is that people can gain access to the information at any time, night or day.
- *Multiple accesses*: The same resources can be used at the same time by a number of users.
- *Structured approach*: Digital libraries provide access to much richer content in a more structured manner, i.e. we can easily move from the catalog to the particular book then to a particular chapter and so on.
- *Information retrieval:* The user is able to use any search term bellowing to the word or phrase of the entire collection. Digital libraries can provide very user-friendly interfaces, giving clickable access to its resources.
- *Preservation and conservation:* An exact copy of the original can be made any number of times without any degradation in quality.
- *Space.* Whereas traditional libraries are limited by storage space, digital libraries have the potential to store much more information, simply because digital information requires very little physical space to contain them. When a library has no space for extension digitization is the only solution.
- *Networking.* A particular digital library can provide a link to any other resources of other digital libraries very easily; thus a seamlessly integrated resource sharing can be achieved.
- *Cost :* In theory, the cost of maintaining a digital library is lower than that of a traditional library. A traditional library must spend large sums of money paying for staff, book maintenance, rent, and additional books. Although digital libraries do away with these fees, it has since been found that digital libraries can be no less expensive in their own way to operate. Digital libraries can and do incur large costs for the conversion of print materials into digital format, for the technical skills of

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staff to maintain them, and for the costs of maintaining online access (i.e. servers, bandwidth costs, etc.). Also, the information in a digital library must often be "migrated" every few years to the latest digital media. This process can incur very large costs in hardware and skilled personnel.

There are many open source digital library software like GSDL, DSpace, DSpace, Fedora etc. Of all available free open source software, many people argue that DSpace serves a variety of digital archiving needs in the better way. In India, majority of the full-fledged digital repositories are using DSpace.

5.1   Greenstone Digital Library (GSDL) software

Greenstone Digital Library (GSDL) software is an open source and multilingual software suite for building and distributing digital collections. It provides a new way of organizing digital information and publishing them on the Internet. It is issued under the terms of the GNU General Public License. The aim of GSDL is to empower users to build their own digital repositories. Also this software is supposed to encourage the effective deployment of digital libraries to share information and place it in the public domain. GSDL is developed and distributed in cooperation with UNESCO. To get success of its 'Information for All' program, UNESCO supports and promotes GSDL for proper organization and dissemination of educational, scientific and cultural information throughout the world. Then fulfillment of UNESCO's goal of availability information by means of ICT would be possible. Many libraries in India have adopted GSDL.

5.2   DSpace

Dspace, developed jointly by MIT Libraries and Hewlett-Packard Labs, is digital library software that captures, stores, indexes, preserves, and disseminates digitized information. This software is published under an open source license agreement. Open is a word that conjures up many different connotations depending on the context in which it is used. The direct consequence of this is that the source code is made available for anyone to download, use, modify, distribute/redistribute. DSpace is also a digital content management system. It helps in creating, indexing and retrieving various forms of digital content. DSpace is

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adaptable to different community needs. Interoperability between systems is built-in and it adheres to international standards for metadata. The following salient features of DSpace has prompted many to adopt this software for developing there institutional repositories.

- DSpace is open source software and is freely downloadable from http://www.dspace.org.

- Submission facility allows scientists and researchers to upload digital documents from anywhere in the world

- Workflow feature allows moderation of the submitted documents,

- Uses persistent handles

- Conforms to the standards like Dublin Core and OAI-PMH v.2.0

- Security can be built at various levels to effect restricted access

- Indian Language based digital libraries can be built as it conforms to the UNICODE standard

In India there are many institutions who have adopted DSpace. LDL : Librarians' Digital Library of DRTC, ISI, Bangalore, Digital Archival for Indian Universities of INFLIBNET are two of important outcomes of some successful launching of Digital Libraries using the DSpace in India. Different institute of NE India also can opt DSpace in developing their personal or Institutional digital libraries.

6 Web Based Library Services

With the emergence of web, enormous changes in the nature of library services are being experienced. So the concept of web based library services is evolved. Web based library services offer much new innovative capabilities for sharing information resources using library networks among different library and information centers at in-house, local, regional, national and international level. Distance, language, potential and time barriers between information and users of information could be eliminated. All are experiencing and talking about the paradigm shift in library environment. To meet this challenge by the

librarians perhaps the web is an ideal solution towards providing effective and efficient information services. There are many facilities of web.

Accessing Data: Web helps to access a remote computer for data stored on it. Also it is possible to access remote scientific computing equipment such as super computer, remote sensing equipment, and telescope etc for special data.

Accessing Public Domain: There exists many public domains of selected shareware software, FLOSS (Free / Libre Open Source Software) based software on the web. These software may be used by accessing them in the public domain.

Equal Access: All web users get equal opportunity to access the web resources in general. Restrictions are implemented only by means of security.

E-mail: The web facilitates communications by electronic mails. Exchanging of data / files is possible to fulfill wider perspective. In addition to this, interaction with other network users is also possible on-line real time basis. As extended service facilities participation in electronic media mailing lists and conferences is also possible on the web.

Hypertext and Multimedia presentation: In the web environment, data is presented in the form of hypertext. Again multimedia files containing text, pictures, sound and animation can also be presented easily. These facilitates end-user in better understanding leading to receipts and delivery of electronic publications.

Information sharing: The web provides a distributed information system. So information on the web can be shared by any number of users at any time.

These above mentioned facilities can be used by the libraries for betterment of the services. For example, reference service can be enhanced by e-mail and internet through LAN and WAN. CD-ROM and multimedia service can be provided effectively. Push services can be employed to provide CAS (Current Awareness Service) and SDI (Selective Dissemination of Information) on the web environment and the users may obtain information within few seconds from any part of the world sitting any where. Hence the web is a major tool that can deliver information resources through different services. It is a tool providing access to vast quantities of information and it lets to communicate, share resource and share data with people around the world. Once internet connection is established in libraries, many important services can be innovated and implemented to serve user in better way.

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7   Web 2.0 and Web 3.0 : Future Trend in Web based Services

The advancement in web technology led to the evolution of a social and interactive web known as Web 2.0 that gives user a chance to participate. This has not only changed the information environment but also has offered great opportunities that can help libraries to reach out to its users beyond the threshold of their buildings, coining the new concept of Library 2.0. In this case, Library 2.0 is to be governed by the aid of web 2.0 tools like WIKI, BLOG, RSS, SOCIAL NETWORKS, PODCASTS etc. Considering the environmental barriers especially geographical barrier, Libraries of the North East India must exploit the full advantage of this interactive web. It will help to keep a close interaction with the users to understand needs and thus overcoming the barriers of place and time. But unfortunately most of the information as presented through blogs, wikis etc is lost in the Internet due to the immature searching capabilities of present search engines. This is primarily for unsystematic organization of trillions of databases forming a part of internet. It's now time to organize the databases in such a way that it can be searched in a meaningful manner to retrieve precise information and delivered to the target users. This call for the evolution of the third generation of web i.e. web 3.0.

The Web 3.0 deals with three major activities- (a) transforming the web into database, (b) moving towards artificial intelligence realizing the semantic web and (c) service oriented architecture and evolution of 3D (3 dimensional) space. By doing so, web 3.0 has the power to retrieve precise information not by the help of search engines but through sub-search engines and would retrieve information against a query on the basis of semantics. It would provide more compact information and would also search major categories like pictures, videos, blog posts, news articles, etc. Besides this, it would also look for implicit knowledge hidden inside human brains. It would search not only people but also organizations available on the net and form informal channels of communication. People will no more look for social networks but rather search for organizations and people within different organizations. Moreover it would try to disseminate information to target users. Web 3.0 is yet to get its maturity. Perhaps the days are very near when libraries too can use this concept of new version of web and develop tools that can lead us towards Library 3.0.

8 Conclusion

Geographically, North-East India is of mainly hilly areas as mentioned earlier. It has got typical characteristics which differ a lot in their character, locality, culture, interests, climate, etc from the rest of India. These affect the library services. Any library attached with the institute of higher learning, students come from mostly backward area. They are dependent on library facilities of the respective institute for their study. The same situation is seen for special and public library users also. But Library and Information Centres are suffering from the problem of shortage of all type of resources viz. documentary, human, financial, etc. Hence, user communities of these institutions are far from availing any advantage of the recent advancements rather still struggling to get a useful resource or information. There is a need of ensuring proper library facilities to the user community. So application of ICT in Libraries and Information Centres (LICs) of the North-East region must be thought of which will allow to access information by overcoming all barriers related to library resources, transportation, financial etc. The ICT application influences LICs to automate their works and services and to share resources through networking. Developing databases is the prerequisite for automating works and services in a library or information centres. For this purpose, appropriate authority must ensure the procurement of hardware and software for the library. There exists a good number of library management software from both commercial and non-commercial sectors. Trailing commercial ones behind, however, non-commercial, free, open source software are gaining popularities. This must be brought to the notice of the policymakers, make them convinced to support FOSS. Library professionals must take it as a challenge.

Establishing network is prerequisite for resource sharing in the digital era. Argument towards it is well discussed and well documented. This point is recoded in some other write-ups of this volume.

Establishing consortia can be one of the solutions towards better library services in this North-East region. A regional consortium among libraries may form and maintain to achieve the more common goals and necessities. Libraries can possibly share print as well as e-resources, if any, of individual library using the latest electronic technology. Users may get the opportunities of direct borrowing by inter-library loan from nearby libraries

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situated in a region with rather easy transportation facilities. With this approach, the libraries of hilly region which are still neglected may get a huge support of resources. .

While library and information centres are fairly matured and automated, networked information systems, undoubtedly with the help of computer science, are constantly evolving to keep pace with Internet. DLs are thus expected to demonstrate the careful management of libraries with the emergence of ICT. Digital library is one which allows a large number of geographically distributed users to access the contents of large and diverse repositories of digitized objects viz networked texts, images, maps, sounds, videos, catalogues and scientific, business and government database.

Internet access facilities are essential for any library in this age of digital environment. In fact birth of internet has added additional support to information explosion. Convenience and speed tempted the libraries to rethink about the services they were providing. This led to the dawn of web-based library services. Appropriate authority must give top priority towards internet connectivity in library. And once it is established, libraries can start to gather information from Internet as per the requisition of the users. Web based services can be introduced easily and many new services based on web may be innovated. Such services will only supplement the rich collection of physical documents.

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Paper B2

ICT Based Amalgamation Of Library And Classroom Of A College Of Teacher Education : A Review In The Context Of The Recommendations Of The National Knowledge Commission

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Abstract

A paradigm shift from the old style of identifying a library as a helping unit to class rooms has been suggested. An amalgamation of the concept of class and that of a library has been proposed. In the constructivist approach a teacher acts in a class as a facilitator to the process of innovative construction of knowledge by the learner. In the present proposal the library shares the role of facilitator with the teacher in class. The library takes part in the process of construction of knowledge in the class room itself—in the form of storage of new information, instant retrieval of information on demand and access to the world of information over space and time. This has been thought to be achievable with the help of ICT. Thus, in this paper learning has been thought to be the basic concern of a class (being at par with the constructivist approach) where teacher and the library act as two helping agents in a collaborative manner to the process of learning. While the proposal is thought to be applicable in all learning situations, especially in higher education, here the same has been examined in the perspective of the recommendations of the NKC with instances that arise in colleges of teacher education.

Keywords : ICT based amalgamation, Classroom and library, NKC recommendations

1. Introduction:

A successful class depends immensely upon the library of the institution and, in many cases, the libraries out side the campus as well. Because, a successful class is really an interaction between a senior learner (the teacher) and a group of junior learners (the students. A good learner is always fond of a good library. Most of us are acquainted with these basic propositions. Here one may note that the underlying understanding is —the class is the basic concern and the library is a helping unit to it.

In this paper we propose an amalgamation of the concept of class and that of a library where learning becomes the basic concern and the class and the library are two helping agents to learning under a single roof (virtual).In our proposal it has been indicated that this amalgamation is possible with the help of the ICT.

In the next section we have examined the concepts of class, library, ICT and the proposed amalgamation to a greater depth.

In the third section we have cited some concrete examples to show how the proposed amalgamation can be made feasible.

In the concluding section we have identified the recommendations *of* the NKC that are at par with the proposals made by us. In that particular context we have made our comments regarding the scope and limitations of the recommendations of the NKC.

These days education is no longer conceived as a class room activity only, rather it is now seen to be acquired anywhere, any time and by any process. What we should be concerned with is the achievement and not the process or place of learning. In case of higher learning, a successful class depends immensely upon the library which acts as a heart of any institution and in many cases, the library outside the campus as well. Because a successful class is really an interaction between a senior learner and a group of junior learners and a good learner is always fond of a good library.

In traditional view, it was thought that – the class is the basic concern and the library is a helping unit to it. In this paper the author proposes an amalgamation of the concept of class and that of a library where learning becomes the basic concern and the teacher and the library are the two helping agents in the process of learning in a particular class. In our proposal, it has been indicated that this amalgamation is possible with the help of ICT. However, the proposal is sufficiently general in nature and it is applicable to all types of academic institutions. (Fig. – 1)

In reality all the three concepts-class, library and the ICT are highly correlated and interwoven. However, for convenience, a class may be stated as a unit of the process of communicated knowledge –in respect of quality of content, in respect of size of the group to which the communication is being made and in respect of time interval.

As stated by the NKC, 'Library and information services are fundamental to the goals of creating, disseminating, optimally utilizing and preserving knowledge'.

Role of ICT – starting from Aristotle, many others including Dewey, Edgar Dale etc.

defined communication in variant fashions. However, one thing remains common. There is a radiating terminal and a receiving terminal. Through the process of communication some kind of signal is shared by both radiator and the receiver. This mechanical view of communication should be used with care while applying to educational communication. Various teaching strategies such as demonstration, tutorials, text books, assignments, audio visual components and libraries etc. that are used during the educational communication process may be treated as the media for the same.(Fig. -.2)

With limited resources India has set up 3 main priorities (Narula, 1986

-To accelerate the pace of development by informing, educating and

motivating the people of development

-To ensure that these technologies benefit a large no. of the people.

-To provide efficient communication facilities to the masses.

2. The Proposal:

It is our proposal that the class and the library be amalgamated.

- In the constructivist class room the approach of instruction by a teacher is to play a role of a facilitator for construction of knowledge and stimulate environment for learning. For this construction of knowledge and stimulation of environment of learning we need useful information at a right moment. This is the specialization of library and information science. It executes this specialization with the help of ICT.

- Once this is done, we get a class room that is amalgamated to the library and that is able to provide the right kind of environment for the creative construction of knowledge by the learners.

- In the existing situation the library acts as a helping agent to a class room. A teacher refers the library for his/ her students. A student refers the library for enrichment of class notes. The library helps both the parties.

- In our proposed situation the library and the teacher work with hand in hand for acting as the facilitators for the learners seeking construction of knowledge.(Fig-3)

Some examples to show how the proposed amalgamation can be made feasible –

- Demonstration through Video tape can be prepared/ collected which may be preserved in the library and can be issued to the class room on requirement. Such collections may be utilized for managing a class room in absence of the regular teacher.

- Project work/ co curricular activities form a very essential part of teacher education curriculum. Video tapes of such events can help the trainees of the next session to have a clear idea of what is to be done and how it can be done.

  Teaching Practice either in simulated or in real class room is the most important part of the teacher education curriculum. These days a large number of experiments are going on with the class room practices. Accordingly the style of teaching practice is also undergoing a continuous change. On the other hand, it is imperative that a trainee remains informed about previous practices. Or in other words, a trainee should appreciate the changes occurring and should be able to adapt him or her to the changes that are taking place. One way of making this possible is to keep video records of practices of each session and to extend recorded disc, available in a class room situation.

- The library, on requirement from the class room, can provide through LCD Projection system any kind of information from its collection or from the NET.

  In the ultimate ideal situation a class room can be electronically arranged with the library. Before going to the class or during a class, a requirement may be placed to the library where from immediate feedback may provide the desired environment that can ensure innovative construction in the class room.

- All these may require extra hands in the library. The Govt. should provide that if the desired goal of constructivist learning is to be achieved.

However, even in the existing situation, the library and the teachers can work in a collaborative manner. The library can preserve all kinds of documents electronically as far as possible. The teacher can place a short plan of the lesson in the library. The library can provide the electronically preserved documents according to the specialization of the teacher, standard of the students and the physical environment of the class room. And by doing so the library manages the class room just as a teacher does and takes part directly in the process of constructivist learning.

3. Our proposals vs. the recommendations of the NKC:

The recommendations of the NKC that are at per with the proposals made by us are as follows:

-The NKC has recommended a National Mission on library and information services (NMLIS); annexure-1, There the NKC has stated that, 'Developments in information communication technology (ICT) have enabled libraries to provide access to all and also bridge the gap between the local, the national and the global.

-The NKC has felt that (annexure-2) a national institute for advanced training and resource and development in LIS needs to be set up. Among the proposals regarding the activities of that institute there are –

1) Development of open source software.
2) Development of digital libraries, both in English and Indian languages.

-Under the heading of 'Modernizing library Management' the NKC identified 'the library charter' which included the following.

Recognizing that the library's objectives are to:

1) Disseminate knowledge as widely as possible.
2) Serve as a major vehicle to facilitate creation of new knowledge.
3) Facilitate optimal use of knowledge by all sectors, such as

Government, industry, rural sector and civil society.

4) Ensure that people from all sectors and all parts of the country have easy access to knowledge relevant to their needs in their own language.

The library undertakes to:

knowledge providing fair access to knowledge and information to as many users as possible.
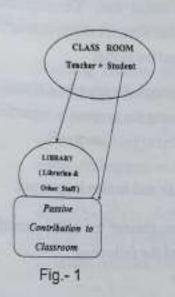
Under the same heading the NKC has identified some services to be provided by libraries. Out of them some are relevant to our proposal. They are:
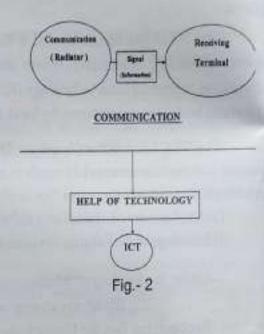
- Photo copying
- Document delivery, including electronic document delivery(EDD)
- OPAC (ONLINE PUBLIC ACCESS CATELOUGE)
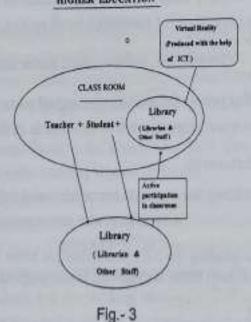
- Electronic/ AV sources, work stations and appropriate infrastructure for use and delivery.

TRADITIONAL VIEW OF LIBRARY IN
HIGHER EDUCATION

CLASS ROOM
Teacher + Student

LIBRARY
(Libraries &
Other Staff)

Passive
Contribution to
Classroom

Fig.- 1

Communication
(Radiator)

Signal
(Information)

Receiving
Terminal

COMMUNICATION

HELP OF TECHNOLOGY

ICT

Fig.- 2

PROPOSED VIEW OF LIBRARY IN
HIGHER EDUCATION

Virtual Reality
(Produced with the help
of ICT)

CLASS ROOM

Teacher + Student +

Library
(Libraries &
Other Staff)

Active
participation
in classroom

Library
(Libraries &
Other Staff)

Fig.- 3

Opportunities and challenges of the college libraries in the context of National Knowledge Commission Report

Paper B3

Towards a Digital Era: The Hour's Need

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Abstract:

Libraries have a long history, starting with the close access libraries of earlier times to the present day hybrid, digital, open accessed and highly informative libraries. Today, libraries are surrounded by networked data connected to the vast ocean of Internet -based services.

There is a strong relationship between the user orientation and use of information resources, particularly the digital resources. It is also realised that many of the problems created by the transition of information documents from print to electronic medium could be batter managed with the help of proper user education courses with stress on ICTs. Because of this, the teachers and students have shown special interest to absorb knowledge on modern methods of information retrieval. The involvement of teachers and trainers will have an overall impact on improving the performance of the libraries.

To cater to the afore-stated needs NKC have made some strong recommendations. Actual implementation of these recommendations demands \requires that teachers, trainees, librarians—all the academia should work hand in hand and move forward towards a new digital era.

Keywords : Academic libraries, consortia, ICT

Libraries are the repositories of knowledge and form an integral part of education. The concept of libraries has undergone a sea change starting with the close-access libraries of earlier times to the present day hybrid, digital and open-access ones that use the latest technology for providing information through various services. The concept of 'library without walls' is now very much in. Accordingly the concept of librarians have been also changed from storekeepers who were concerned with protection of books against theft, mutilation and pilferage, to that of information officers, navigators and cybarians who find themselves in the vast ocean of reading material and are busy in satisfying their clients who want anytime and anywhere information.

With the advent of computers, the nature of libraries has been changed dramatically. Computers are being used in libraries to process, store, retrieve and disseminate information. Consequently, the traditional concept of library is being redefined from a place to access books to one which houses the most advanced media including CD-ROM, Internet and remote access to a wide range of resources. Libraries have now become digital institutions.

Academic libraries are considered to be the nerve centers of academic institutions. Hence libraries must provide maximum information with limited resources. There is a strong relationship between the user orientation and use of information resources. Much of the problem is created by the transition of information documents from print to electronic medium. Because of this, both teachers and students have shown special interest to absorb knowledge on modern methods of information retrieval.

Now let us have a look at the relevance of practicing and utilizing modern e-methods in the context of present scenario of India.

India witnessed rapid expansion of education in the Post-Independence era in terms of the number of higher education institutions, student population and faculty compliments. Till recently India has been quite indifferent towards the quality dimension of higher education. There were less challenges and hence no added responsibilities. But gradually the situation started changing. In the context of the recent developments in education particularly higher education owing to the boom in the information technology, telecommunication, nanotechnology and biotechnology sectors, Indian government became conscious towards recognizing an increasingly competitive and globalised international environment of the knowledge century. National Knowledge Commission constituted in a mission mode in such a background placed its recommendations before the country in the era of tremendous challenges as well as opportunities. NKC has emerged as a think tank charged with considering the most appropriate policy that might sharpen India's comparative advantage in the knowledge-intensive service sectors.

The NKC has submitted its first annual report in 2006 and published the same in 2007. The NKC hoped that their recommendations would receive the attention they deserve and create necessary public discussion, debate and dialogue to shape and mobilize public opinion. Regarding the improvement of libraries NKC's recommendations include

- Setting up a National Commission on libraries and preparing a National census of all libraries.
- Revamping Library and Information Science Education, Training and Research, e-access etc.
- Setting up a Central Library fund.
- Encouraging greater community participation in library management.

Opportunities and challenges of the college libraries in the context of National Knowledge Commission Report

- Promoting Information Communication Technology applications in all libraries etc.

Thus NKC considers the role of libraries as an extremely important element in the foundation of a knowledge economy. The need was being felt even from some years back. To enrich the qualities and service of the libraries UGC has set up many information centres such as NCST at Bangalore, NSSIC at Baroda and so on. UGC has also set up an autonomous Inter-university centre called INFLIBNET (Information and Library Network), which aims at modernizing university libraries in India and connects them through a nation-wide high-speed data work. Almost all academic libraries, especially university libraries are members of INFLIBNET. It has also developed library automation software SOUL (Software for University libraries). The affiliated colleges must also be included in it. Besides INFLIBNET, a number of other national networks and various library networks have also been developed including INDONET, ERNET, and CALIBNET etc. We want that college libraries also become a part of it

Consortia in India are still a new concept that requires proper guidelines and methodologies. In a survey done by UGC in 2001, it was noted that although 142 university-libraries are equipped with computers and Internet facilities, and are interlinked with INFLIBNET, they are subscribing to printed journals only. The numbers may have increased these years but the situation is still not so hopeful. UGC-INFONET has also been introduced but the question is: how far are these facilities reachable to its clients aren't these still limited within a blessed arena? The only solution to this problem is the pooling and sharing of resources. New technology has provided great opportunities for delivery of services within consortia.

Users today are more conscious and concerned about e-methods. 90% of the users have some knowledge on modern ICTs and digital information resources. But to utter despair, this knowledge is highly inadequate to locate desired information from CD-ROM databases or Internet. In most cases a lot of time is wasted by inefficient methods of information retrieval. We also feel the need for regular library instruction/ user orientation courses and such programs should be more oriented towards the application of modern ICTs with topics such as database search, information retrieval, search engines, retrieval software, printing and downloading of records, online journals etc. More stress should be given for practical training. Such programs will help in redefining and reengineering the Library and Information system for the modern era. The involvement of users will have an over all impact on improving the performance of the libraries and ultimately the user satisfaction. In the views of NKC, "a library has to play two distinct roles to serve as a local centre of information and knowledge, and to be a local gateway to national and global knowledge". We hope that with the end of the seminar some concrete findings will emerge which will definitely lead us towards a better era.

