

PROJECT REPORT

ON

**“STATUS OF AUTOMATION OF DEPARTMENTAL
LIBRARIES OF DELHI UNIVERSITY”**

SUBMITTED BY

NAME:

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UNDER SUPERVISION OF

Submitted in partial fulfillment of the requirements for qualifying

MLIP

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

SCHOOL OF SOCIAL SCIENCES

NEW DELHI

CERTIFICATE OF ORIGINALITY

This is to certify that the Project Report titled “**STATUS OF AUTOMATION OF DEPARTMENTAL LIBRARIES OF DELHI UNIVERSITY**” submitted in partial fulfillment of the requirement for the award of **Master's Degree in Library and Information Science (MLIS)** is an original work carried out by .

The matter embodied in this Project is a genuine work done by the student and has not been submitted whether to this University or to any other University/ Institute for the fulfillment of the requirement of any course of study.

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ACKNOWLEDGEMENT

With Candor and Pleasure I take opportunity to express my sincere thanks and obligation to my esteemed guide It is because of his able and mature guidance and co-operation without which it would not have been possible for me to complete my project.

It is my pleasant duty to thank all the staff member of the computer center who never hesitated me from time during the project.

Finally, I gratefully acknowledge the support, encouragement & patience of my family, and as always, nothing in my life would be possible without God, Thank You!

NAME: .

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DECLARATION

I hereby declare that this project work titled “**STATUS OF AUTOMATION OF DEPARTMENTAL LIBRARIES OF DELHI UNIVERSITY**” is my original work and no part of it has been submitted for any other degree purpose or published in any other form till date.

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TITLE OF THE PROJECT

**“STATUS OF AUTOMATION OF DEPARTMENTAL
LIBRARIES OF DELHI UNIVERSITY”**

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CHAPTER – 1

INTRODUCTION TO THE STUDY

“Library Automation” is a buzz word in the contemporary environment. It refers to the implementation of information and communications technologies (ICT) in the libraries & information centers. In other words, conversion of manual system into a specific MARC format which makes it suitable for cooperative networking and resource sharing among the libraries and information centers. Library automation is the application of ICTs to library operations and services. The functions that may be automated are any or all of the following: acquisition, cataloging, public access (OPAC and WebPAC), indexing and abstracting, circulation, serials management, and reference. The Automation Department of the libraries of Bucharest designs administrates and updates the library website and internal communication network and is dealing with computer equipment and software acquisition for the whole library complex.

Libraries are universally recognized as important social institution for diffusion of knowledge and information. No community, institution or organization is considered complete without the support of a library and its services. The gradual spread of the concept of democracy, extension or education, growth of research activities, rapid industrialization, continuous increase in production of recorded knowledge both in print and non-print media,

and advancement in information transfer, computer and communication technologies have contributed to the growth of libraries and information centers as well as to the development of user oriented services.

Another activity of the Automation Department is the organization, development and maintenance of the library's institutional digital repository. The Automation of Departmental elaborates implements and configures local applications, provides IT assistance and logistics for training courses organized by the library. It also organizes training courses and professional presentations according to the needs, requests and trends and produces leaflets, posters and pamphlets on a regular basis.

Library “**Automation**” is a buzz word in the contemporary environment. It refers to the implementation of information and communications technologies (ICT) in the libraries & information centers. In other words, conversion of manual system into a specific MARC format which makes it suitable for cooperative networking and resource sharing among the libraries and information centers. A good Automation” increased operational efficiencies of the library staff. Improve the quality, speed, accuracy, and effectiveness of services. Get better access to other networks and systems, on the Web, etc. Facilitate wider access to information for their clients. Smooth the progress of wider dissemination of information products and services

A library management system refers to the implementation of software that has been developed to handle the basic housekeeping functions of a library. Single Function. Integrated Function Identifying the important role that the library management system will play, in planning and implementing library automation projects. In this situation, it is

necessary to educate ourselves through proper training and development. Automation Standards The standards adopted by the library and its community that facilitate data interchange between libraries & information centers through a unique format which are supported by all systems, for example MARC (Machine Readable Cataloguing) standards and Z39.50, the information search and retrieve protocol standard.

Benefits of Departmental Libraries Automation:

- ➔ Improved productivity/efficiency
- ➔ Better use of information resources through improved access
- ➔ Improved resource sharing through the virtual catalog or network
- ➔ Facilitates interlibrary loan
- ➔ Reduces duplication
- ➔ Avoids duplication of cataloguing effort
- ➔ Optimizes the use of human and other resources
- ➔ Enhances the national and regional information infrastructure

ORGANIZATIONAL STRUCTURE:

The Office of Policy and Analysis (OP&A) study team examined the organizational structure of collections management at the Smithsonian to consider whether it supports or detracts from sound collections management. Overall, the collecting units have primary responsibility for carrying out collections management functions, but how they do so is strongly influenced by the central Smithsonian administration and external professional associations. The Board of Regents, Office of Management and Budget, and the Congress are also strong influences.

The study team looked at current organizational charts to see where the different collections management responsibilities are located and which offices and positions are involved. Interviews probed decision making; the linkages between collections management and other programs; cross-unit and pan-Institutional interactions; and the structure of accountability. The findings describe the organizational structure of collections management at the unit, central administration, and pan-Institutional and external organization levels, and then present some issues that emerged from the interviews and the literature.

Collection Management Division:

This new division is responsible for strategically developing and managing the collections of the departmental Libraries. Special focus and attention will be devoted by this division to strengthening library collections in support of a key strategic goal of the departmental Libraries, the upcoming membership application to the Association of Research Libraries, which is in turn an element of the departmental campus strategic research plan to achieve top tier status as a Texas emerging research institution. The Collection Management Division encompasses the functions and current staff of the following departments:

- **Collection Development:** This new department is being created to address needs for balanced collection development, with special attention to gap analysis and comparisons with peer institutions designated by the THECB. Librarians making up this department will likely be drawn from the current RIS department.
- **Technical Services:** This large department will continue to be a critical foundational element of library operations and the effective processing of information resources.
- **Preservation:** Preserving materials for the future is critical to long term access to library collections.

Special Libraries Division

The Special Libraries Division includes libraries and departments with collections that are: a) focused on narrowly targeted subject domains and clienteles, b) specialized formats, and/or c) unique items not held by other libraries. The units comprising the division of special libraries offer customized services to their clienteles requiring far more specialized approaches than the broader kinds of services offered in other divisions. The Special Libraries Division encompasses the functions and current staff of the following departments:

- Music Library: One of the historically strongest units of the departmental Libraries, this unit will continue to collect extensively and work closely with the College of Music.
- Discovery Park Library: Provides specialized services and collections for co-located academic groups.
- Archives and Rare Books: Curates remarkably varied and rich specialty collections and services
- Media Library: This unit works very closely with targeted segments of the departmental community to provide access to audiovisual media formats.
- Microforms: Provides access to specialized high-density information formats.

Digital Libraries Division

The Digital Libraries Division leads efforts to develop innovative new digital services and collections in collaboration with scholars and other external stakeholders. The departmental Libraries have established a premier infrastructure for digital libraries and this division will build on established strengths to further advance the accomplishments of departmental in this area and be a point of attraction for further external sponsored funding. The Digital Libraries Division encompasses the functions and current staff of the following departments:

- **User Interfaces:** This new department will include the current staff of the Multi-Media Development Lab, and will focus on developing and continuously improving user interfaces to various library online systems, for both library clientele and staff. It will include mash-up activities and integration of existing library systems to better address user needs, extensively utilizing usability testing as a methodology. This department will also include ILS staff functions, to improve the utility of the online catalog.
- **Digital Projects:** Building on a long history of successes, digital projects will continue to be enhanced.
- **Digital Library Development Team:** This new team will further cultivate the premier digital library infrastructure of the departmental Libraries, and create the next generation of specialized library applications.

Facilities and Systems Office:

This new office will consolidate the various core elements of the libraries' infrastructure, from physical bricks and mortar facilities to specialized library server and desktop systems. The Facilities and Systems Office encompasses the functions and current staff of the following departments:

- **Library Facilities:** This functional area will encompass both day-to-day management functions as well as long-term planning and coordination with facilities groups of the campus as well as external consultants.
- **Library Systems:** This is a critical department to maintain library-specific systems, both servers and desktop units. The strength of this unit is another important foundational element of strong library services.
- **Photocopy Services:** Reliable and convenient reprographics are an expected service in any library.

- 24-Hour Access Lab: As the most heavily used lab facility on campus, this lab needs to be well supported.

