

ISSN No – 2347-9760

# **Journal of Information Technology and Library Science**

**Volume No. 12**

**Issue No. 1**

**January - April 2024**



**ENRICHED PUBLICATIONS PVT. LTD**

**S-9, IIInd FLOOR, MLU POCKET,  
MANISH ABHINAV PLAZA-II, ABOVE FEDERAL BANK,  
PLOT NO-5, SECTOR-5, DWARKA, NEW DELHI, INDIA-110075,  
PHONE: - + (91)-(11)-47026006**

# **Journal of Information Technology and Library Science**

**ISSN No – 2347-9760**

## **Aims and Scope**

This journal covering all area of library Science, technology, information and interdisciplinary research. The library science is an interdisciplinary field that applies the practices, perspectives and tools of management, information technology, education and other areas to libraries. The collection, organization, preservation, and dissemination of information resources; and the political economy of information are also included in library science.

# Journal of Information Technology and Library Science

**Managing Editor**  
**Mr. Amit Prasad**

## **Editorial Board Member**

**Dr. Anil Kumar Jharotia**

Senior Librarian  
Tecnia Institute of Advanced Studies  
Institutional Area Madhuban Chowk  
Rohini, Delhi-110085  
aniljharotia@yahoo.com

**Dr. Chandrashekara, G. S**

Librarian,  
Government First Grade College  
Kushalnagar-571234  
Kodagu (D)  
chandrashekarags@rediffmail.com

**Prof. (Dr.) Gautam Bahl**

Asst. Librarian  
A.C Joshi Library  
Punjab University, Chandigarh-160014  
gautam.bahl@pu.ac.in

**Dr. Shakeer Azad**

Salman Bin Abdulaziz  
University Al-Kharj, Riyadh,  
(Kingdom of Saudi Arabia)  
shakirazad@gmail.com

**Prof. (Dr.) Akhtar Parvezwas**

Librarian and Public Information  
Officer (PIO) at the prestigious  
Indian Institute of  
Management Indore  
akhtaronline@gmail.com

**Dr. Muhammad Ahsan**

Working as ISW at Axon313  
Sdn Bhd (Malaysia)  
muhammadahsan62@gmail.com

**Dr. Ashok Kumar Upadhyay**

Assistant Librarian  
Galgotias University, Greater  
Noida (U.P.).  
ashoka143@gmail.com

**Dr. Satyendra Kumar Sharma**

Sunshine Educational & Development  
Society Gr. Noida.  
sharmasatyendra@yahoo.co.in

**Dr. Anita Malik**

Working as Chief Librarian in FIMT  
COLLEGE (IP University), Kapashera,  
Since Feb 2012

**Akhtar Hussain**

Web Librarian in the Civil Engineering  
Department-College of Engineering,  
King Saud University, Riyadh, Kingdom  
of Saudi Arabia.  
akhtar.a47@gmail.com

**Dr. Sharad Kumar Sonkar**  
Babasaheb Bhimrao Ambedkar  
University  
Lucknow-226025  
sksonker@yahoo.co.in

### **Advisory Board**

**Ms. Sudha Kaushik**  
P. D. M. Educational Institutions,  
Bahadurgarh (Jhajjar)  
sudhakaushik2@gmail.com

**Dr. Somvir**  
OPJS University  
Churu, Rajasthan  
somvirrathee@yahoo.co.in

**Mrs. Bobby Goswami Baruah**  
Assistant Librarian,  
OKD Institute of Social Change  
and Development, Guwahati  
inf35bobby@rediffmail.com

# Journal of Information Technology and Library Science

(Volume No. 12, Issue No. 1 , January - April 2024)

## Contents

Sr. No.	Title / Authors Name	Pg. No.
1	Library Consortia In India – <i>Anil Kumar<sup>1</sup>, Monika Sharma<sup>2</sup>, Tarsem Lal<sup>3</sup></i> ,	01 - 13
2	The Context of Managing Change in Libraries and Information Centers – <i>Harish Chander<sup>1</sup>, Surjeet Kumar<sup>2</sup></i>	14 - 20
3	Libraries, Consortia and Change Management – <i>Nabi Hasan<sup>1</sup></i>	21 - 28
4	Library Outreach Program: Indian Libraries Scenario – <i>Pramod Sharma<sup>1</sup>, Parveen Babbar<sup>2</sup></i>	29 - 35
5	Public Library as Nucleus of Information for Rural Community in Kashmir Valley – <i>Dr Shabir Ahmad Ganaie</i>	36- 40



# Library Consortia In India

**Anil Kumar<sup>1</sup>, Monika Sharma<sup>2</sup>, Tarsem Lal<sup>3</sup>,**

<sup>1</sup>Librarian, Central Library, Guru Nanak Dev Engineering College, Gill Road, Ludhiana (Punjab)-141006,

E-mail: anil\_aim07@yahoo.com, Mobile: 9815675855

<sup>2</sup>Librarian, Sacred Heart Convent School, Sarabha Nagar, Ludhiana (Punjab),

E-mail: s.monikasharma1978@gmail.com Mobile: 9915581299

<sup>3</sup>Librarian, JCDAV College, Dasuya, Hoshiarpur (Punjab),

E-mail: tarsem.786@gmail.com, Mobile: 9872652297

## ABSTRACT

*“Library consortia” refers to co-operation, co-ordination and collaboration between, and among, libraries for the purpose of sharing information resources. Due to the crunching financial assistance to the libraries and increase in the cost of the information sources, it has been very difficult for the libraries to procure all the information sources needed by their users. Library consortium is one of the solutions to overcome this problem. The purpose of this paper is to describe the library consortia in order to provide access to scholarly communication to the academic community in India. The paper also discusses features, need, types, benefits, advantages and disadvantages of library consortia.*

**Keywords: Consortia, Co-operation, Library Resources**

## 1. Introduction

Information revolution is the marked way in which a society becomes an information society from whatever it was before traditional, agricultural or industrial one. The information has become an open phenomenon over which every individual has a right to access. The libraries which were earlier known as store houses too have widened their scope by accommodating the user to get information from all corners of the world. Information Revolution has made libraries around the world to adopt new philosophies and technologies for their service and also reduce the cost of providing information. It is a greater challenge to libraries to maintain the breadth and lengths of collections, irrespective of their nature. Failure to confront this challenge successfully and fundamentally threatens the Library's mission and vision. Hence libraries have realized no matter how they are well funded, that it is difficult to acquire all the materials needed by their users. In this regard, partnership and cooperation local, national and international have become inevitable for all libraries. One way of achieving cooperation is through the establishment of consortiums a syndication arrangement which enables libraries to work together more effectively and efficiently.

The terms consortium, networking, resource sharing, cooperation and partnerships are used interchangeably to refer to strategic alliances amongst libraries with the aim of meeting the demands of clients for services that are delivered faster and reliable. Therefore library network is a situation where two or many organizations are necessarily engaged in the exchange of information through common communication channels usually for achieving their cherished objectives. Networking is a way to gain access to a greater range of expertise and other resource and avoid duplication of efforts by the efficient use of resources available. This is done through the development of national and international linkages with number of agencies both governmental and non-governmental working in relevant areas. Library conferences, participation in colloquium and other occasions facilitate situation to librarians to perform this very easily.

### **Definitions**

- According to Webster's 3rd new International Dictionary, Library consortia is "an agreement, combination, or group formed to undertake and enterprise beyond the resources of anyone member"
- Online Dictionary for Library and Information Science (ODLIS) defines Library Consortia as "an association of independent Libraries and/or Library systems established by formal agreement, usually for the purpose of sharing". Membership may be restricted to a specific geographical region, type of Library (Public, Academic, and Special) or subject specialization".

### **Features of Library Consortia**

These are the features of library consortia following below.

- It provides each organizations and institutions with the capacity to share their resources without sacrificing the individuality of each member library.
- The collections of the Consortium libraries enable each member library to support scholarly research for its users.
- Cooperative research and development in application of information communication and technology enhances service and realizes cost effectiveness.
- Staff development and interaction with quality of service.
- It is the cooperative task to reduce the cost of purchase consortia. As a result, end users can take benefits of more resources than would be available through one library.



- To advance library services are provided with an emphasis on access to new e-resources including databases and services offered through the internet and web browser.
- To expanding inter library searching at less cost is possible.
- Uncertainties in legal issues are handled with more confidence

### **Need of Library Consortia**

Several factors call for the adoption of consortium among libraries.

Some of the major factors are:

### **Literature Explosion**

The voluminous growth of literature has made it impossible for a library to attain self-sufficiency. Library materials, which have grown exponentially in many forms and formats like books, periodicals, research papers and non-book materials have made it beyond the control of a library to acquire all the materials which are being produced. It is estimated that new information grows about 30% per annum. The world's total yearly production of print, film, optical, and magnetic content would thus require roughly 1.5 billion gigabytes of storage. This is the equivalent of 250 gigabytes for each man, woman, and child on earth. (Lyman & Varian, 2003)

### **Limited Finance**

Crunching funds is another factor has lead libraries to go for consortia development activities. Libraries are finding it hard to maintain the subscription to even for core journals due to ever increasing cost of the journal subscription especially international ones by Indian Universities which is even less than 300 titles, where as the average number of journals subscribed by the western countries is much higher. (Cholin, Satyabati & Muthry, 2006). For example there is an increase in the budget of periodicals in University of Pune library by 5%, but yet this library has to reduce the number of titles subscribed every year because of rising subscription price of journals.

### **Users Demand**

Access to Information differs from user to user. Students may require books for educational purpose but a scientist or a specialist needs some advanced literature in his area of research. To meet all these requirements successfully by a single library is quite impossible. No library, however big, is in a position to claim self-sufficiency in these multitude and mass sources of knowledge. The demand of the user is changing and ever increasing with newer revolutions and developments.

## Professionalization

The professionalization of library service has the most important influence on consortia. The changing role of librarian from 'gatekeeper of information' to manage 'gateways to information' has enhanced the value of library consortia.

## Types of Consortia

Library consortia function in different ways. During the last three decades, libraries have developed a variety of organizational models. At one end of the spectrum are the loosely affiliated buying clubs where libraries come together primarily to share a discounted rate on electronic journals and databases, while on the other end are consortia that are tightly integrated organizations sharing a variety of resources which require a long term commitment and collaborative decision making at all levels. Theoretically, consortia may be of following types depending on their characteristics.

From the point of view of type of libraries forming the consortium there can be two types of consortia:

**Consortia of multi-type libraries:** In this type of consortium participating libraries are of different types, such as public, academic and special.