Library Automation using Open Source Software:
A windfall for the professionals

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Abstract:

Library automation is a very important process for better users' service. Open source software is the solution for the implementation for the automation within the limited fund allocation which is a major setback for all the libraries. Open source software is the revolution which gives the librarians an immense opportunity to overcome the financial constraints. The library activities and digital library can also be developed with the use of these software. This paper gives and idea about the use of OSS for library activities and the theories related to it. With the use of open source software the library automation can be practically implemented.

Keywords: Library automation, Open source software, NKC recommendations

1. INTRODUCTION

The present age is regarded as the age of information and information has become a commodity in the present age of information explosion. Considerable progress has been made in the field of IT involving computers and telecommunication. The traditional

concept of libraries as storehouse of knowledge has changed into information dissemination centers and the librarians are replaced by the information scientists at this modern and advanced age of information and communication technology. Libraries are universally recognized as social institutions of diffusion of knowledge and information and this is an integral part of any college or institution. Within the purview of academic library, college libraries in a particular reason are playing an important role in disseminating information amongst the users in these libraries. The 5th law of library science indicates "Library is a growing organism". Libraries are growing and developing day by day and they are being forced to adopt automation and digitization. There is a saying that "time changes, we must change accordingly to meet the changing needs of time". Due to these reasons, automation of library services is imperative for efficiency and effective working of the libraries and information centers to provide required pinpointed information to the right user at the right time.

2. LIBRARY AUTOMATION: WHAT IT IS

Library Automation is the process of automating the library functions using the modern technology like application of computers, telecommunications, computer software, microforms of storage media, human interface. The Automation is therefore defined as a technique of making, a process or a system operating automatically. According to Encyclopedia of Library and Information science "Automation is the technology concerned with the design and development of process and system that minimize the necessity of human intervention in operation".

3. NEED OF AUTOMATION:

This is the age of computers. Computers have resolutions all fields of knowledge. It has been gradually wearing electronic webs in various parts of the globe for quite a few years ago now. Now it is being used extensively in libraries by developed countries and in a limited scale in the third would countries. Today information technology with computer technology has conquered even space and time with regard to dissemination of information.

The need of automation is emphasized because of the following factors:

a. Information explosion:

Our profession today faces mighty challenges from the Information Explosion' one

hand and increasingly sophisticated hardware on the other. So, for this we need automated libraries to continuously search faster and efficient or accuse durries for processing it.

b. New Techniques:

In a changing world, libraries have a responsibility not only to know about the ways in which libraries can use the techniques of automation but also to aware of the changes, Automation can bring to library science in the near and perhaps the more distant future.

c. Depth of Content Analysis, selection and Manipulation:

There is awareness among librarians that the selection and manipulation of fragments of information rather than entire document will require unconventional tool. Emphasis there has been on finding new ways and means to codifying or indexing data so that land themselves more to correlation that to group selection. The trend has been towards greater depth of content analysis.

d. Users needs:

The information seeking behavior of the users is also undergoing dramatic changes. Many user studies recover that overwhelming proliferation of technology in every field of the society has influenced the information seeker also. They are turning into digitally – minded creatures aspiring for machine based access of information.

e. Telecommunication technology:

New Digital and telecommunication technology offer possibilities for resources sharing and collaborative development and management that were unimaginable a generation ago . Thus, it enables user to have access to any information in any format quickly and at reasonable cost without regard to where the information is located physically.

4. AREAS OF AUTOMATION

The area that have been automated for application area fall into the following broad categories:

- ➢ Library house keeping operations.
- ➢ Information storage, retrieval and dissertation.
- ➢ Library Networking.
- ➢ Personnel Management.

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5. PROBLEMS OF AUTOMATION:

➤ The basic problem is the lack of fund. All the libraries are running short of fund and library automation is expensive process.

➤ There is the lack of motivation on the part of the staff.

➤ There is the lack of basic infrastructural facilities in the region and proper allocation of fund for improvement of library automation in the annual central budget is not there. The amount allotted for purpose cannot meet the need.

➤ There is lack of alternate regular power supply, as regular power supply is necessary to run the computer. But there is non-availability of uninterrupted power supply having longer back-up.

➤ There is no uniformity in the use of software packages. The college libraries are using varieties of software packages for their libraries and there is the lack of trained personnel with having computer expertise in their libraries.

6. OPEN SOURCE SOFTWARE:

Open source software is computer software whose source code is available under a license that permits users to study, change and improve the software and to redistribute it in modified and unmodified form. It is often developed in a public, collaborative manner. It is the most prominent example of open source development and often compared to user generated content. The basic objective for the development of open access software to enable users :

1) Free to run the software for any purpose,

2) Free to modify the software to suit their needs,

3) Free to redistribute the software gratis or for a fee, and

4) Free to distribute modified versions of the software.

The idea of free software was, and still is, a difficult idea for many people to understand. The process is similar to the scholarly communications process because open source software goes through a sort of peer review process. Fellow programmers examine a program's source code, find flaws, and suggest improvements.

7. OPEN SOURCE SOFTWARE: TEN COMMANDMENTS

As identified by OSI, there are ten criteria for a software product to be called open

source. OSI also certifies a software license as an OSI Certified License on the basis of ten Commandments as detailed below:

> **Free Redistribution:** The license shall not restrict any party from selling or giving away the software as a component of an aggregate software distribution containing programmes from several different sources. The license shall not require a royalty or other fee for such sale.

> **Source Code:** The programme must include source code, and must allow distribution in source code as well as compiled form.

> **Derived Works:** The programme must allow modifications and derived works and must allow them to be distributed under the same terms as the license of the original software.

> **Integrity of the Author's Source Code:** The license may restrict source code from being distributed in modified form only if the license allows the distribution of "patch files" with the source code for the purpose of modifying the programme at build time.

> **No Discrimination against Persons or Groups:** In order to get the maximum benefit from the process, the maximum diversity of persons and groups should be equally eligible to contribute to open source.

> **No Discrimination against Fields of Endeavour:** The license must not restrict anyone from making use of the programme in a specific field of endeavour.

> **Distribution of License:** The rights attached to the programme must apply to all to whom the programme is redistributed without the need for execution of an additional license by those parties.

> **License must not be specific to a Product:** The rights attached to the programme must not depend on the programmes being part of a particular software distribution.

> **License must not restrict other Software:** The license must not place restrictions on other software that is distributed along with the licensed software.

> **The License must be Technology-Neutral:** No provision of the license may be predicted on any individual technology or style of interface.

8. OPEN SOURCE SOFTWARE IN LIBRARY

The important role of OSS in library includes the following:

> Using OSS automation of the library activities can be done efficiently.
> OSS facilitates management of multimedia collections of the library.
> Linux Operating System, as a platform, can be used for networking of libraries using OSS, which can reduce the cost.

> OSS can successfully be used in different office work of the library. Open office an OSS, for instance, can be used to handle office work.

> The programming/script languages available with OSS can be employed for designing websites of the library.

> OSS is successfully used in designing Digital Libraries.

> It also enables the library to make accessible its services anytime and anywhere.

9. SUCCESS FACTORS FOR ADOPTING OPEN SOURCE SOFTWARE

In many ways, adopting open source software requires the same type of evaluation as purchasing commercial software, but with some modification. One analogy that is frequently used to describe using F/OS software is that it is like getting a "free" puppy or kitten. While the initial cost is zero, supporting the software over its lifetime may involve considerable costs, and organisations may find it difficult to estimate these costs when the software is initially adopted. To some organisations, the advantages of having more control over the software's future development will outweigh the perceived risks of using it, but others may come to the opposite conclusion.

Libraries thinking of adopting a F/OS software application need to consider the following factors.

❖ **Organisational culture**

What support is there within your library and its parent organisation for the F/OS philosophy, and at what level? Is the organisation willing to take some responsibility for the future development of the software? Is there a "champion" who will actively promote the project, and keep momentum going during implementation?

❖ **Technical infrastructure**

What operating system(s) does the software run on, and does your organisation support these? Is the programming language (Perl, PHP, etc.) installed and available? Is the database application (MySQL or PostgreSQL for example) available? What additional technologies does the software require (e.g. Apache web server)? Is there adequate documentation about the requirements and installation procedures? Can you try the software without affecting your current systems?

❖ **Staff skills**

Is staff familiar with the programming language and operating environment? Will the organisation support any staff training and development needed to support the F/OS application? If not, do you have access to an external organisation who can provide the necessary support?

❖ **Software functionality**

How mature is the software? How stable is it? How well does its functionality match your requirements? If it will need changes to meet your specific needs, do your staff have the skills and time to make these changes? Is there a process to have these changes incorporated into the package for future releases? What is the perceived risk of using the software? Using F/OS software to provide core functionality, such as a library management system, might be seen is too risky, while using F/OS software that provides stand-alone functionality that complements current systems might be acceptable.

❖ **Project community**

How active is the project's community, and what resources are available to support new users of the software? Is there a coordinated effort to work on new releases, as in the Koha project? What would you be able to contribute back to the community? Where is community resources such as email archives and documentation hosted?

The following is a list of more library oriented specific open source software distributions:

1. **DSpace** (http://www.dspace.org/)

2. **Greenstone** (http://www.greenstone.org/)

3. **Koha** (http://www.koha.org/)

4. **MARC Record** (http://marcpm.sourceforge.net/)

5. **MyLibrary** (http://dewey.library.nd.edu/mylibrary/)

6. **PMB** (http://www.sigb.net)

7. **Openbiblio** (http://obiblio.sourceforge.net)

8. **Potnia** (http://potnia.sourceforge.net)

9. **Alfresco** (http://www.alfresco.com)

10. **E-Prints** (http://www.eprints.org)

11. **Tematres** (http://www.r020.com.ar/tematres)

12. **Refbase** (http://refbase.sourceforge.net)

10. OPEN ACCESS INITIATIVES OF GOVERNMENT OF INDIA

Many initiatives have been taken by the different Ministries of the Govt. of India and the higher educational institutions and universities for universal access to the outcome of the scholarly literature produced out of the public funding. In this direction the National Knowledge Commission has made marvelous recommendations on open access initiatives.

a. Recommendation of National Knowledge Commission for Digitization and Open Access

The National Knowledge Commission of India (NKC) which has been constituted by the Govt. of India on June 13, 2005, is a high level Advisory Body to the Prime Minister of India, with a mandate to guide policy and direct reforms. The main objective of the NKC is to transform India into a vibrant knowledge based society. While advocating the digitization of rare documents and encouraging open access, the National Knowledge Commission (NKC) has made few important recommendations for open access of scholarly literature produced out of public funding.

b. Recommendations of Working Group of National Knowledge Commission on Open Access and Open Educational Resources

It encourages the concept of open access and recommended as "open access materials stimulates research and helps students, teachers and researchers across the world. Therefore at a policy level, all research articles published by Indian authors receiving substantial government or public funding must be made available under Open Access and should be archived in the standard OA format at least n/her web site. As a next step, a national academic OA Portal should be developed. The Government should allocate resources to increase the current digitization efforts of books and periodicals which are outside copyright protection. Separate funding should be allocated to develop a new high quality OCR software package so that old and new fonts in many different Indian languages can be converted into ISCI/ASCI code and OA portals and servers could be upgraded regularly. Appropriate financial resources should be earmarked for these endeavors. This

will also facilitate machine translation of these valuable resources"

c. Recommendations of National Knowledge Commission Working Groups on Libraries

It also advocated for the digitization and Open Access and made recommendations as "To enable equitable and universal to knowledge resources, it is important to create more digital resources which can be shared. The concept of an "information commons", i.e., "resources shared by a community of producers' ad consumers in an open access environment" needs to be promoted new resources should be openly accessible and historical documents too, should be digitized ad made available. The Working Group strongly recommends that peer -reviewed published research papers resulting from publicly funded research in India must be made available through open access channels, subject o copyright regulations. The group also recommends use of open standards and free and open source software. All pre-independence periodicals and newspapers in all Indian languages and in English must be digitized for access and preservation. To help preservation of digital resources, optimize their use and avoid duplication of effort: State - Level Archives form preservation of digitized materials must be set up; and Every State should establish a registry and archives of knowledge based digital resources, and make it accessible

11. CONCLUSION

OS software has much potential for libraries and information centres, and there are a number of projects, including Greenstone, Koha, and MyLibrary, that demonstrate its viability in this context. It gives library staff an option to be actively involved in development projects, and this involvement can take many forms, such as reporting bugs, suggesting enhancements, and testing new versions. Organisations adopting OS software will need to provide their staff with additional development and training to enable them to take on these new roles effectively, and will need to have a long-term commitment to the projects. OSS software is well worth considering, particularly for stand-alone applications that complement traditional commercial library management systems. Systems librarians and library managers should watch this trend for future developments.

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Paper B5

Intranet Based Services at IFMR Library:
Moving towards a Smart Library

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Abstract

Intranet plays a vital role in the modern Library and Information Centers (LICs). The electronic world has erased the boundaries between publishing, storing and information supply. With a computer and some communications tools anyone can now become the supplier of information. Efforts are being made to describe benefits of internet for LICs.

With the example of the intranet based services offered by the library at Institute For Financial Management and Research (IFMR) in Chennai, the author explains how the LICs are now moving towards the "Smart Library" concept.

Keywords : IFMR library, Intranet, library automation

1   Introduction:

Present day LICs are aggressively switching over to digital realm by providing intranet based service to their readers. Digital libraries are incomplete without net based services. Even through intranets are common in most LICs, the different customized library services offered by the library staff is what makes them unique.

To keep in pace with the changes in technology and the changing needs of users, the IFMR library has set these objectives for its intranet based services-

- Accelerate development, management and accessibility to digital content and collections
- Create new capabilities and opportunities for seamless access to serve existing and new user communities
- Encourage and educate the end-users for making use of intranet based services provided by Library.

2   Intranet

A network based on TCP/IP protocol belonging to an organization, usually a corporation, accessible only by the organization's members, employees, or others with authorization. an intranet fends off unauthorized access. Like the Internet itself, intranets are used to share information. Secure intranets are now the fastest-growing segment of the Internet because they are much less expensive to build and manage than private networks based on proprietary protocols. An intranet's websites look and act just like any other websites, but the firewall surrounding

A privately maintained computer network that can be accessed only by authorized persons, especially members or employees of the organization that owns it.

3   IFMR Library at a Glance

Library occupies a place of pride in IFMR and is an essential component for the institution's outstanding research and education mission. It is the liveliest place on the IFMR campus providing a safe, comfortable and friendly environment that enables learning and knowledge advancement.

IFMR Library (H.T.Parekh Library) is an archive and reference library. The library is used by institute's own faculty members, research scholars, staff & students as well as members of other educational institutions for their academic and research purposes. The library is a repository for publications by World Bank, GATT, IMF, NBER and UNU. Complementary copies of publications from ADB, IFPRI, OECD, FRBs and UNCTAD are also available.
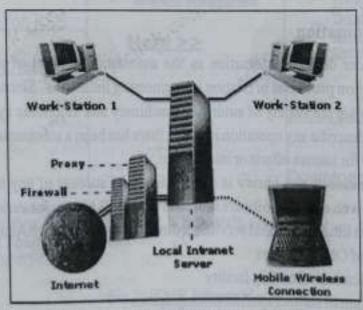
Fig.1: IFMR library network diagram

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We have a powerful 2 Mbps leased line internet connection and a 10/100 Mbps campus network connecting around 300 terminals. The library wants to make use of this powerful campus network and has identified certain areas where it can intensify the intranet based service at IFMR. Also, the library at IFMR has proved that the intranet is a powerful facility through which one can provide various value added services to the users. The library provides 8 user terminals in addition to workstations/terminals at various locations within campus, all connected to the campus intranet. The library is trying to exploit this intranet facility to reach out to people with a variety intranet based services.

4 Applications

Following are the areas identified by the library to make use of intranet for strengthening its services:

4.1 Collection Development:

For library professionals, print catalogs from different publishers were a very useful source for procuring new books. Of late, most of the publishers have moved to e-catalogs. The library regularly browses through the e-catalogs of various publishers for procuring the relevant titles. The library gets e-catalogues of vendors from different parts of the country/world and these are sent to the users through email.

5 Library Automation

In 1936, D.S. Harder defined automation as 'the automatic handling of parts between progressive production processes in relation to engineering industries'. Since then the term has been applied to a wide variety of automatic machinery and automatic systems, and is commonly used to describe any operation in which there has been a substantial substitution of controlled action for human efforts or intelligence.

The level of automation in the library is the key factor of success of any intranet based services. Autolib, a web enabled software is used in the IFMR library for various activities. Following important intranet enabled services are made possible through Autolib

- Access of OPAC to users
- Simplification of lending facility
- Generation of subject specific bibliographies
- Stock verification

5.1 Library Home Page

While the LICs act as a window to the organization, an exclusive home page for library is considered as a significant element in any campus network of an organization. An interactive and vibrant homepage for library is developed and designed by library staff. A hyperlink is provided to the organizational web portal for the benefit of end users.

H.T. Parekh Library (IFMR) is an archive and reference library. It is used by Institute's Faculty Members, Researchers, Staff, Students as well as outsiders for their academic and research requirements.

It is a depository library for all World Bank, GATT and UNU Publications and receives few complementary copies of publications from ADB, IFPRI, OECD, FRBs, UNCTAD.

Latest News Head lines	New Arrival	BibTeX Database
· Business Line · Business Standard · The Economic Times · The Financial Express · The Hindu Click here for RSS News >> Download the PDF	· Information technology · Strategic Management · Economics · Energy and Infrastructure · Computer Science · Marketing · Financial Management **More >>**	Now IFMR library provides you the BibTeX database. You can download and use it. · IFMR Publications Database · Selected Journal Article Database Learn More about BibTeX **More** Downloads >>

Institute for Financial Management & Research
24, Kothari Road, Nungambakkam
Chennai-600 034.

Fig.2: IFMR Library Home Page

5.2 Database

There are four full text databases - Science direct (Elsevier), EBSCO, ProQuest and JSTOR. They are available for searching and retrieval of data through intranet. In addition to the above collection, the library also subscribes to IndiaStat.com, Prowess and Capitaline databases for accessing day to day corporate information for preparing reports and thesis.

5.3 Bulletin Service

The latest books and other non print materials added to library are compiled and communicated through a bulletin service. This contains all bibliographic details of the document like Call Number, Title, Author(s), Publisher, Edition, Acc.No etc. This helps the end-users by keeping them updated on library's new additions.

5.4 Journals Article Indexing

In this service selected journal article as well as case studies are compiled and made available with the following details:

- Name of the Journal
- Title of the Article
- Author(s)
- Control Number
- Volume and Issue No
- Month/Year
- Keywords

5.5 Newspaper Clippings:

'News' is the information about recent events or happenings reported by newspapers. Press clippings service is a timely service demanding patience and interest to read the news and quick action on the same day, otherwise the significance of the days news is lost.

At IFMR library we have been providing the news clippings service since the initiation of the library. Clippings from dailies like Business Line, Business Standard, Financial Express, Financial Times, The Hindu are included to inform the users about Banking, Microfinance, Insurance, Financial Crisis, Indian Economy, Economic Development etc.

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6 Conclusion

In IFMR, information on National and International educational & research conferences, Workshop details etc. are displayed in notice board. Internal Conference and Workshop brochures are sent to inform local and external educational institutions through email. The following are yet to achieve.

- Building an institutional repository
- Participation in the consortium of libraries
- Giving access of library information resources on 24/7 basis
- Making it a 'Smart Library'.

Any college library can introduce many such innovative activities to meet its users need to a great extent.

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Paper B6

Modernization of College Library on ICT Era

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Abstract

The advancement of Science and Technology has made a tremendous improvement and changes almost in every aspect of our life. It makes globalization in each subject of mankind. Total digitization of knowledge base data bank is the goal to achieve the modern Library and Information Services (LIS). In view of modern scenario this paper discuses in brief, how to introduce automation in College Library. The present development of Information and Communication Technology (ICT) and changing environment of Indian Academic Libraries the paper highlights the importance of automation, mainly based on Computerization and Networking. It is also pointed the importance of selection of appropriate software, staff pattern, collection development and administration/ management in a College Library.

Keywords : ICT, college library, library automation

1. Introduction

Developments in Technology, Computer and Communication have radically changed the environment as well as the services of Libraries. Gone are the days of stand alone libraries, where the libraries were judged less by quality of their resources and services than by the number of available documents. Traditional libraries were dominated by print publications and the access mechanisms were also by-and-large manual. The paradigm shift from

standalone libraries to library and information networks, available via the Internet, can provide end-users with a seamless connection to Internet-based services. Use of networks, computers and modern techniques must now supplement to any library. End-user training should now be the focus of user education[1].

The computer's huge potential for personalizing the college library must not be marred by applications that dehumanize the staff. College libraries were not growing rapidly and they certainly were not heavily used. In 1960's in Ohio, the library of Buchtel College was open 'at least one day of every week at such hours as may from time to time be appointed"[2]. But the present scenario is quite different; however major college libraries are still largely self-existent institutions despite emphasis on service. It would seem that the computer and modern technology offer the major hope to modernization. To increase the productivity of library staff and library infrastructure there should be an exponential rise in per-student costs. Above all the recommendation of teacher Rangnathan's five law of library science[3], implementation of user education and training are the best way to achieve the goal.

Lastly a college library should be organized in such a way that it would relevant to user communities. In every sphere of life it should be made to co-operation the strengths of different types of library.

2.   ICT in College Library

The enormous growth of information (about 3 billion per year) is combined with an increase in its accessibility not only for storage but also for readily available requires the library automation. Presently major libraries are procuring non-paper media such as floppies, hard disks, audio and video cassettes, CDs etc. for the storage of information which save not only physical space and easy retrieval but also cost effective, time saving and need little manpower. The interactive information retrieval system has strengthened the present library automation by means of the telecommunication link to the remote areas of the world. College libraries are not the exemption from the impact of ICT. Such libraries are very much interest in incorporating the latest ICT in their administrative functions, technical works and user services beside the financial constrains.

2.1. Automation:

The introduction of technology into library operations offers great potential for a series of activities and share of knowledge. Computer stands in the forefront of this technological onslaught and libraries as well as librarian are fast undergoing changes under its influence. So, the libraries are now "information retrieval systems forming essential part of the chain of human communication"¹.

2.1.1. Advantage of Automation:

The general term 'Automation' refers to procuring of certain routine classical functions in the library with the assistance of computers or other mechanical or semiautomatic equipment. Some machines are in use in the library long before the computer was involved but today the computer has become the only device which can perform the major library jobs easily.

A library must have performed the functions like (i) book ordering and acquisition (ii) cataloging (iii) serial control (iv) circulation (v) generation and publication of bibliographies (vi) indexing and other documentation list etc. The above mentioned functions can easily be performed by a single computer with high speed and accurately. Not only that the computer system can also be extended to storage and retrieval of bibliographic information and Selective Dissemination of Information (SDI) services.

2.1.2. Data Base Management:

One of the most important functions of library management depends upon the efficiency of the Circulation Section since it controls and regulates the entries and exits to the library. It deals directly with user community. The various results or outputs of the Circulation Control Section are relevant to indicate the present and past status e.g. (a) total number of reader indicates the utilization of the library (b) total transaction of issue and return per day indicates the dynamism (c) statistical result is the indicator of the importance of some subject for the users (d) different type of statistics for future development. The major Components of the Circulation System are (1) Book records or collection (2) Borrower records or total readership (3) Daily transaction or daily issue and return in the library.

2.1.3. Cultural Growth:

Not only that Computerization and Networking will solve the entire library problem with which it is infested today but certainly it has great many potentialities as we have mentioned just above. Some of the advantages of technological implementation are enumerated below (i) increase in speed and saving of time (ii) it will lend in updating the record files much faster and very easily than the manual system (iii) greater library cooperation (iv) better library management (v) stuffing and new services (vi) protection of records (vii) report generation easily at any time (viii) easy search and retrieval.