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External Relations Office:

This new office will take responsibility for a wide range of functions associated with interacting with external entities. While this office will initially be quite small, its growth will be key to success of the library as a whole. The items identified below will likely not be either departments or even full FTE commitments initially, but rather identify areas in which the office will grow into overtime. The External Relations Office encompasses the functions and current staff of the following functional areas:

- **Sponsored Funding and Donor Relations:** Fundraising and grantsmanship will be a critically important area for this office to spearhead. Working effectively with the campus advancement division will be a vital responsibility of this office, and is aligned with the campus strategic plan for advancement.
- **Communication, Marketing, and Outreach Efforts:** This functional area is essential if the libraries are to better communicate both internally and externally. It will require proactive collaboration with many library groups and external agencies, ranging from other campus communications groups to news media.
- **Planning and Assessment:** Effectively managing external reporting (to both campus and external agencies) efforts will be an important element of this office's responsibilities. The current assessment staff of the libraries will become part of this office.
- **Project Management and Research Support:** For the immediate future this office will manage sponsored projects and provide support for research efforts undertaken in the libraries. Especially as collaborative research projects with departmental faculty expand research support and/or project management functions may move to the proposed Research Support Office.

Finance and Administration Office:

This office will formally consolidate financial and other administrative functions that have been loosely grouped together within the departmental Libraries for years. Providing effective oversight and coordination of these functions will be very important to effective and smooth operation of the libraries. This is the only one of the new top level positions which need not be recruited; Susan Paz already holds the position of Assistant Dean for Fiscal Resources, and has had senior leadership responsibilities for various administrative functions within the library for many years; she will continue in these roles formally as part of the new organizational structure. The Finance and Administration Office encompasses the functions and current staff of the following departments:

- Finance and Budget: Effective management of budgetary resources is a crucial element of operations.
- Human Resources: The libraries are composed of a large cluster of operational units with many specialized and complex human resource requirements.
- Administrative Office and Cyber-Cafe Operations: The libraries entail many subsidiary administrative functions, including the Willis Cyber-Café. Effective coordination of these administrative services and functions contributes to the overall success of the libraries.

LIBRARY AUTOMATION ACTIVITIES IN INDIA

Although some institutions like IS1 and IITs in the country have imported mainframe computers in the late 1950s and early 1960s, priority was being accorded for productivity-and R&D-linked jobs. This is because of the huge costs involved in getting mainframes and also due to the fact that library work was generally viewed as not so important by the concerned authorities who accorded lower priorities in allotting computer time for such work. Many of

the libraries and information centres started using computers for their work after the introduction of mini computers during late 1970s. Even these were generally costly, only elite institutions in the public, academic, R&D and private sectors could afford them and so, the libraries in these institutions were able to utilize them to some extent. Library automation, as a result, did not progress satisfactorily. However, the arrival of microcomputers and personal computers (PCs) in the Indian market in the 1980s gave the necessary impetus; the environment began to change and library automation picked up momentum. The Indian National Scientific Documentation Centre (INSDOC), one of the pioneer institutions in library automation field, started using computers for information processing in 1964 utilizing the IBM 1620 at IIT, Kanpur for its union catalogue. It also utilized the IBM 1620 at Delhi University for other related jobs. The Documentation Research and Training Centre (DRTC), Bangalore also started the computerization work in the late 1960s. A Document Finding System was designed and developed with programs to prepare catalogues on tape which was later tested on the IBM 1401 system at ISI, Calcutta. In 1970, the library of NAL, Bangalore made efforts in computerizing the circulation control with an ICL 1004 system. As per a survey conducted by Kamath (1990), there were nine libraries which were using computers in the country. The various library routines where computerized procedures used by these libraries include: procurement (one library), charging and discharging of documents (one library), cataloguing (two libraries), preparing union catalogue (one library), and preparing addition lists (four libraries). INSDOC started providing computerized SDI service from January 1976 using the IBM 3701155 computer at IIT, Madras and the CANISDI software with CA Condensates database. INSPEC A&B databases were also used from 1977 for providing SDI services. In 1977 BHEL (R&D), Hyderabad started providing SDI services to the various units using computers. During 1970s a few more libraries started using computers for library routines. Notable among them include the Tata Institute of Fundamental Research

(TIFR), Mumbai and the Space Applications Centre (SAC), Ahmedabad. A number of seminars and workshops were conducted on various facets of library automation during this period by national institutions like SIET, DRTC, BARC, and INSDOC. This situation improved in the 1980s and the early 1990s with the launching of national and metropolitan networks. Further, during this period the prices of the computer hardware and software have started climbing down making them affordable to many libraries. Metropolitan networks like CALIBNET and DELNET, professional associations like ILA, AGLIS and IASLIC, and national institutions like INSDOC, DRTC, and SIET started training programmes in automation of libraries, bibliographic database development using CDSISIS and other software packages. National institutions like DRTC, INSDOC and DESIDOC, were actively engaged in such programmes. INFLIBNET of UGC started providing financial assistance to the academic libraries for library automation.

Agencies like NISSAT also supported such activities. The INFLIBNET has, supported 123 universities deemed universities towards creating infrastructure facilities including buying PCs and modems, developing databases, and getting telephone and Internet connectivity. It is also providing recurring grants for some activities for 5 years after the initial grant is utilized. INFLIBNET expects to extend financial support for another 30 universities in the coming couple of years. These efforts paid rich dividends and resulted in a significant level of automation of academic and research libraries in the 1990s. The main players in library automation in the past decade have been the special libraries of the country. Most of these library and information centres are in the R&D institutions under the central government and in universities.

These include the Council of Scientific and Industrial Research (CSIR), Department of Atomic Energy (DAE), Defence Research and Development Organization (DRDO), Department of Science and Technology (DST), Indian Council of Agricultural Research (ICAR), Indian Council of Medical Research (ICMR), Indian Space Research Organization (ISRO), Public Sector Undertakings (PSUs) and the institutions of national importance like IITs, Indian Institute of Science (IISc), All India Institute of Medical Sciences (AIIMS), and National Medical Library. Although special libraries took the lead initially, many university libraries and libraries from major institutions in arts, humanities, social and behavioural sciences, and management are increasingly participating in library automation. Some special factors favoured special libraries, which were able to undertake library automation. These include: (i) easier decision making due to the relative autonomy they possess being in publicly-funded organizations, (ii) the pressure these libraries experience to provide efficient services and better, wider access to information (this pressure is the result of the goals or deadlines to be achieved by the institution), (iii) the wide availability of PCs, and (iv) the free availability of Unesco's Micro CDSISIS which facilitated easy development of databases (Haravu, 1993). Another factor is that in many of the institutions, internal talent was available in the form of computer specialists (programmers) who were responsible for the in-house development of library software. A detailed discussion of the benefits, prerequisites modules and files needed for library automation can be found elsewhere (Rao, 1990 and 1995; and Seth and Dalal, 1995) Libraries cannot escape from the revolution. of information technology (IT), which has revolutionized the way of working of the entire society. University libraries are under ever-increasing pressure to maximize our technological capabilities in order to keep up with academic demands. We also have a strong obligation towards the nation as the country's frontline sector of libraries, who should provide the initiative to the advancement of the Sri Lankan library field.

Assessing needs and setting priorities:

An attractive and efficient circulation desk can up lift the library image more than anything. The users' cooperation is very much needed for the success of the automation of circulation. Therefore, each and every step of the process of automating should be planned carefully. The awareness programs on the software package and how it works etc. are useful to prevail the clientele. The sufficient supply of required recurrent items such as barcode labels and required equipments (in good working condition) such as computers, barcode printers, normal printers, barcode readers etc. are also vital for successful automation. In addition, librarian should take care of the network connectivity and electricity supply to minimize fluctuations and interruptions. Security against the system failures, the data lost and corruptions are also determining factors when considering the possibility of disposing the manual system of keeping records.

The existing circulation policies should be revisited in the light of upcoming new and expanded user services. For example the OUSL library formulated new set of rules and regulations to streamline making reservations, sending overdue notices, charging process for lost books etc.

CHAPTER – 2

OBJECTIVES OF THE STUDY

1. To study of impact of automation of departmental libraries of Delhi University
2. To explore status of automation of departmental libraries of Delhi University.
3. To examine the role of automation for departmental libraries in Delhi University
4. To study of benefit of needful automation and service of departmental libraries.
5. To study the various levels of library & information services provided by departmental libraries
6. To examine deeply the organizational infrastructure of departmental libraries such as collection, organization of collection, use of information technology, automation, users, resources and services they offered, space, budget, staff, access System and other facilities

CHAPTER – 3

REVIEW OF LITERATURE

The literature for review to be collected from secondary sources such as magazines, articles, reports, budgets, newspaper etc to highlight the problems and findings of the study done by various research and business professionals to understand the significance of status of automation of departmental libraries of Delhi University. The objectives of the proposed topic have to be formulated based on the previous study by the research professionals. Approximately ten to fifteen reviews are to be collected and presented in my project report.