**Consortia of same type of libraries:** The members of such a consortium are of same type, such as consortium of public libraries, consortium of academic libraries, etc. CSIR e-Journals Consortium is such a consortium.

From the point of view of geographical region of coverage, the consortia may be of following types:

**Local level consortia:** This consists of libraries situated in a particular city, town or district, e.g. BOSLA (Bombay Science Librarians' Association), which was possibly the first library consortium of the country.

**State level consortia:** In such a consortium libraries of one particular state participate. There is perhaps no such consortium in the country at present.

**National level consortia:** Libraries belonging to a country are its members. INDEST is a national level consortium, but covering only libraries of scientific and technical institutions.

**Regional level consortia:** In such a consortium libraries of a particular region participate.

**International level consortia:** In this consortium libraries belonging to different countries participate. This may be formed either by individual libraries, such as OCLC, or by bringing different national consortia under one umbrella. Such federation of consortia is known as Meta Consortia, such as International Coalition of Library Consortia, which comprises of nearly 150 library consortia from around the world.

From the point of view of subject or area of coverage there can be two types of consortia:

**Single discipline oriented consortia:** In such a consortium organizations dealing with same or similar disciplines join hand, such as FORSA (Forum for Resource Sharing in Astronomy and Astrophysics).

**Multi-discipline oriented consortia:** Such a consortium deals with resources in multiple disciplines. UGC sponsored INFONET is such a consortium, which deals with multiple subjects.

Again from the organizational point of view, there can be two types of consortia:

**Loosely knit federation:** In such a consortium there is no central body of dedicated staff to look after the consortium activities. Some libraries join hand for some immediate gain for a particular purpose. It is often not of permanent nature.

**Tightly knit organization:** Such a consortium is of permanent type, having a central body with membership of participating libraries for guiding the activities of the consortium and also some dedicated staff for performing the consortium activities.

Further, from the point of view of basis of formation there are two types of consortia:

**Non-sponsored consortia:** Such a consortium is formed voluntarily by participating libraries by sharing the expenses. FORSA again is such a consortium.

**Sponsored consortia:** This type of consortium is sponsored by a central organization and the major expenses are borne by it. Here sometimes the sponsoring body itself carries out the major activities of the consortium. UGC-INFONET is such a consortium. Obviously, the above categories are not mutually exclusive. Most of the existing consortia naturally fall in more than one category.

## International Library Consortia

- The Georgia Library Learning Online (GALILEO), USA
- The Louisiana Library Network, USA
- OhioLink, USA
- TexShare, USA
- The Virtual Library of Virginia (VIVA), USA
- Washington Research Library Consortium (WRLC), USA
- Arizona University Libraries Consortium (AULC), USA
- Illinois Library Computer System Organization (ILCSO), USA
- Missouri Educational and Research Libraries Information Network (MERLIN), USA
- Pennsylvania Academic Library Connection Initiative (PALICI), USA
- Consortium of Academic Libraries in Manchester (CALIM), UK
- Consortium of University Research Libraries (CURL), UK
- The Joint Information Systems Committee (JISC), UK
- The Canadian National Site Licensing Project (CNSLP), Canada
- Council of Prairie and Pacific University Libraries (COPPUL), Canada
- Cooperative Action by Victorian Academic Libraries (CAVAL), Australia
- UNILINC Limited, Australia
- The National and State Libraries Australia (NSLA) Consortium, Australia
- Council of Australian University Librarians (CAUL), Australia
- China Academic Library and Information System (CALIS), China
- The Consortium of Swiss Academic Libraries, Switzerland
- The National Electronic Library (of Finland) (FinELib), Finland
- Japan Association of National University Libraries (JANUL), Japan
- Gauteng and Environs Library Consortium (GAELIC), South Africa
- The Free State Libraries Cooperative (FRELICO), South Africa
- Cape Library Cooperative (CALICO), South Africa
- Coalition of South African Library Consortia (COSALC), South Africa
- International Coalition of Library Consortia (ICOLC)

## Consortia in India

In India there are few efforts to provide and share electronic resources through networking. The National Information System for Science & Technology (NISSAT), Dept of Scientific & Industrial research

(DSIR) took up initiatives for the design and development of library networks in India in the year 1985 in order to share the resources available in the libraries, located in various parts of the country. At present there are few networks working on national label namely INFLIBNET, ERNET, DELNET etc. besides each metro city in India have their own Metropolitan City network.

INFLIBNET - the catalyst in promoting resource sharing among university libraries, has taken a new initiative recently by launching an innovative service called Electronic Document Delivery Service. This service was launched in the month of July 2000, by six university libraries, which are identified to serve as Document Delivery Center National level subject specific libraries such as National Science Library, National Medical Library, etc. at Delhi maintaining computerized databases and acting as information provider of specific subject area. The National Library stands out as the largest library which acts as the depository as well as the repository of all material published in India received under D.B Act. In the year 1979, astronomy librarians established the FORSA (Forum for Resource Sharing in Astronomy) a regional forum to have an extended information exchange facility, not only within the astronomy libraries, but also with physics, mathematics and computer science libraries. Mostly Indian libraries are using library software to create and maintain in-house databases are designed in SQL, MS – Access, Oracle (or any other RDBMS, as backend) and using web based modules( front end) through which end users can access resources via a communication network. DELNET- Developing library network, Indian Institute of Technology (IITs ), Indian Institute of Science ,CSIR library, INFLIBNET-Information & library network, National Aerospace research library etc. are the Indian web libraries using distributed information system and client can access these via Internet or communication network

### **CSIR Library Consortia (Council for Scientific and Industrial Research) e-journals Consortia**

NISCAIR is the central organization for developing a “Consortium for CSIR Laboratories for Accessing e-journals”. The activity shall range from creation to monitoring of the access facility of scientific periodicals published by leading international institutions. To start with, an agreement has been signed with, e-journal publisher, M/s Elsevier Science for a period of four years for 1200 journals. Under this scheme, CSIR scientists shall be able to access these journals and download material for their respected subject. Such access to worldwide journal resources will play a very vital role and strengthen research and development in CSIR laboratories, thus leading to knowledge generation useful for socio-economic development of the country.

### **FORSA (Forum for Resource Sharing in Astronomy and Astrophysics)**

It was established in 1980s, due to proliferation of information, library professionals working in the Institutes where astronomy was one of the main thrust areas of research felt the need to come together and to form a forum, which can act as a springboard for sharing and exchange of information. The sheer necessity brought all like minded astronomy librarians in the country together and a first meeting was held on July 29 1981 at Raman Research Institute, Bangalore and informally launched forum for resource sharing in astronomy and astrophysics FORSA with a vision and mission to share resources held in each library.

### **HELINET (Health Sciences Library & Information Network)**

A Health Sciences Library & Information Network hosted by Rajiv Gandhi University of Health Sciences, Bangalore. HELINET is the first medical library consortium launched in the country with an objective of networking the libraries affiliated to the University to promote resource sharing, especially with reference to international medical journals and databases. The health science education in India and the status of IT and Internet access infrastructure in the health science colleges. The Digital Library resources and activities at RGUHS are presented in detail. The formation and role of HELINET, the first resource sharing network and e-journal consortium in the medical education sector.

### **Indian Institute of Management Libraries Consortia**

IIM Library consortia is a Digital Library network system based on internet technology to provided the IIM community (faculty, students and staff) an online web enabled access to the information resources available in all the IIMs without any barriers of time and distance. It will be a simple, efficient and cost effective system. The basic operating principle of this system is decentralized acquisition, decentralized processing and centralized utilization.

### **INDEST (Indian National Digital Library in Engineering Sciences and Technology)**

The Ministry of Human Resource Development (MHRD) has set-up the “Indian National Digital Library in Engineering Sciences and Technology (INDEST) Consortium” on the recommendation made by the Expert Group appointed by the ministry under the chairmanship of Prof. N. Balakrishnan. The Ministry provides funds required for subscription to electronic resources for (37) institutions including IISc, IITs, NITs, IIMs and a few other centrally-funded Government institutions through the consortium

headquarters set-up at the IIT Delhi. Besides, (60) Government or Government-aided engineering colleges and technical departments in universities have joined the Consortium with financial support from the AICTE.

### **UGC-DAE Consortium for Scientific Research**

#### **DAE Library Consortia (Department of Atomic Energy)**

To promote interaction amongst the scientists working in the research centers of the Department of Atomic Energy and the faculty from the universities and other institutions of higher learning, and to enable young students to work on programs of national importance under the joint guidance of the faculty from universities and the scientists of DAE so as to nurture an organic linkage between the university system and research centers of DAE, the University Grants Commission and Atomic Energy Commission have joined hands. Dr. Arun Nigavekar, Chairman, UGC and Dr. Anil Kakodkar, Chairman, Atomic Energy Commission has signed a revised MOU on 10th December, 2003. Earlier both the parties entered into a MOU in July 1989 with a view to make available the facilities of the Department of Atomic Energy to the students and researchers of the university system and to involve them in the design and fabrication of systems and equipment for the setting up of new research facilities. Accordingly, the University Grants Commission created an Inter-University Consortium, with its headquarters at Indore for the utilization of the facilities established by the Department of Atomic Energy. The Inter- University consortium has over the years taken several initiatives to foster the interaction between the University system and the DAE institutions.

#### **UGC-INFONET (University Grants Commission)**

UGC-INFONET e-Journals consortium initiative was undertaken by the Indian University Grants Commission (UGC) to facilitate free access to scholarly journals and databases in all fields and disciplines by the research and academic community across the country. All universities who are under the purview of UGC have been provided UGC-INFONET Connectivity and access to scholarly e-Journals and Databases. More than 2,000 scholarly journals and databases were made available during 2004 and this number has increased to more than 4,500 full text e-journals since January 2005. As of May 2006, 122 universities are accessing resources from the program. The access is based on IP range. This effort has had a noticeable impact on the research and academic community.