2.2. Networking:

Communication between machines to machine is called networking. Different type of communication systems are used for the data transmission, some of which are connected with wires or optical fibers others are wireless, sensitive to electromagnetic/ microwave pulses. At present different type of network are used like (1) Local area network (LAN) generally used for small area (2) Wide area network (WAN) used for medium area like within 2 to 3 districts (3) International network commonly known as Internet. Future trend of total network system will be connected by means of wireless via satellite as used in mobile phone.

An outgrowth in the field of telecommunication by means of distributed data processing (DDP) system allows not only remote access but also remote processing, because in addition to the 'host' (central) computer, each local site has its own computer. In this system local sites process their own data and transfer to the host for the processing of generalized data. Some DDP don't use a central host computer, instead the local computers are linked to each other'.

There are so many network systems in the world. In India during VIII five year plan first introduced the network under UGC for automation of library is Information and Library Network to be called INFLIBNET. Some other names in this field are NICNET, INDONET etc.

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2.3. Software Selection and Application:

To select the software for computerization in a college library is very critical and crucial as there are so many packages are available in market such as CDS/ISIS, LIBSYS, SOUL and many other local packages which are not approved by the Govt. Different colleges are using different library software along with local make. In this situation government should take initiative to prescribe appropriate package which can provide all the requirements of colleges. One of such software SOUL can be introduced in college libraries. It has the following advantages (i) user friendly (ii) nominal price (iii) easy to maintain. Unique software usages will help easy resource sharing between colleges.

3. Collection Development:

The main purpose of the collection development policy states the guiding principles and producers under which collection development activities including the selection, maintenance and wedding of print, electronic and media library materials for the Highline community college library will occur. This document is to be reviewed every three year. The library collection supports the mission and strategic initiatives of the library and the college. The goal of collection development is to offer to students, faculties and stuff access to a variety of relevant print, media and electronic resources.

3.1. Reference Collection:

This is done by making available information sources consistently useful in answering reference questions and designed to 'consulted for bits of information rather than to read consecutively".

3.2. Satellite Collection:

The purpose behind developing and designing these collections of materials as library is to provide wider access to college communities i.e. Health Care and Medicine, Career Centre etc.

4. Digital library:

The terms such as 'electronic library', 'virtual library', 'digital library', 'web-library' or 'on line library' have been used synonymously to represent the same concept. The central theme of the terminology remains focused on digital content of the documents[7]. These collections are accessible by computer through networking system instead of conventional printed form that currently dominates library collections.

The purpose of digital library is to facilitate access to library services to ensure that the information needs of user community are met, regardless of their location. It enables libraries to deliver materials electronically from library stack to remote ones.

5. Staffing of College Library:

The infrastructures of most colleges are in very indigent condition. College library without librarian is unthinkable but it is often available. Some of the libraries are maintained by group C and D staff. For smooth functioning of the library the librarian being the expert in this field. Without the professional staff it would be impossible to update and upgrade. In the present modern environment the up gradation of college library will be go in vain without proper knowledgeable staff.

5.1. Staff Support:

Whatever the technology advantages are available, modernization impossible if the staffs are not capable or trained properly. Staff training and increased knowledge throughout the library regarding concept and issues involved in digital libraries, electronic publishing and electronic information is important to provide competent service to the users.

5.2. Human Aspects:
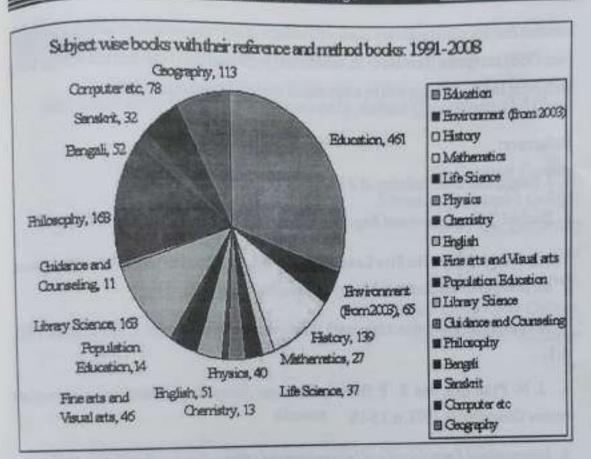
The role of Librarian and the library stuff and their responsibilities will be changed dramatically with redesign. They need to learn new skills for their new assignments.

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6. Present College Scenario: an example:

Regarding library environment, the digital movement is yet to take off. Financial constrains are the major hindrance for the national, local and organizational level. A large number of libraries in India do not have computer facilities.

Like many other libraries our library is still in the traditional set up. We are far behind of the automation for library activity and it is observed by me that some of the reasons are as follows: (1) Lack of financial resources (2) Shortage of library and information personnel with knowledge of automation (3) Lack of availability of suitable software at reasonable cost (4) High cost of equipment, particularly at the initial level (5) Lack of interest and initialization from authorities as well as user (6) No coordination or guideline at national level or regional level (7) Proper training of existing resource person (8) Non availability of appropriate/ efficient technical staff for regular maintenance, of the equipment, specially at rural area, (9) Shortage of power or irregular power supply (10) College authority has lack of knowledge about library automation.

The college library is acquired only 1510 books in last 18 years which consist of 17 different subject books along with some reference and method books for total students intake about 100 per year i.e the addition of books per year per student per subject is less than 0.05. A representative set of data are presented in figure. Beside the library status, the faculty strength is also very undesirable. Only four permanent teachers are performing the total curriculum of the college which is ridiculous for a training college. With these very low infrastructure it is far to implement modernization in library services but I am very much optimistic.

Subject wise books with their reference and method books: 1991-2008

Geography, 113
Computer etc, 78
Sanskrit, 32
Bengali, 52
Philosophy, 163
Guidance and Counseling, 11
Library Science, 163
Population Education, 14
Fine arts and Visual arts, 46
English, 51
Chemistry, 13
Physics, 40
Life Science, 37
Mathematics, 27
History, 139
Environment (from2003), 65
Education, 461

Legend:
- Education
- Environment (from 2003)
- History
- Mathematics
- Life Science
- Physics
- Chemistry
- English
- Fine arts and Visual arts
- Population Education
- Library Science
- Guidance and Counseling
- Philosophy
- Bengali
- Sanskrit
- Computer etc
- Geography

Discussion: New technological developments in the form of computers, telecommunications, electronic devices, reprography and micrograph, have been adopted in libraries to bring new concept in the library system. With the use of computer the librarianship will be freed from the house-keeping and routine library operations and other clerical work and would be able to devote more time to the intellectual aspect of information related problems and such services. Due to wider use of network and externally generated databases and categorizing data, there will be a reduction in technical services. Library should move towards automation for better management and resource generation with the handling of ICT. The new era of networking and computerized information sources may also bring in the fallacy, the matter what is not computerized that does not exist.

Whatever be the type of library, the future role of librarians will be as intermediaries or teacher and trainees of users, with special knowledge of information. Lastly, I wish to

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mention that our college library is not yet modernize any way since its establishment (in the year 1958) except the increase of its volume and work load but I hope that this college along with other Indian colleges will be a automated modern library in near future.

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Paper B7

Selection of Software and Frequently Asked Questions (FAQqs) In Library Automation

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Abstract

After a brief introduction, this paper presents an overview of library automation. It points out areas of library automation like acquisition, cataloguing, circulation, serials control, content analysis, entry of miscellaneous aspects, editing matters and integration of all these activities. It further describes evaluation of software package in respect to vendor or producer, system output, system input, searching facility, security, training facility, equipment and other important considerations. It then identifies frequently asked questions (FAQ) in library automation and proposes solutions. Finally the paper points out common barriers in library automation and draws a conclusion.

Key Words: Automated Library; Automated Library System; Library Automation; Library Automation Software; Library Software.

INTRODUCTION

Library is a social organization which identifies, collects, processes, stores and disseminates information at the right time to the right person. Nowadays, libraries are confronting the problems of ever-increasing number of documents in various physical forms like book and non-book, printed and non-printed, published and unpublished, and

other forms. Variety in user requirements is also remarkable. Librarians now face day to day problems in organization and dissemination of information. In addition to this, administrative work-load regarding budgeting, acquisition of library materials, maintenance of miscellaneous statistics, weeding out of unnecessary materials, binding of books, stock verification, maintenance of important library services, reporting, etc. is tremendous. All these situations emphasizes necessary of library automation through an effective Library Management Software (LMS), whether of an open source or of a commercial vendor. The new generation LMSs allow customized report generation, manipulate data and investigate various scenarios, and therefore they have all the potentials to be a decision support tool.

1 LIBRARY AUTOMATION

According to Webster's Dictionary, automation is "the automatic performance or control of an operation, system, device, etc". Automation implies a high degree of mechanization wherein routine and repetitive operations are left to be performed by machines with little or no intervention by human beings. In case of library automation, it is nowadays application of computer that mathematically manipulates several tasks involved in library functions, administration and services. It is to use a software which can handle all the house keeping operations of the library such as acquisition, circulation and serial control, and thus creating a network within the library or becoming a part of the existing network of an organization. Networking of computers within an organization helps the library users to browse the cataloguing system from any of the terminals.

Library automation needs proper planning. It is, in fact, the activity of identifying the goals and objectives for accomplishing the mission of the library. Several factors, some social, some economic, and some technological, have made it necessary aspect for libraries, i.e. to modernize the administration and management of the library, and in the provision of variety of services. Once the areas to be computerized or automated in library have been identified, it is time to identify specific software package available in market and to evaluate it for application.

2 AREAS IN LIBRARY AUTOMATION

In brief, a software package for library should perform operations on the following areas:

(a) Acquisition in respect to:

- preparation of requirement list;
- floating an enquiry and inviting offers;
- evaluating and comparing quotations;
- placing of order and receiving of materials;
- processing of invoice for payment;
- maintaining record of delivery; and so on.

(b) Cataloguing in respect to:

- bibliographic database creation and consideration of information retrieval by authors, titles, subjects /keywords, ISBNs, etc ;
- strong inclination towards user requirements and effective access to library materials;
- continued viability of access to bibliographic data over a time;
- timely recording and maintenance of bibliographic data;
- increase in speed and efficiency of service to users;
- provision of accurate statistical data for reporting and management;
- interaction with circulation control for improved access to library materials; and
- provision of separate file or catalogue for special library materials and respective search.

© Circulation in respect to:

- identification of potential user;
- capability of determining the titles available in library and their location;
- issue and return of library material;
- indication when a borrower is attempting to borrow a material beyond the permissible limit;
- renewal of library material;
- reservation for a particular period;
- calculation of fine as per the category of member and generation of bill;

- generation of letter / recall notice for overdue; and
- maintenance of statistics.

(d) Serials control in respect to:

- generating purchase order;
- receiving the issues and sending of claims for non received issues;
- keeping accurate details of serials holdings;
- allowing vivid picture of current holdings of the library and access to them;
- circulating individual issues to various members;
- preparing list of serials ready for binding; and
- use statistics.

(e) Content analysis in respect to:

- indexing and abstracting, which in fact are more expensive since they consume costly professional man-hours.

(f) Entry in respect to:

- membership (entry of name, address, phone number, e-mail, identity no., category, etc.);
- accession of books (entry of accession no., class no., author, title, publisher, price, etc.); and
- accession of different special materials.

(g) Editing in respect to:

- addition, deletion or modification of any record, but only by authorized library personnel.

(h) Integration or inherent relationship in respect to:

- ability of all units of the library system to act in a concerted fashion and to have access to a composite set of data files.

Traditionally libraries began to computerize the above-mentioned functions and respective editing separately. However, the fact is that each of these functions are closely related to one another in the sense that they share the same data elements. Some of the data are

common to both acquisition as well as cataloguing. Similarly common data are being handled in cataloguing and circulation. So, the inherent relationships that exist between the functions have led to the development of integrated systems, wherein all the above mentioned functions are attempted to be managed and controlled without random entry of data, but with sharing of files between functions.

3 EVALUATION OF SOFTWARE PACKAGES

Different software packages are now available in market. Each package should be evaluated separately. Evaluative comparisons should thereafter be made, which ultimately lead to the choice of the most satisfactory package. The most important aspects to be considered for evaluation of a package are:

(1) Cost

- Each library has limited fund. It is therefore essential to give more attention on the cost of the software to be selected. The full success of library automation mostly depends on qualities of the software used. Good software decreases cost of working of the library.

(2) Vendor or producer:

- does the vendor or producer have reliability, responsiveness and quality?
- is the vendor totally a library focused agency?
- how many organizations, existing nearby, have purchased this software and what is their experience with it?
- what kind of supporting services are offered by the vendor?
- Is the vendor geographically located nearer so that he can be easily responsive to problems?

(3) System output:

- is the display format easy to understand and read?
- can printed lists and reports (e.g. books accessioned in detail, author bibliography, subject bibliography, list of publishers, list of members, etc.) be generated easily, as and when required?
- can statistical reports be generated easily?
- can printed punch catalogue cards be produced on main entry, added entry and subject entry?

- can printed shelf list, for different broken order arrangements, be produced?

(4) System input:

- can the software help to have different formats (MARC, CCF, etc.) for bibliographic description?
- can the software help to have bibliographic description according to AACR, latest revised edition?
- does the package have built-in-safeguards that aware us if an input error is made?
- can deletion of entire record or partial record be made easily?
- does the package accept variable length records?

(5) Searching facility:

- is the query language easy to learn and easy to use?
- if improper search languages or commands are used, does the package give error massages and alternative actions?
- can all the fields in a record be searched?
- is there any provision to combine search terms by using logical AND, OR and NOT?
- can the software exclude weeded out library materials during search when records of such materials are already marked?
- is the package user-friendly ?

(6) Security :

- are there different levels of passwords for different categories of users?
- is the database secured from alteration by unauthorized users?

(7) Training facilities:

- is there training facility and demonstration for both library personnel and data processing staff ?
- are there user manuals for librarian and library users? Are there detailed lessons?

(8) Equipment:

- does the software offer multi-user system?
- what are the system requirements for server and client?
- is the enough capacity for storing maximum number of records ?

- what size of database can the package support? Are there any upward limit?

(9) Other considerations:

- can different library personnel and users operate different areas through a network (LAN)?
- does the software include classification scheme and help to classify documents ?

The format of software package should be known. Formats can include disk, CD-ROM and tapes of varying sizes. Often a variety of formats are available but one format may be suitable for the hardware configuration to be used. Legal factors such as warranty and contract should be clearly spelt out to avoid any sort of litigation.

4   FREQUENTLY ASKED QUESTIONS (FAQ)

Besides the questions during the selection of software, some other questions are frequently asked by librarians in their practical situation. Some of the Frequently Asked Questions (FAQ) are:

1. Whether DDC is included in the software.
2. Whether reclassification is required during retrospective conservation, with the latest classification scheme.
3. May the accession register be avoided ?
4. May the register of weeding out of books and register of lost books be avoided?
5. Whether shelf list for the books of main collection as well as broken order can be produced, to be used in physical verification;
6. May the statistics / number / list of issued, un-issued or shelved, broken order, subject-wise (subject bibliography)/ author-wise (author bibliography)/ class-wise (classified bibliography) books be known and printed ?
7. May the statistics / list on different categories of members, overdue, etc. be known and printed ?
8. May different fine amount and different due date for different types of users be adopted ?
9. Will the library be kept open throughout the year or except Sundays?
10. Whether decision table can be written somewhere in software ?
11. Whether provision of multilingual database is there, and so on.

Answers to all these questions should be clearly investigated and decided. There is no hard and fast regulation to be adopted in all libraries. However, a decision table for an individual library should be strictly maintained. There should be a Library Automation Committee for collective decisions and long-range planning. Before starting library automation, everything should be clearly discussed in committee, re-defined and spelt out.

5 COMMON BARRIERS OF LIBRARY AUTOMATION

Followings are some possible barriers of library automation:

(i)   Fear of work load;

(ii)   Shortage of staff, fear of adverse impact on employment;

(iii)   Apprehension that the technology may be too expensive;

(iv)   The library staff have to undergo extensive training;

(v)   Lack of support from the management, may be owing to budget constraints;

(vi)   Huge work load of retrospective conversion of data, time consuming aspect; and

(vii)   Lack of systematic software.

6 CONCLUSION

In the ongoing sessions of the 21st century, technology is one of the foundations of today's libraries. Now the libraries are undergoing dramatic transformations. The library of the recent past was not what the library is today, and the library of the future will obviously be quite different from what it is today. They are changing in tune with the time and technology. Library automation which was earlier considered the first step of modernization of any library is now considered the first step of digitization of library. Now, latest digital technology helps to transit large quantum of data in a convenient way. Libraries accepting this digital technology enhance the global and local access to information. Even though a wide range of software / technologies are available, it is necessary for librarians to keep a watch on the developments and to choose appropriate software / technology depending on current needs. Library automation which was started in late 1970s in few special libraries has now reached most of the big libraries and university libraries. It is yet to take off in college libraries in India owing chiefly to understaffing and budgetary constraints.

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Paper B8

Application of Information Technology in Government aided General DegreeCcollege Libraries of Burdwan (North & South) Sadar, West Bengal: Problems & Prospects.

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Abstract

This paper highlights the situation of IT application in government aided general degree colleges of Burdwan (North and South) Sadar. It also finds out some shortcomings regarding smooth computerization of these college libraries. It also suggest some solutions to overcome the problems and opines that if these be followed rigidly, the college libraries of Burdwan(North and South)Sadar will be able to apply IT in the true sense.

Keywords: LAN, Information, IT applications, College libraries.

1 Introduction

Due to rapid advances in computer and communication technologies that have enabled the storage, processing, retrieval and dissemination of information very quick and easy, the application of some technology in information field, henceforth called Information technology (IT) has become very popular. Information Technology plays a major role in the management of information. By the application of IT, the modern technological developments are being exploited to record process, store, and transfer the information, to organize and communicate the huge information according to the need of users with the help of IT. The library is main information centre, which can make use of fast developing IT for the benefit of mankind as a whole. The libraries preference of IT should include all those technologies which are expected to be used in the library activities / operations and other library services for collection, processing, storage, retrieval & dissemination of recorded information. The fast developing information technologies have showered every area of application including libraries.

This paper is designed to reflect the application of IT in the library of govt. aided general degree colleges of Burdwan (North & South) Sadar, West Bengal. It aims at discussing the organizational problems associated with the application of IT in these college libraries & to provide suggestions for future improvement of IT environment in these libraries.

2 Objectives of the study

The prime goal of the study is to analyse the situation of IT application of the govt. aided degree college library of Burdwan (North & South) Sadar. The secondary objectives are to find out the problems faced by these libraries to imply IT.

3 Methodology

To collect data I have to apply survey method. A questionnaire consisting 39 questions was designed first. Fourteen questionnaire were prepared & distributed to the respective college librarians of Burdwan (North & South) Sadar . The required data was collected which was further supplemented by informal discussions with the librarians.

4 Colleges under Burdwan (North & South) Sadar

There are only 8 govt. aided general degree college under Burdwan (North & South) Sadar. The name & address of these colleges are provided below:

1. Burdwan Raj College, Aftub Avenew, Burdwan.

2. Dr. Bhupendra Nath Dutta Smriti Mahavidyalaya, Hatgobindapur, Burdwan.

3. Guskara Mahavidyalaya, Guskara, Burdwan.

4. M.U.C. Womens college., Rajbati, Burdwan.

5. Memari College., Memari, Burdwan.

6. Syamsundar College, Symsundar, Burdwan.

7. Vivekananda Mahavidyalaya, Vivekananda college more, Burdwan.

8. Galsi Mahavidyalaya, Galsi, Burdwan.

5 Findings

In the process of the above investigation, it is found that:

a) Out of these 8 colleges Galsi Mahavidyalaya is latest one which is established in

2007. No separate library building is there. Presently they use office space with 332 books. The head clerk of the said college maintains accession register & provides circulation service to the student. Therefore no question arises to implement IT in this college at the movement. But the authority is trying to develop collection & apply IT in library within 4-5 years.

b) Three colleges Viz., M.U.C. Womens College, Memari College & Guskara College used locally made library software for library automation. They input data for retrospective conversation by using accession register. They covered only the area of cataloging. As such OPAC service is provided to the users. Regarding data entry purpose they use outer agency with per book rate. The librarian of the first two colleges has no knowledge regarding library automation.

c) The situation of M.U.C. Women's college is such that it suffer tremendous manpower problem. It has two sections (Morning & Day). There are two sanctioned post of librarian in day section but no staff is exit. The in-charge of the morning section library also maintains day section. Due to the overload of work she did not concentrate upon library automation. Presently they install open & free library software KOHA & reject locally made software. They input very small portion of books for retro conversation. In a word, the work of library automation is in minimal stage.

d) Burdwan Raj College use SOUL software regarding library automation. It has three section viz., morning, day, & evening. The contractual librarian of the morning section is engaged in library automation work. In day section one fulltime librarian engaged in library automation. But one library clerk in the evening section involved regarding library automation. Already 8000 books are computerized.

e) Dr. Bhupendra Nath Dutta Smriti Mahavidyalaya & Syamsundar college, are in the supreme position regarding library automation. Both of them use KOHA software regarding computerization work These two colleges covered acquisition, cataloguing, OPAC area. The librarian of these two colleges is competent enough on IT skill. They are now trying to provide computerized circulation service to the user by using barcode reader.

f) Vivekananda Mahavidyalaya, are now in initial stage regarding computerization work. It also uses KOHA software for computerized the library. The librarian of this college has competent enough regarding library automation. The main barrier to

automate the library is that here books are not shelved in classified order.

g) Except one or two college no one provide computers for the user.

h) No college sends library staff to train themselves regarding library automation.

I) It is also found that library attendant have no knowledge on computer.

j) Out of 8 colleges only 4 colleges having LAN facility.

k) Only Five colleges provide information retrieval facility to the students through Internet.

Problems in IT application

The libraries experience following problems in terms of information technology and its application:

1. Lack of definite and clear goal by the present organizations put the libraries in a fix; as a result the real purpose of IT application is being defeated.

2. Absence of adequate enthusiasm and attitude of library authority makes the situation difficult to automate the library in the right direction.

3. Inadequate fund provision for computerization of libraries is the main cause responsible for under employment of IT.

4. Most of the library suffering from tremendous manpower problem. Due to this it face overload of work. They devote total library hours with manual system. They do not able to provide extra time on computerization work.

5. Lack of adequate training facility for the library professionals is one of the reasons that reflect such a poor state of IT application in libraries.

6. Lack of proper cooperation among library staff is also one of the barriers in IT application.

7. Fear, anxiety, less interest towards computerization among library professionals.

8. Rigid staff structure of the government is also hampered library automation.

9. Lack of IT skill among the library professionals.

10. Lack of appropriate user education programmers dissociates the potential users from the library to use library resources.

11. Absence of right and appropriate technology and equipment for modernization of library suffers from the setback of IT application in college library.

6 Suggestions

To resolve the problems regarding smooth computerization the following suggestions

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have been prescribed for the college libraries of Burdwan (North and South) Sadar:

1. The library authority with out any discrimination and delay should accept the adoption of IT in their libraries.

2. UGC and government of West Bengal should provide extra fund from time to time for computerization of the library.

3. As most of the college faced some sort of financial problem, they unable to purchase commercial software. Henceforth, the college library should use open and free library management software like KOHA.

4. All the college library of Burdwan (North and South) Sadar should use common software so as to cooperation among themselves be possible.

5. Government should change the existing staff structure. For a medium size college library there should be one full-time librarian with sufficient IT skill, two library assistant whose essential qualification will be BLIS+Diploma in computer. One library clerk and one library attendant.

6. Before starting computerization work the library should complete classification of the total strength of the library document.

7. Librarian should have clear knowledge regarding library automation.

8. Librarian should motivate the other library staff regarding the utility of library automation.

9. Library authority should arrange training facility for the staff from time to time to enrich their IT knowledge.

10. Librarian should attain workshop/seminar regarding modernization of library.

11. The post graduate department of library and information science in the University of Burdwan should introduce special short-term courses on information technology application in libraries and the working librarians should be given priority for admission.

12. Library professionals should be given the professional freedom to work independently and report directly to the principal of the college.

13. Internet facility may be made available in the vicinity of the library so as to provide access to information in the world sphere.

14. The working library professionals need to accept the changes with the latest developments of IT application in libraries.