Traditionally public libraries have been catering to the document needs of their users.

- Public libraries also provide their library and information services to their users by allowing them to have access and use of books, journals, magazines, maps and atlases, reference books, audio and visual documents, and other such printed and non-printed documents.
- Public libraries have to provide their valuable library and information services to the large community of society as it comes under their duty of social obligations.

Library Automation?

- It implies a high degree of mechanization of various routine and repetitive tasks to be performed by human beings.
- It is principally the use of computers, associated peripheral media (disks, optical media, magnetic tapes, storage devices, etc.) computer based products and services in library work.
- Library automation requires planning, designing and implementation. Library automation reduces the drudgery of repeated manual efforts in library routine. The use of library

automaton helps in eases and comfort in collection development, storage, administration, processing, preservation, and communication etc. It increases productivity in terms of both works as well as in services.

Automation is a technique to make a system automated means self active. For these electronic machines are used to automate the libraries. Library automation means the application of machines to perform the different routines, repetitive and clerical jobs which involve various functions and services of the libraries.

Objectives of the library automation

- To improve control over the library collection
- To have an effective control over the entire operation
- To share effectively the resources among various libraries at a local, regional, and national level and international level
- To avoid duplication and repetitive work/tasks
- To obtain various services of the existing staff effectively

Importance of Library Automation

- More time to work with the library users
- Speedup of searching for users
- Better access to the collection
- Allows easy sharing of resources sharing with other libraries
- More interface with the library users with other information resources
- Better facilities for the users as other libraries are also automating
- Enhances consistency in the collection, streamlines circulation
- Time saving of clerical and repetitive tasks
- Ease of maintenances of statistics and overdues

- Report to the management

Advantages of library automation

- Provides users with timely access to various library materials
- Eliminates routine and repetitive tasks or performs them more quickly and effectively
- Reduces the amount of time spent on material acquisition, serials, etc.
- Management, budget administration and record keeping
- Supports new means of information retrieval by introducing library users to global information
- Allows library users to use search strategies that exceed those that can be used with card catalogue
- Also allows library users to search library's collection from locations outside the library's walls.
- It motivates users equip them with problem solving and information retrieval skills and provides them with the lifelong learning experience.
- It increases productivity in terms of both work as well as in service
- Professional staff need not spend much time on the routing work
- Eliminates human errors while performing routine library work
- Improved computer awareness among users
- Cataloguing is faster, instant access to nonrecords
- Excellent control over circulation

According to J. Suku Mini G. Pillai in 2005:

This paper discusses the present scenario of automation activities of university libraries in Kerala. The survey findings mainly cover various aspects of library automation such as information technology infrastructure, in-house activities, information services and their usage, manpower development, and budget. The paper briefly describes the role of INFLIBNET Centre in accelerating the automation activities of university libraries, especially in the context of the recently introduced UGC-Infonet programme. The problems encountered in this process are identified and possible suggestions are stated.

In library and information science research, information can be seen as a consumable product that can only be consumed together with certain information delivery systems and/or services. The satisfaction of library users is a function of the quality of information product(s) received, the quality of information system and library services provided to access the information product. Therefore, satisfaction is a function of three main sources— quality of the information product, the information system and the services that make the information product available. These three levels of measure of satisfaction are defined by the information resources, facilities and services in this study. These sources of satisfaction, when properly harnessed may contribute to users' overall satisfaction. The accuracy, completeness, precision, and relevance of the information materials obtained from public library by a user are measures of the product performance.

The public library is established to provide materials, which communicate experience and ideas from one person to another and make them easily and freely available to all people. The public library is a local centre of information that makes all kinds of knowledge and information readily available to its users. It is established, supported and funded by the community, either through local, regional or national government or through some other form

of community organizations. It provides access to knowledge, information and works of imagination through a range of resources and services. It is equally available to all members of the community regardless of race, nationality, age, gender, religion, language, disability, employment status and educational attainment.

People in all walks of life use the public library resources, facilities and services. These users include pupils, students, teachers, scholars, scientists, business executives, government officials and even dropouts. Large numbers of people also turn to public libraries to satisfy their desire for knowledge or to obtain materials for some kind of leisure-time activities. A library may meet user's information needs by acquiring, organising and making available relevant information resources backed by appropriate facilities and delivered by means best known to them, which could be manual or through Information and Communication Technologies (ICTs). For any public library to perform well and meet the needs of the users on this modern time, it is necessary for the public library to embrace the use of information and communication technology. The role of ICT in the effective utilization of libraries has been stressed in literature, particularly in academic libraries. In a survey conducted by Ojo and Akande (2005), it was gathered that students use internet sources and e-mail more than other sources. Other electronic information resources used by students in the order of importance include CD-ROM, e-Journal, etc.

A lot of academic information can be received using electronic resources both inside and outside the library. This may be the reason why they are more popular compared to other resources. However, lack of computer and IT skills, time consuming, limited access to computer terminal and too much information retrieval, using electronic resources, often detracts from doing work. These challenges among users may deter them from using electronic information sources. To this Omekwu (2001) stated that the success of online

searching depends on the ability of the user or the information scientist to perform the search in the best possible way. However, the performance of libraries has been hindered by:

i. Lack of infrastructure.

ii. Lack of adequate finance. Danuta (1996) asserted that finance is a major resource for organizational effectiveness and without it nothing meaningful will be achieved. It should be borne in mind right from the onset that computerization of library operations like acquisition and circulation control is an expensive venture, and a time consuming process. Also, Ikem and Ajala (2004) noted that the problem of funding is the major constraint of ICT application in libraries. According to them, the problem of funding is more than just acquiring the hard and software but updating and maintenance are very crucial in order to sustain it.

iii. Unavailability of local communication experts and computer communicating internally. Testing and installation of gadgets in a computer-based system, skilled and experienced personnel are needed on a permanent basis who can convert the existing manual bibliographic data into machine readable form.

iv. Installation and maintenance involve foreign currency limitations, bad telephone lines, and reluctance of telecommunication officers to license moderns. Moreover networks have their inherent problems which sometimes affect the decision of individual and organizations.

Public library exists to satisfy users. In this context, users' satisfaction refers to how users judge the services of public libraries. Indeed, it refers to whether users of public libraries get the desired information resources, facilities and services expected to be provided by the public libraries. Hence, in recent times, evaluating users' satisfaction with the information resources, facilities and services of public libraries has become a major concern and an integral part of library and information science practitioners (Ogunsola, 2004). This is

because the ultimate aim of all libraries as a service oriented organization is to satisfy the needs of its clients. Thus, users' satisfaction with the information resources, facilities and services provided by libraries whether public or academic has become the melting pot of the present day librarianship and information science (Saliu, 2002).

In this regard, the International Federation of Library Association (IFLA) set the minimum standards for information resources, facilities and services to be provided by public libraries (IFLA, 2001). The information resources include fiction books, non-fiction books, textbooks, newspaper/magazines, pictures and posters, records and tapes, audio and video, toys, CD-ROM and Braille materials. Facilities to be provided include reading tables adequate enough for users, sitting chairs, book shelves, library space, fans, lighting, ventilation, flooring, restaurant, location of exit point, notice board/bulletin, photocopiers, vehicle parking space, computers, carrels, periodical racks, circulation desks and other facilities that would make users comfortable for reading (IFLA, 2001). While the services include community information services, recreational activities, reference services, storytelling, reading competition, career information, customer care, adult literacy education, mobile library services, and services to prisoners, online internet search, among others (IFLA, 2001).

While these information resources, facilities and services are important in the public library services, the extent to which they satisfy users' information needs is fundamentally more important. This is because the ultimate goal of public libraries is to bring about higher users' satisfaction. Thus, it becomes pertinent to determine the extent to which users are satisfied with the information resources, facilities and services of public libraries. Public libraries generally serve a wide range of users, which include adult males and females, young adults, children, the visually impaired and other groups of people in the communities where they are located. Due to this fact, public libraries have vital roles to play in information dissemination

at the grassroots to meet the information needs of each of these groups. The importance of public library in our society today is being underscored by a number of convergent trends which include, increase in school enrolment at the primary, secondary and tertiary levels. Thus, public libraries must be proactive, vibrant and abreast of the latest developments in information dissemination to maintain relevance and keep up with the multifarious needs and expectations of library users. It is therefore important that the public library should be able to provide the right materials to meet the information needs of users.