## Benefits of Consortia

The present system of consortia has lot of merits over the earlier pattern of individual subscription to electronic resources. The main advantage of library consortia is resources enhancement and general cost savings. Few benefits are mentioned below:

1. Consortia-based subscription to electronic resources provides access to wider number of electronic resources at substantially lower cost. When subscribed through a consortium the cost per library can be significantly lower than what each library would pay in an independent agreement. The consortium, with its collective strength of participating institutions, has attracted highly discounted rates of subscription with most favorable terms of agreement.
2. The consortium usually offer better terms of licenses for use, archival access and preservation of subscribed electronic resources, which would not have been possible for any single institution.
3. Since the subscribed resources would be accessible online in electronic format, the beneficiary institutions would have less pressure on space requirement for storing and managing print-based library resources. Moreover, all problems associated with print media such as their wear and tear, location, shelving, binding, organizing, etc. would not be an issue for electronic resources.
4. Availability and monitoring of usage statistics, which helps libraries in accomplishment of future strategy.
5. Library consortia act as means to achieve electronic resources access to more users for a lesser price. For the library it is more-for-less bargain strategy.
6. By developing common e-resources databases libraries can have access to otherwise un-subscribed electronic resources.
7. A single interface and access point providing scope for electronic archive searching always provide an edge to the needy user.
8. Pooling of expertise in the resolving of complicated tasks e.g. in the implementation of modern technological applications is an added benefit.
9. The gateway portals provide customized solution not only to access the resource online but also access resources of other libraries participating in the consortium
10. Cost of establishing digital library is reduced. Digital libraries are more near to the tech savvy users' mind and electronic resources paves bridges between sea of information and user community.



## **Advantages of Library Consortia**

The advantages for libraries if they buy their resources through consortia can include:

- Shared access to information sources;
- Site wide access for all involved;
- Smaller libraries can benefit;
- Possible global impact;
- Common interface to resources;
- Possible ability to attract foreign investment; and
- Ability to achieve goals.

Consortia can bring economy, efficiency and equality in information availability and use. Participant institutions in a consortium have access not only to their own resources but sources in the other institutions as well. This can allow the gap between information resource rich libraries and those, which are resource deficient to be bridged (Pandian et al., 2002). Libraries can acquire more resources by paying less if they are members of consortia. Consortia purchasing offers, for the single library, the opportunity to gain access to more resources than might otherwise be possible. For the consortia members it offers reduced costs in the inter-institutional document delivery processes for specific resources.

Resource sharing is considered to be a great advantage of consortia for libraries, as today, the ability for users to access resources is often more important than collection building within a particular library. Through a library consortium, the collective strength of resources of various institutions available to it can be increased. The consortia enable libraries to gain the benefits of wider access to electronic resources at an affordable cost (Singh and Singh, 2004).

## **Disadvantages of Library Consortia**

Helmer (2004), of the Orbis Cascade Alliance in the Northwest of the US, listed the following disadvantages of consortia:

- Duplication of effort;
- Reduced buying power;
- Confusion for libraries, vendors, and patrons;
- Diffusion of financial resources; and
- Diffusion of human resources.

The disadvantages mentioned in the previous list of library consortia are recognized in Western countries particularly in the US. The same would apply to libraries in the developing countries that are trying to buy their collections through consortia. Of course, other problems such as poor technological infrastructure, economic, cultural barriers, and separation of effort could be added to this list.

Bjoernshauge (1999) believed that there are a number of obstacles for the libraries to take advantage of this development. First, there is the ever-present funding problem; entering a consortium requires initial investments in licenses and ICT. Second, libraries are not prepared to cash in the savings offered by not handling the print edition of the journals. Their work procedures are still centered round the physical document and staff might not be trained in handling electronic documents. Therefore many libraries are reluctant to enter consortia agreements especially where publishers impose payments for off-consortia delivery of documents, either in electronic or paper format. Thirdly, there will often be investments to be made in local, consortium based, central hardware set up, mounting of data, development of interfaces, and administration of access and so on. However these problems are to be solved not by the single library but in co-operation between participating libraries.

## **Conclusion**

Library consortia are really helping the researchers, faculties and the students to retrieve the information and save their time. It benefits the libraries to procure more electronic resources in the library with limited library budget and this is what the libraries require in the present scenario. India should also take initiatives to establish national archival centers like United States. The mission of the national archival centre could be to build archival collection of important scholarly journal literature and to fill the gap in the library collections of journal back volumes and also help to reduce long term capital costs associated with storage.

- **References**

- Bjoernshaug, L. (1999). *Consortia licensing: implications for digital collection development*. *Inspel*, 33 (2), 116-121. Retrieved from: [www.fh-potsdam.de/IFLA/INSPEL/99-2bjol.pdf](http://www.fh-potsdam.de/IFLA/INSPEL/99-2bjol.pdf)
- CAVAL. (2014). *CAVAL*. Retrieved from: <http://www.caval.edu.au/>
- Cholin, V.S., Thiyam, Satyabati., & Muthry, T.A.V. (2006). *UGC-INFONET e-Journals consortium: Access to scholarly journals and databases for Indian academic community- A study*. In T.A.V. Murthy et al..(Eds.) *Dynamic Interoperable Web Based Information System*. Ahmadabad: INFLIBNET
- Cnslp. (2010). *More e-learning possibilities*. Retrieved from: <http://www.cnslp.ca/>
- Council of Australian University Librarians. (2009). *CAUL (Council of Australian University Librarians)*. Retrieved from: <http://www.caul.edu.au>
- Council of Prairie and Pacific University Libraries. (2015). *Council of Prairie and Pacific University Libraries (COPPUL)*. Retrieved from: <http://www.coppul.ca/>
- Dai, Longji et al. (2000). *China Academic Library and Information System: An academic library consortium in China*. *Information Technology and Libraries*, 66-70.
- Jisc (2015). *Jisc*. Retrieved from: <http://www.jisc.ac.uk/>
- Kohl, David F. (2004). *OhioLink Birth and Structure: Organization of a Consortium*. In *Symposium on Consortia Approach to Resource Sharing: issues and policies*. Bangalore: DRTC.
- Konsortium der Schweizer Hochschulbibliotheken. (2015). *Konsortium der Schweizer Hochschulbibliotheken –Projekt*. Retrieved from: <http://lib.consortium.ch/>
- Louisiana State University. (2015). *LOUIS: The Louisiana Library Network*. Retrieved from: <https://sites01.lsu.edu/wp/louis/>
- Lyman, Peter, & Varian, Hal R. (2003). *How Much Information?* Retrieved from <http://www2.sims.berkeley.edu/research/projects/how-much-info-2003/>
- Merriam Webster online dictionary (2008). *Consortium*. Retrieved from: <http://www.merriam-webster.com/dictionary/consortium>.
- Pandian, P.M., Jambhekar, A. & Karisiddappa, C.R. (2002). *IIM digital library system: consortia-based approach*. *The Electronic Library*, 20 (3), 211-14.
- RLUK. (2015). *Home - Research Libraries UK*. Retrieved from: <http://www.curl.ac.uk/>
- Singh, S. & Singh, S. (2004). *Need for joining library consortia: A study of Vikram University Library*. In Rao, N.L. a& Murthy, T. (Eds), *Proceedings of National Seminar on Library Consortia, 22-23 March, Hyderabad, India*, pp. 267-9.
- UNILINC. (2011). *UNILINC | thirty six years of serving libraries: join us & be part of our exciting network...* Retrieved from <http://www.unilinc.edu.au>
- University of Missouri. (2007). *Merlin gateway*. Retrieved from: <http://merlin.missouri.edu/>
- University System of Georgia. (2014). *GALILEO*. Retrieved from <http://www.galileo.usg.edu/>
- Washington Research Library Consortium. (2015). *Washington Research Library Consortium*. Retrieved <http://www.wrhc.org/>

# The Context of Managing Change in Libraries and Information Centers

**Harish Chander<sup>1</sup>, Surjeet Kumar<sup>2</sup>**

<sup>1</sup>Research Scholar, Department of Library and Information Science, University of Delhi, Delhi-110007

Email: [arora.hca@gmail.com](mailto:arora.hca@gmail.com)

<sup>2</sup>Research Scholar, Department of Library and Information Science, University of Delhi, Delhi-110007

Email: [Surjeetk09@gmail.com](mailto:Surjeetk09@gmail.com)

## **ABSTRACT**

*Change sustains human life on the earth. Organizational changes are necessary for the development of any organization. Libraries are facing many changes in the ICT era. This paper discusses about the change process, how to deal with the changing environment and managing change in libraries.*

**Keywords:** *Change Management; Library and Information Centers; Quality Service.*

## **1. Introduction**

*“To improve is to be change, to be perfect is to change often”.* - Winston Churchill

Change is the fundamental law of nature and constant phenomenon. It always brings opportunities as well as challenges. The progress of any nation, discipline, industry market, profession and organization depends upon timely changes. Libraries are faced with educational, social, political, economical, cultural and technological changes. The wind of Information and Communication Technologies have been blown across the globe and made profound effect on the structuring and functioning of different types of libraries. With the advent of ICT, there is paradigm shift from storehouse to information centre, traditional libraries to digital/ virtual and networked libraries which made significant impact on information collection, processing, organization, storage and dissemination to the different parts of the world. The traditional resources, formats and services of libraries are being supplemented by digital formats which require regular training of information professionals to face the changing needs of user community in technological and network environment.

## **The Forces of Change in Libraries**

Change does not happen in vacuum, there are some forces behind its occurrence. Nadler and Shaw (1995) identify the following forces for change in libraries:

## **Technological Innovations**

Today, the most visible aspect of rapid change is the rate of technological development. Technology is forcing change in society in daily living and so on. Libraries are being transformed by technological influence on information storage and retrieval. The library staff must accept this transformation to provide service to its clientele in high-tech environment.

## **Macroeconomic Trends and Crises**

As we know, finance is key to all. Such conditions as recession or depression, economic health of city/state or any nation can influence the library's budget affecting the purchase of resources and level of support.

## **Regulatory and Legal Changes**

Changes in such areas as telecommunication, transportation and legalization can have immediate effect on the library's product, service delivery and overall funding capacity. Every library staff member is an ambassador of library, responsible of educating local, state and national law maker about role of the library in society, what the library can provide and what are the requirements to doing so.

## **Market and Competitive Forces**

The information industry growing day by day and new competitors are emerging in the market place. In addition, if libraries are to become or remain competitive in this ever expanding market, there is need of continual improvement of customer/user service.

## **User Needs**

With the advancement of society and changing life style, the needs of user community have become more advance. They look to the library for right information at right time. So, to meet their ever growing needs, information professionals have to adopt the changing environment for the effective services.

## **Growth in Size**

As organizations become more successful, they may face the limitation of size. Community expectations of libraries are now more technologically oriented and present staff size or expertise may be unable to deal with growth culture. As Ranganathan stated that 'library is growing organism', growth in documents, staff and users are forces to change in the organization.

