

PROCESS OF RE-ENGINEERING IN ACADEMIC LIBRARIES

Dr. (Mrs.) S. P. Bidarkar - Lehekar *

*** Librarian**

Govt. Institute of Science,
Aurangabad, Maharashtra,
India

QR Code



Abstract: *Re-engineering is the need of a day in all types of libraries to reduce the gap between user's expectations and actual services provided. Considering the importance of re-engineering in libraries, it is necessary to rethink on library issues for providing better library services to fulfill the multidimensional needs of the users. Re-engineering is primarily the function of resource management. Present paper high lights Re-engineering ,Need and process of Re-engineering for College Library.*

Key Word: - Re-engineering, College Library

1.1 Introduction

Re-engineering which has been very popular in the business world in 1990's, is equally beneficial for libraries to redesign their services in order to provide pin pointed exhaustive information up to end users. Re-engineering is the need of a day in all types of libraries to reduce the gap between user's expectations and actual services provided. Considering the importance of re-engineering in libraries, it is necessary to rethink on library issues and how it will apply to library for providing better library services to fulfill the multidimensional needs of the users. With the growing emphasis on quality improvements, libraries adopting management techniques to give their best in the form of

information products & services. The rapid expansion of networked information services, together with the increased emphasis on quality assurance processes, highlights some interesting problems for academic libraries. While strategic planning in academic libraries now reflects a more customer-focused approach, the principal assumption behind most of this planning is that academic libraries are still firmly in the right business and that continuous improvement of existing practices will lead to greater customer satisfaction. This viewpoint challenges that assumption: we believe that if we are to meet the needs of our clients, we need to develop a new paradigm for information resource provision. The Management theories & principals

which are applicable to an organization can be successfully implemented to library. The 1990's have seen tremendous evolution of recent management techniques such as T Q M, Re-engineering, Six Sigma etc. Re-engineering involves redesigning key processes, while keeping customer at the center of process of redesigning.

1.2 Re-engineering

The pressures to lower costs, reduce cycle times, raise quality and, in general, make workplace processes more productive & intensive. The term re-engineering was first introduced by Michael Hammer in 1990 at a Harvard Business review article, 'Re-engineering Work: Don't Automate obliterate.' (Gaur, Ramesh,C.) .However Hammer & Champy (1933) says "Re-engineering is the Fundamental rethinking & radical redesign of business processes to achieve dramatic improvements in critical contemporary measures of performance such as cost, quality, service & speed."

While as per opinion of Davenport (1933) - "Re-engineering is only the part of what is necessary in the radical change of processes; it refers explicitly to the design of new process. The term process innovation encompasses the envisioning of new work strategies, the actual process design activity & the implementation of the change in all its complex technological, human & organizational dimensions. The above definitions mostly stresses on rethinking & radical redesign of processes & also on destroying the old ways of thinking & operating. Once the organization

rethink, then that rethinking could be implemented by way of redesign. The purpose of the reengineering is to achieve dramatic improvement in the activities carried out by the libraries. Reengineering can increase speed of the activity. It could enhance accuracy of the of the work carried out. It could save the cost involved in processing work.

1.3 Need of Re-engineering for College Library

According to fifth law stated by Padmashree Dr S. R. Ranganathan Library is growing Organism, Every library grows in terms of collection, equipment, technology and users etc.in course of time. Presently there is a change in the specialized needs and interest of the users, computerized services being expected with high speed.

The first law **is advent** of this law had the most vital on the library staff. The first law also dealt with library location, library hours, library furniture, etc. According to Ranganathan the library staff ultimately makes or mars a library. Even the best plan in most efficient organization may fail to achieve the goals if the persons are not well suited to carry the work. As such all these have contributed to change in the nature of libraries, which becomes more and more complex and require rethinking, re-planning and re-organization. To meet all these pressures and expectations of users needs the re-engineering of resources in library.

In short Re-engineering is needed

- To improve library services, provide better library services.
- To minimize the library paperwork.
- To change the existing library procedure and adopt electronic environment in a traditional library structure (Sawant, 2009)
- Rapid development and implementation of ICT in library.

1.4 Re-engineering of Academic Library Activities

Among many possible solutions to survive the change one is the re-engineering of library services. Re-engineering is about changing to the way we do things. Change is the basic need of re-engineering means starting over. The following library activities will improve through the re-engineering;

1.5 Strategy to Use for Re-Engineering Academic Libraries

Find out what the problems in the process are and how to handle them what the ways are to overcome such problems always search for new way techniques

- Decide what type of reinvention we want to make. Once it is decided clearly. Then don't change mind before they come to fruitions
- Find out what the problems in the process are and how to handle them what the ways are to overcome such problems always search for new way techniques.

1.6 Output of Re-Engineering in Academic Libraries

Re-engineering is beneficial to academic libraries like;

- To cope the challenges posed by information explosion.
- To fulfill multidimensional information needs of library users.
- To redesign information services of College Library.
- To provide pin-pointed exhaustive information to the end-users of the library.

1.7 Re-engineering Plan for College Library.

The Re-engineering plan for College Library has been framed in the following five steps.

STEP – I, Processes/Activities to be Re-engineered

In the first step the Re-engineering team has identified the processes/ activities of the College, Library that have to be re-engineered. These are as follows.

