

RE-ENGINEERING OF COLLEGE LIBRARY SERVICES

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INTRODUCTION

Libraries initially originated as document preservation system. However, with the changes the diverse aspects of the human society, libraries too change changed their role. The modern libraries exist to provide reading services to the humanity. Libraries have always tried to adopt the best principles and practices of other sciences and disciplines. They have observed and adopted many tactics and strategies of management discipline and the commercial world. Customer satisfaction is one of the/concepts the modern libraries are trying to adapt in to librarianship as 'user satisfaction'. Libraries desire to fulfill all the expectation of their users. However, at times it becomes difficult. Growing, varied demands are the reason for this.

In fact user satisfaction is the sole aim of modern libraries. This is the purpose of the total quality management also. In order to achieve this aim libraries need to change drastically, i.e. they have to reengineer themselves.

Another reason why the college libraries need to change drastically is the competition that has been created amongst the educational institutions by way of their gradation. Agencies like NAAC and NAB are assessing the educational institutions for their strength and weaknesses.

IMPACT OF NEW TECHNOLOGY ON LIBRARIES

Changes in information technology have generated corresponding changes in society, higher education and libraries as follows.

- Shift from paper based resources to electronic one.
- Shift from acquisition to accessing the resources.
- Media convergence in digital resources.
- Knowledge about web page designing and e-journals in Essentials.
- User demands for access facilities in his place at his desktop.
- Growing importance of consortia agreements for journal subscription.
- Provision of resource sharing to overcome budgetary constraint.
- Maintaining LAN, WAN, Internet and intranet facilities with faster access, getting access right to e-books, e-journals and e-lib projects.
- Increase of E-mail, domain based internet browsing and access to on-line resources apart from OPAC in the libraries.

USER EXPECTATIONS FROM LIBRARY

These are verbatim responses by patrons who were asked what they expected from their libraries :

- Everything in full-text and downloadable or printable.
- Faster service.
- 24x7 service availability.
- Easy access.
- Virtual reference service librarian available online 24x7.

- Easy-to-use Web resources permitting self service.
- A librarian who knows all subjects and all databases.
- Everything should be in electronic format.
- Several options/alternatives to choose from.
- A Web site that works.
- Ability to conduct all library transactions online (like : library registrations, request documents delivery and inter library loan, renew library items, etc.)
- A Web site search engine that can find what I want.

CHANGING ROLE OF LIBRARIES

The new technology as we have been made greater impact on the structure, functioning and services of libraries. Library service is no more confined to the four walls of the library. Paper – based documents are supplanted by electronic and digital resources. In the new environment user-librarian interaction is reduced to the minimum. Users are adapted to the use of electronic sources of information. Library may at most become an intermediary in the information transfer chain. In future users can have direct access to the source and the

library may conveniently be bypassed. It is in this context librarians have to re-orient their services to provide easy access and conserve the time of research potential. Users need not commute to the library for information is gathered, processed,

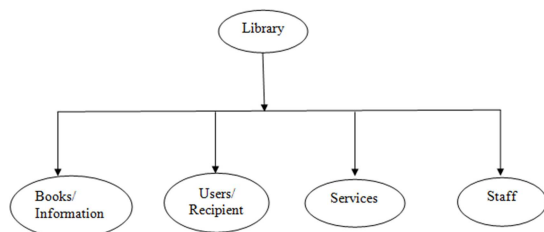
packaged in a suitable way so that the packet contains information tailor made to the needs of the users.

The electronic libraries will need to provide a range of new value added services for internally generated and externally acquired information. The cost of operations in future electronic libraries will be high and the investment will be continuous. Thus, the cost of information will be high as against the one time investment on documents in a traditional library.

RE-ENGINEERING OF THE LIBRARY SYSTEM

Library system fundamentals were constructed by Dr. S. R. Ranganathan. Without disturbing the basic fundamentals of library, we should reconstruct the library. Library is basically made up of

- (1) Books/Information
- (2) Readers/Users/Recipient
- (3) Services
- (4) Staff



Reengineering of professional Image :

College librarians shall adopt faculty-researcher model. As per this model a college librarian should play the role of faculty by providing instructions in the use of library and reading material. Also they should carryout

research on the different aspects of librarianship and publish research articles. Librarians shall play the role of information navigator, consortia negotiator. This will help to enhance their professional image further.

CONCLUSION: There are number of examples to show that the librarians are proved engineers and reengineers. Whenever there have been forces demanding change librarians have responded very positively. For example, retrospective conversion, library computerization has been completed in many libraries. Librarians have handling the modern technologies very comfortably. In spite of having achieved many goals still there are many opportunities for further improvements. Thinking big and being creative will definitely further help to reengineer our libraries.

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