## Scholarly Communication

With the development of electronic media and internet technology, new pattern of scholarly communication has been evolved. ICT has made access to information easier and faster, facilitating communication among academic colleagues and established contact between scholar and readers.

## Process of Change

The change process in an organization includes various steps. The following diagram shows the cycle of change management:

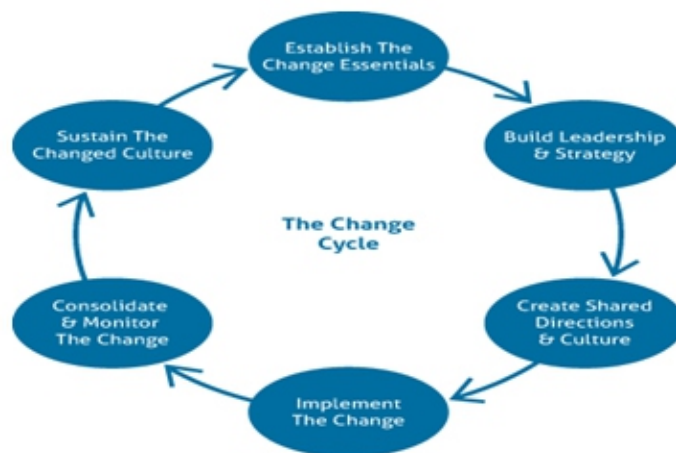


Figure 1: Cycle of Change management (Source: [www.bps.com.au](http://www.bps.com.au)) Prasad (2005) given following steps involved in the process of managerial change:

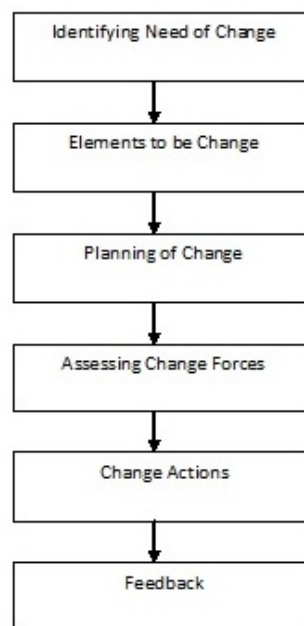


Figure 2: Change Management Process

## Identifying Needs for Change

The first step is to identify the needs of change in different areas of library for the effective planning and execution.

## Elements to be Changed

What element of the libraries and information centres should be changed? It will be decided on the basis of need for the change as well as the objective of the change. Major areas where change may occur generally such as structure, hardware, software, building, staff, service of library etc.

## Planning of Change

'If we plan to fail, we fail to plan'. So planning is important aspect of any process. Library and information centers need to proper planning for change in the concerned areas for the effective operations and activities.

## Assessing Change Forces

Various external and internal forces enable us to change. Co-operation of the people is essential to manage a change by creating environment in which it will be accepted by all. Success in managing change is possible when we assess change forces and their impact on society.

## Change Actions

Library is service institution. It must develop strategies to cope up with external and internal pressures that are having profound effect on present and future services.

## Feedback

This is very important part of any process of an organization. Feedback helps us to know about the rate of success of any action or plan. The impact of change in library and information centers can be measured in terms of users' satisfaction level, document delivery, staff motivation, service improvement and so on.

## **Dealing with Change in Libraries**

### **Quality Service and Performance**

Libraries need to continually improve the performance, functionality, and quality of services. Sophisticated needs of users must be matched with quality products and services. Customer satisfaction is important element which needs consideration while designing process of continuous improvement.

### **Staff Motivation**

Manpower is key element to run any organization or library. Job description and performance evaluation are essential for library staff. Involving staff in planning, market and decision making in various processes are best ways to motivating staff, to enhance the work performance of library.

### **Creativity Environment and Competitive Innovations**

Each library is window the information world. An information society requires creative thinking of staff members. New initiatives always help enhance customer's perception of value and help in identifying their actual needs. If library staffs are involved in community groups outside the library, they can more easily monitor customer needs and expectations, resulting in better competitive position.

### **Minimize Response Time**

Time is a competitive advantage and timely services always attract customers. If the library can shorten its response time in delivering information to users, and at a time location accessible to them, the library value will be enhanced.

### **Managing Change at Faster Rate**

Changes always face resistance at initial stage. For libraries it is important to learn manage the change and to seize the opportunities inherent in every change event. Further, it is important to remember that not only managing change- but also managing the rate of change is instrumental to become proactive organization. Training of different tasks will help staff members to work effectively in changing environment.



## Managing Change in Libraries

“Libraries must manage change: indeed, managing the library is a continuous process of managing change. If libraries do not manage change, change will manage them. Libraries must be managed in such a way as to handle the present challenges and changes and also to be prepared for the new changes at any time” (Line, 1993). Managing Change in an organization very challenging task and required leadership skills also. The following diagram shows the model of change management.

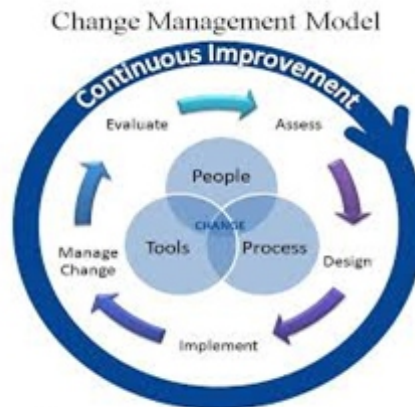


Figure 3: Change Management Model (Source:www.ygraph.com)

Managing the change in libraries is challenging task. But for the survival, it is essential for professionals to convert the challenges into opportunities. Dewey (1996) summarizes the following ways to manage change:

### Identify the New Learning Environment of Higher Education

With the involvement of ICT in educational sector needs of academic clientele rapidly changing. So, libraries need to identify the sources of environmental change.

### Information Professionals should Response to Change

Librarians need to bring the conflicts to the surface as they relate to values. Library management must encourage the staff to adopt change and formulate the strategies for overcoming the resistance to change at all level of the organization.

### Active Participation and Empowerment

In libraries active participation and empowerment is necessary to build consensus among library staff. It makes responsible to staff and increase the effectiveness of operations and services of the library.

## Clientele-Centered Services

Effective management techniques should be used for planning user centered environment. Initiatives should be taken to define the different needs and expectations of the various user communities. Economical and logical ways to be introduced to fulfill their dynamic needs.

## Effective Organizational Structure

To work effectively team management is required in the organization. Library and information professionals should be competent in variety of institutional settings and recognize the needs to work efficiently and continually assesses changing environment.

## Training and Development Activities

New skills and activities are required in the digital era to make LIS professionals more competent and responsive. Technological tools are introducing in libraries, so the training and development activities are essential to maximize the utilization of resources.

## Conclusion

Libraries can respond to the new conditions created by the information network environment. “Library and information professionals must remember the golden principle, 'lead, follow or quit'. There is no place for grumbling people on this planet called Earth. The bottom line is that we must learn to manage change before it manages us and make us dinosaurs of the memory of mankind” (Singh, 2009).

## References

- Nadlar, D.A., & Shaw, R. B. (1995). *Change leadership core competency for the Twenty-First century*. In David A. Nadler and Others (Eds.). *Discontinuous Change: Leading Organizational Transformations* (pp.4-6). San Francisco: Jossey-Bass.
- Kamila, K. (2009). *Managerial change for the survival of library and information centres in information and communication technology era*. In ICAL 2009, *Change Management* (pp.314-320).
- Prasad, L.M. (2005). *Business policy: Strategic management*. 4<sup>th</sup> ed. New Delhi: S.Chand Publications.
- Line, M.B. (1993). *Managing change and changing managers*. In *Change in Libraries and Information Services* (pp.8). London: HMSO.
- Dewey, B.I. (1996). *Preparation for librarians as agents of change*. In Sally Gardner Reed (Eds.), *Creating the Future: Essays on Librarianship* (pp.158). Jefferson; North Carolina: Mcfarland & Company Inc.
- Singh, J. (2009). *Leadership competencies for change management in libraries: Challenges and opportunities*. In ICAL 2009, *Change Management* (pp.310-313).
- Weingand, D.E. (1998). *Future- driven library marketing*. Chicago; London: American Library Association.
- Lo, P. (2008). *How do academic libraries manage change in the 21<sup>st</sup> century?* *Journal of East Asian Libraries*, 145, 45-60.
- [www.bps.com.au](http://www.bps.com.au)  
[www.ygraph.com](http://www.ygraph.com)

# Libraries, Consortia and Change Management

**Nabi Hasan<sup>1</sup>**

*Deputy Librarian, Indian Institute of Technology Delhi, India,*

[hasan@library.iitd.ac.in](mailto:hasan@library.iitd.ac.in), [www.nabihasan.webs.com](http://www.nabihasan.webs.com),

*Ph: +91-11-2659-1452*

## **ABSTRACT**

*The emerging Information Technology has brought many changes in libraries. This has facilitated LIS professionals to work together to acquire and share library collections and provide digital library services to the user community. Increase of the literature in all subjects, shrinking of the library budget and shortage of the staff made the libraries depend upon each other. This leads to library cooperation, resource sharing and networking. Now the more accepted system of resource sharing is library consortia, considered as a Strategic Alliance of Institutions that have Common Interests. Consortia approach is one of the many ways of maintaining cooperation and coordination among the libraries and in fact it has emerged as the 'state of the art' in library cooperation in recent years. Various benefits of library consortia for mutual benefits and towards balanced development of libraries have been described. The article enumerates various library consortiums working in India with special reference to INDEST-AICTE Consortium and discusses the best practices in consortia management.*

**Keywords:** *Library consortia, E-Resource consortiums, Consortia management, Resource sharing, Library cooperation, Library networking, INDEST-AICTE consortium*

## **1. Introduction**

The basic purpose of consortia is coming together of institutes/libraries having common interests and needs, to achieve a common goal that is beyond what an individual library could achieve on its own.

Consortium is a resource-sharing organization formed by institutions of common interests, also described as co-operatives, network collectives, alliances or partnership. Library consortia consists of a number of libraries, preferably with some common features by subject, institutional affiliation or branch/unit of libraries that come together with common interests and objectives. Services which are covered under consortium may vary but may comprise cooperative collection development, education and training, preservation, centralized services, network alliance features, library automation services, system support, inter library lending, retro-conversion, consultation and cooperative purchasing, etc. The consortia for library can be considered as a major step towards library cooperation in sharing electronic resources.