In a recent study, Anunobi (2003) observed that librarians are yet to make impact on students. The study revealed that the presence of school librarians who teach students on the use of library in secondary schools have not made much impact as shown by students' inability to use catalogues and indexes as library access points in their first year at universities. Awana (2007) maintained that the friendly disposition of staff, the willingness of library staff to assist users to get needed materials from within or through inter-library loan will encourage users to patronize the library and above all increase users' satisfaction with library services. Researchers are of the opinion that attitude of some library staff that bothered on hostility, rudeness and lazy approach to requests or enquiries have often put off some potential library users. Unomah (1986) in a survey of students utilization of academic libraries in Nigeria found that most often than not, some of the junior staff attitude towards users are discouraging in their services to the students. The negative attitude of some librarians towards information technology in library operations is not encouraging. Ifidon and Okoli (2002) noted that the nature of library staff is a factor that inhibits effective library services. They further stressed that most of the staff went through the traditional form of training in which some of them just refused to adjust to the new situation, but want the status quo to remain. Thorhauge (2003) is of the view that friendliness and helpfulness of library staff is one of the sixth criteria they proposed for the evaluation of academic libraries.

However, several studies in Nigeria (Ogunrombi, 1985; Oyegade, Nassarawa and Mokogwu, 2003; Iyiade and Oladipupo, 2004 and Onohwakpor, 2009) have noted that the Nigerian public library scene is yearning for improvement as their services suffer one form of neglect or the other due to lack of fund, inadequate infrastructure and unqualified manpower. This study, therefore, is on public library information resources, facilities and services: user's satisfaction with Edo state central library.

To adequately explain user's satisfaction with information resources, facilities and services, a conceptual model was developed in line with the Consumer Satisfaction Theory (CST) propounded by Cadotte, Woodruff & Jenkins (1987). According to the theory, before shopping, customers have some pre-purchase standard(s) in their minds that guide their purchasing activities. After purchasing a product (service), customers evaluate the performance of the product (service) against pre-purchase standards. When performance is greater than expectations (pre-purchase standard), satisfaction occurs. When performance is less than expectations (pre-purchase standard) dissatisfaction occurs. Thus, the extent to which a customer experiences satisfaction or dissatisfaction is related to the size and direction of product performance. In this study, information is investigated as a consumable product and library users are customers who are having a purchasing experience.

Accordingly, information searching and retrieval activities are viewed as purchasing experiences of library users. As with many consumables, information as a product is defined by two components: the information system/services that the customer utilizes to access and retrieve the information product (facilities and services) and the information product itself (resources). In other words, the information needs expectation from the public library by users represents the pre-purchase standard while the actual information products obtained from the public library represents the product/service consumption. Thus, when information

resources obtained from a public library is lower than information need expectation, the users will be dissatisfied and vice versa. The library information resources are better utilized when relevant facilities such as reading tables, chairs, book shelves, ICTs among others are available. The availability of facilities enhances the ability of public libraries to render necessary services to users. Therefore, the integration of the three variables will bring about user's overall satisfaction.

Libraries are universally recognized as important social institution for diffusion of knowledge and information. No community, institution or organization is considered complete without the support of a library and its services. The gradual spread of the concept of democracy, extension or education, growth of research activities, rapid industrialization, continuous increase in production of recorded knowledge both in print and non-print media, and advancement in information transfer, computer and communication technologies have contributed to the growth of libraries and information centers as well as to the development of user oriented services.

Arora, K. (2008) stated that the aim of university is to promote learning and to widen the boundaries of knowledge. To meet this it depend more on its library than on its teachers. The teacher imparts knowledge while the library satisfies the individual's inquiry and sense of curiosity. The university cannot accomplish its twin tasks of spreading knowledge and expanding its frontiers till it has not first provided itself with an outstanding library system. ALA glossary of Library & Information Sciences (1990) defines university library as "a library, or system of libraries, established supported and administered by a university to meet the information needs of its students and faculty and support its instructional research and service programs". The library is the core of a university, as a resource it reside the central and primary place, because it serves all the functions of a university teaching and research,

the creation of new knowledge and transmission to posterity of the learning and culture of the present and the past, where the departmental libraries purpose is to disseminate information within a specific field of subjects. It allows an individual to acquire spiritual, inspirational, and recreational activity through reading, and therefore, the opportunity of interacting with the society's wealth and accumulated knowledge (Omojuwa, 1993). University Library is considered as nerve center and heart of all educational system, it play a key role in supporting the institution in achieving their mission and goals. It function in knowledge disseminating is greatest one (Kuh&Gonyea, 2003; United Kingdom. UGC.1976; Saddique, 2005). Colleges, Universities and their libraries can improve educational, economic, social and cultural conditions of a nation; they have a major role in producing useful citizens, scholars, educationists, future leaders, intellectuals, scientists, doctors, engineers, economists (Jamil, 1983; Bargellini&Bordoni, 2001). The University library is thus an important organization maintained by a university to support and promote its teaching, research, extension and publication programs.

According to Lee (2003) departmental library is a library service unit, with collections, which is organized specially to serve the needs of one or more academic discipline and is physically isolated from the main library. Swan (2002) stated that departmental library mirrors the curriculum of the department and anticipates changes in the field of study. Keeping in view the importance of university libraries in general and departmental libraries in specific, the following questions that motivated the study include:

What is current status of departmental libraries in the University of Delhi?

What is the current status of services; collection organization and management in the departmental libraries at University of Delhi?

What is the automation status in the departmental libraries at Delhi University?

What kind of issues and challenges being faced by the departmental libraries?

What is the current financial status in the departmental libraries at Delhi University

Akhtar, (2007) conducted a study on university libraries in Pakistan. He stated that there are four models of libraries at university level in Pakistan, namely (a) strongly central library system with exclusively operate in the professional universities. Example of this system is the Khyber Pakhtunkhwa Agricultural University, Peshawar; University of Engineering and Technology, Lahore; University of Agriculture, Faisalabad; Allama Iqbal Open University, Islamabad; and Mehran University of Science & Technology, Jamshoro, Sindh. (b) Central Library with Branch/Campus Libraries, Example of this system is The Islamia University of Bahawalpur where one well equipped central library with two branch libraries operates in the university. (c) Decentralized Library system with no coordination. In this system all the teaching departments have their own departmental libraries. This is the most popular system in the university libraries of Pakistan. All the jurisdiction of such libraries including technical processing, purchase, professional staff and budget are carried out separately from the central library. Such libraries serve under the chairman or head of the concerned department. Example of this system is University of Peshawar, Peshawar; University of the Punjab, Lahore; International Islamic University, Islamabad and the Quaid-e-Azam University, Islamabad; (d) a central library along with seminar/departmental libraries in which the central library is responsible of acquisition of materials, technical processing etc to meet the requirements of the teaching and research needs of the whole academic and students community on the campus. Universities of Karachi and of Sindh are the best examples of this system Similarly Ameen, & Haider. (2007) found that universities libraries in Pakistan have administratively different structure, such as (i) central library with independent, subject libraries attached with the departments, colleges (ii) central library with seminar or reference

libraries in departments, colleges (iii) only central library. It may be described as both centralized and decentralized system. Moran (1996) conducted his research on the role of medical departmental libraries. He concluded that departmental libraries play a vital role in fulfilling the information needs of many academies. Lee (2005) did his research on academic departmental library collections as curriculum trend indicators. He concluded that an academic departmental library provides unique collection due to the collaboration of librarians and experts who are teaching in the field. It replicate changes in the profession and mirrors the curriculum. He highlighted on the necessity of departmental library and its services and concluded that universities should develop their libraries to enhance knowledge management systems at campus level. Akhtar (2008) conducted his research on library services and user satisfaction from the departmental library of LIS department, Punjab University, Lahore. He found that most of the users were not satisfied with the present status of department library and its services. He suggested improvement in library collection and application of information technology to improve the usage and services of library

CHAPTER – 4

RESEARCH METHODOLOGY

Research in common parlance refers **to search for knowledge**. One can also define research as a scientific and systematic search for pertinent information on a specific topic. In fact, research is an art of scientific investigation. Some people consider it as a movement from the known to unknown. It is actually a voyage of discovery

RESEARCH DESIGN:-

The research design had been the combination of Exploratory and Descriptive designs. This study had been conducted in various steps:

- Firstly, the relevant information had been collected to meet the need of objectives.
- Secondly, an analysis had been made.
- Thirdly, the finding and suggestion had been given.

Data Sources:

Information was gathered through primary and secondary sources.

→ Primary Data

It consists of original information gathered for the specific purpose. This data was generally collect by observation and survey method.

→ Secondary Data

It consists of information that already exists somewhere were collected for another purpose.

Tools used for data collection:

- Primary data was collected through questionnaire and informal interviews:

a. Questionnaire (This questionnaire is distributed among the 120 users of different departmental libraries of Delhi University)

b. Interview

- Secondary data was collected through various articles in magazines, journals.