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7 Conclusion

The college libraries of Burdwan (North and South)Sadar face several shortcomings for which the modernization/automation of library environment does not take place at a marked level. Though the reasons attributed to such a plight can be of manifold, the primary reason is the inadequate provision of fund, insufficiency of manpower and lack of right attitude towards library development. The authority may considered the improvement of the present library condition with priority and suggest for provision of adequate fund for automation of library and information activities. The government should take step to recruit the full-time library professionals considering the manpower structure in ICT environment. The professional library staff may be given ample opportunity to work independently so that they can devote themselves more and prove their worth in modernizing /automating the college libraries. The libraries have neither IT trained manpower nor the authorities are interested to make them trained by sending them to reputed institutions. Since there are no opportunities extended to the employees by the principal to get them trained in IT, the working library staff is languishing in their position. In order to improve the standard of work of the college libraries in terms of modernization with specific emphasis on IT application, the above factors may be taken in to consideration so that the situation will improve and the college libraries in Burdwan(North and South)Sadar will be equally equipped with the counterparts of other colleges.

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Part C

Standard Of A College Library.

Part C

Standard Of A College Library.

Paper C1: Invited Paper

Invited Paper by Dr. Krishnapada Majumder, Prof. Prabir Roychowdhury Chair Professor, DLISc, Jadavpur University.

জাতীয় জ্ঞান কমিশনের সুপারিশের আলোকে কলেজ গ্রন্থাগার পরিষেবার মান নির্ধারণ

ডঃ কৃষ্ণপদ মজুমদার

প্রফেসর

গ্রন্থাগার ও তথ্য বিজ্ঞান বিভাগ

যাদবপুর বিশ্ববিদ্যালয়, কোলকাতা

সূচনা ঃ

যে কোন শিক্ষা প্রতিষ্ঠানের অন্যতম প্রাণকেন্দ্র হল তার গ্রন্থাগার । এই গ্রন্থাগার গড়ে ওঠে মূলত তার পাঠ্যবস্তুর সংগ্রহ, পাঠক এবং গ্রন্থাগারিক ও অন্যান্য গ্রন্থাগারকর্মীদের নিয়ে । গ্রন্থাগারের মূল উদ্দেশ্য হল জ্ঞান চর্চায় সহায়তা দান । অর্থাৎ পঠন-পাঠন, গবেষণা ও নতুন জ্ঞানের উদ্ভাবনে পাঠকবর্গকে সাহায্য করা । বিভিন্ন ধরনের গ্রন্থাগারে পরিষেবার মান নির্ধারণের উদ্দেশ্য হল গ্রন্থাগারের সামনে একটি লক্ষ্য স্থির করে দেওয়া যে লক্ষ্যে উপণীত হলে গ্রন্থাগার পরিষেবার সামগ্রিক উন্নতি সাধন হবে ।

পশ্চিমবঙ্গে কমবেশী ৪১৯ টি কলেজ গ্রন্থাগার রয়েছে । বর্তমানে গ্রন্থাগার পরিষেবার পরিবর্তনশীল অবস্থায় এই কলেজগুলিতে পরিষেবার সম্প্রসারণ ও মানোন্নয়নের প্রচেষ্টা শুরু হয়েছে । এই কাজে ন্যাকেরও (National Assessment and Accreditation Council) সদর্থক ভূমিকা আছে । ইতিমধ্যে জাতীয় জ্ঞান কমিশন (National Knowledge Commission) সব ধরনের গ্রন্থাগারের পরিষেবাসহ সাগগ্রিক মানোন্নয়নে সচেষ্ট হয়েছে । ইউ জি সি ও রাজ্য সরকার কলেজ গ্রন্থাগারিক / সহ-গ্রন্থাগারিকদের শিক্ষকদের সমান বেতন প্রদান করছেন, সমমর্যাদা দেওয়ার প্রচেষ্টা চলছে ।

জাতীয় জ্ঞান কমিশনের সুপারিশ সমূহ

1. Staffing requirements :

"Keeping in view the changing scenario and new responsibilities, the existing staffing pattern, duties and qualification of library staff in Schools, Colleges and University libraries should be reviewed and altered wherever required to meet the new challenge. The existing designations may also be reviewed by the National Mission"

II. Collection Development

(a) "All libraries must maintain a well-rounded Core collection, including

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reference materials to satisfy the regular needs of its user community. These may be supplemented through networks and e-resources, to achieve better qualitative and quantitative standards.

(b)   In general, the library collection of academic institutions should take into account the number of disciplines offered, the level of the courses, the number of students and faculty and the research activities of the parent organisation.

(c)   At least 6-10 percent of the total institutional budget should be utilized and collection development on a recurring basis.

(d)   For a new College/University or a course, a one time budget may be provided for setting up the basic collection.

III.   Services to be provided by Libraries :

To provide access to knowledge and resources, each library must provide a range of services to meet the needs of a diverse user community.

"1. Kinds if services to be provided by all libraries:

i.   Lending of materials for home use;
ii.   Reading facilities on premises;
iii.   Reference service;
iv.   Providing Internet access;

These four basic services should be free to users at the point of use.
The following services may me made available depending on the size of the library and the need of the user community :

v.   Inter-library loan;
vi.   Photocopying;
vii.   Document delivery, including Electronic Document Delivery (EDD);
viii   Extension services in academic libraries;
ix.   Online public access catalogue (OPAC);
x.   Training users in information Literacy;
xi.   Digitization of rare resources.

2.   All academic institutions must set up institutional repositories of Electronic Theses and Dissertations."

পরিষেবার মানোন্নয়নের উপাদান

(ক) গ্রন্থাগার গৃহ

যে কোন কলেজের গ্রন্থাগার সুপরিকল্পিত ভাবে সুরক্ষিত ও সুন্দর পরিবেশে স্থাপিত হবে । বই ও পত্র-পত্রিকা রাখার জন্য যে সব আসবাবপত্র প্রয়োজন সেগুলি রাখার প্রয়োজনীয় স্থান থাকবে । কম্পিউটার ও অন্যান্য উপকরণ সামগ্রী রাখার জন্য প্রয়োজনীয় স্থান থাকবে । গ্রন্থাগার গৃহে উপযুক্ত পরিসর স্থানে পাঠকক্ষ স্থাপিত

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হবে । এছাড়া গ্রন্থাগারিক ও অন্যান্য গ্রন্থাগার কর্মীদের বসার জন্য প্রয়োজনীয় স্থান থাকবে ।

(খ) বাজেট

যে কোন কলেজ গ্রন্থাগারের বাজেট রচিত হবে সুষ্ঠু পাঠক পরিষেবার দৃষ্টিভঙ্গি থেকে । এই বাজেট হবে কলেজের সামগ্রিক বাজেটের একটি উল্লেখযোগ্য অংশ । জ্ঞান কমিশনের সুপারিশ অনুসারে গ্রন্থাগারের জন্য বাজেট বরাদ্দ হবে কলেজের বাজেটের ৬-১০ শতাংশ । এর মধ্যে বই, পত্র-পত্রিকা ও অন্যান্য পাঠ্য উপকরণ কেনার জন্য ব্যয় বরাদ্দ, কর্মীদের বেতন বাবদ ব্যয় বরাদ্দ, গ্রন্থাগারে আলোচনাচক্র সংগঠিত করা ও অন্যান্য কর্মসূচী রূপায়ণের জন্য প্রয়োজনীয় ব্যায় বরাদ্দ থাকবে । গ্রন্থাগারিকের আর্থিক লেনদেন করার অধিকার থাকবে ।

(গ) পাঠ্য উপকরণ সংগ্রহ

কলেজ গ্রন্থাগারে নিয়মিতভাবে গ্রন্থ ও অন্যান্য প্রয়োজনীয় পাঠ্য উপকরণ সংগ্রহ করতে হবে । এর মধ্যে থাকবে পাঠ্য বই (Text Book) রেফারেন্স বই, সাময়িক পত্রিকা, ই-বই, ই-সাময়িক পত্রিকা (CD, DVD etc.) ও অন্যান্য উপকরণ । কলেজে কি কি বিষয় পড়ানো হয়, স্নাতক ও স্নাতকোত্তর দুটি কোর্সই পড়ানো হয় কিনা, কোন কোন বিষয়ে অনার্স কোর্স পড়ানো হয়, বিভিন্ন বিভাগে কতজন ছাত্র-ছাত্রী পড়ে, কতজন শিক্ষক আছেন—এগুলি উপকরণ সংগ্রহের সময় বিবেচনায় আনতে হবে । বই, সাময়িক পত্রিকা ও Software নির্বাচনের ক্ষেত্রে শিক্ষক ও বিশেষজ্ঞদের পরামর্শ গ্রহণ করতে হবে । যে কোন জাতীয় বা আন্তর্জাতিক Bibliographic Standard অনুসারে পাঠ্য উপকরণগুলির সূচী তৈরী করতে হবে ।

(ঘ) পাঠ্য উপকরণ ব্যবহার

কলেজ গ্রন্থাগার প্রতিদিন ৮ ঘন্টা পাঠক পরিষেবার জন্য খোলা রাখতে হবে । পাঠকক্ষ, রেফারেন্স বিভাগ এবং কম্পিউটার বিভাগ ৭ ঘন্টা এবং পুস্তক লেনদেন বিভাগ ৮ ঘন্টা খোলা রাখলে ভাল হয় । গ্রন্থাগারে সংগৃহীত সকল পাঠ্য উপকরণের জন্য কার্ড ক্যাটালগ এবং কম্পিউটার ডাটাবেস নিয়মিতভাবে আধুনিকীকরণ করতে হবে ।

(ঙ) প্রশিক্ষণ প্রাপ্ত কর্মী সংখ্যা ও তাঁদের যোগ্যতা

কলেজ গ্রন্থাগারে নিয়মিতভাবে বিভিন্ন রকম পাঠক পরিষেবা দেওয়ার জন্য প্রয়োজনীয় প্রশিক্ষণ প্রাপ্ত কর্মী প্রয়োজন । বর্তমানে পশ্চিমবঙ্গে অধিকাংশ কলেজে ১ জন গ্রন্থাগারিক/সহ-গ্রন্থাগারিক এবং ১ জন গ্রন্থাগার সহকারী/গ্রন্থাগার করণিক আছেন, কিছু কলেজে ব্যতিক্রমও আছে । তবে একটি কলেজ গ্রন্থাগারে কমপক্ষে ১জন এম এল আই এস পাশ করা গ্রন্থাগারিক, ১জন এম এল আই এস পাশ করা সহগ্রন্থাগারিক বা ২ জন এম এল আই এস পাশ গ্রন্থাগারিক এবং ২জন বি এল আই এস পাশ করা গ্রন্থাগার সহকারী প্রয়োজন । কলেজে গ্রন্থাগারিক নিয়োগের জন্য UGC বর্তমানে নতুন বিধি চালু করেছে । গ্রন্থাগার কর্মীদের গ্রন্থাগার সম্পর্কিত

জ্ঞানকে আধুনিক রাখার জন্য নিরন্তর প্রশিক্ষণের ব্যবস্থা করতে হবে। তাদের গ্রন্থ সংরক্ষণ সম্পর্কে নূন্যতম জ্ঞান থাকা প্রয়োজন। কম্পিউটার ব্যবহার সম্পর্কে অবশ্যই জ্ঞান থাকতে হবে।

গ্রন্থাগার প্রশাসন

কলেজ গ্রন্থাগার পরিচালনার প্রধান দায়িত্বে থাকবেন গ্রন্থাগারিক। কলেজের অধ্যক্ষকে সভাপতি এবং গ্রন্থাগারিককে আহ্বায়ক করে প্রতিটি কলেজে গ্রন্থাগার কমিটি গঠিত হবে। এই কমিটিতে শিক্ষক ও ছাত্রদের প্রতিনিধিত্ব থাকবে। নিয়মিতভাবে কমিটির সভা ডাকতে হবে এবং এই কমিটি গ্রন্থাগার পরিষেবার উন্নতিতে গ্রন্থাগারিককে প্রয়োজনীয় পরামর্শ দেবে। গ্রন্থাগারিক অধ্যক্ষের সঙ্গে যোগাযোগ রেখে গ্রন্থাগার পরিচালনা করবেন। কলেজ কর্তৃপক্ষ গ্রন্থাগারিক ও অন্যান্য কর্মীদের গ্রন্থাগার বিষয়ে উৎসাহ দান করবেন।

গ্রন্থাগারে পরিষেবা প্রদানের ক্ষেত্রে কলেজের বিভিন্ন বিভাগের শিক্ষক, ছাত্র ও কর্মীদের সঙ্গে গ্রন্থাগারিককে সব সময় যোগাযোগ রাখতে হবে এবং পারস্পরিক সহযোগিতার ভিত্তিতে পরিষেবার উন্নতি করতে হবে। গ্রন্থাগারে কম্পিউটার প্রয়োগ ও তার ব্যবহারের জন্য অবশ্যই শিক্ষকদের সাহায্য ও পরামর্শ গ্রহণ করতে হবে। প্রত্যেক কলেজ গ্রন্থাগারের উদ্যোগে ও কর্তৃপক্ষের সহযোগিতায় ৬মাস অন্তর ছাত্র-ছাত্রীদের নিয়ে পাঠক প্রশিক্ষণের ব্যবস্থা করতে হবে। কলেজের শিক্ষকদের মধ্যে কয়েকজন ও গ্রন্থাগারিক প্রশিক্ষকের দায়িত্ব পালন করবেন।

গ্রন্থাগারের পরিষেবার মান নির্ধারণ

পশ্চিমবঙ্গের অধিকাংশ কলেজ গ্রন্থাগারে মূলতঃ তিন ধরনের পরিষেবা দেওয়া হয়। তবে বর্তমানে অনেক কলেজ গ্রন্থাগারে কম্পিউটারের সাহায্যে পরিষেবা দেওয়া হচ্ছে।

পুস্তক লেনদেন পরিষেবা

কলেজ গ্রন্থাগার থেকে প্রতিটি ছাত্র-ছাত্রীকে এক সপ্তাহের জন্য নূন্যতম ২ খানি বই দেওয়ার ব্যবস্থা করতে হবে। প্রত্যেক শিক্ষককে দুই সপ্তাহের জন্য ৭খানি বই দেওয়ার ব্যবস্থা থাকবে। বই লেনদেন বিভাগ কম্পিউটারের সাহায্যে বই লেনদেনের ব্যবস্থা করতে হবে। গ্রন্থাগারে দেরিতে বই ফেরত যাতে না আসে তার জন্য উপযুক্ত ব্যবস্থা গ্রহণ করতে হবে। প্রয়োজনে Late Fine — এর ব্যবস্থা করতে হবে।

পাঠকক্ষ পরিষেবা

প্রত্যেক কলেজ গ্রন্থাগারে পাঠকক্ষ পরিষেবার ব্যবস্থা থাকবে। পাঠকক্ষে প্রয়োজনীয় পাঠ্যবই ও রেফারেন্স বই রাখতে হবে। পাঠকক্ষে পরীক্ষার প্রশ্নপত্র রাখলে ভাল হয়। কয়েকটি ইন্টারনেট সংযুক্ত কম্পিউটার রাখতে হবে, যাতে ছাত্র-ছাত্রী ও শিক্ষকগণ অন-লাইন পরিষেবা পান। এছাড়া পাঠকক্ষে কবিতা, উপন্যাস, ভ্রমন কাহিনী প্রভৃতি বিষয়ের বইও রাখতে হবে।

রেফারেন্স ও তথ্য পরিষেবা

প্রত্যেক কলেজ গ্রন্থাগারের রেফারেন্স বিভাগ উন্নত মানের হবে। এখানে গ্রন্থাগারিক ও অন্যান্য গ্রন্থাগারকর্মীরা পাঠক ও রেফারেন্স বইয়ের মধ্যে সংযোগকারীর ভূমিকা পালন করবেন। রেফারেন্স বিভাগে

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ইন্টারনেট সংযুক্ত কম্পিউটার পরিষেবার ব্যবস্থা রাখতে হবে ।

ইন্টারনেট পরিষেবা

প্রত্যেক কলেজে যেমন কম্পিউটার ডাটাবেস থাকবে, পাশাপাশি কমপক্ষে ১০টি কম্পিউটার সম্বলিত ১টিডিজিটাল লাইব্রেরী থাকা প্রয়োজন । ইন্টারনেটের মাধ্যমে কলেজে, ছাত্র শিক্ষক ও কর্মীরা প্রয়োজনে অনলাইন পরিষেবা, ই-মেল পরিষেবা, বিভিন্ন ডাটাবেস Search করার পরিষেবা পেতে পারেন । প্রয়োজনে তাঁরা বিভিন্ন Website থেকে প্রয়োজনীয় তথ্য যাতে পান তার ব্যবস্থাও রাখতে হবে ।

অন্যান্য পরিষেবা

কলেজ গ্রন্থাগার থেকে উপরোক্ত পরিষেবা দেওয়া ছাড়াও আন্ত গ্রন্থাগার লেনদেনের ব্যবস্থা, ফটোকপি পরিষেবা, ছাত্র-ছাত্রীদের Career Advancement –এর জন প্রয়োজনীয় সাহায্য, মুক্ত বিশ্ববিদ্যালয়ে যারা পড়াশুনা করছে তাদের জন্য উপযুক্ত পরিষেবার ব্যবস্থা রাখতে হবে । এছাড়া কলেজ গ্রন্থাগারে rare documents –এর digitization এর ব্যবস্থা করতে হবে এবং এই Digitized documents যাতে ব্যবহার করা যায় তারও ব্যবস্থা রাখতে হবে ।

উপসংহার

কলেজ গ্রন্থাগার পরিষেবার 'মান' কি হওয়া উচিত তা নির্ধারণ করা আগে প্রয়োজন । শুধু 'মান' নির্ধারণ করলেই আবার হবেনা, নির্ধারিত 'মান' যাতে সকলের কাছে গ্রহণযোগ্য হয় সেজন্য স্থানীয় স্তর থেকে জাতীয় স্তর পর্যন্ত আলোচনার প্রয়োজন । আমাদের দেশে ভারতীয় মানক সংস্থা, বিশ্ববিদ্যালয় মঞ্জুরী কমিশন (UGC) ইতিপূর্বে গ্রন্থাগার ও তথ্যবিজ্ঞানের কিছু কিছু ক্ষেত্রে মান নির্ধারণ করেছিলেন, বর্তমানে জাতীয় গ্রন্থাগার কমিশন (জাতীয় জ্ঞান কমিশন) এ বিষয়ে যথেষ্ট গুরুত্ব দিয়ে কাজ করছেন । তবে স্থানীয় স্তরে সব কলেজ গ্রন্থাগারে পরিষেবার একটি নিদির্ষ্ট 'মান' আছে । এখন এই 'মান' কোন স্তরে আছে তার সঠিক পরিমাপ ও পর্যালোচনা করে প্রত্যেকটি কলেজে সাধারণভাবে গ্রহণযোগ্য নূন্যতম গ্রন্থাগার পরিষেবার 'মান' নির্ধারণের উপর গুরুত্ব দিতে হবে । বিভিন্ন বিশ্ববিদ্যালয়গুলিকে এবং জাতীয় ও রাজ্যস্তরের গ্রন্থাগার পরিষদগুলিকে এগিয়ে আসতে হবে । তবেই কলেজ গ্রন্থাগারের পরিষেবার একটি গ্রহণযোগ্য 'মান' নির্ধারিত হতে পারে ।

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Recommendations Of The National Knowledge Commission (Nkc) Report On Upgrading The Systems & Services Of The Academic Libraries In General And The College Libraries In Particular: A Critique.

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Abstract:

Any positivistic outlook may get solace in finding some of the perennial problems of the existing academic library systems and services which have been highlighted in the NKC report for immediate redress and these have been placed before the planners of education in our country through the office of the Prime Minister in India if it gets final approval. Besides, the ambit of the report should be more elaborate than indicative. Education, being in the Concurrent List of the Constitution, demands the attention of both the Union Government and the State Governments including the Governments of the Union Territories for any significant change and development. Therefore, the NKC report will be fruitful if all the stakeholders, the Union Government, State Governments and the Governments in the Union Territories come with sincerity in time for making our country knowledge and information based society.

Keywords: NKC recommendations, college library

1. **Introduction:** Our optimism has finally got some footings in finding that some of the perennial problems of academic library systems and services are in the threshold of redressed. If implemented, the recommendations of the National Knowledge Commission (NKC) will provide a new lease of life to the knowledge related sector of our country for sustainable development.

This high powered commission was established in June, 2005 by the Prime minister of India (Dr. Monmohan Singh) to prepare a roadmap for overhauling our knowledge sector to keep pace with the trends of globalization in this country. This commission has been headed

by Sam Pitroda as its chairman who was famed for telecommunication revolution in India in the mid 80's of the preceding century.

However, it is clear from the above that the decision makers have shown seriousness in accepting the information and knowledge as vital resources for national development. More so, it shows the sign of changing mindset leaving behind the colonial hangovers for decades.

2. Spirit of the recommendations : The NKC recommendations have focused on the five key areas for work for reorganization & restructuring of knowledge sector for ensuring development. These are-
i) Enhancing access to knowledge
ii) Re-invigorating institutions where knowledge concepts are imparted
iii) Creating world class environment for creation of knowledge
iv) Promoting application of knowledge for sustained and inclusive growth and
v) Using knowledge applications in efficient delivery of public services [emphasis original]

3. Stock-taking of the existing position : Like all nations, India's knowledge sector covers a wide range of educational and research institutions of varied categories including their libraries and information centres attached to each of them. Besides, there is a public library system at various levels of the society. Presently we have nearly 350 universities and more than 18000 colleges. Moreover the recent entry of private sector in the education business has made this sector a queer mixture from the point of view of monitoring, standardization and quality control. Experts are unanimous that although some growth is visible in the horizon of knowledge sector for the recent mushrooming growth of private educational institutions beside the [ill governed?] government aided educational institutions still the basic lacuna remained unaddressed during the successive plan periods. In short, there is lack of proper infrastructure, adequate finance, quality faculty, quality research facility, quality education, proper library and information service and timely access to knowledge, lack of standardized syllabi, monitoring for excellence, and so on. However, the NKC is well aware about all such lacking and it is prescribing steps for each one of them in different manner, yet the basic focus remains with much importance on the restructuring of the library and information sector for reaching the goal.

Some of the major problems of academic libraries and information centres are short listed here below.

i) Infrastructure: Library infrastructure, in most of the colleges is the poorest of all sections of the college. This is also true for the case of laboratories. Library in a college is housed mostly in a narrow corner usually inaccessible to the users. Stack room is dingy, reading room is disproportionate to the size of the users. Proper light, air and clean toilet are mostly absent. But university libraries are somewhat better in this regard.

ii) Staffing: Staff pattern in the college libraries is utterly insufficient. Only one or two professionally trained staff is appointed with one or two supporting staff for catering document services to the on an average 2000 students and a sizable faculty of the concerned college. The existing staff pattern does not pay any heed to the logical ratio among the number of documents, number of users (both teachers and students) and the types of services to be rendered for the users. One computer professional having library and information science training is utmost necessary.

iii) Computerized library & information service: Computerization of all services of the library and networking facility are the call of the day. But the authority never encourages by providing all such modern facilities with required manpower. Recently, to pass in the NAAC (National Assessment and Accreditation Council) examination all the colleges have hurriedly set up computers and duplicating machines and that too without regular net connectivity.

iv) Reluctance of the library staff: College librarians and other library staff are mostly stressed with charging and discharging of the documents to the users. They seldom venture out to provide modern services as it will come as a regular additional burden. Besides, the authority never questions to serve the users beyond the text book service, since any such extra service demands extra infrastructure, money and trained personnel. Such authority discourages any in-service training of the library staff. Both the library staff and the authority love to live in the stupor of old mindset.

v) Lackadaisical authority: Mostly the activities of the college authorities have been reduced to the work of admission, election of the student union and examination. The residual importance is given for the study, teaching & research.

vi) Teaching methods and curricula: Experts have prescribed that what should be the best method of imparting knowledge to shape the mind of the young learners and to arouse in them in their quest for new knowledge. But what is seen in most the cases that teaching has been reduced to a insipid lecture method, and it is mostly one-way traffic or to provide them with hand written old notes for final examinations. As a result parallel education system is going on through the coaching centres. While coaching classes are full, class rooms in the colleges are deserted. The standard of curricula along with the learning environment have

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come to a nadir and as a result we see many graduates and masters having no rudimentary knowledge even in their own subject of study though their report cards are laden with credits. However, the existing arrangements can not arouse the habit of using Knowledge resources for quality education.

To conclude on the above matter, it can be said that in this ever changing world, we in India are obsessed with the never changing systems and services so far made available on the educational fronts.