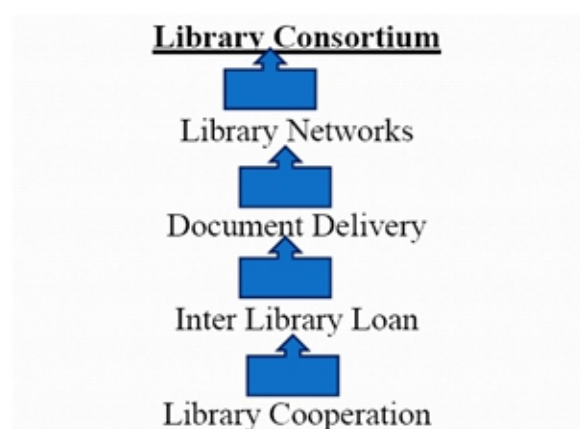
The overall motto of consortia is to achieve what the members of group cannot achieve individually and the major reasons for its birth are; shortage in library budget, information explosion, increasing cost of journals, excessive demand of users, decrease in print subscription and variation of pricing models.

It is considered as an effective strategy to increase the buying power and risk-sharing capacity of individual libraries over the short term. It is also an opportunity to maximize the opportunities for mutual collection development and resource sharing over the long term. A consortium has the ability to share resources without sacrificing the individuality of each member library. As a result, the end-users can reap the benefits of more electronic resources than would be available through one library, as a group of libraries agree to pool their resources by allowing the users of each institution to access the resources of all other institutions. Simply it acts as a coordinator for sharing electronic resources at the national, regional or local level.

### Consortia Initiatives in India

Library consortia do not have any remarkable history but consortia arrangements basically started in 1930s to cooperate in administering interlibrary loans as well as 'resource sharing'.

In India also, too many consortia motives have been taken and are increasingly taking place. In 1990s, the emerging change in publishing industry and phenomenal increase of web-based resources as well as other organizational imperatives, perhaps forced the Indian libraries to move towards a strategic partnership. Therefore, efforts have been initiated in different levels to enhance sharing of electronic resources amongst the libraries in India. Some major initiatives are – INDEST-AICTE Consortium, INFLIBNET's UGC InfoNet, FORSA Libraries Consortia, TIFR Consortium, ISRO Libraries Consortium, ISI Library Consortia Deals, IIM Libraries Consortia, NKRC (CSIR), HELINET Consortium, CeRA from ICAR, STI Network for resource sharing amongst S&T libraries, ICAST Consortia, VIC Consortium of ICICI-Knowledge Park, IISER Consortia, ERMED, etc.



**Fig. 1: Evolution of Library E-Resources Consortia**

## **Best Practices and benefits of Consortia Participation**

- i Financial gains: One of the most common reasons that libraries join consortia is to gain some financial benefits. All library consortia have one goal in common: pooling their collective financial resources to leverage greater economic control over their marketplace.
  
- ii Resource Pooling: Besides sharing financial resources, members of consortia can share a variety of other things. The consortia provide shared expertise, access to new electronic and print resources, professional development, new sources of funds, sharing catalogs, sharing collections, sharing storage of resources, sharing archiving of resources, sharing staff expertise, sharing risk, sharing success and professional glamour.
  
- iii Discussion, collective thinking & leadership: Intangible benefits, such as the encouragement of discussion and collective thinking is a valuable part of being a member of a consortium. The value of increased communication between libraries cannot be overlooked. Leadership is also an important part of library management. Consortium services manage more than the cost and a consortium can do this by providing leadership for its members that generates cooperative action for the advancement of educational environment, institution's fiscal health, and the quality of services for the client of the library.
  
- iv Clientele supportive services: Benefits of consortia should be customer-focused. If becoming a consortium member is not going to benefit the library's users, then the library must question its reasons for becoming a member.
  
- v Quality library services: Since mid-1990s, there was a growing national emphasis to improve the quality of library services and to reduce the cost of operation as part of the process. Libraries turned to consortia as a way to share information about best practices, and to reduce the unit cost of providing core services. It consolidates the library services in a good deal.
  
- vi Reduced cost: In a situation of limited funds, any measures taken by a library to reduce costs can be seen by stakeholders and the public as a positive way for libraries to maximize their resources. To reduce the cost of member library operation, consortia act as an agent on behalf of the member libraries to seek a reduced group purchase price for information resources that is lower than that which any one institution could achieve alone. Therefore, it considers new ways to consolidate global resources amongst the participating libraries in order to maximize their resources within limited budget.

vii Change management: One of the most complex issues facing libraries today is change management. A library consortium is particularly valuable in managing the change. The process of change management normally proceeds through a series of steps. Each of these steps involves significant risk. Change management is the process of minimizing those risks and optimizing the opportunities.

viii Information Literacy: To manage change, libraries must have an understanding of emerging issues. The consortium can play an invaluable role by providing training and organizing new programs or promotional activities, etc.

ix Enhanced access: Promote better, faster and more cost-effective ways of providing access to electronic information resources to the information seekers. Increasing amount of access to electronic resources is possible, across the institutions, at a lower cost or at an optimum cost possible for the subscription.

x Improved management: Consortia can manage the electronic information resources in a better way and save the library from the hassle of print-resource management. It enhances buying power through the consolidation of collection and services.

xi Pressure handling: Consortia successfully meets the pressure of diminishing budget, increased user's demand, and rising cost of library resources.

xii Avoiding duplication: Duplication of materials, time, and effort can be minimized and savings and access can be maximized. A consortium also protects the duplicate manpower – expert, guide, online serial-control manager, system analyst, network manager, problem counselor, architectural consultant, etc. by providing collective technical expertise in general or even detailed and specific levels of assistance to member constituents.

xiii Sustainable growth: The collective strength of consortia members facilitates the libraries to get the equal benefit of wider access to electronic resources at an affordable cost and at the best terms and conditions. It also demonstrates the benefits to offer not only in terms of discounted subscription rates but also value added services like DDL and Search Interfaces and finally it brings the uniform growth, standard, and compatibility among the member libraries in a better to better situation. All these are indicating towards sustainability of the growth of libraries.

xiv Manifold benefits: It facilitates ongoing communication, coordination, awareness, creates information super-highway, professional improvement, force to maintain standard, cultural broadness, increased visibility, preferred partnership, marketing and advertising opportunities.

---





**Fig. 2: The power of many, the power of togetherness**

### Leading Indian Library consortia

Important Library consortia in India include:

S. No.	Library Consortia
1.	DAE (Dept. of Atomic Energy)
2.	INDEST-AICTE
3.	UGC-INFONET DL
4.	National Knowledge Resource Consortium (CSIR)
5.	MCIT (Min. of Comm. & IT)
6.	CERA (Consortium for e-Resources in Agriculture )
7.	ERMED (Electronic Resources in Medicine)
8.	DELCON (DBT Elec. Library Consortium)
9.	HELINET (Health Sciences Library & Information Network)
10.	IIM Libraries
11.	IISER Libraries
12.	FORSA (Forum for Resource Sharing in Astronomy and Astrophysics)
13.	ICICI Knowledge Park (Industrial Credit and Investment Corporation of India)
14.	ISRO Libraries
15.	N-LIST
16.	TIFR Consortium,
17.	ISI Library Consortia Deals, etc.

## INDEST-AICTE Consortium



**Figure.3: INDEST-AICTE Consortium website (Courtesy: <http://paniit.iitd.ac.in/indest/>)**

The “Indian National Digital Library in Engineering Sciences and Technology (INDEST-AICTE) Consortium” was set-up by the Ministry of Human Resource Development, Govt. of India in 2003 on the recommendations of an Expert Group appointed by the Ministry. This Consortium is the most ambitious initiative taken so far in the country for the subscription of the e-resources, especially for the e-journals in the field of science and technology. The benefits of consortia based subscription to e-resources is not confined only to major technological institutions like IITs, IIMs, IISc, NITs, etc. in the country but is also extended to all the AICTE accredited and other UGC affiliated institutions. There are basically three categories of the members; (i) Core member institutions like IITs, IIMs, NITs, etc. (ii) AICTE supported institutions (Selected Govt. engg. colleges, etc.) and (iii) Self supported members (Private engg. colleges, etc.).

Objectives of the consortium include; (i) To subscribe electronic resources for the members of the Consortium at highly discounted rates of subscription and at the best terms and conditions (ii) To extend the benefit of consortia-based subscription beyond the core members to other engineering and technological institutions (iii) To impart training to the users and librarians in the member institutions on subscribed electronic resources with an aim to optimise the usage of subscribed electronic resources (iv) To find more avenues of cooperation and interaction amongst member libraries (v) To increase scientific productivity of member institutions in terms of quality and quantity of publications (vi) To help new engineering institutes and colleges to make the right choice of e-resources; and (vii) To find more avenues of co-operation and interaction with other consortia.



The INDEST-AICTE Consortium, as an open-ended proposition, welcomes institutions to join it on their own for sharing benefits it offers in terms of highly discounted negotiated rates of subscription and better terms of agreement with the publishers and their aggregators. The consortium has an active mailing list and an interactive website hosted at IIT Delhi. The Consortium operates through its headquarters set up at the Central Library, IIT Delhi under a National Steering Committee, consisting of members from amongst beneficiary institutions under the Chairmanship of Director, IIT Delhi and AICTE Chief as its Co-Chair. A National Review Committee has also been set up under the Chairmanship of Joint Secretary (Technical Education), MHRD with an overall responsibility for making policies, monitoring the progress, coordinating with the UGC and AICTE for promoting the activities of the Consortium. The important sub-committees include; National Advisory Committee, PFC, etc. which regularly meets at IIT Delhi. The Librarian/PI (Library), IIT Delhi serves as National Coordinator of the Consortium and coordinates its overall activities.

The INDEST has an access to thousands of eResources which covers all the subjects of Science and Technology, Humanities and Social Sciences, Management, etc. including full-text eJournals and bibliographic databases. The important ones under INDEST includes: ABI/Inform Complete, ACM Digital Library, AIP/APS Journals, ASCE Journals, ASME Journals (+AMR), ASTM Standards, ASTM Journals, ASTM Standartds, Capitaline, EBSCO Databases, Elsevier's Science Direct, Emerald Full-text, Euromonitor (GMID), IEC Standards, IEEE/IEE Library Online (IEL), INSIGHT, Optical Society of America (OSA), ProQuest Science, SCOPUS Database, Springer Link, COMPENDEX, SciFinder Scholar access, MathSciNet, Web of Science, Taylor & Francis, Imech E Publications, World Scientific Publication Mathematics, CMIE Resources, Web Access of Scifinder Scholar, Access to Biotechnology & World Textiles Abstract, IoP Science and their archival collection, American Meteorological Society journals and archives, Cambridge University Press HSS and S&T package, EBSCO Textile & Technology Complete, Royal Society Package, Access to I.C.E. and their Archives, Sage HSS & Management Journals and their Archives, SciFinder Scholar, ACS Archives, RSC Journals Archive Titles, Oxford Journals on Mathematics, Life Science, Humanities and Social Science, Access to ISI Emerging Markets, Access to JSTOR, Project MUSE Journals, Nature Journals, etc.