Other Secondary data sources were:

- Internet sites
- Company Annual Report
- Reference books

Procedure for Data Collection:

- Communication, asking question & receiving a response in person.

Research Design

- Exploratory design.

Sample Plan:

- Random Sampling
- Text books

Sampling Technique:-

The techniques used for conducting the study were convenience sampling technique as sample of respondents was chosen according to convenience.

STASTICAL TOOLS:

The tools used in this study were MS-EXCEL, MS-WORD. MS-EXCEL was used to prepare pie- charts and graphs. MS-WORD was used to prepare or write the whole project report.

METHOD USE TO PRESENT DATA:

Data Analysis & Interpretation – Classification & tabulation transforms the raw data collected through questionnaire in to useful information by organizing and compiling the bits of data contained in each questionnaire i.e., observation and responses are converted in to understandable and orderly statistics are used to organize and analyze the data:

- ➔ Calculating the percentage of the responses.
- ➔ Formula used = $(\text{no. of responses} / \text{total responses}) * 100$

Graphical analysis by means of pie charts bar graphs etc.

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CHAPTER – 5

DATA ANALYSIS, FINDINGS AND RECOMMENDATION

Evaluation of the Study:-

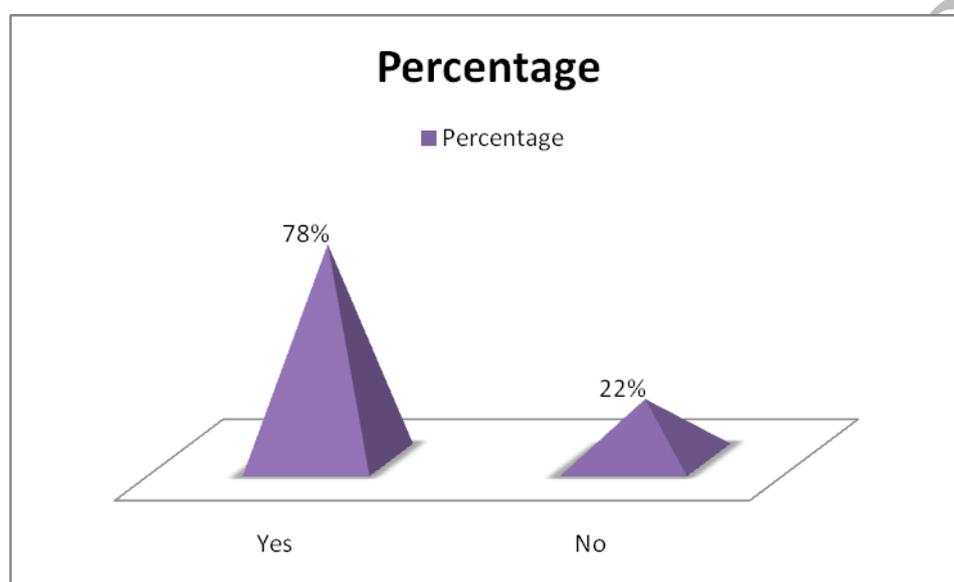
A detailed analysis of the study is necessary and is to be considered in order to compare the actual theory with that practical the variants of which may form the basis for improvements. Keeping this point in view and to fulfill the evaluation variants of which may form the basis for objectives of the studies an attempt has been made to segment the various respondents on the basis of some aspects collected from them through questionnaire. There are depicted through tables and graphs.

The copy of questionnaire administered is enclosed and the sample size was 120 respondents are enclosed at the end of this project. All the calculations and numerical interpretations are for 100%

Q1. Do you agree that automation play important role for departmental libraries?

Table 1

Criteria	Frequency	Percentage
Yes	93	78%
No	27	22%



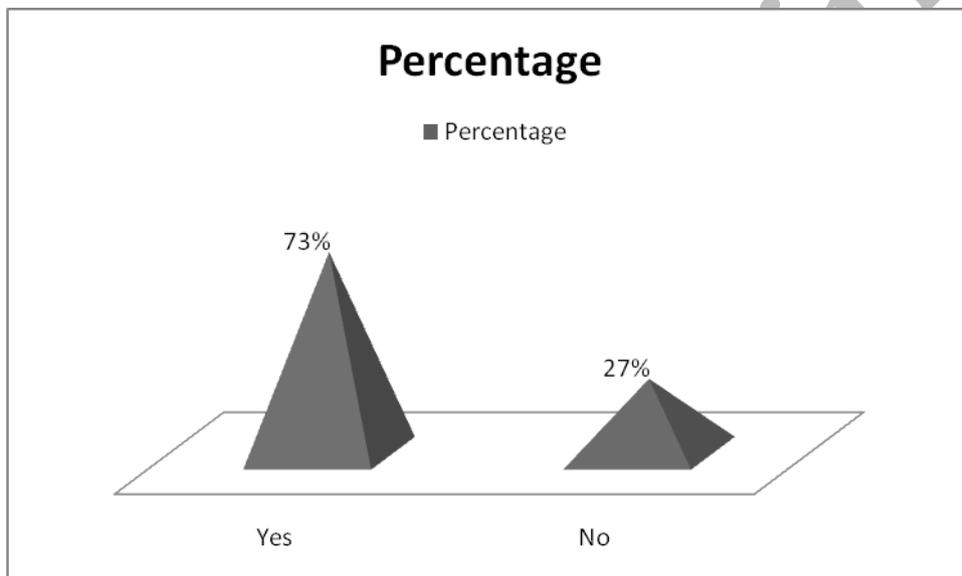
ANALYSIS AND INTERPRETATION:

From the graph given above, it is clear 78% of respondent agree that automation play important role for departmental libraries and 22% of respondent said no.

Q2. Do you think that automates library to denote a library in which the collection of library materials?

Table 2

Criteria	Frequency	Percentage
Yes	87	73%
No	33	27%



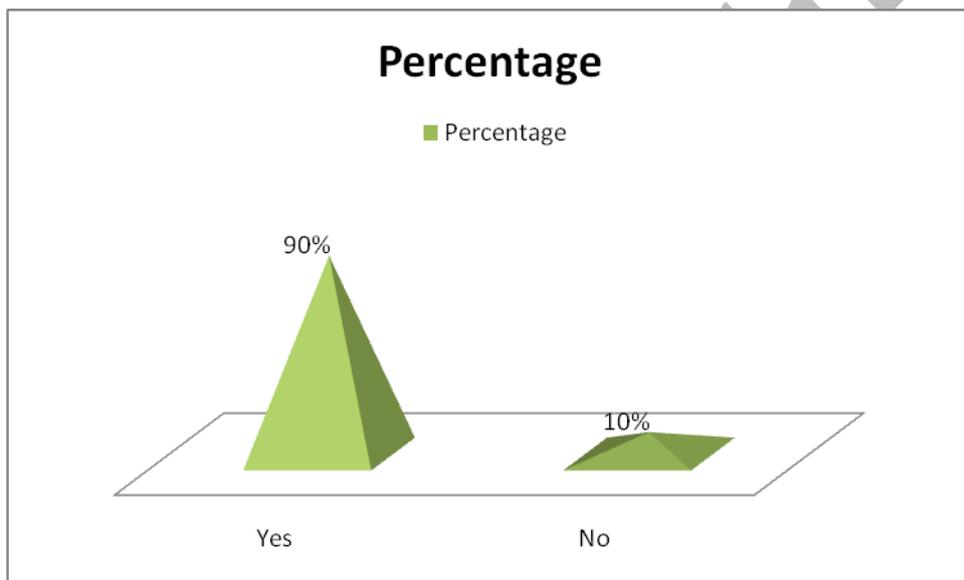
ANALYSIS AND INTERPRETATION:

From the graph given above, it is clear 73% of respondent think that automates library to denote a library in which the collection of library materials and 27% of respondent said no category.

Q3. Automation is likely to improve cost-effective performance by increasing accuracy, by reducing the rate of increase in costs in labor-intensive activities, and by increasing effectiveness.