4. Recommendations of NKC: Now here below the discussion will centre on the specific recommendations of the NKC to ward of the existing bottle necks for restructuring the academic libraries and information centres. Following are the guidelines-

i) On staff pattern: The NKC report states that "keeping in view the changing scenario and new responsibilities, the existing staff pattern, duties and qualifications of library staff in schools, colleges and university libraries should be reviewed and altered wherever required to meet the new challenges."

ii) On collection building: It states

    a) "In general, the library collection of academic institutions should take into account the number of disciplines offered, the level of the courses, the number of students and faculty and the research activities of the parent organization."

    b) "At least, 6-10% of the total institutional budget should be utilized for collection development on a recurring basis."

    c) "For a new college, university or a course, a one time budget may be provided for setting up the basic collection."

iii) On networking: It states that "The key to opening the resources of library is its access mechanism. In today's context it is possible to use technology to bring together the resources of small individual libraries into the seamless large library. The ability to retrieve information from this library depends on standardization of classification, cataloguing, database structuring and exchange formats."

iv) On providing the services: It has emphasized on the following:-

    a) Lending of materials for home use.

    b) Reading facilities on premises- such premises should be attractive, bright and comfortable and convenient.

    c) Reference service is to be provided and hence qualified staff is necessary.

    d) Providing internet access to every user by linking the local library to the national library and to the global information centres.

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The report further states that "all these services are basic services and should be free to users at the point of use."

v) On consortia of libraries: Consortia of libraries and information centres and institutions are necessary with a common membership for each of them.

vi) On database building: The report states & stresses that besides offering routine library service, all academic libraries must set up institutional repositories of electronic theses database. This should be made mandatory for accreditation. Such repositories should be made open access.

vii) On the set-up of a permanent national agency: At the beginning National Mission on Library and Information Services(NMLIS) should be set up to deal with the subject of monitoring and co-ordination among various agencies of the union Govt. & states in a more rational manner. Later it should be converted into a permanent commission on LIS, and the roles to be played are-

1. Develop Libraries and Information Services
2. Advise the government on Libraries and Information Sector
3. Set standards for collection, services and technical processing
4. Encourage public private participation
5. Interact with State Governments
6. Conserve cultural heritage
7. Review and assess LIS education and in-service training needs
8. Support R&D and technological development
9. Ensure access to all publications including government and institutional public documents
10. Set up a system for monitoring the working of public libraries

It declares unequivocally that library and information services are fundamental to the goals of creating, disseminating, optimally utilizing and preserving knowledge. They are instrumental in transforming an unequal society into an egalitarian, progressive knowledge society.

5. An overview: In view of the precise highlights of the NKC recommendations, it can be said that it has attempted to give a sense of direction to organize the field of library and information services as a vital part of the knowledge sector. It has properly sensed that that the valued information has grown in wild profession on various facets of higher education and research in India. Not all of them are necessarily consistent and some time they are diffusive. Here the NKC has rightly wanted to reorganize them by necessary correction of

the infrastructure and to coordinate all the agencies responsible for catering library & information services for quality change. Some of its recommendations have already found berth in the agenda of Eleventh Five year plan (2007-2011) – such as 'Education Mission through ICT' (Information & Communication Technology) which will include operationalising the first phase of the National Knowledge Network where 1000 institutions will be linked up.

Certain initial success has yielding results; still a sense of skepticism looms large upon the NKC recommendations. Report of any commission whatever good it can deliver, it is largely depends on the good will of the specific ministries and different agencies of the federal structure who enjoy the power from the concurrent list of our constitution. One can remember the fate of the similar commission – 'National Policy on Library and Information System' headed by Prof. D. P. Chattopadhyay in 1985. However, some recent developments are not satisfactory. The NKC is now turned to be a house divided. Its vice-chairman and some members have registered. Its functioning has been on occasion opposed by the HRD ministry. To conclude, still one must have the reason to be optimize that the overriding pressure and demand of the time shall enliven the NKC which has constantly pressed upon to streamline the knowledge sector by churning out the library and information resources for education and research for sustainable development which will in turn help equitable progress, minimize social unrest & regional imbalances and disparity of our vast country and which will help to gain superior knowledge & to compete our potential younger generation with the rest of the world.

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Paper C3

Job satisfaction and performance among non-government college librarians in West Bengal: An evaluative study in the light of The National Knowledge Commission report on libraries.

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Abstract:

The employee derives job satisfaction depending upon the extent to which he is able to satisfy his perceived needs in his job. Dissatisfaction of any need entail upon creating frustration-bred behavior which severely affect the job life of any employee by way of low level performance. The Working Group on Libraries as constituted by the National Knowledge Commission (NKC) has given due importance to this fact. NKC's recommendations are in favor of re-assessing the staffing of libraries to cope with the changing scenario. As per its (NKC) report, 'it is necessary to assess the manpower requirements for different types of libraries and departments of library and information science, keeping in mind job descriptions, qualifications, designations, pay scale, career advancement, service conditions'. These parameters are generally termed as satisfying factors of an employee. Keeping these factors in mind and their importance in case of practicing academic librarians, NKC has suggested reviewing and altering the existing staffing pattern, duties and qualifications of library staff, if necessary, in college libraries to meet the new challenges with new responsibilities in the changing scenario. A library can not function properly without the able leadership of librarian. Direction, leadership, guidance, coordination and as a whole the active participation of librarians are needed to serve the users community to a satisfactory level. So, their satisfactions on job and performance have been taken into consideration for the present study. Different satisfying factors like Status, Service condition, Salary, Managerial relations, Attitude of the authority, Work environment etc

Keywords : status, salary and service conditions, work environment, job satisfaction, job attitudes, college librarian, college authority

1 Introduction

The employee derives job satisfaction depending upon the extent to which he is able to satisfy his perceived needs in his job. Dissatisfaction of any need entail upon creating frustration-bred behaviour. Which severely affect the job life of any employee by way of low level performance? This has been given due weight age in the report of The National Knowledge commission in the context of staffing of libraries. It has been said that it is necessary to access the manpower requirements for different types of libraries and departments of library and information science, keeping in mind job descriptions, qualifications, designations, pay scale, career advancement, service conditions etc. These parameters are generally termed as satisfying factors of an employee. A library can not imagine without the leadership of librarian .librarians direction co-ordination leadership, guidance, as a whole, their active participation are needed to serve the users community, so, their satisfaction on job have been taken as the topic of study and it is also the recommendation of The National knowledge commission for necessary enlargement to revamp library and Information Service Education, and research.

A literature search has been done for this study, considering the broader topic motivation and job satisfaction with the help of library and Information Abstract from the year 1969 to 2008 and other relevant document of this field. It has been found that a little attention has been paid to motivation and job satisfaction in the field of library and Information Science. So far, no study has been taken especially to the job satisfaction and motivation of Non-government college librarians in the west Bengal.

2 Objectives

This study is taken to identify the factors involved in Job satisfaction and dissatisfaction among Non-government college librarians in West Bengal and to identify the motivating parameters involved in job satisfaction and dissatisfaction among them.

3 Hypothesis

Following hypothesis is framed and tested in due course of study. Intrinsic and extrinsic motivating factors are related to the performance of college librarians.

4 Methodology

There are 458 non–government colleges (General Degree and B.ED colleges)

InWesBengal. At a glance numbers and types of colleges in West Bengal are given below.

Table 1

Numbers and types of colleges in West Bengal

(Government Colleges)

General Degree Colleges	17
College for Education	08
Arts College	01
Engineering & Technological Colleges	06
Colleges for Physical Education	04
Law college	01
Calcutta Madrasha	01
Total	38

Non-Government Colleges

General Degree Colleges	387
Colleges for Education	71
Law College	19
Home Science Colleges	01
Music College	02
Art College	03
Business Administration & Business Management College	09
Engineering and Technological Colleges	58
Special Institute	01
College of Physical Education	05
Total	556
Total Colleges in West Bengal	594

With a view to conducting study on librarians job satisfactions and performance of those colleges , an attempt has been made to contact with them. It is found that only 236 colleges have librarians or assistant librarians and 275 engage in service at present. with a view to

maintaining reliability of the sampling, adequately large number of subjects, i.e.275 librarians and assistant librarians are chosen as samples for this study. Out of above samples,75 has been discarded due to several reasons, such as could not be contacted by any means, unwilling to participate with the investigator, haphazardly filling up the questionnaire etc. Thus 200 properly filled up research tools are chosen as valid and 200 librarians and assistant librarians are finally selected as sample for this study.

Both Questionnaire and interview methods have been used for collection data and information for this study. A self- designed Questionnaire is administered on target samples personally and by mail. The Questionnaire comprises personal factors, satisfying factors like salary, status, service condition, work environment, managerial relations, basic need factors, job attitudes and performance parameters. A mixed form of scoring procedure has been followed for this study. some questions are of course in the closed form. Some questions are open-ended. single global rating scale and summation scale has been used for this study. computation of data has been done with the help of statistical techniques, like frequency, percentage, chi-square and mean.

5 Finding and Discussions.

5.1 Satisfying Factors.

5.1.1 Status, Salary and Service conditions.

Status is a socially defined position given to an individual or group by others. It is an important satisfying factors and it influences the behavior of its holder, especially when individuals find a difference between their expectation and perception about it. College librarians are integrated part of academic community. They are academics but not teachers in the traditional sense of term. The nature of job performed by them has definitely an academic nature. So, they are demanding their academic status for long years. But University, Higher Education Department of the Govt. of West Bengal and UGC has remained silent on this matter. As a result, they are deprived of getting benefits, from their service in comparisons to college teachers.

Salary and service conditions are the important factors of job satisfaction as it helps of avoiding anxiety. If salaries are relatively low and anomalies in the service conditions, able and prospective persons will not eager to join the job or will try to leave job, which is a symptom of poor motivation. Attitudes of non-government college librarians regarding their salary and service condition are given below.

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Table 2
Positive and negative responses in relation to Salary structure.

	Yes	No
f	54	$146 x^2 = 42.32$
%	27	73

$x^2 = 42.32$ is significant at .01 level of confidence

It is observed from this study that 146, i.e.73% of the total subjects feel their negative attitude (dissatisfaction) in present salary position whereas only 54, i.e.27% among them feel their Positive attitude towards the salary position. The chi-square result also reveals the negative feelings of respondents on salary structure.

Table 3
Positive and negative responses in relation to service conditions.

	Yes	No
f	11	$189 x^2 = 158.42$
%	5.5	94.5

$x^2 = 158.42$ significant at .01 level

Analysis of data on service condition shows that an over-whelming majority (94.05%) of libraries are feeling dissatisfaction towards the factor service conditions which include status promotions etc. and only 5.5% of them are satisfied in respect of the same. The chi square result too shows that librarian's expectations are not fulfilled in relation to their service conditions.

5.1.2 Managerial Relation

It includes membership in different committees in college administration. Participation means being active in pursuit of a goal which involves the ego. This is more prominent incentive for improving performance and causing job satisfaction of an employee. In order to find out motivation of non-Government college librarians on job, this study stressed out to know extent of inclusion of college librarians as a member of different sub- committees

of college administration, specially how many of them are acting as a convener of library committee are given in the table below.

Table 4

Convener of Library Committee

Convener	(i) Principal	(ii) Subject teacher	(iii) Librarian	(iv) Librarian and Subject teacher
f	40	43	83	3
%	20	21.5	41.5	1.5

It is found that 58.5% of the subjects do not hold position as a convener of library committee where as 41.5% of the subject has received such scope. It is noted that 31 respondents reported that they have no library sub-committee.

5.1.3 Appreciation of Authority

Appreciation from the part of college authority is necessary to introduce some programmes' and methods for developments of library services. These include User study, Bibliometric study, Personal study, Library publicity program me, Library extension program me, Library exhibition etc. Table below shows the nature of appreciation from authority towards librarians.

Table 5

Positive and negative responses on Authority's Appreciation for Development of library services

Responses	Yes	No
f	42	158 $x^2 = 67.28$
%	21	79

$x^2 = 67.28$ significant at .01 level of significance.

Analysis of data on these showed that 79% of the subjects are feeling dissatisfaction, as their authorities are not appreciating them to take any new program me for development of library; where as 21% of the subjects are satisfied with the co-operation of authority in doing so. The chi- square result 67.28 also refers negative attitude of authorities are Prominent in relation to the development of library work.

5.1.4 Work environment

Job satisfaction is a function of the correspondence between the reinforce system of the work environment and the individual's needs. When an individual worker expresses his or her own need to the work place, the nature of work, colleagues, responsibility, as a whole, all component of work environment are equally significant in assessing the extent of satisfaction that may be obtains from the job. Work environment factors and librarians reaction are stated in the table below.

Table 6

Features of work environment and librarians feelings on it.

Features		Highly Dissatisfied (2)	Dissa- tisfied (1)	Satisfied (1)	Highly Satisfied (2)	x^2 Value
I) Variety in work	f	45	90	32	33	$x^2 = 44.76$
	%	22.5	45	16	16.5	
ii) Involvement with users	f	14	95	33	58	$x^2 = 73.48$
	%	7	47.5	16.5	29	
iii) Service:	f	33	113	21	33	$x^2 = 138.96$
	%	16.5	56.5	10.5	16.5	
iv) Intellectual demand:	f	20	112	36	32	$x^2 = 105.28$
	%	10	56	18	16	
v) Initiation:	f	33	115	33	19	$x^2 = 115.28$
	%	16.5	57.5	16.5	9.5	
vi) Colleagues	f	12	25	129	34	$x^2 = 171.32$
	%	6	12.5	64.5	17	
vii) Responsibility	f	02	13	60	125	$x^2 = 187.95$
	%	1	6.5	30	62.5	
viii) Interruptions	f	28	72	58	42	$x^2 = 21.92$
	%	14	36	29	21	
ix) Pressure of work	f	66	64	27	43	$x^2 = 20.06$
	%	33	32	13.5	21.5	
x) Work style	f	35	87	55	23	$x^2 = 46.96$
	%	17.5	43.5	57.5	11.5	

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xi) Hours of work	f	16	37	81	66	$x^2 = 50.84$
	%	8	18.5	40.5	33	
xii) Staffing structure	f	95	73	22	10	$x^2 = 98.76$
	%	47.5	36.5	11	05	
xiii) Noise Condition	f	70	67	35	28	$x^2 = 27.96$
	%	35	33.5	17.5	14	
xiv) Lighting	f	90	65	38	07	$x^2 = 76.36$
	%	45	32.5	19	3.5	
xv) Ventilation	f	80	63	37	20	$x^2 = 42.76$
	%	40	31.5	18.5	10	
xvi) Work space	f	95	68	20	17	$x^2 = 86.76$
	%	47.5	34	10	8.5	
xvii) Book Collection	f	85	70	26	19	$x^2 = 63.24$
	%	42.5	35	13	9.5	
xviii) Non book materials	f	105	78	10	07	$x^2 = 145.16$
	%	52.5	39	5	3.5	
		(2)		(1)	(1)	
Total	f	924		1307	753	616
Mean	f	51.33		72.61	41.83	34.22
Mean	%	25.66		36.31	20.92	17.11

Chi-square values are found to be significant at .01 level of confidence.

Data related to work environment are analysed and found that, 61.97 %(Mean) of the subjects followed by 38.03 % (Mean) has showed their negative and positive attitude respectively towards their work environment factors. A chi- square result in all cases reveals librarians' dissatisfaction on work environment features.

5.1.5 Need factors

In work place, it is necessary to understand the different level of needs, such as ,needs on food, cloth ,shelter, security, involvement with users, potentiality, social prestige etc. which people experience, because only then it will be possible to create a work environment which will satisfy staff needs and thus lead to high morale and (it is assumed) high output. Need factors and librarians feelings towards them are presented herewith in the table.

Table 7

Basic needs

Sl. no.	Needs		Yes	To some extent	To great extent	No	x^2
i)	Food, Cloth, Shelter, Health etc.	f	150	33	07	10	$x^2=274.76$
		%	75	16.5	3.5	5	
ii)	Security	f	128	48	08	16	$x^2=180.16$
		%	64	24	4	8	
iii)	Involve with users and love	f	35	119	07	39	$x^2=139.12$
		%	17.5	59.5	3.5	19.5	
iv.)	Potentiality	f	30	100	03	67	$x^2=107.96$
		%	15	50	1.5	33.5	
v.)	Social prestige	f	14	53	04	129	$x^2=193.24$
		%	7	26.5	2	64.5	
vi.)	Whole expectation	f	09	57	01	133	$x^2=220.4$
		%	4.5	28.5	0.5	66.5	
	Total	f	366	410	30	394	
	Mean	f	61	68.33	05	65.67	
	Mean	%	30.5	34.15	2.5	32.83	

The Chi-square value is found to be significant at .01 level confidences.

Collected data on basic needs of the subjects are analysed and the extent of needs have fulfilled are identified. It is found that 67 %(Mean) of the subjects followed by 33 %(Mean) of the subjects express their negative and positive approach respectively on their need factors. Above chi-square values also supports that librarians negative approach is strong in case of need factors.

5.1.6 Job Attitudes

The term' job satisfaction' refers to an individual's general attitude towards his or her job. A person with high level of job satisfaction holds positive attitude about the job, while a

person who is dissatisfied with his or her job holds negative attitude about the job. It includes attitude towards surrounding people, co-works, authority, salary, users, overall working conditions etc. Librarians' attitudes towards job are given in the table below.

Table 8
Job attitudes

Attitude		Strongly Agree (2)	Agree to some Extent (1)	No particular opinion (0)	Disagree to some Extent (1)	Strongly disagree (2)	x^2
I) Able to keep busy							
	f	47	67	01	52	33	$x^2=62.3$
	%	23.5	33.5	0.5	26	16.5	
ii) Ample opportunity							
	f	10	68	03	79	40	$x^2=114.35$
	%	5	34	1.5	39.5	20	
iii) People pays importance me							
	f	10	48	15	93	34	$x^2=110.85$
	%	5	24	7.5	46.5	17	
iv) Good relation with Co-workers							
	f	60	73	00	40	27	$x^2=81.45$
	%	30	36.5	00	20	13.5	
v) Super ordinate and Sub-ordinates Co-Operative							
	f	32	66	01	61	40	$x^2=67.55$
	%	16	33	0.5	30.5	20	
vi) Follows Own dictation							
	f	26	49	10	76	39	$x^2=61.85$
	%	13	24.5	5	38	19.5	
vii) Over all working conditions are good							
	f	14	62	01	78	45	$x^2=103.75$
	%	7	31	0.5	39	22.5	

viii) Salary in proportionate to work

f	28	63	05	67	37	x^2=65.9
%	14	31.5	2.5	33.5	18.5	

ix) Administrative policy(s) are good

f	13	45	02	84	56	x^2=109.75
%	6.5	22.5	1	42	28	

x) Users respect me

f	65	121	01	10	03	x^2=274.4
%	32.5	60.5	0.5	5	1.5	

xi) Principal often consult me

f	27	40	00	79	54	x^2=87.15
%	13.5	20	00	39.5	27	

xii) Decisions taken without his/her interference

f	21	41	02	77	59	x^2=88.4
%	10.5	20.5	1	38.5	29.5	

xii) Academic Staff often interfere

f	48	118	07	15	02	x^2=232.64
%	24	59	3.5	7.5	6	

Total	f	401	861	48	811	479
Mean	f	30.84	66.23	3.69	62.38	36.84
Mean	%	15.42	33.11	1.84	31.19	18.42

The chi-square value is found to be significant at .01 level of confidence.

Analysis of collected data on job attitude of the subjects has highlighted that 49.61 %(Mean) of the subjects express their negative attitude towards their job, where as 48.53(Mean) has expressed their positive attitude towards this job. Chi- square results also supports librarians negative attitude.

It is found in all cases that negative attitudes, i.e., dissatisfaction, are more prominent than positive attitudes , i.e. satisfaction. At a glance extent of satisfying factors among non-Government college librarians are giving below in the table.

Table 9

Extent of motivating and satisfying factors.

Factors				Positive attitude (in percentages)	Negative attitude (in percentages)
I)	Salary		f	54	146
			%	27	73
ii)	Service condition		f	11	189
			%	5.5	94.5
iii)	Convener-ship in Library committee, i.e. attitudes of management		f	83	117
			%	41.5	58.5
iv)	Appreciation of authority		f	42	158
			%	21	79
v)	Work environment	Mean	f	76.05	123.95
			%	38.03	61.97
vi)	Need Factors	Mean	f	66	134
		Mean	%	33	67
vii)	Job attitudes	Mean	f*	97.07	99.22
		Mean	%	48.53	49.61
Total			f	429.12	967.17
Mean			f	61.30	138.16 $\chi^2 = 29.61$
Mean			%	30.65	69.08

$\chi^2 = 29.61$ significant at .01 level of significance reveals that librarians negative attitudes are prominent than positive attitude.

Note * an error 3.69 has come in the number in mean frequency of job attitude due to not addition of 'no particular opinion' which is 1.84 (mean percent) at table 10.

6 Performance

The extent to which a worker is satisfied with his work and the extent to which he is

motivated to perform effectively in it can be defined independently of one another, conceptually and operationally. The performance reward relationship will be strong if the individual perceives that he is rewarded. The basic issue in this study is of course the performance of librarians as they are the catalyses of resource utilisation. So, this study framed a hypothesis for testing the intrinsic and extrinsic motivating factors are related to performance of college librarians. At present, performance of college librarians has been assessed as a part of testing the framed hypothesis. A performance measurement 3- point scale has been developed to measure the performance of the respondents. Above 50%of classification and cataloguing of documents has been rated as high level performance, i.e.1. 50% to 10% of classification and cataloguing of documents rated as medium level of performance, i.e.2 and below 10% of the same rated as low level of performance, i.e.3. Association of performance and satisfaction has been measured with the help of chi-square test.

A college librarian has to perform different types of work. Such as, Collection building, Technical processing, Circulation of documents, Maintenance and preservation services, Information services etc. This study includes classification and cataloguing of documents for the performance measurement of college librarians' .Since, it is assumed that non-Government college librarians are acquainted with this job and they have also some scope to perform these jobs. Measurement of performance in the field of classification is given below in the table.

Table 10

Classification

Number of Librarians		Document classified	level of performance
	21	Above 50 %	= 1 (High)
%	10.5		
f	84	50% to 10%	= 2 (Medium)
%	42		
f	95	Below 10%	= 3 (Low)
%	47.5		

$x^2 = 94.95$ Significant at .01 level of significance.

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It is found that 10.5% of the subjects filled by 42% and 47.5% of the subjects have acquired high moderate and low level of performance respectively in the field of classification. In the same way measurement of performance in the field of cataloguing are also given in the table. A chi-square result 94.95 indicates librarians medium level of performance in the field of classification.

Table 11

Cataloguing

Numbers of Librarians		Documents catalogued		Level of performance
f	23	Above 50 %	=	1 (High)
%	11.5			
f	87	50% to 10%	=	2 (Medium)
%	43.5			
f	90	Below 10%	=	3 (Low)
%	45			

x^2 = 42.97 significant at .01 level of confident.

It is found that 11.5% of the subjects followed by 43.5% and 45% of the subjects have acquired high, moderate and low level of performance respectively in the field of cataloguing. Respective chi-square results also support that librarians medium level of performance is prominent in the field of cataloguing. From the above performance level, one can not say that it is the good omen of performance of college librarians. So, predominance of dissatisfying factors on satisfying factors among the college librarians of non-Government colleges, low level performance also predominates over among the college librarians of non-Government colleges, low level performance also predominates over high level performance. Major hypothesis intrinsic and extrinsic motivating factors are related to the performance of librarians, is tested and found me.

7 Suggestions

Satisfying as well dissatisfying factors and its extensions on the Job Satisfaction among non-Government college librarians have been identified and measured through this study. It is also observed that, low-level performance of college librarians is higher than high-level of performance. Based on this observation, suggestions are made as motivating parameters.

I) Salary, status and service conditions of non-Government college librarians should be as per with college teachers.