All the important e-Resources of the world in the field of Science and Technology are accessible under the Consortium though there are many e-resources which are dropped on and off due to administrative and financial reasons. Since the IITs have sizeable number of users in Management, Social Sciences and Humanities, the e-Resources for these groups of users are also available. The INDEST website hosts browse and search interfaces to locate these e-Resources and their URLs, a major component of which are eJournals. The consortium also provides federated search (Details at - <http://paniit.iitd.ac.in/indest>).

## Conclusion

Networks & consortiums are an important way of extending access to information for our patrons. The success and survival of libraries will much depend on how much and to what extent the libraries cooperate with each other and how much we are able to manage this change. It is rightly seen that due to change in ICT, the world of library through network and consortia is spreading rapidly around the world and along different lines with the motive being the same cooperation. Electronic resources solve the entire problem of the staff as well as users in the present library system. Now hundreds of OPACs are available for global access via the internet. The explosion of networked information has contributed to an age of vast transformation. The flood of information and duplication create the problem in front of the scholars but due to e-resources, it becomes very easy to cope with the respective field. It is costly to procure all e-resources by a single library and under one roof. Library network and consortia have gradually reduced the monopoly of publishing community. Through consortium and networking among the libraries, it offer an opportunities for providing access to broader and deeper range of collections. A healthy percentage of use of network facility by greater number of users may also be very helpful in justifying the financial burden and saved way for enormous amount of saving of time and manpower. In true sense, sharing of electronic resources among the Indian libraries has not yet developed in a big way. Though some encouraging signs are being observed in many occurrences for managing e-resources. No doubt, further boost of resource sharing activities are essentially required for the libraries in our country. We should like to pay their attention to induct and motivate the library communities towards the technology-driven coalition policies for better access to e-resources and to take up the challenges of 21st century. The best way forward in future may be making of a National e-Resources Consortium of India, comprising of the people from all the relevant domains and institutions.

**Acknowledgements:** INDEST website and INDEST Annual Report Compiling Team at IIT Delhi

## References

- Arora, Jagdish. (2001). *Indian National Digital Library in Engineering Science and Technology (INDEST): A proposal for strategic co-operation for consortia-based access to electronic resources*. *International Information & Library Review*, 33(2-3), 149-165.
- Babu, V. Nireekshana & Sivaprasad, G. (2010). *Library Consortia in India*. *Pearl: A Journal of Library and Information Science*, 4(4), 220-223.
- Hasan, N. & Visakhi, P. (2010). *Strengthening of NARS Libraries under e-GRANTH: A NAIP Consortium*. In Stanley Madan Kumar, et. al. (Eds), *Knowledge Management in the Globalized era: Proceedings of the National Conference*. New Delhi: AALDI, pp. 261-266
- INDEST-AICTE Consortium. (2013). *Indest Consortium*. Retrieved from <http://paniit.iitd.ac.in/indest>.
- INDEST-AICTE Consortium. (2014). *INDEST-AICTE Consortium Annual Report 2013-2014*. New Delhi, IIT Delhi.
- INFLIBNET Centre. (2015). *INFLIBNET Centre Gandhinagar, Homepage*. Retrieved from <http://www.inflibnet.ac.in>
- Manish Kumar. (2010). *Library Consortium: Panacea to Libraries Financial Crunch*. In Stanley Madan Kumar, et. al., (Eds), *Knowledge Management in the Globalized era: Proceedings of the National Conference*. New Delhi: AALDI, pp. 247-253

## Library Outreach Program: Indian Libraries Scenario

**Pramod Sharma<sup>1</sup> , Parveen Babbar<sup>2</sup>**

<sup>1</sup>Professional Assistant, Institute of Home Economics, University of Delhi, Email: psharma1705@gmail.com

<sup>2</sup>Deputy Librarian, Jawahar Lal Nehru University, Email: Parveenbabbar@gmail.com

### **ABSTRACT**

*Library outreach programs are dedicated to people who can not reach to the library. Libraries make best efforts to cater the information needs of the community. Library outreach services are to discover and provide progression to those services which carry even-handed access to the information and knowledge lying in libraries. It requires proper planning and preparation to develop the programmes, thinking about the vision statement and proposition. The exact outcome of outreach cannot be predicted before the actual implementation on the users. Some of the major objectives of outreach programme are to augment societal collaboration, expand Peer Prop-up Clusters, provide expert educational opportunities, collect, subscribe and provide more and more Electronic Resources to the users etc. The process for developing an outreach program is described in this paper. The library outreach services works as an effective marketing tool for the libraries. There are many libraries which provide outreach services, In India many libraries organize outreach programmes like Community Outreach Programme by Delhi Public Library (DPL), Central library, JNU, Sarpi Outreach Programme For Rural Children Mobile Library, Katha Outreach Programme, Manthan Science Outreach etc. This paper will explain the concept of library outreach programme in detail. The paper will also discuss some examples of library outreach initiatives taken in Indian Libraries.*

### **1. Introduction**

Library outreach services are dedicated to develop outreach programs in the libraries for non-users and person with special needs. This is with the objectives of expanding and executing the horizons of library services for homebound people like housewives, senior citizens, disabled people, prisoners, imprisoned people, homeless people, geographically scattered population, rural people, people distinguish on the bases of caste etc. Library outreach services are committed to provide services to those who can not reach to the library. It is feature of the libraries to reach and serve everybody in the community. Libraries make every effort to guide and support the different needs of the community. (New York Public Library, 2014)

The concept of Library outreach is a complex term. It is not just a single process but there exists as many ways to provide outreach as there are users in the library. Meaning of outreach differs depending upon the users viz. children, adults, senior citizens. Generally, we can define outreach as any service or activity that attracts users or potential users interested in a library. (McCarty, Alison 2010).

## **Outreach Services in Libraries**

Library outreach services is to discover and provide advancement to those services which carry evenhanded access to the information and knowledge lying in libraries. These services make sure that guidance about the resources and technical aid is offered to support librarians to make efficient policies to initiate new programs for new patrons. (American Library Association 2014).

Library outreach programmes are proposed to reached to the people of the community who wants to contribute to libraries programmes without attending in person. (Orangeville Public Library, 2014).

These programmes offers library services to users who want additional assistance through library services and to those who cannot reach to the library physically to access available material. (Lexington Public Library, 2014)

Libraries need to make efforts to connect community with the outreach program, library staff and the library. It requires proper planning and preparation to develop the programmes, thinking about the vision statement and proposition. The exact outcome of outreach cannot be predicted before the actual implementation on the users. It requires a lot of uphill struggle and dedication of the people involved in this for the best results. The objective of outreach programmes is to reinforce the libraries as an indispensable element of the society. So the purpose of these programmes is to make the library a society resource centre and a launch pad for community affiliation. (OCLC, 2014).

Library Outreach programmes the know-how of the library resources to the users of the library. Basically these services and programmes are meant for those who are not able to visit the library or those who have not accessed the libraries and their services. These programmes are for promoting the library's services and resources to these kind of groups. (Winnipeg 2014).

## **Objectives of library outreach programmes**

The objective of library outreach programs is to meet up the different requirements of the users. For this, libraries are required to be in direct contact with the users and the modifications and tailor made services are given to meet up the information needs. Further, to provide required services to users, library outreach programmes offer a exclusive prospect to develop image of the library. It also offer tremendous opportunities for users to augment library services on the whole. (Lexington Public Library, 2014) The objectives in broader terms relate to educational programs, resource development, and the provision of technical services. Some of the major objectives of outreach programme are:

1. Augment Societal collaboration
2. Expand Peer Prop-up Clusters
3. Provide Expert Educational Opportunities
4. Collect, Subscribe and provide more and more Electronic Resources to the users

### **The steps in developing outreach programme in libraries includes**

1. Determine the community needs and deciding the populations from which outreach programme can be developed and implemented as library services. They may be adult Learners, Job Seeker, ethnic population, homebound persons, institutional persons, persons with disabilities, young new readers etc.
2. Developing and implementing staff training; providing support and guidance in outreach; develop special collections; and plan and implement programs
3. Research and study the populations and determine the needs and find what library can do to meet these needs.
4. Developing and implementing programs outside of the library where the targeted populations are.
5. Develop association with other library leaders, community leaders, educational organizations, community groups and agencies. The collaborative efforts will lead to support and ideas for new and existing programming to meet the needs of outreach programme.
6. The benefits of programming outside library walls will impact overall perception of the library in a positive way by serving unmet needs and building relationships. (Tripod, 2014)
7. These objectives, goals and steps can be accomplished only by providing support to the library staff throughout the course of library outreach programmes. With the help of these outreach programmes libraries are able to connect with more people. It is very helpful in user satisfaction as they get their services as and when required. The purpose is to use their expertise to reach to the new users and offer variety of services. These outreach programmes have to be so uncomplicated so that these can be followed by other libraries also. When libraries entrust to reach to the communities, libraries endeavor to reach instant and quantifiable results. But the outcomes of these programmes can not be predetermined because the results can vary due to various circumstances. (OCLC, 2014).

Libraries provide specialized services to its users who can't read printed documents or homebound. The staff engaged in providing outreach services carry out consultation with the users to know their interests and needs so that they can recommend most useful material to them from the library. (Regina Public Library, 2014).

### **Need for Outreach librarian**

The nature and services of outreach librarians has been changing a lot in the past few years. It is becoming essential to provide a position in the library for the one who can promote the library services to the new and existing patrons in a broader sense. With the emergence of technological innovations in academics it is more essential to spend library budgets move efficiently and initiate such library outreach programmes which can engage the students more in library activities. “Outreach” classically means reaching to the underserved library patrons. Expanding the horizons of the library physically and promoting the library services and library resources. In the present environment the term outreach services can be used in broader sense because it comprises of all the initiatives that can reach to the users which helps in exposing all the library resources and services. With the technological innovations in education the role of outreach librarians have become very important for teaching and learning. (Melissa, Dennis, 2012).