Table 3

Criteria	Frequency	Percentage
Yes	108	90%
No	12	10%



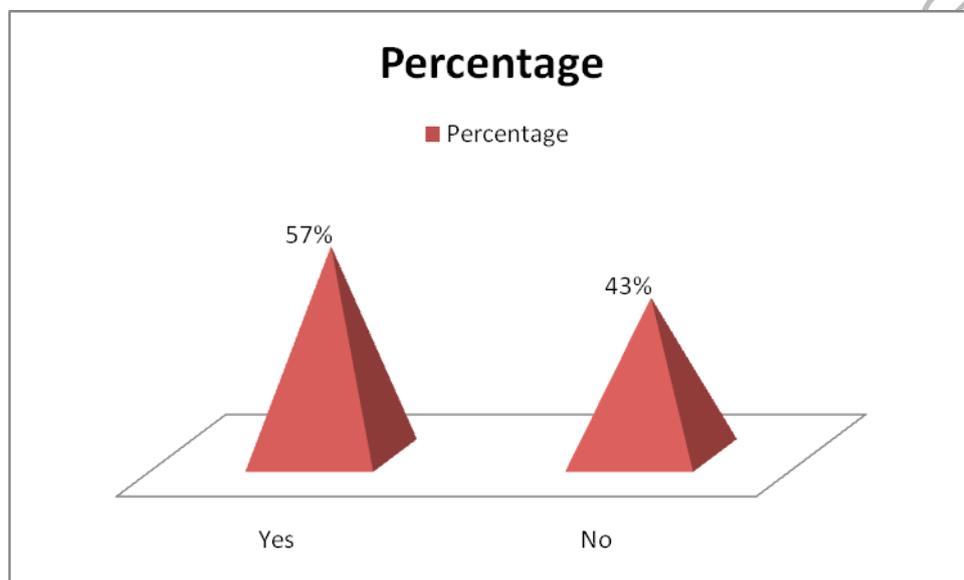
ANALYSIS AND INTERPRETATION:

Out of the total respondent surveyed, most of the respondent said that Automation is likely to improve cost-effective performance by increasing accuracy, by reducing the rate of increase in costs in labor-intensive activities, and by increasing effectiveness

Q4. Do you satisfied with departmental Libraries collection and present Budget?

Table 4

Criteria	Frequency	Percentage
Yes	68	57%
No	52	43%



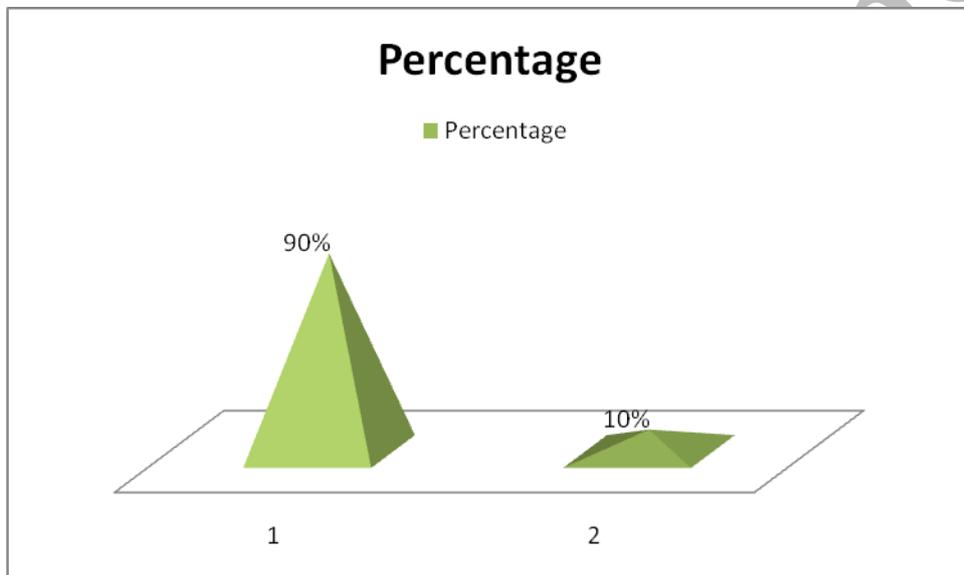
ANALYSIS AND INTERPRETATION:

Out of total respondent surveyed, 57% of the respondent said yes they were satisfied with departmental Libraries collection and present Budget and 43% of respondent said no.

Q5. Do you agree that most of people use Computerized/Automated Services?

Table 5

Criteria	Frequency	Percentage
Yes	108	90%
No	12	10%



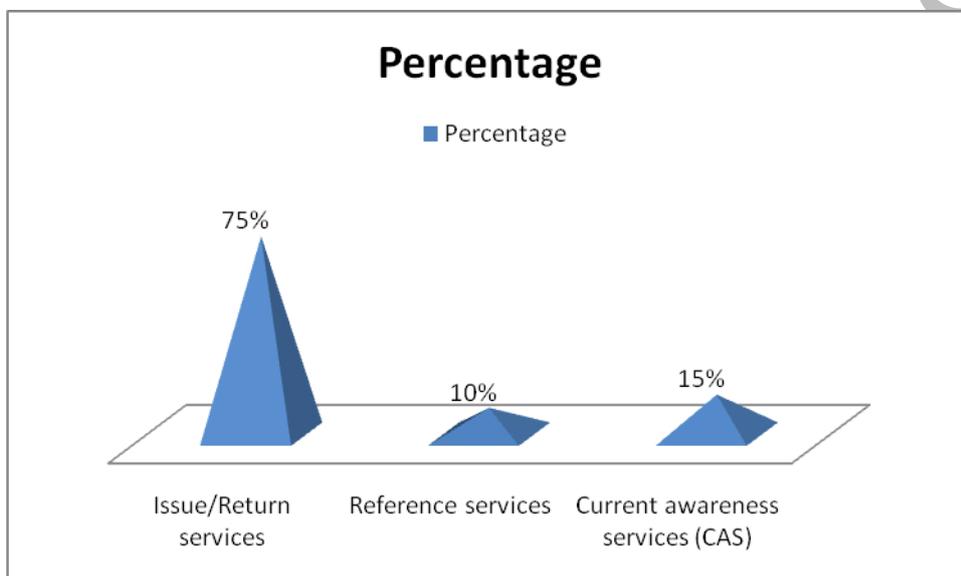
ANALYSIS AND INTERPRETATION:

Out of the total respondent surveyed, most of the respondents agree that most of people use Computerized/Automated Services.

Q6. Which Departmental Libraries Services do you use most of time?

Table 6

Criteria	Frequency	Percentage
Issue/Return services	90	75%
Reference services	12	10%
Current awareness services (CAS)	18	15%



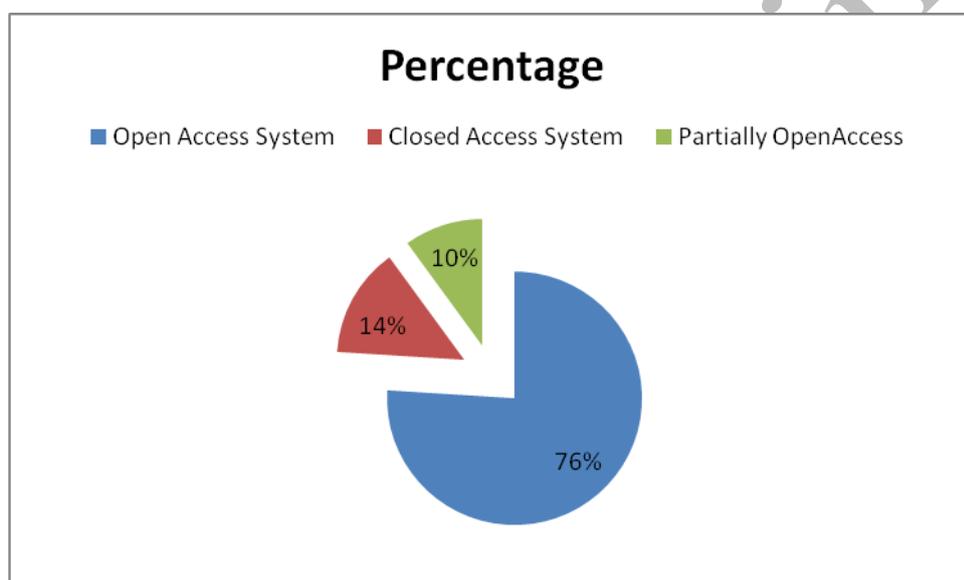
ANALYSIS AND INTERPRETATION:

From the graph shown above, it is very much clear that most of the respondent said Issue/Return services use most of time.

Q7. Which Departmental Libraries Access System do you prefer?