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ii) College librarians should be the member of the committees of college administration and all colleges should have library committees with Principal as a chairman and librarians as secretaries.

iii) College authorities should appreciate librarians to take some new program me and methods, like, user study, bibliometric study, library publicity and extension program me, library exhibition, bibliographic service etc. which are relevant to user community.

iv) College authorities should also appreciate to frame to system of inter library and loan and resource sharing to meet the demand of the users, keeping in mind the recommendation of the National Knowledge Commission on libraries.

v) The university library should form networks with all college libraries affiliated to them and provide necessary guidance and assistance.

vi) Both college authorities and librarians should come forward to use modern technologies without any hesitation whenever feasible and necessary efficient service.

vii) College librarians should also be given facilities (like teachers) to participate in courses, workshops and training program me, etc. in the field of library.

viii) College librarians should also be deputed (as college teachers) to attend professional conferences and to visit other libraries, bibliographical and documentation centers both within and outside the country.

ix) College should not be interrupted by authority and other academic communities to their framed policies on library services, as interference or interruptions are treated as a crime against their professional efficiency.

x) All existing norms relating to staffing pattern, budget, building, equipment, and furniture should be adhered to. At least 10% of college budget be allotted to library. National Knowledge Commission also recommended that a specified percentage of central and state education budgets must be ear-marked for libraries.

xi) College authorities should also appreciate to frame system of inter library loan and resource sharing to meet the demand of users.

xii) Librarians should be energetic, enthusiastic and morally obliged towards their services in obedience to the report of the National Knowledge Commission on libraries, in spite of several negative circumstances to their satisfaction in job for the interest of the users' community.

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8 Conclusion

The following conclusions may be drawn as an overview of the entire study. It has been found that librarians job satisfaction depends upon broadly four factors: job enrichment, equitable rewards, quality for working life and supportive sub-ordinate and super-ordinate. Competent authority should careful on these factors and then only recommendations of the National Knowledge Commission on libraries will come into effective.

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Paper C4

Rethinking On College Library as a Whole and Introduce "Library" As a Subject in the Curriculum.

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Abstract:

College library like other academic libraries rendering maximum services to its users. To render services some facilities for College library workers is needed. Here come the responsibilities from the side of the College Authority to facilitate the Library workers. College Authority has the power to fulfill the need of the library workers by allowing them to attend various seminars, workshops, symposium etc. to improve their existing knowledge and make them up-to-date. A suitable Policy is needed for the purpose. Necessary amendment of the University Statutes is highly essential, where the guidelines form is coming to run the colleges.

Users' survey by the library staff is necessary to know the actual need in the library. Fund, in the name of BOOKS & JOURNALS ignore the maintenance concept, essential for the existing library items. Authority must recruit trained staff in the library and provide the staff even higher initial pay.

Introduce "LIBRARY" as a subject in the curriculum and this process may start from the B. Ed. course in the name of "SCHOOL LIBRARY SERVICE". A model syllabus on "School Library Service" for B. Ed. course is being designed for this purpose.
Networking is compulsory but firstly man to man then in the library towards the building a "KNOWLEDGE SOCIETY".

Keywords: college library, college authority, teacher training colleges, B.Ed. courses and curriculum

"To carry knowledge to the doors of those that lack it and to educate all to perceive the right! Even to give away the whole earth cannot equal that form of service". MANU.

1 PROLOGUE

Library may be categorized into-Academic, Special and Public. College library falls in the academic category. Any College library be it general, technical, Medical, Teachers' Training etc. shouldering the responsibilities to render library services to its users. There are many definitions available on the College library, but the main concept lies on the two terms, viz. 'College' and 'Library'. Therefore, the focus area is "when a library attached or established within a college and maintained by the college to meet the needs of its users, that is called college library". Here also we find two nonliving things, viz. "College" and "Library. The term 'College' will alive only when some people are responsible to look after the various needs of the College and 'Library' also became 'organism' or 'growing organism', when library workers undertake the responsibilities to meet the needs of its users, i.e. Students, Faculty-members, and other staffs. Here again the term 'responsibilities' come around. Responsibility is a word that is found anywhere, be in the College, or in the Library, or in any other places or areas.

2 Responsility of the College Authority.

College authority has the sole responsibility to look after everything for smooth running the College. They have the supreme power to maintain the normalcy at any cost and responsibility of the other departments starts from here. Therefore all the departments move around them.

3 Responsibility of the College Library workers.

It is also the duty and responsibility of the library workers (including Librarian) to fulfill the need of the library users of the College in one side and also to meet the need of them. If the need of the library workers never fulfill, proper library services will be hampered. Everybody raises the finger to the library workers, perhaps they may not know, why the library workers could not fulfill the needs of the users. So, there must be some guidelines to follow for the betterment of the Library service, undertake by the Library workers in particular and to develop the College in general.

4 Authority vs. Library Workers

Sometimes the demand put by the Library workers to the College Authority hardly considered. In the Library service, particularly in Library operation, new concepts are coming day to day in the name of 'Technology', and that must be accepted by the Library. At

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the same time, to handle the latest technology, minimum knowledge is highly required to handle this type of technology. And if the Library workers could not have the proper training, their knowledge on the Library service could never be up-to-date. So there is a need to frame a policy by the competent authority to allow the Library workers for training to acquire fresh and up-to-date knowledge. Provision should be there to visit other Libraries, viz. University Library, Engineering college library etc. where technological gadgets have been introduced and running smoothly. This is being pointed out here because, when there is one Librarian in a college, he/she could hardly get chance to leave the College for attending seminar, workshop and even Refresher course/ Orientation course, those are essential for their Career Advancement. Mention may be made to change the Statutes of Universities where no such provisions are there in favour of the College Librarian. Now-a- days the recruitment of the College Librarian could not be happened as per the guidelines found in the University Statutes, hence the provision found in the Statutes for the College Librarian is primitive. Therefore, there is a need to amend/change the Statutes immediately, but who will undertake the responsibility? Competent Authority must come forward. Attending in the seminars, workshops etc. will surely helps in building man to man networking first, which brings the Library Networking later, what the National Knowledge Commission recommended.

5 Authority, Faculty members vs. Library workers.

In the body of the College Authority, participation of Faculty members is obvious; one or two or more elected Faculty members will be in the Body of the College Authority. But participation of Librarian could hardly be seen in the present system. Sometimes other Academic matters get preference than the Library/Service matters in the meeting. It will be a good sign if the College Authority become generous and considered any suggestions put by any employee, be they Teaching or Non-teaching community or from the Library community, if the suggestions could help the Institution, because everybody within the Institution are responsible to develop the College in all respect.

6 Authority vs. Faculty member, S.R.Ranganathan incident

Here one incident may be referred here which I consider relevant. In one of his Books "School and College Libraries", S.R.Ranganathan wrote as:

> When I happened to be teaching students of various standards- from School Final to Honours Course- I was led to realize the potency of a well-equipped library in stimulating their responsibility and in helping each to develop along his own lines and at his own rate. An incident of 1920 comes to mind. I was transferred to a new

college. I did not find its library adequate. I therefore gave to the Principal a list of books I considered essential. This was sent back to me with the remark 'Extravagant'. I had then certitude and fearlessness of youth and so wrote back saying that I should not be held responsible for the results if a suitable library could not be provided. I now realize what a dangerous act this was in a Government College. Though Good's grace, it ended happily; the Principal sent for me and my trial followed:

"Why do you want so many books/"

"For the use of students."

"Do you really think that your students are going to use them?"

"Yes, certainly."

"If they read all these books, each of your students will become a Hanumantha Row or a Ramanujan!"

"Why not?"

"You are thinking of the students you meant in Mangalore. The students of this place are a poor lot. You can't make much out of them".

"Give me a chance, Sir. I do believe that even the boys of this place will shoot up if only we give them their book".

"You are too optimistic. Anyhow, I shall sanction your list this year as a special case".

. . .

The year came to an end. I was transferred from that college; and I went to the Principal to say 'Good-bye'.

Principal- The Director was here for a few days ago, he congratulated the college on the excellent result in Group-I,-First in Presidency, 17 out of 19 passed; 10 gaining distinction in your subject! I told the Director, that this should not be taken as the standard for future years, as you would no longer be with us".

"But the library will still be with you and for the use of your boys. This phenomenal result is traceable largely to the books you were good enough to sanction".

India became independent for more than 60 years, but do we still considered that library be included in the Curriculum as a subject, compulsory or optional? Even some time, at least 10-20 minutes per day or one hour in a week could never be included for each class, making the 'Library-Hour' compulsory from School levels to College levels; certainly not, but why?

7 Users

Users are the actual property in any library. In the absence of them, library became idle, inert. Library only can alive with their presence and proper use of the library item by them. Library workers must undertake a projects time to time, or for once in a year to survey on them through questioner, or applying any other method. The exact need will come up from their side through this effort, which will guide the Library staff towards the right path. So this area never be neglected and be done without any break by the library workers.

8 Library Fund.

We have already said that the College Authority has the key role, other departments play later. They are responsible to sanction funds for the need of various departments. Library fund is one of them, but in the name of "Books and Journals". It is old and primitive. Now-a-days, library not only procures Books and Journals, but other items also collected or acquire information by becoming member of various agencies to fulfill the need of the users. Some of the library items other than books and journals are C.Ds. e. books, e. journals, on-line-journals etc. In the name of Library grant for "Books and Journals", Central Audit Team often raises questions as how those have been purchased, are those permissible item or not? The grant provided by U.G.C. for Library is very relevant here as the grant clearly says "Books" and "Journals".

9 Maintenance.

Even the Grant in the name of "Books and Journals', maintenance concept is never be considered. Everyday library items, particularly books become idle due to frequent handling by bona fide users (while reading or make its photocopy) and due for maintenance and binding; or in case of rare book, by lamination or digitization. Even loose journals never be issued out and require for binding immediately when the set is completed. If provision does not allow such work, special request is needed from library side, which will take some time and valuable text books will go out of maintenance for ever. National Knowledge Commission never highlighted on this area except digitization and networking. Of course digitization of library materials is also a technique of maintenance/preservation, but what will be the existing library items. Are those kept in the library for ever, or thrown away from the library collection after digitization is over? If the library keep those as before, space problems remains same; and if those thrown away, firstly Central Audit Team may raise questions and secondly rare document will be lost for-

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ever and not available for the future generations. (Presidency College incident).

Library workers, their qualifications and up-to-date training on technological development as required for the library.

In a College library, except the Librarian, there are other workers, in the name of 'Library Assistant', 'Library bearer' etc. The minimum academic qualifications of the library staff remain same as other staff. This area must be thoroughly revised by the competent authority. Other Library workers also have to handle the technological gadgets introduced in the library. Even in the absence of the Librarian, they can perform a lot for the betterment of the library service. So proper training is also necessary for them, but as there is no such provision, their wish could hardly be considered. It will be a good sign if the Authority enquires their credentials at the time of recruitment in the library. If they have such training, their initial pay will be more than any other staff in the College. This may be introduced for other departmental staff also, who has such training.

Bring the Library to the users if they are not in the Library.

"Parvat yadi Mahammader kache na ase, tahole parvat-i Mahammader kache yabe"

It is not a hidden matter that 20% to 30% library items (mainly books) are frequently used by the users, rest of the collection remains idle or used by chance. Students get information from their teachers in the classroom about the reading materials available in the college library. They are asking for the items referred in the class room only. It is the duty of the library workers to bring other relevant items to the users. It is equally true that in spite of their sincere efforts: i.e. make the catalogues available, available of OPAC (Online Public Access Catalogue), some library items could hardly get it users and the Third Law of Library Science (i.e. "Every Books Its Readers") became baseless. Sometimes it can be seen that students hardly have time to handle the catalogues for searching the library items even it will necessary to prepare their task.

Here comes another question to be pointed out. If 20% to 30% of library collections are used only by the users and if the students never interested, except what is referred by the Class Teachers, library workers never be put into the 'dock'. To overcome this horrible situation I personally advocated that Library be introduced as a subject in the course curriculum in all type of courses; be it in the Teachers' Training College or any colleges. Here again the role of the persons who are responsible to design the course curriculum is to be noted. The committee must think of its potentiality and can introduce when the review the course-curriculum. Librarian along with the other library workers has the chance to open the treasure to its students in particular, in the name of "Library Hour". It will

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definitely help the students for their future studies. Only this type of course curriculum can be seen in the Visvabharati University founded by Rabindranath Tagore.

I may be permitted to refer one such effort and how popular it was. In the year 1925 S.R.Ranganathan , the doyen of Indian Library Science was invited in Madras, by the Principal of the Teachers' College to give a course lecture on "School Libraries" to the teachers' under training. Next what happened we refer here in the words of S.R.Ranganathan as:

> "This new interest, in developing the libraries of a school at the hub of all educational processes practiced in the school, naturally gave me immense satisfaction."

Finally this course lecture was so popular that the Principal himself attended the classes and later on the Director of Education issued proceedings making Library Hour compulsory in schools. My intention is simple. I am not advocated that the subject in the name of "School Library Service" be made compulsory in the Teachers' Training College from today; but I can expect that, this idea could be considered and introduced it as optional subject. When the syllabus-committee sits to review the course curriculum, they are requested to think about it. (Actually this type of method subject i.e. "School Library Service" was there, even in the North Bengal University B.Ed. Courses; I do not know under whose leadership this optional subject has been deleted?).

Introduction of "school Library Service" in the B.Ed. courses, would surely helps the 'would-be teachers', as well as appointed teachers, who are admitted in the B.Ed. courses, to acquire first-hand knowledge on "School-Library-Service" and teachers after return back, can organize a Library in the school, even the post of "School Librarian" remain vacant or yet to be sanctioned. Attitude to use library, could be developed from the very school-life among the students, which brings the society towards a "knowledge Society" what the National Knowledge Commission desires as well as recommended. National Knowledge Commission while commenting on Library, clearly state that,

> Education systems, formal and informal, while being critical, are not only components of a knowledge society. National Knowledge Commission mandate therefore, is wider than building excellence in our education systems, and stretches to several key associated sectors that propel a knowledge based economy and society. Critical to this are domains which create access to knowledge. To this end

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National Knowledge Commission has suggested reforms for revitalizing the entire library and information services (LIS) sector in the country. India has a vast network of libraries in the public and private domains. However, they often lie in various stages of disuse. Libraries can be revitalized, not merely as repositories of texts, but as dynamic centres for sharing and dissemination of knowledge. (p-18).

So, it is the right time to review the course curriculum also, particularly B. Ed course curriculum, what we are discussing today.

Draft/ Model Syllabus on "School Library Service" for B.Ed. Courses.

1.   Library as a Social Institution.
2.   Kinds of Libraries.
2.1   School library.
2.2   Function of School Library.
2.3   Role of Librarian in the School.
2.4   Role of School Library Committee.
2.5   Collaboration with other Libraries.
3.   The Five Laws of S.R. Ranganathan and Library and Information Science.
4.   Technical Function.
4.1   Library Classification, special reference to Dewey Decimal Classification.
4.2   Library cataloguing.
4.3   Library Book Selection and Bibliography.
5.   Reference service and various tools.
6.   Library Records and recording of various Library Items.
7.   Library work, how it helps in preparing the class work.
8.   Maintenance and preservation of Library items.

10 Future Library and its services.

That days are not very far when traditional Libraries may be replaced by the 'Digital'/'Virtual' Libraries. (I do not really know, whether the present or future Librarian also become virtual or not). Library service and the Librarians are at the crossroads. There hardly any chance to look back but to move forward. Either accept the challenge or perish. Library workers have to enrich themselves for the existence of their own. Here again as I have already said that, Authority has a key role in developing the library services by allowing the Librarian to attend any type of seminars, workshops etc. on Library and

Information Science, to acquire fresh knowledge. Only then the Librarian can provide maximum services to the users and Library also became popular to all.

11 Conclusion.

In the previous chapter, I have already said that, before going to build a networking system in a Library, man-to-man networking is essential, which will bring the Librarian on the Library networking. At the same time, library requires trained supporting staff and if they are not trained in Library and Information Science, only a part of it could be enriched and the very renowned concept "growing organism" became organization only, when the latest technology introduced in the Library. Allow the others workers in the library to attend the workshops etc. along with the Librarian, if possible. In this way the Library also can function an important role in any academic institution, be it Teachers' Training or any other kind. And the expectation of the National Knowledge Commission could be fulfilled as they aspires as "The overall task before the National Knowledge Commission is to take steps that will give India the 'Knowledge edge' in the coming decades, i.e. to ensure that our country becomes a leader in the creation, application and dissemination of knowledge". Library in our country known as "Swaraswati Mahal" (note -Tanjore Swaraswati Mahal Library) and disseminates knowledge from its very beginning, to the society when it became "Public". And lastly, I aspire to my own colleague that they must show the effort by starting digitization of the "College Magazines" of different years available in the Library, if the system permits.

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Paper C5

College libraries in the changing Environment

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Abstract:

This paper explain the specific kinds of reform which is expected in the field of college administration, staff pattern as well as its services

Key words: College Libraries, National Knowledge Commission, The changing environment, staff pattern

1 Introduction:

College libraries, the first stair of higher education, needs changes, changes in her collection arrangement of the documents (both book & non-book material), in her administrative as well as her services. These changes require due to complex challenges in the field of Library & Information Sciences due to the rapid on advancement of information technology. Advent of computes, increase in digitization of information and storage in compact discs are the greatest catalyst for change from the world of book to the world of digital environment of information.

This paper intends to study the specific kinds of reform in areas of Library administration, staff pattern & its services. Before entering into the main theme of the paper it will be better to pick up some sentences regarding the National Knowledge Commission (NKC), which will help us to understand why should we advocated in favour of changes?

1.1 The National Knowledge Commission: The National Knowledge Commission (NKC) was set up in the year 2005 by the Prime Minister of India . The mandate was to transform India into a "Knowledge Society ". To fulfill the main objectives of the NKC

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has focused on five distinct areas, they are –knowledge concepts, creation of knowledge, Knowledge applications, Delivery of services and Access to knowledge as shown in knowledge pentagon. To achieve the above mentioned objectives, various working groups have constituted. The group includes expert of respective fields. The working group on Libraries recommended the following point , e.g. :

      a/ Set up a National Commission on Libraries

      b/ Prepare a National census of all libraries

      c/ Revamp LIS Education, Training and Research facilities

      d/Re-assess staffing of libraries

      e/ Set up a Central Library Fund

      f/ Modernize library management

      g/ Encourage greater community participation in library management.

      h/Promote Information communication Technology (ICT)
        applications in all libraries.

      i/ Facilitate donation and maintenance of private collections

      j/ Encourage Public private partnerships in LIS development

1.2. It is fact that, to fulfill the goal of the NKC an abrupt change is to require from top to bottom. The key emphasis should be given on the following under mentioned point :
a) To build up a psychological set up for the acceptance of change whole heartedly in each and every hierarchy.

b) Next important demand would be the proper training of the library professional, both technical and non-technical personnel to cope up with the new generation of changing library field.

c) Arrangement of proper funding for the training of the professional as well as to set up the ICT for making the new world of LIS.

d) The image of the LIS profession is not so bright. Though the profession requires total skill on technology (IT) as well as overall conception on different subjects, their development as well as their changes . If not , the professionals cannot work properly. But the student & the professionals have no bright image like other IT professionals, teacher just like MBA students and so on. This image building endeavor is urgently needed, if not the student of bright merit cannot impressed to enter into this LIS world, whether they may have been highly paid.

2. Future demand from LIS Profession: we have observe it that, over the last two decades with the emergence of Information Technology(IT), with the explosion of Knowledge & Information an abrupt change has taken place. Which inevitably changed the traditional role of the librarian. Future from the LIS profession may categorise in this way----

a)   With the development of new technology and its application makes a demand that the librarians should be equipped with the new innovation.

b)   Librarians will need to understand the corporate strategy of the

organization and its culture. By anticipating the demand of the organization they should collect their necessary documents and information.

c)   The future libraries under the leadership of well trained librarians should play the role of a provider of information services to academic, research and business communities and also a centre for social and cultural development wing.

3. Expected reform in the College Library: On the basis of the recommendations of the NKC a Paradigm shift will take place. But what kind of change? This paper only focus on ' Administration', ' Staff pattern ' and 'Services' of the college libraries in West Bengal . Most of college libraries of West Bengal (WB)are remain in the traditional environment.. No paradigm changes have taken place the emergence of some hybrid library set up. But to shift the traditional concept to modern purview it requires some modification.

3.1 Administration: To develop the college library at per with the purview of NKC it requires some autonomy to administer the library as a separate department within the college campus . To upgrade the library as a separate department the college authority should have to gave the proper importance and respect to the librarian. The librarian should have some autonomy to -- a) collect the library resources by the anticipating the demand of the user.

b) They must have some financial power to do work as per need.

c) Each and every college library should have the user orientation programme , where the librarian should able to meet user in general.

d) They must have an important role in book selection of the colleges.

e) The college Librarian must be the member of the Governing body of then colleges as well as academic committee and the committee of the Teacher's council, i.e, the decision making body of the colleges..

f) The college authority can not or may not interfare unnecessarily to the library

administration, they must have to pay respect to the expertise knowledge of the librarian.

3.2 Staff pattern : For any service sector specially for LIS service sector human resource is a valuable resource. With out proper staff pattern we cannot modify our college library service as per the recommendation of the NKC. At present the staff pattern in West Bengal college library are not satisfactory . Generally, the college libraries are managed by One trained librarian or Asstt. Librarian, library clerk or library assistant and literate peon either one or two. This staff pattern is not up-to-the-mark, for IT based library service. To cope up with the changing environment each and every college library require more professionally and technologically trined personnel.

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The staff pattern should be in this format :

LIBRARIAN (ONE POST)

ASSTT. LIBRARIAN (At least Two Post)

Library Asstt.   (One or Two post)

Library Clerk   (One Post)

Literate Library Atten. (Two or Three as per requirement).

</div>

The staff pattern from grade 2 to 5 will be depended upon the books strength and the user strength as well.

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3.3 Required qualification for the post :

Name of the post	Professional qualifications.	Pay scale
Librarian	As per UGC norms and NET/ SET qualification	As per UGC norms.
Asstt. Librarian.	Graduate with B L I S + Knowledge on ICT.	Pay scale at per with District Librarian
Library Asstt.	Graduate with certificate in BLIS + Knowledge on IT.	UD Scale with special emoluments.
Library clerk	Graduate with computer training	Pay scale as per norms + with special emoluments.
Library Attendent	Madhymik + computer Knoledge.	At per Skill personnel.

4. College library services in changing environment :

The college librarian should take a special effort to upgrade their services from traditional environment to digital environment . The college library should not be confined only to lending works . Librarian should take an active role to utilized their resources for their users as well as for other users. Resource sharing is the demand of the day, so in the present situation it is the demand to build up such a net work among the college libraries throughout the local region to state level .

5 Conclusion :

Advancement of the information technology has added a new dimension to the LIS profession. Beside this, the recommendations of National knowledge commission may help us to create such an environment which will glorify the LIS profession at the level, ... where the mind with out fear and head is held high ...

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❈   ❈   ❈

Part D

College Libraries In The North-Eastern Region From The Users' Point Of View

b) Required qualification for the post:

Name of the post	Profesion of qualification	Pay scale
Librarian	As per UGC norms and NET/SET qualification	As per UGC norms
Deputy Librarian	Graduate with B.L.I.S. + Knowledge in IT	Pay scale as per District Librarian
Library Asst.	Graduate with certificate in BLIS + Knowledge in IT	UGC norms with special emoluments
Library clerk	Graduate with computer training	Pay scale as per norms if with special
Library Attender	Studey + Knowledge	as per norms

4. College library services is at varying requirement:

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in the library... build up such a net work among the college libraries throughout the local region at one level.

5. Conclusion :

Advancement of the information technology has added new dimension to the LIS profession. Beside this, the recent emblazing of National knowledge commission will help LIS professionals in augmentation which will glorify the LIS profession at the level where its social values are bound to be high.

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Accessing User Needs and Expectations and Level of Satisfaction for better management of Libraries

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ABSTRACT

All types libraries of are providing an increasing number of resources that users can access onsite as well as from remote sites. Academic libraries, in particular, are becoming partners in their parent institutions' formal and non-formal learning programs. As a result, human resources in library now have to work with remote users (both students and faculty) with their own unique characteristics, needs, and expectations. To promote user satisfaction, library staff needs to better understand users and their needs as well as enable users to meet those needs. This article provides a particular focus on users' need and satisfaction in an academic environment.