### **Reasons for Outreach services**

- a) There are users who cannot physically access the main library may fetch library services through library outreach.
- b) It converts non users into users by giving services to those who perceive conventional library services to be discommoding.
- c) The presence of library outreach services begets priceless goodwill within a community.

### **Library Outreach Services as effective marketing tool**

Outreach may serve as an effective marketing instrument or tool. It is pertinent that new users must keep coming into the library for its endless and continued growth and for sustaining relevancy in this pro-digital age. Obviously outreach does not essentially means bringing people to the library. But there are senior citizens and other patrons who are unable to come to library, are bringing the library to the user. By this way, libraries may reach users who can't access to libraries themselves or who would never have thought of the library as a place to visit. This may be true, but users that perceive, coming into the library as an wastage of time and efforts may ponder that timeliness is more significant than complete information. Time has come that libraries must meet their users where they search and how as users are prominently looking for information that they can access in real time and in easy way. It is also important that that services or facilities offered in a library building do take time and money likewise outreach services requires the same. Definitely outreach services does not cost as much as library services. (McCarty, Alison 2010).



## **Web based Library services and Outreach activities**

The first step towards inviting web users into library is to change library's online access catalogue. There is an increased activity in the field of resources migration and hold. With respect to web but it is no longer true that users of catalogue are essentially in the library where they can be assisted in their OPAC use by librarians and can walk to shelf to see if a particular book is what they need. OPACs are increasingly setting as outreach instrument by streamlining searches, showing previews of books content and suggesting other books based on a search. It is possible that outreach can happen outside of a library official website.

Similarly the use of social networking platform like Facebook, Twitter, Myspace is also getting very common. These are becoming medium to provide updates on happenings in the library, alteration in hours and new additions to library website. These websites permits libraries to associate with users who may not come to library often or spend long time when do come. Alternatively, blogs and podcasts are becoming another way to connect to users through web. Blogs and podcasts can promote library services but there are more often known as reader's advisory outreach instrument.

## **Outreach services provided by various libraries in India**

- 1. Community Outreach Programme-Delhi Public Library (DPL)** - Delhi Public Library, an autonomous organization under the Ministry of Culture organizes Community Outreach Programme to promote reading and general development of personality. The programme includes the activities like Story Telling Session, Computer Education, English Language Communication, Personality Development, Career Counseling, Theatre Workshop, Puppet Show. Similarly Delhi Public Library Sarojini Nagar also provides mobile library services to its users to enable for the dissemination of information through mobile vans for catering the information needs of rural areas in the outskirts of Delhi. They also provide resettlement colony library services for the economically weaker section of the society. They provide newspapers and other reading material to people. DPL also provide community library service for 6 regions in Delhi. Delhi Public Library also provide service to the visually challenged people. It is a very useful service for the visually challenged which is called Braille library service. Delhi Public library extended its services by supporting the prisoners of the Tihar jail by providing them the services for reading and learning about the various subjects. (Delhi Public Library, 2014)

2. **Central Library, Jawaharlal Nehru University (JNU)** - Central library, JNU is regularly conducting Library Lecture Series and Outreach Programme to reach its users. This lecture series is aimed to enthuse, stimulate and challenge students and teachers across the whole broad spectrum of academic topics in the university. These lectures are aimed at university students and academics, but open to anyone to attend. The lectures are arranged by the [Central Library as a Outreach Service](#), which seeks to spread awareness of the upcoming topics in the world. (JNU, 2014)
3. **Sarpi Outreach Programme For Rural Children Mobile Library** - Sarpi outreach programme contributes to the improvement of the quality of instruction and education in the rural areas. Children from the rural areas have very limited opportunities and exposure. They are always at a disadvantage position compared to the children in urban centers when it comes to the quality of education they receive hence they perform poorly in the board examinations and competitive examinations. There is a need to improve and upgrade the quality of education in the rural areas. So Sarpai Outreach programme was initiated with the objectives of setting up a mobile library so as to make available reading and educational facilities to the children enrolled in fifteen government schools in the villages of Honnavar Taluka. Further to provide in-service training and ongoing professional updating to government pre-primary school teachers as well as other pre-primary teachers in Uttar Kannada district. Another important objective is to offer Values Education Classes to children enrolled in fifteen government schools in the villages of Honnavar Taluka. (SARPI, 2014)
4. **Katha Outreach Programme** – It is an outreach programme that supports reading initiatives through providing material that is attractive, appropriate and affordable. It works closely with various organizations, like Sarva Shiksha Abhiyan (Education for All, a flagship programme of Government of India), Room to Read, Eklavya etc, committed to enhancing the joys of reading. The Books are Cool! initiative supplies books to the major libraries across India and also organizes workshops which through myriad forms of story increase the reading interest in children. (Katha, 2014)
5. **Manthan Science Outreach** - Manthan is a science outreach programme for the continuous development and the betterment of the Nation by bringing about a change at the grass-root level and one of its ways is the generation of scientific temperament amongst masses of people across the country. Manthan's Science Outreach and Communication programmes are aimed at promoting public awareness in understanding of science and making informal contributions to science education using low-cost approaches. Manthan not only aims at the students but works on several projects related to community development as a whole. through the outreach activities, Manthan tries to educate people by reaching their doorsteps, carry out outreach activities in the form of hands-on activity kits, mobile exhibitions, hands-on exhibitions, offshoot material, awareness campaigns, posters etc. (Manthan, 2014)



## Conclusion

The library outreach programmes extend a new ray of hope and facilitates those who due to any good reason cannot visit the library but through these initiatives can successfully satisfy their information needs.

## References

- *American Library Association (2014). Office for Literacy and Outreach Services (OLOS). Retrieved from <http://www.ala.org/offices/olos>*
- *Delhi Public Library (2014). Delhi Public library- Service. Retrieved from <http://www.delhipubliclibrary.org/service.php>*
- *Jawaharlal Nehru University (2014). Central Library- Outreach Programme. Retrieved from <http://www.jnu.ac.in/Library/>*
- *Katha Outreach Programme. (2014). Katha Outreach Programme. Retrieved from <http://www.katha.org/site/what-we-do/education/research/katha-outreach-programme>*
- *Lexington Public Library. (2014). Outreach Services. Retrieved from <http://www.lexpublib.org/outreach-services>*
- *Manthan Education Society. (2014). Science Outreach. Retrieved from <http://mepsindia.org/projects/>*
- *McCarty, Alison. (2010). Outreach Services. Retrieved from <http://alisonmccarty.files.wordpress.com/2012/06/outreachpaper.pdf>*
- *Melissa, Dennis. (2012). Outreach initiatives in academic libraries, 2009-2011. Reference Services Review, 40(3), 368-383.*
- *New York Public Library. (2014). Outreach Services. Retrieved from <http://www.nypl.org/help/community-outreach>*
- *OCLC. (2014). Webjunction-Public Library Outreach Makes Magic. Retrieved from [http://www.webjunction.org/news/webjunction/Public\\_Library\\_Outreach\\_Makes\\_Magic.html](http://www.webjunction.org/news/webjunction/Public_Library_Outreach_Makes_Magic.html)*
- *Orangeville Public Library. (2014). Outreach Programs. Retrieved from <http://www.orangeville.library.on.ca/page.php?id=608>*
- *Regina Public Library. (2014). Outreach Services. Retrieved from <http://www.reginalibrary.ca/outreach.html>*
- *Society for the Advancement of the Rural people of India. (2014). SARPI Outreach Programme for Rural Children Mobile Library. Retrieved from [http://www.sarpi-india.org/activity\\_link5.html](http://www.sarpi-india.org/activity_link5.html)*
- *Tripod. (2014). Marketing of Library Outreach. Retrieved from <http://star61451.tripod.com/marketingthelibrary/id5.html>*
- *Winnipeg. (2014). Outreach Services. Retrieved from <http://wpl.winnipeg.ca/library/outreachservices.asp>*

# Public Library as Nucleus of Information for Rural Community in Kashmir Valley

**Dr Shabir Ahmad Ganaie**

Faculty Member, Department of Library & Information Science  
University of Kashmir, Srinagar-190006, India.  
e-mail: shabir311@rediffmail.com

## **ABSTRACT**

*'The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups.'*

### **1. Introduction**

The Jammu and Kashmir State was consolidated into a political entity in 1846 after the well known treaty of Amritsar between Maharaja Gulab Singh and the British Government. Earlier the four present regions of the state were separate principalities of Jammu, Kashmir, Ladakh and Gilgath. But just after a century the state witnessed an unnatural partition resulting in two- third of the state in India and the one-third with Pakistan.

The part of the state on this side comprises parts of Jammu, Kashmir and Ladakh Divisions which have been organized into administrative Districts.

Geographically is a plain embedded in the midst of mountains , laying in an oval shape , north-west and south – east between 33 5' and 34 7' north latitude and 74 and 75 10' east longitude elevated 5,200 feet above the level of the sea.

History bears testimony to the fact that the ancient Kashmir has been a great seat of learning and scholarship. Grierson has rightly observed that Kashmiries are proud and justly proud of the literary glories of their land. Al-Burini has also acknowledged that these were all the same Kashmiri scholars who made important contributions to the knowledge (Alvi,2001)

Libraries are playing an important role in the progress and prosperity of the societies from time immemorial. Libraries are the repositories of knowledge where knowledge is organized for use by the

living generations and preserved for the posterity. All the types of libraries (academic library, public library, special library or national library) thus have only one stock-in-trade, i.e ., knowledge. This knowledge packaged into different formats is systematically organized for use for education, further exploitation in research and development and for overall progress and prosperity of human societies.

### **Public Libraries: Aims and objectives**

In order to find out the exact role of public libraries it will be in the fitness of things to take note of the aims and objectives of public libraries. The standards for public libraries available at the international and national levels make abundantly clear the role of public libraries in the life of the community. Philip Gill et. al (2001) in UNESCO/IFLA guidelines have enumerated purpose of public library in the following words.

*The primary purposes of the public library are to provide resources and services in a variety of media to meet the needs of individuals and groups for education, information and personal development including recreation and leisure. They have an important role in the development and maintenance of a democratic society by giving the individual access to a wide and varied range of knowledge, ideas and opinions.*

In other words public library attempts to assist people to contribute to the growth of knowledge, make such use of leisure as will promote personal and social well being, develop their creative and spiritual capacities, be more capable in their daily occupations, discharge their social and political obligations, become better members of home and community, keep pace with progress in all fields of knowledge, educate themselves continuously.