Table 7

Criteria	Frequency	Percentage
Open Access System	93	76%
Closed Access System	15	14%
Partially Open Access	12	10%

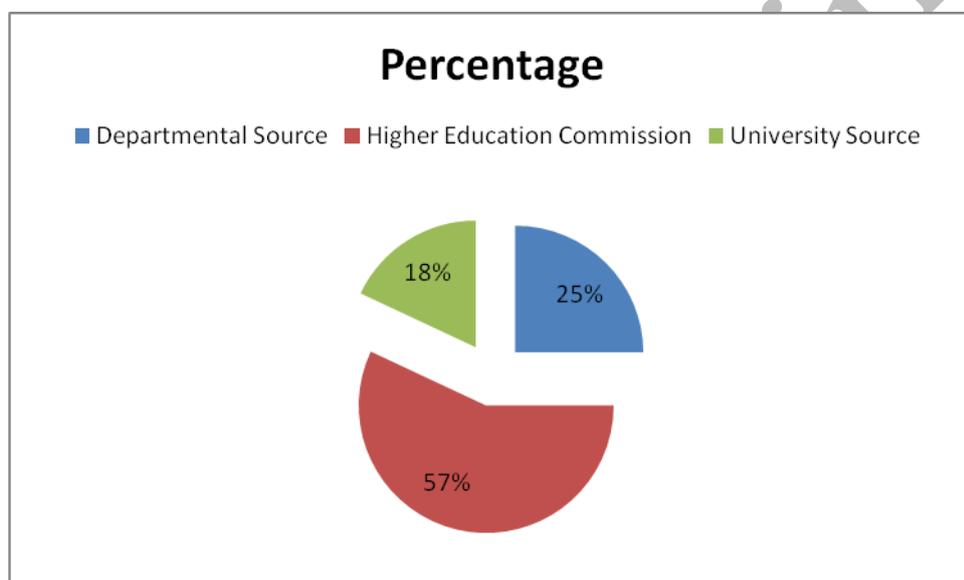


ANALYSIS AND INTERPRETATION:

Out of total respondent surveyed, 76% of the respondent said they were prefer Open Access System, 14% of respondent said Closed Access System and only 10% of respondent said Partially Open Access.

Q8. Sources of Departmental Libraries budget:**Table 8**

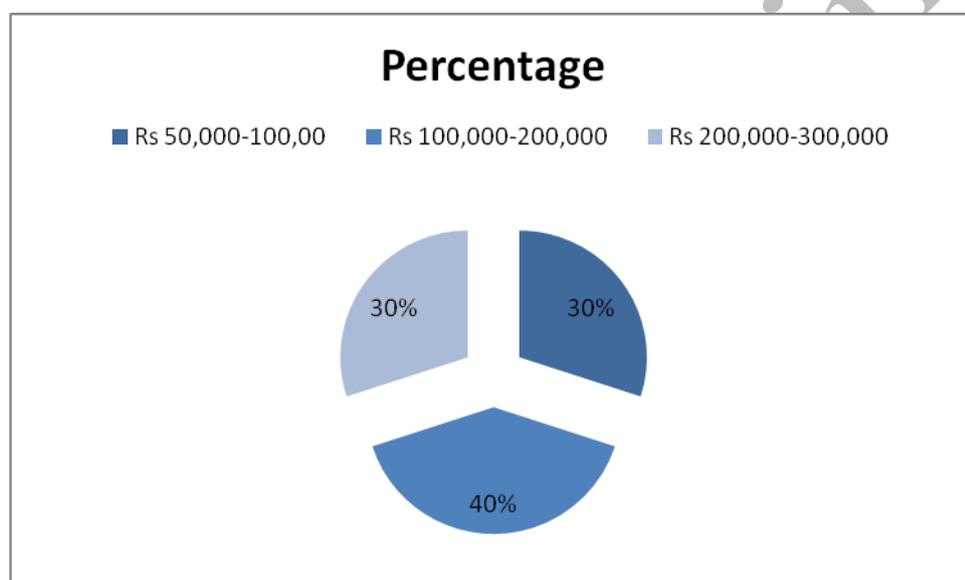
Criteria	Frequency	Percentage
Departmental Source	30	25%
Higher Education Commission	68	57%
University Source	22	18%

**ANALYSIS AND INTERPRETATION:**

Out of total respondent surveyed 57% of the respondent agree with Higher Education Commission, 25% of respondent said Departmental Source and only 18% of respondent said University Source.

Q9. Annual budget of Departmental Libraries.**Table 9**

Criteria	Frequency	Percentage
Rs 50,000-100,00	35	30%
Rs 100,000-200,000	48	40%
Rs 200,000-300,000	37	30%

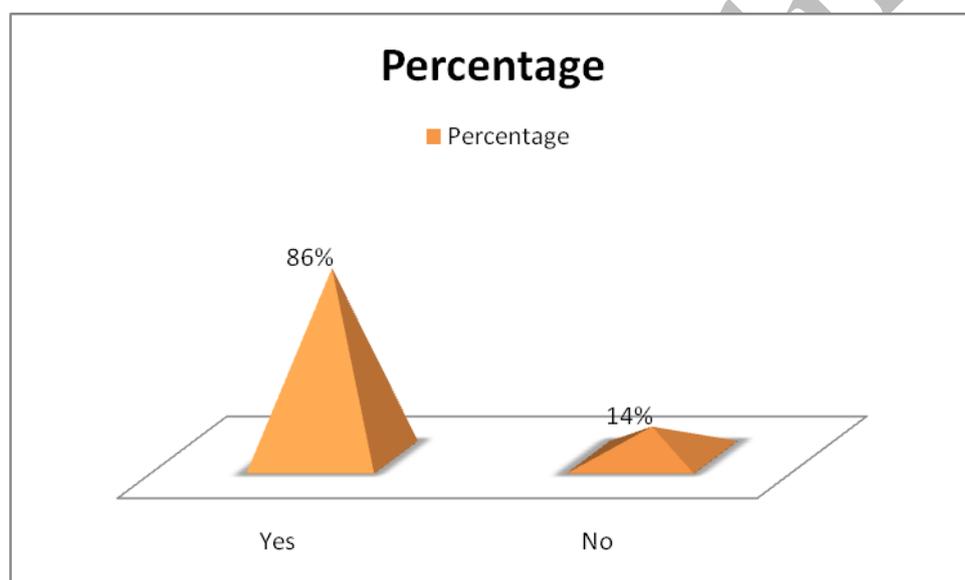
**ANALYSIS AND INTERPRETATION:**

Out of total respondent surveyed 40% of the respondent said Rs 100,000-200,000 Annual budget of Departmental Libraries and 30% of the respondent said Rs 200,000-300,000 etc.

Q10.Do you agree that the various levels of library & information services provided by departmental libraries.

Table 10

Criteria	Frequency	Percentage
Yes	103	86%
No	17	14%



ANALYSIS AND INTERPRETATION:

Out of total respondent surveyed, 86% of the respondents agree that the various levels of library & information services provided by departmental libraries and 14% of respondent said NO category.

Respondents' comments and suggestions:

As additional space was provided, the respondents were requested to give comments and suggestions for better improvement of departmental libraries services. Majority of the respondents provided their comments to improve the following area of the departmental libraries: libraries building; adequate budget; libraries staff, computers and other IT tools.

Departmental libraries staff

The respondents suggested that “qualified and competent professional staff” and managerial staff should be appointed in the departmental libraries to overcome burden on a single librarian. They suggested regular training and refresh courses for librarians. The respondents suggested that the present librarians service structure and promotion rules should be redesigned.

Collection in the departmental libraries

The respondents strongly recommended that departmental libraries should purchase latest books and other reading materials. Journals related to their subjects should be subscribed. Computers and automated facilities/services The respondents emphasized that latest computers; Computer Server, hardware & software facilities/services should be implemented in the departmental libraries for betterment in the library services. They also suggested that IT expert should be appointed in all departmental libraries to manage all automated and IT based duties. They also suggested that uniform automation software should be installed to connect all the departmental libraries which can help them in resource sharing and making uniform catalogue.

Departmental libraries services

The respondents provided various suggestions regarding further improvement of departmental libraries services. They suggested that printing and photocopy facility should be provided within the premises of departmental libraries. They should launch Online Public Access Catalogue (OPAC) and should digitize Theses and Dissertation. The respondents also suggested library orientation and information literacy program for students. To enhance the usage of library and information services in the departmental libraries, they suggested resource sharing; Inter Library Loan (ILL) among departmental libraries.

Departmental libraries budget

Majority of the respondents commented that “inadequate finance” is the big hindrance in promoting departmental libraries and its services. They suggested that library budget should be increased for the purchase of reading materials, modern technologies and library furniture. Findings The study reveals that the respondents expressed to some extent satisfaction with the present departmental library’s collection and budget. Most of the departmental libraries have their catalogue and were using DDC system for organization of library materials. Inadequate information technology; automated catalogue; barcodes on books; lack of OPAC and automated circulation services; lack of Indexing and Abstracting Services; inadequate computers for users; books binding and reprographic services in the departmental libraries were found from this study. They provided HEC digital library access to its users. Most of the departmental libraries have their proper library committee for the overall management. Majority of departmental libraries received fund from university sources. On the other hand most of departmental libraries faced inadequate budget and space problem. Most of the departmental libraries provided closed system to their users.

FINDINGS

The findings of the study of “STATUS OF AUTOMATION OF DEPARTMENTAL LIBRARIES OF DELHI UNIVERSITY”.