Keywords : users need, users satisfaction,

1   INTRODUCTION

As libraries are functioning in the changed environment, they are encountering numerous developments that present both challenges and opportunities. While the list of developments is a lengthy one, key developments include: **a user-centred orientation, a team-based work environment, steady or diminishing resources**, and **more pervasive technology**. Inflicting a focus on users is the prime need **to identify more clearly, and better understand, groupings of library constituents**. This becomes particularly essential in light of the **ever-increasing integration of technology**. It is no longer sufficient to be concerned solely with the issues of access versus ownership, how to pay for an increasing number of electronic information resources the equipment needs to provide access to technology, or the physical facility in which to do so, rather, library staff should focus on **who is using electronic or printed information resources, how they do so, and what are their needs and expectations.**

Important part is that library staff should differentiate between on-site and far users. In addition, they need to recognize the various groupings of far users as well. The user who may be a few buildings away from the library on campus encounters a situation different from the student or faculty member participating in a distance learning curriculum involving a distance of hundreds or thousands of miles. Likewise, the user who has never before used electronic information resources brings a different set of needs and expectations than does the veteran user who may have established an effective relationship with library staff. Thus, staff will realize that a one-size-fits-all approach is likely to fail. For this article, the author has defined a remote or far user as any individual accessing library resources from any site outside a library without regard to physical distance.

Needs should generally be more objective than either wants or demands. As a result, these needs are likely to be at least partially based on reason or logic. These are elements that are instrumental; if people do not have their needs met, they may fail to achieve a goal. Expectations are the standards against which a vendor's or service provider's performance should be judged. How does one define expectations? Expectations are assumptions about the likelihood of something occurring. Alternatively, they reflect anticipated performance. Customers tend to hold expectations that can be considered quite basic. Of greatest importance to customers is a basic solid performance and that promises are kept. Customers desire a quality service or product provided in a friendly and courteous environment. Customer service expectations fall into two categories: (1) service as an end result or outcome that involves reliability or the ability to perform a promised service both dependably and accuracy; and (2) service process, which consists of the following dimensions -- assurance (the ability of staff to convey a high degree of trust and confidence based on knowledge and courtesy), responsiveness (a demonstrated willingness to help customers and provide prompt service). Each dimension of expectations is likely to involve two service levels. The first is the desired service level or what the customer hopes to receive--a blend of what can and should be. The second represents the adequate service level--which level of service a customer finds acceptable.

It is relatively easy to state that customers define service quality as the discrepancy that exists between their expectations or desires and their perceptions of experiences. What is more challenging is the identification of those service quality elements that customers indicate are the most significant. This is an area in which a discrepancy often exists between the perceptions of customers and service providers. While the theory

concerning customer needs and expectations in general is extensive, **little empirical data regarding library customers seem to exist**.

Edwards and Browne (1995) report that library staffs tend to emphasize empathy, tangibles, and customer/staff relationships. Yet, academic library users tend to attach greater importance to reliability and responsiveness. Library users hold expectations for concrete indicators such as the rapid delivery of interlibrary loan materials or the consistently good working order of online equipment. The latter assumes even greater importance for remote users as identified reliability is the most important dimension while empathy was the least important. As such, users both expect the most and tolerate the least concerning reliability of service. Again, this is likely to assume even greater importance for remote users.

Library staff with a good understanding of *needs and expectations and their relation to customer satisfaction will experience greater success in satisfying their customers*. However, the goal should not be simply to meet expectations but rather to exceed them by surprising and delighting customers. To do so, library staff must attempt to both **manage and redefine of creating needs for a service or product developed more for the sake of the vendor or service provider than for the customer**. What is actually involved is a market-driven focus manifested in creativity or innovation that develops a new product or service to address previously not satisfied or unrecognized needs. For this undertaking to succeed, library staff must possess a superior understanding of customers linked with the library's capabilities. We must understand our *customers' behavioural needs, their overall attitudes, and the environment in which they use services and products, and their perceptions of how services and resources compare to those of other service providers.*

Another essential component is a major educational effort on the part of library staff. Staffs need to be honest with library users in educating/informing them as to what libraries can or cannot provide and what the costs, both monetary and other, will be to provide the desired services. This element is especially critical in distance learning environments where remote users may possess less loyalty to the "home" institution and may be willing to shop around for the needed resources provided in the most user-friendly manner.

A key fact to remember, and it is especially applicable with regard to remote users, is that library customers are not only service recipients but they are also service

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providers. In virtually every service delivery transaction, the customer brings two types of information and/or effort. The first is <u>customer technical quality</u>, which involves any labour performed by the customer or information that she/he provides. The customer also brings <u>functional quality, or the interpersonal transmissions</u>.

Thus, library customers actually assume the role of partial employees of the library. Since customer dissatisfaction is often due to the customer's behaviour, customers need to understand their role in the service delivery process. Library staff can assist customers in attaining this goal by employing the socialization that applies to a library, staff enable users to adapt to and come to appreciate the library's values, norms, and required behaviour patterns. Many libraries have developed statements of guiding principles, beliefs, or values, and these can greatly facilitate the socialization process.

2 Satisfaction

Satisfaction is the state that results after a **library user has favourably or positively experienced a service or product**. It can be quantified and basically represents the degree to which a library has met a user's needs and expectations. Satisfaction is based on the **concept of disconfirmation**, which represents the gap that exists between customer expectations and service performance. This gap, in turn, can develop from a customer's perception of the relationship between expectations and performance. Thus, perceptions generally assume greater significance than actual service performance or quality. Researchers (Zeithaml, Parasuraman, & Berry, 1990) have identified four gaps: (1) *between actual customer expectations 1991) and management's perception of customer expectations, (2) between service quality specifications and management's perception of customer expectations, (3) between service delivery and service quality specifications, and (4) between service delivery and external communications relating to relating to it.*

The concept of satisfaction may be compared to as an escalator. *As customers get better treatment which, in turn, leads to a higher level of satisfaction, they raise their level of expectations, demand better treatment, and motivate libraries to strive even harder.* While this situation presents library staff with a challenge, it can also create a win/win situation in which libraries gain valuable support from their constituents. While satisfaction is a concept that is based upon past performance, it also involves a forward-looking component. Libraries can use instruments that define what their users want or record user experiences and levels of satisfaction. In addition, library staff should also attempt to anticipate changes in their customers' values and preferences by identifying those external forces that reshape customers and their values.

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Perhaps the most significant caveat relating to satisfaction is the tendency to dwell on satisfaction as meeting, not exceeding, customers' expectations. Rather, library staff need to attempt to move beyond satisfaction by exceeding user expectations and by addressing customers' desires for innovation and creativity.

3   NKC and Staffing:

National Knowledge Commission in Annexure –III proposed qualities of staff required in any tops of libraries. To evaluate user need, expectation and satisfaction the following recommendations seems the demand of the time.

- ❖ Library and information-handling skills;
- ❖ Service orientation;
- ❖ ICT knowledge skills;
- ❖ Communication and training skills;
- ❖ Marketing and presentation skills;
- ❖ Understanding of cultural diversity;
- ❖ Knowledge mapping skills.

4   Conclusion

To fulfil the basic level of satisfaction of users and to meet their expectations personal relationship with library staff in the nature of a customer-business relationship; and extensive information describing specific resources and the full range of services is paramount. The library staff must identify discrete groups of users; differentiate between the needs and expectations of on-site customers and those of remote users; judge users' needs and expectations using means such as interviews, focus groups, surveys, and the like; help socialize customers to understand and act out their role in the service delivery process; inform/educate users of services available from the home and other libraries and their respective costs; and establish formal relationships with other libraries to provide services and resources to distance learning students.

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Conversion of a particular type of non-user of library to user – a proposal

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Abstract

One of the important agenda formulated by the National Knowledge Commission is to identify non-users of library and to promote use of library among them. It has been noted that most of the contemporary students use the library to a negligible extent and they can easily be categorized as non-users of library. Even a large number of teachers can also be identified as non-users of library. Here it has been hypothesized that such non-users can be converted to users, at least to some extent, if through some innovative activity the accessibility to information as required by them can be made easier. One such innovation has been proposed here.

Keywords : non-users of the library, students, library use

1. Introduction

One of the important agenda formulated by the National Knowledge Commission is to identify non-users of library and to promote the use of library among them.

Non-users are supposed to use the library. Yet they are reluctant to use the same. This is a national loss in general and an institutional loss in particular. Because the investment in the library is made on the assumption that there is a real demand among the members of the institution for the library.

Among such non-users we focus our discussion upon a specific section. They are the students. They are supposed to use the library, consult different books and prepare notes under the guidance of class teachers. Such a practice makes a student an independent learner who gets direct touch with different authoritative minds through their writings. Unfortunately, the present practice has become the opposite. The students collect photocopies of the notes which have again been collected by the students of the previous session. Sometimes the notes are supplied

by the teachers directly. Even a large number of teachers can also be identified as non-users of library. Most of the time it happens that the students are not aware of the source books of the notes. The reasons are quite complicated in nature from the socio-economic stand point and will not be discussed in this paper. Rather, some simple actions are suggested which may help at least some of the students in using original books available in the library in a very convenient way. This may give them a kind of feeling that *consultation of library books are much easier and beneficial in comparison to the direct use of notes prepared by others.*

2. The proposal

We have observed that most of the students prefer to proceed with questions that are frequently set in the examinations. What happens, in many situations answers to such questions are not readily available in a particular book. A relatively smaller section of students prefer to proceed topic-wise as mentioned in the syllabus. Here also, students seldom get all the topics in a single book. It may happen that there is a standard text which covers all such topics. Even in that case there will be a still smaller section of students who may be interested in getting more material on a particular topic. For that she/he is required to go through several books. In all such situations stated above students feel that it is hazardous to search books and rather it is easier to go for readymade notes.

Can we make the access to the required information sufficiently easy? Yes, we can. One of the methods may be as stated as follows.

The library can maintain *a* (if *required, more than one*) *register note book* and this may be kept open in the reading room. The book may contain tables as mentioned here.

Table-1

Whenever a student comes across a book which covers a particular topic of the syllabus or answer of a particular question she/he can note down the information in the table presented above. Every such contribution should be recorded in column

Sl. no.	Topic/question	Paper	Unit	Available in				Collected by		Comments of the librarian/ in-charge
				Title of the book	Author	Acces-sion no.	Page no.	Signat-ure(in full)	Roll no.	
1										
2										
..										

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collected by. Each of the contributors who may add a new connection should be awarded with a minimum word of recognition as an incentive

When a large number of connections become available through Table-1 the library authority should convert the same to a more usable form as presented below.

Sl. no.	Paper	Unit	Topic	Available in				Collected by	Comments of the librarian/ in-charge
				Title of the book	Author	Accession no.	Page no.	Name and Roll no.	
1									
2									
..									

After one month or two, and definitely after one academic session, a new student will find herself/himself in a very convenient situation. And it is expected that many such students will find it to be interesting, useful and time-saving. They will be forced (rather motivated) to use library books. Once they go to books, it is very likely that they fall in love with the books. There the hope of the NKC can be realized.

3.   Barriers of the proposal:

However attractive the proposal may look like, there is a strong barrier which one may face at the time of executing the proposal. The barrier is governed by human nature. All the students are competitive. Whenever a particular student gets link she/he may think that the link is her/his intellectual property and she/he may not like to share it with others.

One way to overcome the barrier is to arrange *awareness programme* through *interactive discussion.* The programmes may highlight the fact that a particular student may add a bit of information. In return she/he is likely to get a large volume of information for her/his use.
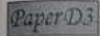
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4.   **Further scope**

       The connections available in Table-2 may be posted in a computer. A small search engine can be set up for searching the connections for a particular topic/ question in a particular paper/ unit.

       Such a tool may be helpful for the teachers and scholars in updating class lectures, writing books and for the conduct of research on different topics. While using the tool they can contribute new links for the benefit of students, teachers and scholars. Even it is possible for them to enter information about books available elsewhere beyond the four walls of the institutional library.

       Can the information as stated above and prepared by different institutions of a locality be shared? In case that is possible, one can contribute to the coveted concept of *consortia among institutional libraries*. In case that does not become possible at this moment one can start the execution of the basic proposal presented here within the periphery of an individual institution.

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Paper D3

Consortial Cooperation Between The College Libraries From The Perspective Of The North-Eastern Region Of India

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Abstract:

Focuses upon the issues related to the consortial cooperation between the college libraries, emphasizing upon the North-Eastern region in the context of the recommendations of National Knowledge Commission, India. Defines "Library cooperation", "Library consortium" & "Consortial cooperation". Describes the programs & services of a library consortium and present status of the college libraries of the North-Eastern region of India. Points out the areas demanding attention to develop a successful consortium.

Keywords: NKC, consortia, library Consortium, library cooperation, college library

1. Introduction:

In 2006, 'The National Knowledge Commission' of India in their report, recommended to interconnect all knowledge institutions throughout the country through an electronic digital broadband network with adequate capabilities to encourage sharing of resources and collaborative research.

'The working group on libraries' of the Commission also emphasized on promoting Information and Communication Technology (ICT) applications in all libraries. Annexure 4, headed by "Modernizing library management" in the section III, suggested instituting, facilitating and encouraging Consortia of libraries / institutions with a common membership. In the section V of the same, it is noted that,

"The key to opening the resources of a library is its access mechanism. In today's context it

is possible to use technology to bring together the resources of small individual libraries into one seamless large library. The ability to retrieve information from this library depends on standardization of classification, cataloguing, database structuring and exchange formats."

It is also suggested to use open source software at all levels and to develop open source web-enabled library management software that should support multiple Indian language scripts/dialects for facilitating networking.

In this context, it is expected, that networking of college libraries will also be encouraged. The purpose of my paper is to focus upon the issues related to the consortial cooperation between the college libraries, emphasizing upon the North-eastern region of India.

2. Definitions:

We know the **"library cooperation"** is a very useful concept for any library. It is a form of resource sharing that involves apportioning, allocating, distributing or contributing something on a voluntary basis for mutual benefits among a group of libraries with a view to achieving best utilization of resources by the ultimate users at a wider level. It has been started many years ago to solve the problem of inadequacy of resources as no library can claim to be self sufficient to meet the requirement of its clienteles.

"Library Consortium" is an association or group of libraries who come together by using the advanced ICT to achieve the common goal of 'optimum users' satisfaction' with the participation in a common activity and sharing the resources.
It may vary according to library type, goals, geographical coverage, sponsorship, structure or stages of development. Library consortium increases the buying power of every partner library of it and enables them to access the e-resources, published everyday in a huge number which is otherwise impossible for a single library.

When cooperation is achieved through developing and functioning of 'library Consortia' between the libraries it is called **"consortial cooperation"**.

3. Strategic issues of a library consortium: The following strategies may be taken by a library consortium.

3.1 Programs: may include
- Resource sharing (all type)
- Union Catalogue/ patron circulation
- E-resource/ E-product purchasing

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. Core collection creation

. Digital library development

- Database creation

- Software development

- Creation of common helpline, information services.

- Preservation management

- Publication

3.2 Technology:

- Shared infrastructure

-Shared systems

- Portal management

-Intellectual property management.

3.3 Services: may include

- Education

- Training

- Consultation

- Technology support

- Ground delivery

- Cataloguing

- Inter library lending

- Access to e-resources

- Shared storage

- Information service

- Employment help

- Academic & cultural exchange

- Fiscal services (billing & banking)

- Encouraging for research & publication

4. Present status of the College libraries emphasizing upon the North-Eastern region of India: As colleges and so the libraries are of multiple characters, the requirements & problems of the college libraries are also different. Let us explain the fact. There are mainly two divisions of colleges & so college libraries, by "their nature". They are as follows: -

A1) General college library and

A2) Teachers training college library (vocational)

Again, by the characteristic "financial resources" used we can divide college libraries as follows:-

B1) Govt. college libraries.

B2) Govt. sponsored college libraries.

B3) Govt. aided college libraries.

B4) Private college libraries.

A1) General college library: - This is the first step of higher education and research. Besides the reading for course curriculum students have to prepare their mind and brain set up for higher educational activities including research from here. There are large numbers of teachers who have their own learning and research activities in the user communities of general college libraries. So there are varieties of demands of the users of general college libraries. The number of users including students, teachers and staffs is very large, so the quantity of services is also large. In comparison, staff strength in the existing pattern not so good. In reality, a big percentage of the posts of staffs are also lying vacant.

A2) Teachers' training college library: - The user community of this type of library is totally of different characters as that of General college library. Fifty percent of the students come here to be a school teacher after completing their academic education and fifty percent of the students already teach in different schools of the country. They come here to learn how to teach the would-be citizens of the country more effectively. Besides the study for curriculum, they also gather information and knowledge from the college library and afterwards disseminate the same to a large mass of children scattered throughout the country. So, we can tell, though the number of direct users of the training college libraries is smaller, but number of indirect users is very large. Schoolteacher may change a nation by providing more knowledgeable, creative, enthusiastic young talents in more & more numbers. They can do so if they are so prepared to guide children in the right direction.

The teachers of a training college who have to do the job of helping the teachers & would-be teachers of schools in their preparation, are also dependent on college libraries for up-to-date knowledge (general and teaching techniques) of all-around the world. Teacher educators also depend on libraries for the resources required for their research, project work, etc.

Depending upon the management and financial resources used, the college libraries also have different advantages, obligations & barriers.

The present scenario of college libraries of the North-Eastern region of India is very poor. Available resources (personnel, material, functions or activities) are not sufficient. Many of the colleges till now are to be assessed by NAAC and even to introduce computer technology in its library. The college libraries, where there is a computer, not fully utilized and no internet connection. Traditional ways of issuing only books and few hours reading room use – this is a familiar picture of today's many college libraries. All users are also not aware of the latest development in library services throughout the world. Even a few of the library professionals are also ignorant about today's modern library services. Many of the colleges have no qualified librarian. A rich public library is also out of the beyond of the students/teachers of this region. Number of general colleges is also not sufficient. As a result, extra-load on each college turns to insufficiency of resources and services. E-Journals & E-resources are still out of reach of the users and staff of the college libraries. So, they are falling behind as far about the up-to date knowledge.

So in the changing era, college libraries should also change themselves to provide the best & up-to-date services to their users, but how?

5. **College libraries and consortial cooperation:** From the above discussion, it may be stated that the colleges should come together with consortial cooperation to improve the present situation for the mutual benefit of the users and staff of each of the participating library.

As a preparatory step of coming in cooperation, all concerned to the college library, should work out in the following areas:

a) Develop infrastructure by providing modern technology support including computer terminals, library management software (international standard), internet access, scanner, etc.

b) Change the staffing pattern and increase the number of staff.

c) Training of the library professionals in advanced ICT. UGC refresher courses should include course materials & practical training in this field. Separate ICT training programs also may be arranged. Local universities should take initiatives in this area.

d) Promote the e-resources & e-technology to the user community.

e) Starting to prepare online catalogue in uniformity. If an open-source library management software as suggested in the NKC recommendations, can be made available, it would solve

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a large problem of all the colleges in this region.

f) Change the mind set-up of library professionals, staff and administration toward the modern technology.

g) Funding & technological support from the UGC and Governments especially in the embryonic stages of development of the consortia.
To develop a successful consortium, the following points should be kept in mind:

a) Find out and engage strong sponsor.

b) Identify the common need and decide about then goal, programs and services.

c) Decide about who to involve. Verify if the probable members of the consortium have the eligibility in all contexts to support the development process.

d) Commitment of the member libraries to the consortium.

e) Decide about the managerial issues. Staffing should be done carefully and committees should be formed with qualified and committed members.

f) Decide about the leadership. Leader should be aware of every sector of the development process.

g) Selection, adoption & maintaining different ICT standards such as protocol for network communications (e.g. Z39.50), interlibrary loan standards, and circulation interchange protocol, etc.

6.   **Conclusion:** "Libraries are not only centers of information; but also portals to national and global pools of Knowledge." To turn the above statement true our college libraries have to be acquainted with and apply the latest technologies in all areas. Consortial cooperation between the college libraries may be a milestone towards the expected modern environment of learning in our colleges. To distribute the knowledge society in equal pattern to all corners of our country it is required to focus upon the college education & hence the college libraries of every region , as that is related to school & so mass education also. School teachers as well as students would also be directly benefited in advance stage

of consortial cooperation between the teachers' training college. Above all, the library professionals should take interest and devote themselves in continuous learning of the e-technology which is on the way of continuous advancement day by day.

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Paper D4

Towards Identifying Status And Facilities In Academic Libraries In Gangtok City: A Study In The Light Of Nkc Recommendations

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Abstract:

National Knowledge Commission recommended that all Libraries in India must have the following facilities: Trained and adequate staff - motivated, courteous and helpful; Easy access and user-friendly retrieval systems; Appropriate furniture, stacking and display facilities; Effective signage; Computers with internet access, scanners, photocopiers, etc.; Pleasant, aesthetic and functional ambience ; and Facilities such as drinking water, cafeteria (for larger libraries) and clean toilets. Obviously the same is true for academic libraries. Therefore, this study is made to identify the present status and facilities in different academic libraries situated in Gangtok city and to evaluate them in the context to National Knowledge Commission's recommendations. There are four academic colleges within Gangtok city: Sikkim Govt P.G. College (SGPG), Sikkim Govt Law College (SGLC), Sikkim University (SU), and Sikkim Manipal Institute of Medical Sciences (SMIMS). So this study has been confined to these institutes only to identify the status and facilities in different academic libraries in Gangtok city in context of National Knowledge Commission's recommendations. Thus, the present study has measured available facilities in different libraries situated in Gangtok city and presented them using statistical data with proper analysis and suggestions. In the concluding part it could be mentioned that there is a great need of improving the existing facilities in various libraries situated in city of Gangtok in terms of manpower, physical infrastructure especially ICT & basic amenities which needs a close coordination between local management as well as national authorities to implement NKC recommendations in reality for academic Libraries.

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Keywords: academic libraries, NKC recommendations, libraries in Gangtok city

1 Introduction : "The Nation that reads is the Nation that leads"

In light of above quote, it is an undeniable fact that Infrastructure is key to students' success. Learning expectations in the 21st century are evolving. Advancement of knowledge is vital to improving the quality of life in so many ways. We can easily think of examples in all the disciplines- medicine, public health, energy and environmental, social, sciences, humanities, etc. The fate of our lives, and those of generations to come, is impacted by the extent to which we can maximize the return on investment in improving knowledge of how to better meet basic human needs and empower individuals to realize their creative potentials in contributing to cultural legacies and enriching lives.

Though change is taking place everywhere but still, unfortunately, in our country development of Libraries is not given due importance, but due to globalization we are obliged to construct and maintain quality Libraries in all disciplines.

2 NKC towards Libraries

NKC recommended that all Libraries in India must have the following facilities:

- Trained and adequate staff - motivated, courteous and helpful
- Easy access and user-friendly retrieval systems
- Appropriate furniture, stacking and display facilities
- Effective signages
- Computers with internet access, scanners, photocopiers, etc.
- Pleasant, aesthetic and functional ambience
- Facilities such as drinking water, cafeteria (for larger libraries) and clean toilets.

Therefore, I would like to identify the status of the facilities in different academic libraries situated in Gangtok city in context to National Knowledge Commission recommendation.

3 Scope

Scope and limitation of this study has been confined only to identify the status of the facilities in different academic libraries situated in Gangtok city in context to National Knowledge Commission recommendation. Thus, the scope of the present study is to measure available facilities in different libraries situated in Gangtok city.

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4   Methodology : Due to limited no. of colleges in Gangtok city, the study considers Libraries in following colleges -

1. Sikkim Govt P.G. College (SGPG)
2. Sikkim Govt Law College (SGLC)
3. Sikkim University (SU)
4. Sikkim Manipal Institute of Medical Sciences (SMIMS)

For this study, survey method is used to approach the respondents through a questionnaire as a tool for data collection.

5   Analysis and Interpretation of Data

1. Trained and adequate staff - motivated, courteous and helpful

Table 1: Availability of manpower

S. No.	Name of Institution	Estimated manpower	Available manpower	Headed by
1.	SMIMS	12	6	Librarian
2.	SGLC	05	2	Librarian
3.	SGPGC	07	4	Librarian
4.	SU	10	2	OSD

Table- 1 shows that every Library in Gangtok is deficient of manpower; only 50% of man power is available against the estimated manpower. Here, important to mention that 'Sikkim University' is new university, it's under establishment. At present it's growing in rental building and library headed by OSD although there are two 'Library professionals' appointed having MLISc degree.

2. Easy access and user-friendly retrieval system

a) Collection status in selected Libraries

This bar diagrams reveals that least emphasis has been given on journals in most of the libraries.

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b) Access of reading material (Table 2)

Name of Institution	Open access	Close access
SMIMS	Yes	-
SGLC	-	Yes
SGPGC	-	Yes
SU	-	Yes

Table-2 shows that SMIMS Library (25%) is following open access system. Close access system (75%) is being followed in other Libraries due to lack of manpower especially security staff.