Thus public library is a multipurpose agency which serves the community in the fields of education, information and recreations. Public libraries if operated on scientific lines with professional zeal can be a catalyst in creating an information society.

### **Public Libraries in Jammu and Kashmir: A brief overview**

Jammu and Kashmir state has been famous for its libraries in 'mosques', 'madrasas' , 'temples' and 'Pathshalas (Schools)' etc in the past. These have been the places of attraction for scholars and travelers who have mentioned the use of these libraries in their chronicles and travelogues.

However, public library in true sense began in year 1893 when Sri Pratap Singh Library was established in the city of Srinagar. This library was part and parcel of the State Archeology and Research Department. This was followed by the establishment of yet another library – Sri Ranbir Singh Library – in Jammu division. In the post independent era a good number of public libraries were established by the government and thus there does exist a network of public libraries comprising of state central libraries, city central libraries, District public libraries, Block level libraries and even tehsil public libraries in the state of J&K. These libraries are operating under the Directorate of public libraries and Research department.

### **Public libraries: Their role in rural communities in Kashmir valley**

Majority of the population in the Kashmir valley resides in the rural areas. Populations residing in these areas are mostly engaged in the agricultural sector.

Public libraries can play an important role in the overall development of the rural communities in Kashmir valley. However, those concerned with public libraries must know the information needs of the rural communities. Assessing information needs of the rural population will provide an insight in devising the policy for tailoring the services to be provided by the library and the method of delivery for these services. It will be appropriate that rural public library in Kashmir valley give focus on:

- (a). Information about the governmental policies and programmes launched by the government for uplifting the life standard of the rural population. Such policies are framed by the ministry of rural development.
- (b). Health information specifically related to common diseases. Information generated by the Health department of the government can be exploited for informing the rural masses about the prevailing health conditions of the population.
- (c). Economic information to enhance small business endeavors and income generating activities. Rural libraries can disseminate information regarding entrepreneurship opportunities for the rural population. If rural population gets awareness about the revenue generating opportunities, there is possibility and probability that economic condition of the rural Kashmir will get a boost in near future.

- (d). Environmental preservation: Rural Kashmir is well known for its natural beauty. There are plenty of fresh water springs, lakes, forests, waterfalls located in different parts of the Kashmir valley. Tourism department of the Jammu and Kashmir government has given enough thought on the developments of these far flung areas and has brought it on the map of Jammu and Kashmir tourism. Rural public libraries can play an important role by informing the local population about the maintenance and preservation of the environment.
- (e). Information about the basic agricultural activities involved in cultivation of the local crops, animals, fisheries, horticulture etc like information regarding variety of crops , use of fertilizers, use of insecticides, pesticides, harvesting of crops, storing and preservation practices. etc.
- (f). Rural libraries can help in creating awareness among the rural masses about national integration. To help rural people understand the country's social, political and economic endeavors and nation building efforts, rural public libraries should acquire information related to these spheres and make appropriate measures to make these sources available to the rural population. Rural libraries if established properly will promote religious harmony in the Kashmir valley where people belonging to different religions like Islam, Sikhism, Hinduism, Buddhism, Christianity etc live together. Rural Public libraries can help in bridging the gap between people of different faiths that developed during recent past.
- (g). For the overall personal growth and development of rural children and youth, rural libraries are having a great potential. Children related literature in different formats should be acquired by these libraries will provide an opportunity to the children to develop interest for reading. For rural youth, libraries must acquire job related literature like employment newspapers. By going through these newspapers, unemployed youth can find an opportunity to apply for the jobs available within and outside the country.
- (h). Literacy education: Rural libraries can organize information literacy programmes whereby rural population can be given the knowledge about the importance of information, how to locate information, how to exploit the information resources in different formats like print, digital or any other formats. Through these programmes rural population will become self dependent and self confident users who can make optimum use of the information resources. These programmes help in generate inspiration among the members of the community to read, use books, and enjoy these items for education and recreation.

## Conclusion

Rural Public libraries if developed properly in Jammu and Kashmir can bring about a revolution in all sectors of the society. Whether it is the sector of agriculture or the sector of business, libraries can play an important role. However, these libraries need proper physical facilities for accommodation, comfortable furniture, modern electronic gadgets like computers, internet facilities, staff possessing professional and academic qualifications, proper management, sound financial support etc.

## References

- [1]. Alvi, Wajih A (2001). *Jammu and Kashmir* In Mangla, P.B ; Kalia, D.R and Neela Jagannathan (Eds), *Library and information services in India: States and Union Territories* (pp. 27-36) New Delhi; Shipra Publications
- [2]. *IFLA/UNESCO Public Library Manifesto 1994*. Retrieved May 12, 2012 from
- [3]. <http://archive.ifla.org/VII/s8/unesco/eng.htm>
- [4]. Philip Gill et. al (2001). *The public library service. UNESCO/IFLA guidelines for development* a. Retrieved May 12, 2012 from
- [5]. <http://archive.ifla.org/VII/s8/proj/publ97.pdf>

# Instructions for Authors

## Essentials for Publishing in this Journal

- 1 Submitted articles should not have been previously published or be currently under consideration for publication elsewhere.
- 2 Conference papers may only be submitted if the paper has been completely re-written (taken to mean more than 50%) and the author has cleared any necessary permission with the copyright owner if it has been previously copyrighted.
- 3 All our articles are refereed through a double-blind process.
- 4 All authors must declare they have read and agreed to the content of the submitted article and must sign a declaration correspond to the originality of the article.

## Submission Process

All articles for this journal must be submitted using our online submissions system. <http://enrichedpub.com/> . Please use the Submit Your Article link in the Author Service area.

---

## Manuscript Guidelines

The instructions to authors about the article preparation for publication in the Manuscripts are submitted online, through the e-Ur (Electronic editing) system, developed by **Enriched Publications Pvt. Ltd.** The article should contain the abstract with keywords, introduction, body, conclusion, references and the summary in English language (without heading and subheading enumeration). The article length should not exceed 16 pages of A4 paper format.

### Title

The title should be informative. It is in both Journal's and author's best interest to use terms suitable. For indexing and word search. If there are no such terms in the title, the author is strongly advised to add a subtitle. The title should be given in English as well. The titles precede the abstract and the summary in an appropriate language.

### Letterhead Title

The letterhead title is given at a top of each page for easier identification of article copies in an Electronic form in particular. It contains the author's surname and first name initial .article title, journal title and collation (year, volume, and issue, first and last page). The journal and article titles can be given in a shortened form.

### Author's Name

Full name(s) of author(s) should be used. It is advisable to give the middle initial. Names are given in their original form.

### Contact Details

The postal address or the e-mail address of the author (usually of the first one if there are more Authors) is given in the footnote at the bottom of the first page.

### Type of Articles

Classification of articles is a duty of the editorial staff and is of special importance. Referees and the members of the editorial staff, or section editors, can propose a category, but the editor-in-chief has the sole responsibility for their classification. Journal articles are classified as follows:

#### Scientific articles:

1. Original scientific paper (giving the previously unpublished results of the author's own research based on management methods).
2. Survey paper (giving an original, detailed and critical view of a research problem or an area to which the author has made a contribution visible through his self-citation);
3. Short or preliminary communication (original management paper of full format but of a smaller extent or of a preliminary character);
4. Scientific critique or forum (discussion on a particular scientific topic, based exclusively on management argumentation) and commentaries. Exceptionally, in particular areas, a scientific paper in the Journal can be in a form of a monograph or a critical edition of scientific data (historical, archival, lexicographic, bibliographic, data survey, etc.) which were unknown or hardly accessible for scientific research.



**Professional articles:**

1. Professional paper (contribution offering experience useful for improvement of professional practice but not necessarily based on scientific methods);
2. Informative contribution (editorial, commentary, etc.);
3. Review (of a book, software, case study, scientific event, etc.)

**Language**

The article should be in English. The grammar and style of the article should be of good quality. The systematized text should be without abbreviations (except standard ones). All measurements must be in SI units. The sequence of formulae is denoted in Arabic numerals in parentheses on the right-hand side.

**Abstract and Summary**

An abstract is a concise informative presentation of the article content for fast and accurate Evaluation of its relevance. It is both in the Editorial Office's and the author's best interest for an abstract to contain terms often used for indexing and article search. The abstract describes the purpose of the study and the methods, outlines the findings and state the conclusions. A 100- to 250-Word abstract should be placed between the title and the keywords with the body text to follow. Besides an abstract are advised to have a summary in English, at the end of the article, after the Reference list. The summary should be structured and long up to 1/10 of the article length (it is more extensive than the abstract).

**Keywords**

Keywords are terms or phrases showing adequately the article content for indexing and search purposes. They should be allocated heaving in mind widely accepted international sources (index, dictionary or thesaurus), such as the Web of Science keyword list for science in general. The higher their usage frequency is the better. Up to 10 keywords immediately follow the abstract and the summary, in respective languages.

**Acknowledgements**

The name and the number of the project or programmed within which the article was realized is given in a separate note at the bottom of the first page together with the name of the institution which financially supported the project or programmed.

**Tables and Illustrations**

All the captions should be in the original language as well as in English, together with the texts in illustrations if possible. Tables are typed in the same style as the text and are denoted by numerals at the top. Photographs and drawings, placed appropriately in the text, should be clear, precise and suitable for reproduction. Drawings should be created in Word or Corel.

**Citation in the Text**

Citation in the text must be uniform. When citing references in the text, use the reference number set in square brackets from the Reference list at the end of the article.

**Footnotes**

Footnotes are given at the bottom of the page with the text they refer to. They can contain less relevant details, additional explanations or used sources (e.g. scientific material, manuals). They cannot replace the cited literature.

The article should be accompanied with a cover letter with the information about the author(s): surname, middle initial, first name, and citizen personal number, rank, title, e-mail address, and affiliation address, home address including municipality, phone number in the office and at home (or a mobile phone number). The cover letter should state the type of the article and tell which illustrations are original and which are not.

**Address of the Editorial Office:**

**Enriched Publications Pvt. Ltd.**  
S-9, IInd FLOOR, MLU POCKET,  
MANISH ABHINAV PLAZA-II, ABOVE FEDERAL BANK,  
PLOT NO-5, SECTOR -5, DWARKA, NEW DELHI, INDIA-110075,  
PHONE: - + (91)-(11)-45525005