The study reveals that the respondents expressed to some extent satisfaction with the present departmental library’s collection and budget. Most of the departmental libraries have their catalogue and were using DDC system for organization of library materials. Inadequate information technology; automated catalogue; barcodes on books; lack of OPAC and automated circulation services; lack of Indexing and Abstracting Services; inadequate computers for users; books binding and reprographic services in the departmental libraries were found from this study. They provided HEC digital library access to its users.

1. From the outcome of the study it is evident that 78% of respondent agree that automation play important role for departmental libraries and 32% of respondent said no.
2. Finding that 73% of respondent think that automates library to denote a library in which the collection of library materials and 27% of respondent said no category.
3. Out of the total respondent surveyed, most of the respondent said that Automation is likely to improve cost-effective performance by increasing accuracy, by reducing the rate of increase in costs in labor-intensive activities, and by increasing effectiveness
4. As per the outcome of the study, 57% of the respondent said YES they were satisfied with departmental Libraries collection and present Budget and 43% of respondent said NO.

5. Finding that most of the respondents agree that most of people use Computerized/Automated Services.
6. A large number of the respondent said Issue/Return services use most of time through Departmental Libraries
7. As per the outcome of the study 76% of the respondent said they were prefer Open Access System, 14% of respondent said Closed Access System and only 10% of respondent said Partially Open Access.
8. 57% of the respondent agrees with Higher Education Commission, 25% of respondent said Departmental Source and only 18% of respondent said University Source.
9. It is finding that 40% of the respondent said Rs 100,000-200,000 Annual budget of Departmental Libraries and 30% of the respondent said Rs 200,000-300,000 etc.
10. 86% of the respondents agree that the various levels of library & information services provided by departmental libraries and 14% of respondent said no category.

Most of the departmental libraries have their proper library committee for the overall management. Majority of departmental libraries received fund from university sources. On the other hand most of departmental libraries faced inadequate budget and space problem. Most of the departmental libraries provided closed system to their users.



RECOMMENDATION

Keeping in view the results of this study, following recommendations are suggested to improve the status of departmental libraries and their services.

1. Departmental libraries should higher professionals and IT expert personnel to serve better in the IT environment.
2. To provide right information at right time, it is suggested that OPAC, circulation and digitization of theses and dissertation should be initiated in all departmental libraries.
3. Adequate library budget and library space should be increased.
4. Departmental libraries should purchase latest and relevant books as well as subscribes journals to meet the requirements of students, faculty members and research scholars
5. To increase research output, it is suggested that access to online resources/databases should be increased.
6. Online reference and alert services should be provided to users.
7. Departmental libraries should provide internet facility to their users.
8. Library orientation and information literacy programs should be started in the departmental libraries for users and teachers.
9. It is suggested that all departmental libraries should provide open access system for easy and quick retrieval of materials.

CHAPTER – 6

CONCLUSION

The following conclusions are drawn from the above findings.

The status of automation of departmental libraries of Delhi University is similar to that of college libraries throughout India. Libraries, librarians, and college administrations must initiate automation in order to provide effective and efficient services to users. Library professionals must upgrade their skills in order to meet the growing expectations of users from libraries.

This study is conducted for the first time in the history of librarianship, to examine the current status, collection, services and issues being faced by the departmental libraries at the University of Delhi. The study found a big gap between departmental libraries and latest trends in the field of libraries and information services. Library and information scientists should conduct further studies by evaluating and analyzing the departmental libraries system; status, services and learning facilities provided by them to their users. Furthermore, users' satisfaction from departmental libraries and comparative studies can be conducted among the departmental libraries at various universities/institutions in Pakistan to find out at certain conclusion

The main purpose of any library is to provide relevant and up- to-date materials with a view to satisfying the information needs of users. Based on the findings, it is clear that the library

users are satisfied with some facilities but not satisfied with the information resources and services of the departmental libraries.

Limitations of the Study:

- The size of the research may not be substantial and it is limited to area.
- There may be lack of time on the part of respondents.
- As only single area was surveyed or covered, it does not represent the overall view of each field.
- It may be possible that some of the respondents may give the incorrect information.

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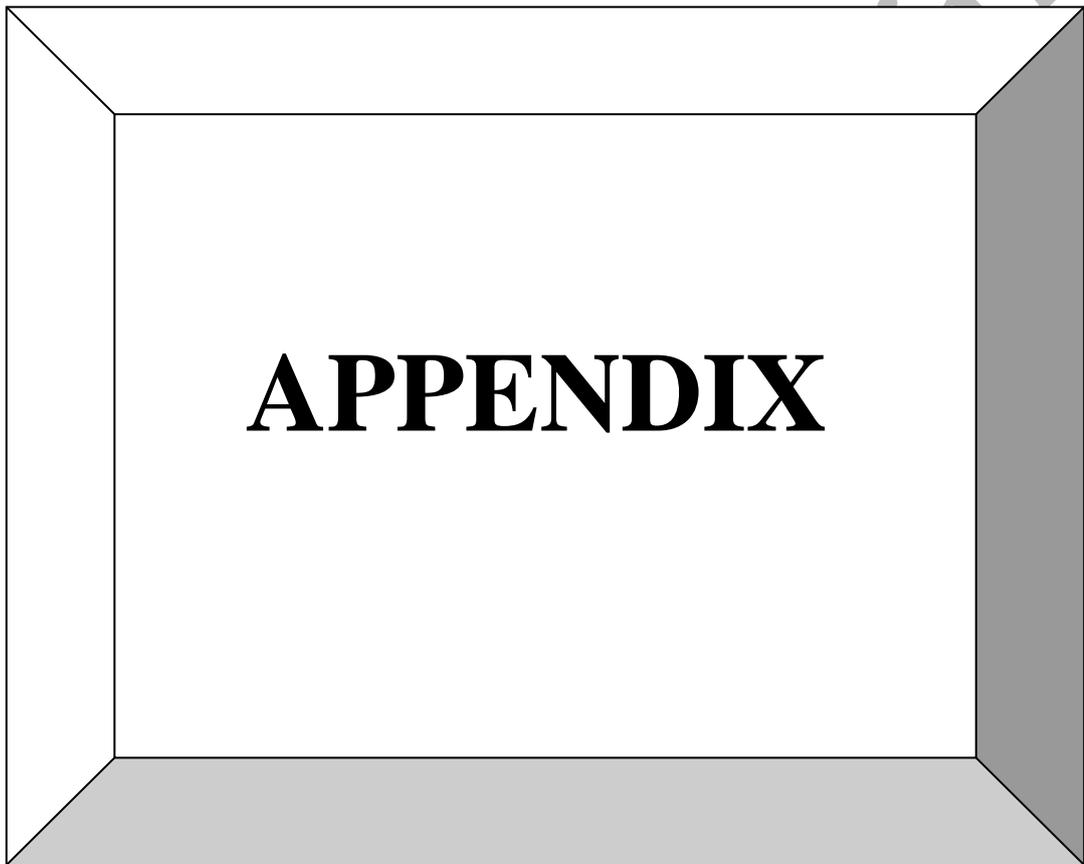
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APPENDIX

QUESTIONNAIRE

Dear Respondents,

I am NEETU, a student of PGDLAN as a part of my curriculum; I am to take a research Project on “**STUDY OF AUTOMATION OF DEPARTMENTAL LIBRARIES OF DELHI UNIVERSITY**”. To enable to undertake above mentioned study, I request you to give your fair views. Your insights and perspective are important and valuable for my research.

Policy on Confidentiality: Please feel free to give your honest responses. The confidentiality of the information provided by the respondent is completely assured.

Name:

Age :

Gender: Male

Female

Education:

Contact No.:

1. Do you agree that automation play important role for departmental libraries?

Yes

No

2. Do you think that automated library to denote a library in which the collections of library materials?

Yes No

3. Automation is likely to improve cost-effective performance by increasing accuracy, by reducing the rate of increase in costs in labor-intensive activities, and by increasing effectiveness.

Yes No

4. Do you Satisfied with Departmental Libraries collection and present Budget?

Yes No

5. Do you agree that most of people use Computerized/Automated Services?

Yes No

6. Which Departmental Libraries Services do you use most of time?

- Issue/Return services
- Reference services
- Current awareness services (CAS)

7. Which Departmental Libraries Access System do you prefer?

- Open Access System
- Closed Access System
- Partially Open Access

8. Sources of Departmental Libraries budget

- Departmental Source
- Higher Education Commission
- University Source

9. Annual budget of Departmental Libraries.

- Rs 50,000-100,000
- Rs 100,000-200,000
- Rs 200,000-300,000

10. Do you agree that the various levels of library & information services provided by departmental libraries

- Yes No

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