Classification system Table 3:

Name of Institution	DDC	CC	Others
SMIMS	Yes 21st ed	-	-
SGLC	Yes 19th ed	-	-
SGPGC	No	No	No
SU	Yes 19th ed	-	-

Table 3 reveals, classification of reading materials - 50 % Libraries using DDC 19th ed and Only SMIMS (25%) is using latest 21st ed DDC since year 2001.   In Sikkim Govt PG College (25%), due to lack of professional staff they are lagging in classification.

Library automation

Table 4:

Name of Institution	Completed	Going on	Proposed
SMIMS	-	Yes	-
SGLC	-	-	No
SGPGC	-	-	No
SU	-	Yes	-

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This table shows that Library Automation is in progress in 50% libraries and in 50 % libraries not proposed yet, they are under state government.

Table 5: Form of catalogue

Name of Institution	Card Catalogue	OPAC	Both
SMIMS	Yes	Yes	Yes
SGLC	No	No	No
SGPGC	No	No	No
SU	No	Yes	No

In this table shows that SMIMS (25%) maintaining card catalogue as well as OPAC. Sikkim University (25 %) having OPAC only. Rest of the colleges are not preparing catalogues in any form.

3. **Appropriate furniture, stacking and display facilities**

Table 6: Availability of Ergonomically designed furniture

Name of Institution	furniture for reading		furniture for Stacking and display	
SMIMS	Yes	-	Yes	-
SGLC	-	No	-	No
SGPGC	-	No	-	No
SU	Yes	-	Yes	-

In the above table 50% (SMIMS & Sikkim University) libraries are having ergonomically designed furniture for reading, stacking & display of reading materials.

4. **Effective signages:** Proper labeling available for different materials   Table 7:

Signage's for different materials

Name of Institution	Yes	No
SMIMS	Yes	-
SGLC	Yes	-
SGPGC	-	No
SU	Yes	-

This table emphasizes that 75% libraries are having effective signage's for different materials.

5. **Computers with internet access, scanners, photocopiers, etc.**

Table 8 (a): Computers with internet access, scanner

Name of Institution	Computer	Computer with internet	Scanner
SMIMS	Yes	Yes	Yes
SGLC	-	No	No
SGPGC	-	No	No
SU	Yes	No	No

This table shows that only SMIMS (25 %) is having computer, scanner and internet accessibility together and SU (25 %) is having computer only for users.

Table 8(b): Xerox facility

Name of Institution	Availability status		Paid or Free	
	Yes	No	Paid	Free
SMIMS	Yes	-	Yes	-
SGLC	Yes	-	Yes	-
SGPGC	-	No	-	-
SU	-	No	-	-

This table shows that only 50% libraries are having Xerox facility for users on payment basis.

6. Pleasant, aesthetic and functional ambience

Is the Library building well planned, proper light & ventilation, neat & clean environment available?

Table 9: Library building

Name of Institution	Yes	No
SMIMS	Yes	-
SGLC	Yes	-
SGPGC	Yes	-
SU	Functioning in rental building.	

This table shows that all the Libraries are having well planned building, proper light & ventilation, neat & clean environment except Sikkim University Library, as it is functioning in rental building, planned & permanent building will come soon.

7. Facilities such as drinking water, cafeteria and clean toilets are available adjoining Library-

Table 10

Name of Institution	Drinking water	Cafeteria	Clean toilets
SMIMS	Yes	Proposed	Yes
SGLC	Yes	Proposed	Yes
SGPGC	No	No	Yes
SU	No	No	Yes

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This table emphasized that-

a) 50% Libraries have drinking water facilities adjoined to Library building,

b) 50% Libraries have proposed for cafeteria adjoined to Library building,

c) 100% Libraries have clean toilet facilities adjoining Library building,

6   Summary of Findings

- A majority of the college libraries do not possess qualified library staff as per the guidelines given by the UGC and the state government.
- 50% libraries have undertaken automation of the library, all are using different library automation software i.e. Libsys, Easylib library automation software. Libraries are not focused to subscribe journals.
- 25 % Libraries have not classified reading materials.
- 25 % Libraries have neither classified nor catalogued their reading materials.
- Only one library (25%) has catalogued in both of the format i.e card catalogue, OPAC.
- 25% has only OPAC
- Library automation is in progress in 50% Libraries.
- 50 % Libraries are having Xerox facility.
- 50 % Libraries are in possession of appropriate ergonomically designed furniture.
- 25 % Libraries are lacking effective signages.
- A majority of the libraries lacking the ICT infrastructure.
- Clean toilet facilities are available in all libraries, in 50% drinking water is available, and cafeteria is proposed in 50% libraries.

7   Suggestion

1. Estimated manpower demand should be fulfilled to provide qualit services.
2. Emphasis must be given on regular subscription of journals.
3. Open accessibility for reading materials should be available in all libraries.
4. Reading materials must be classified & catalogued at the earliest as integral part for a library

5. The libraries in which automation has been initiated should try to become fully automated and the libraries in which automation is yet to start shall begin as soon as possible.

6. Xerox facility must be provided in every library.

7. Appropriate ergonomically designed furniture for reading, stacking and display facilities are must as a basic infrastructure of library.

8. Effective signages should be made available for easy access.

9. In this era, every Library must establish ICT infrastructure for development of country & community for better and fast communication and rapid results.

10. Staff of the library should be sent to training courses to upgrade their ICT Skills time to time on rotation basis.

11. General facilities such as drinking water, cafeteria and clean toilets must be assured.

12. Parent institutions/Govt. should provide sufficient funds as per the norms given by Dr. S.R. Ranganathan or by Kothari commission for optimum results.

8   Conclusion

In light of NKC recommendation for academic Libraries, there is a great need of improving the existing facilities in various libraries situated in city of Gangtok in terms of manpower, physical infrastructure especially ICT & basic amenities which needs a close coordination between local management as well as national authorities.

PaperD5

CHALLENGES TO THE COLLEGE LIBRARY –
SOME SUGGESTIVE MEASURES

Dr. Pranab Kr. Ganguly
Librarian,
Hooghly Mohsin College,
Chinsurah

Abstract:

To be sure, library since its very inception has undergone and is still undergoing several changes in general and many unprecedented changes in particular. Today library has assumed multidimensional role. The process of changes has been precipitated by technological revolution. The wind of such changes has blown and is still blowing over the library and information services and that over the academic library in particular—since the emergence of many new disciplines and also many interdisciplinary subjects and their introduction in Colleges is a common phenomenon today.

Admittedly, therefore, opening of new horizons of knowledge, generation of information and man's increasing thrust for knowledge leading to the publication of varied documents at an alarming rate and their accumulation by the Academic Libraries, population explosion and the resultant increase in the number of students in every College, increasing library collection of varied nature and the decreasing rate of library staff, crisis of trained library staff with very poor or almost no knowledge in modern educational technology, problems of backlogs and consequent crisis in library management have further aggravated the problems of academic library today. Moreover, the problems of funds, space crisis, lack of library orientation among the students, problems of service status of the librarians and many other undesirable factors are posing challenge to the College Librarians and to the Academic Administrators in ensuring effective library management with a view to provide quality services to the readers.

Hence, to cope with this changing scenario some suggestive measures may be recommended as follows:

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1. *Library Finance: quality of library services depends to a large extent on necessary funds. So, adequate funds should be provided for enriching library collections, for procuring necessary technology related to education and information services and also for library preservation, binding, servicing and stacking.*

2. *For the preservation of knowledge along with its accumulation and also for avoiding health hazards library building should be well-planned following the major pre-requisites, objectives of the institution and also the implication of the Five Fundamental Laws and Fifth law of Library Science in particular.*

3. *Library automation: In this age of information and technological revolution library automation is urgently needed to cope with the fast-changing situation for providing optimum services to the readers.*

4. *Library staff: Automated services and human services are not contradictory but supplementary. So to unsure utilization of library resources by the readers trained library staff, trained in modern information technology in particular, should be given due emphasis. Moreover, duty and accountability of every library staff should be clearly specified.*

5. *Book Selection Committee: For the selection of right books at the least cost and to avoid duplication a Book Selection Committee apart from a Library Committee with the librarian as Convener should never be lost sight of.*

6. *Library orientation for the new-comers: There should be a provision in the time table for organizing a library orientation programme by the librarian for the new comers at the beginning of every new academic session.*

7. *Autonomy of Library with the status of a Department: In view of rapidly increasing work load, complexity of library management, rapidly increasing multidimensional role of the College Libraries the librarian being at the apex of the library management should have necessary autonomy along with the status of a separate department of his library to take decision on issues relating to library for running day-to-day library administration.*

8. *The replacement of library as a social and human institution, it may be stated in this context, by the concept of digital library may be said to be a myth. Even in the technologically most advanced country library as a social and human institution is working. In fact, there can be no contradiction between human service and the services provided by Digital Library—rather reference services and all kinds of human services in the library can be further enriched with the help of sophisticated machine.*

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9. *Positive and favorable attitudes regarding library profession having its own distinguishing techniques and expertise derived from specialized body of knowledge and their accurate public expression—all these factors are directly related to the enrichment of library services and therefore these factors should be given due emphasis. Negative attitude towards library is reflected in the non-recognition of College library Services and non-inclusion and non-involvement of the librarians in many important issues except as peripheral actors in the drama.*

10. *Status of the librarian: Lack of due recognition, undefined position   act as discouraging factors in respect of providing wholehearted services from the librarians. Position of the librarian should be institutionalized and thereby his area of operation in the academic system should be clearly specified.*

     To conclude, to combat the challenges, the elements of irrationality are to be reduced and for this august purpose building up certain healthy conventions, norms and standards is most urgently needed.

Reference:

     1. Sanskrit College . Conservation of library resources. Sanskrit College and WBGCTA, Kolkata. 2002.

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VALEDICTORY ADDRESS

Smt. Kalpana Dasgupta
Chairperson,
Working Group on Libraries,
National Knowledge Commission

Respected Principal Sir,

As requested by you, I am expressing my reactions to the two day discussion on NKC and its recommendations. I will be happy if any inputs are prepared from the discussions at this conference and sent to the NKC, to the UGC and to the Ministry of Culture to facilitate the implementation of the NKC's recommendations when they set up the National Mission on Libraries. The report is now at the final stage of preparation to be submitted to the expenditure and finance committee for approval. At this stage, the inputs and thoughts from the academic circle and from colleges of North Bengal will be of relevance to them. If the national mission takes them up with the help of the HRD Ministry and the UGC then it will be advantageous for all concerned.

The papers presented here are thematically very relevant. Every paper is prepared from a special angle. Basically, good ideas have been reflected in these papers. Actually the younger generation will have to take up these challenges because such new ventures are a long drawn process.

Though libraries are said to be the backbone of all academic activities, in practice the library is the last priority in all institutions from the administrative and financial viewpoints. According to my long and varied experience, one always hears that there is no work in a library. So it is we librarians who are responsible to make the stakeholders aware of the library activities and bring it to the limelight.

Some experiences that we can get through our regular work are not included in the teaching curricula. In the library profession, requirement of professional knowledge is 50% and knowledge of public relations is 50%. When users come to the librarian and complain against the systems of the library such as OPAC or manual cataloguing, staff behaviour etc. then to sort out the given problem, the librarian will need the skill named public relations. The concept of public relations is not taught in the Library and Information Science

Part E

Recommendations

courses. But all librarians have to know the management of three major resources- Library resources, human resources and financial resources.

To make the library more visible and active there should be programmes like book discussion sessions, user education and information literacy programmes for the teachers and students etc. There should be activities from the part of the library that can make the administrators think that the library is capable of undertaking worthwhile activities beyond the mundane routines of a library. My suggestion to the library professionals is that they should not pay importance to problems only and think about doing something new to attract the users to the library. The library should not wait for the users to visit the library then provide services to them. There should be a relationship with the students, teachers and decision makers. The Librarians will have to develop different ways to deal with the finance officers and administrators of the institution and justify new projects and proposals to augment the library.

I hope there will be proper implementation of the NKC's recommendations, which will benefit the library profession and libraries of India as a whole. There should be higher status for library professionals not in terms of money alone but status in the real sense i.e. dignity of a person who is knowledgeable, who knows the users and understands the library and loves the profession. The younger generation will have to strive to win these for the future generation of librarians. It will give us immense pleasure to see the library profession go a few steps ahead of what it is today.

Thank you.

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RECOMMENDATIONS

Consolidated out from the seminar

The seminar recognizes the following crucial points-

1. There must be a uniform staff structure in the college library. The present staff strength should be enhanced. Manpower should be related to student–teacher strength.

2. There must be a uniform 'library advisory committee' in every college with the chairmanship of the Principal and the librarian should be the convener of the committee.

3. ICT infrastructure should be developed and ICT based service should be given as much as possible.

4. Open source software should be developed by Indian Institute of Library Science which has already included in NKC recommendations on libraries.

5. Initiatives should be taken also to arrange advanced ICT training programme (including the training on the open source software mentioned in the previous point) for the college library professionals.

6. User education programme should be introduced time to time.

7. Regular user survey should be taken up for every college library.

8. Emphasis is to be given for saving disable people. Infrastructure (such as preparing ramp) and tools (such as audio-books, Braille books, etc.) should be arranged by the college libraries.

REPORT

UGC SPONSORED SEMINAR

Opportunities and Challenges of the College libraries in the context of National Knowledge Commission Report

Rapporteur: 1) Smt. Sharmila Bose
2) Shri Apurba Jyoti Majumder
3) Shri Malay Acharjee
4) Shri Pinaki Sarkar
5) Shri Ajoy Kumar Das

Siliguri B. Ed. College, Darjeeling in collaboration with Bengal Library Association, Darjeeling District, organized the UGC Sponsored national seminar on "Opportunities and challenges of the college libraries in the context of National Knowledge Commission Report" during March 6-7, 2009 in the college seminar hall.

Dr. Pranab Krishna Chanda, Principal, Siliguri B. Ed. College had welcome all the honorable guests and participants on 6th March, 2009 at 10.30 a.m. The program started with "Saraswati bandana" presented melodiously by Nivedita Ghosh, a trainee of the college.

Professor R.aghunath. Ghosh, Dean of the faculty council for P. G. Studies in Arts, Commerce & Law, University of North Bengal (NBU), inaugurated the seminar by lighting the lamp and expressed in his inaugural address, that academic institutions can be categorized according to its library. He opined that library had to keep the balance between the application of new technology i.e. electronic technology & resources and human values i.e. soft feelings to library resources, users and other staff. He also advocated for the moral commitment of library staff which can not be found in case of outsourcing.

The perspective and theme of the seminar was then highlighted by Smt. Ratna Nandi (Ghosh), Convener and Dr. Chaturbhuj Kundu, Jt. Convener of the seminar.

Professor Biswanath Chakraborty, Dean of the faculty council for P. G. Studies in Science, NBU was the chief guest in the inaugural session, presided by Dr. P. K. Chanda.

Principal of Siliguri B. Ed. College. Prof. Chakraborty described library as local education centre as well as local gateway in the global world and said that librarians can change the mindset of the users.

Smt. Kalpana Dasgupta, Chairperson, Working group on libraries, National Knowledge Commission (NKC), delivered the keynote address. She discussed the report of NKC and elaborated the various aspects related to the report. She emphasized upon bringing the managerial concepts into the libraries and opined that inclusion of ICT did not pose any threat to existing professionals. She also strongly recommended consortia among college libraries.

Among the other dignitaries present in the inaugural session were Professor Arjun Dasgupta and Professor Pijushkanti Panigrahi, DLIS, Calcutta University, Dr. Mriganka Mandal, Librarian, NBU.

Dr. P. K. Chanda in his presidential address said that the resolution which would stand after the two-day debate, will be tried, at the level best, to implement in our college and the region.

The inaugural session was ended with vote of thanks, given by Dr. Nita Mitra, Reader in the Dept. of Geography, of the college.

The technical session 1 started immediately after inaugural session with the chairmanship of Dr. P. K. Chanda. Professor Arjun Dasgupta presented the invited papers on "Role of a college library in the context of NKC report". He said in his paper that challenges were the basic expectation of higher education and the colleges had much more responsibility to know the user's need. He analyzed the role and enlightened the status of college libraries in the present day.

Mr. Malay Acharjee in his paper entitled "Role of college libraries in information services in the context of changing environment" said that the library of today was not only a store house of knowledge, focused upon the challenges faced by the college libraries and proposed new staffing pattern.

After the completion of this session Smt. Kalpana Dasgupta pointed out some important clarification and ideas of NKC.

The technical session two, started after lunch, was presided by Prof. Arjun Dasgupta.

In this session the first presenter was Dr. Nita Mitra (Chanda). She proposed ICT

based amalgamation of library with the classroom. She opined that through this amalgamation library would be able to help teaching more directly by providing right type of information at the right time.

Next invited paper was presented by Professor Pijushkanti Panigrahi on "College libraries in the changing environment". He concentrated on new technology i. e. implementation of ICT for providing services in college libraries. He expressed that library had a social responsibility and hence librarians should have a will to develop technology based environment in libraries. He emphasized upon the change of service pattern in the changing need and situation of libraries.

The next lecture was delivered by Apurba jyoti Majumder on "library automation" using open source software. He pointed on need, areas, problems of library automation and some successful factors like technical infrastructure, staff skills soft functionality and overall organizational culture.

Dr. Dilip Kr. Dey highlighted his long experiences on college library services and its problems and future need to satisfy library clientele through its services.

The next paper entitled as "Intranet based services at IFMR library: moving towards SMART library" of M. Pandu Rangaswamy was read by Sri Pinaki Sarkar.

Dr. Chaturbhuj Kundu read the paper of Dr. Debasish Pradhan and Lakshinarayan Maity, which was on selection of software and frequently asked questions in library automation.

After that Nikhil Chandra Sarkar read the paper of Sri Arup Kr. Mondal entitled as "application of information technology in government aided general degree college libraries of Burdwan (north & south) sadar, West Bengal: problem & prospects".

At the end question-answer session was being held. Then Professor Dasgupta concluded the 2nd technical session. That is also the end of the first day.

The technical session 3 started on the second day at 11 a.m. with the chairmanship of Professor Pijushkanti Panigrahi. Total 6 papers including 1 invited paper were presented in this session.

Professor Krishnapada Majumder, Head, DLIS, Jadavpur University & State secretary, Bengal Library Association joined the seminar on the second day and delivered his lecture in the 3rd technical session on "The Standard of a college library in the context of NKC report". He discussed about the status of college libraries in West Bengal including

status of librarian, library building, collection, ICT application, etc. He said that the library services had to develop a lot in this regard. He also advocated that financial power should be given to librarian and the librarian should upgrade themselves and keep a good relationship with the students, teachers, staff, etc. He also proposed a new staff pattern for college libraries.

Smt. Rituparna Basak in her paper said that libraries had undergone a great change. Advent of computer concept changed the library services. It is clear from the NKC report that it would play a great role in development of college libraries.

Smt. Ratna Nandi emphasized in her paper on the establishment of consortia and problem related to it. She also discussed various technologies related to establishment of consortia and initiation of Indian Government in this area. She opined that change in mindset was very essential to provide better library services.

Dr. Chaturbhuj Kundu mainly emphasized on implementation of NKC report and hoped that the new central Govt. would think positively towards the report.

Md. Ziaur Rahman said that education was a continuous process. He discussed the status of college librarian in modern society, lack of facilities provided to college libraries. He expressed that despite of various committees' recommendation the status of the professionals had not changed yet.

Smt. Nilima Paul in her paper entitled "is NKC a "Messiah" to the college librarian: a brief critique" said that there was an urgent need to develop the present status of libraries. She discussed about the role of various commissions.

Hence Professor Panigrahi announced the end of the session.

Professor K.P. Majumder chaired the 4th technical session.

At first Mr. Saparshi Ghosh, Head, DLIS, NBU, presented the invited paper on "College libraries in the North-Eastern region" in the session. He emphasized upon user-centered orientation, team-based environment, demand, expectations and need of the users. He said that information should be reliable, dependable and accurate. Librarians have to justify the users, their need and expectations. He also opined that without ICT we could not survive. Library school had a role here.

After that Mr. K. P. Singh presented his paper on "Towards identifying status and facilities in academic libraries in Gangtok City: A study in the light of NKC Recommendations" He identified that there was a great need of improvement regarding ICT.

Dr. Lakshmi kanta Jana presented his paper "Job satisfaction and performance among non-government college librarians in West Bengal: An evaluative study in the light of The National Knowledge Commission report on libraries". He proposed that university library should form network with college libraries and provide necessary guidance. College librarian should also be given facilities to participate in workshop, training, etc.

The last paper was presented by the Principal of the college Dr. P. K. Chanda entitled "Conversion of a Particular Type of Non-User of Library to User". He opined that if library could grow its confidence then users would come to the library. He suggested to provide information in accuracy, precise and ready made to make available the information at a moment without wastage of time and thus to grow confidence.
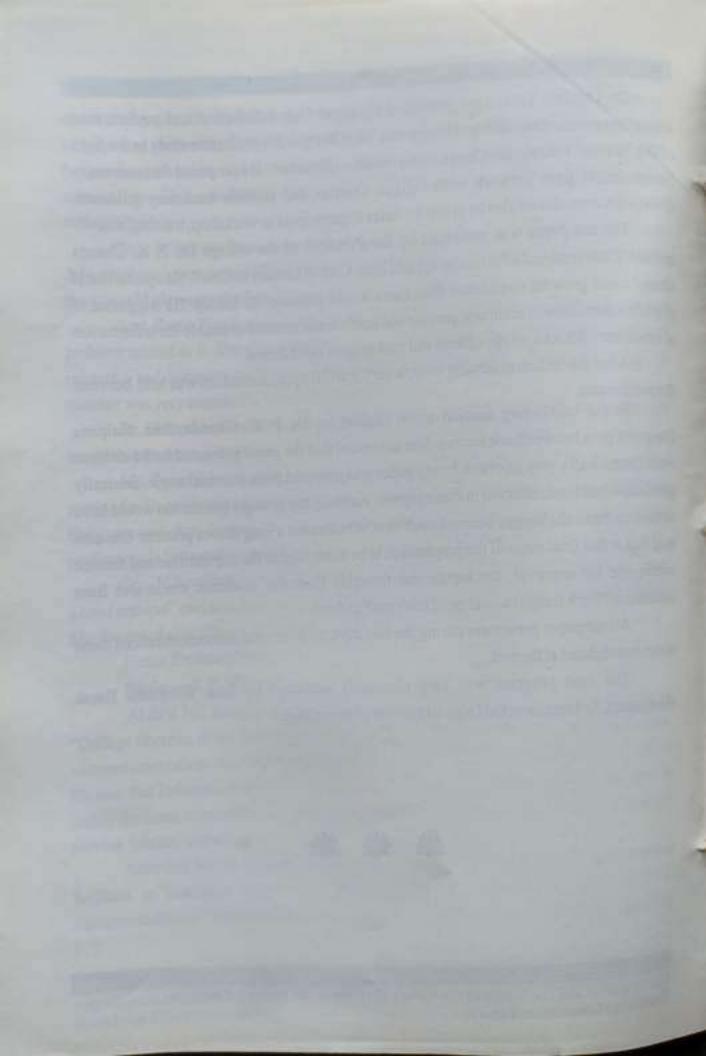
After the technical session over, a very fruitful open discussion was held between the participants.

In the valedictory session again chaired by Dr. P. K. Chanda, Smt. Kalpana Dasgupta gave her feedback lecture. She expressed that the paper presented in the seminar were thematically very relevant. Every paper was prepared from a special angle. Basically good ideas had been reflected in these papers. Actually the younger generation would have to take up these challenges because such new ventures are a long drawn process. She also said that at this final stage of the preparation to be submitted to the expenditure and finance committee for approval, the inputs and thoughts from the academic circle and from colleges of North Bengal would be of relevance to them.

All the paper presenters during the two days made several recommendations those were consolidated at the end.

The total program was very pleasantly anchored by Smt. Rituparna Basak (Dasgupta), Sr. lecturer in the Dept. of English of the college.

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Opportunities and challenges of the college libraries in the context of National Knowledge Commission Report

From left : Prof. Krishnapada Majumder, Prof. Arjun Dasgupta, Smt. Kalpana Dasgupta, Prof. Pijushkanti Panigrahi, Dr. Pranab Krishna Chanda