- a) Physical layout/ Facilities of the library.
- b) Library Collection.
- c) Manual Processes of library housekeeping operations.

STEP - II, Selection of Re-engineering Team

For the successful re-engineering of College Library a competent team of experts should be established in order to redesign the library & information services of college Library.

STEP - III, Status of Current Processes in College Library

In most of the college libraries maximum processes & in house library operations such as, acquisition, cataloguing, circulation, serials control & various reports are being done manually. Use of Information Technology for library operations is very less.

STEP – IV, Vision for the New Improved Process:

Following vision may be developed for the new improved process -

Vision: “We are committed to provide an easy and ready access to the library resources for updating the knowledge base of students and staff. Our endeavor is to keep the users of the library abreast of the state-of-the art inputs in respect of Arts, Commerce & Science, so that, they can face confidently challenges thrown open by 21st century. We are streamlining our concerted efforts to build our library as an excellent center for disseminating information.”

STEP - V

Actions Needed to Implement or Redesign the New Process

Physical Layout / Facilities of the library

In order to provide better services to users, the physical layout of the library may be made as follows –

a) Separate Stack Room.

b) Computer Laboratory with sufficient no of computers having Broad Band Connectivity.

c) Separate Reading Room for students and teachers with sufficient and comfortable library furniture.

d) Separate Reference Section.

e) Reprographic section

f) Processing section

g) Independent cabin for Librarian and Asstt. Librarian.

1.8 Areas of Academic Library

1.8.1 Collection Development

In order to cope the challenges of multidimensional information needs of the library users, the

library collection should built in digital format. It may include -

- CDs, DVDs, Microfilms etc.
- Online-Books, On-Line Journals.
- Online Databases.
- E-Reference sources.
- Membership with e-consortia

1.8.2 Library House Keeping Operations

In order to improve efficiency of library housekeeping operations library should be automated with standard library software. With the help of Information Technology, the library housekeeping operations will be redesigned in the following manner.

- Automated Acquisition system.
- Automated Cataloguing system.
- Automated Circulation system.
- Automated Serials control system.

- Automated Reporting system.
- Automated Stock Verification system.

1.8.3 Library & Information Services and Products

In order to redesign these information services, of Information Technology may be used in the following way -

- CAS & SDI services by e-mail.
- Online Information Retrieval system.
- Organising Information Literacy Programmes
- Online Resource sharing.
- Institutional Repository.

1.8.4 Human Resources

The vision for re-engineering of human resources in the College Library is that, all human resources services should be available instantantly, on demand with radical redesign of workflow processes. Following steps may be conducted for re-engineering of human resources -

- To inform the library staff about the re-engineering process, its need & impact.
- To inform the library staff about their roles & responsibilities in Re-Engineering process.
- Organization of motivation/study tours for the library staff.
- Organization of in-service training programmes for library staff in the computer laboratory of college.

Developing an agenda for action

Margot J. Montgomery postulated the future role of libraries as follows:

In the future, the information provision business will be even more competitive than it is today. Successful libraries will be good at catering to users. This will mean knowing users' current and anticipated information needs and negotiating efficient and effective access on behalf of users with publishers, other libraries, and authors/creators.

In light of the process model, we should expand this list of those with whom we need to negotiate to include all information and information technology professionals. It is increasingly likely that we will have to conduct these negotiations with new alliances of old partners and with new players we have not yet encountered. Therefore, it is important that we concentrate our own efforts on developing and refining our role as intermediary and facilitator for our users. This role will survive and grow because the client-centered approach demands mechanisms that provide information on user requirements, the satisfaction of user expectations through locally tailored services, and an on-going role in training and support.

Apart from demanding "imagination, inductive thinking, and a touch of craziness," reengineering the information resource delivery process will provide a substantial challenge to the skills of all information professionals in two key areas: (1) finding effective ways of influencing the development of the technological, organizational,

and marketplace enablers required to achieve our objectives, including the development of new and stronger partnerships, and (2) developing the means to profile and record client requirements and client satisfaction measures as part of overall information management and decision support systems. Librarians may be tempted to adopt a “wait and see” strategy when faced with the complexities outlined in this article. Such a stance would be at best folly and, at worst, the beginning of the road to extinction. In order to survive, we require a new service paradigm, which will demand new and bold ways of managing service provision in close collaboration with our partners. This is our challenge for the remainder of the decade.

1.9 Conclusion

Re engineering has its origin in industrial organization where the profit making is the ultimate objective. Library is the non-profit making organization requires re engineering in the mindset and behavior of the library staff. Considering the importance of re engineering in library and information services it is necessary to rethink on various library issues and how it will apply to library for providing better library services to fulfill multidimensional needs of patrons.

References

1. Adaskar, P.V. and Kamble, M.G. (2011). Role of E-Resources in Academic Libraries. PEARL - A Journal of Library and Information Science. 5 (2), 71-73.
2. Ghogare, G.S. AND Mortale, H.N. (2014). Reengineering in Academic Library Services. In Changing Role of Academic Libraries in the Quality enhancement in Higher Education .Confence held at Rajarshi Shahu Mahavidyalaya, Latur.
3. B.Kumar (2014, November). Re-engineering of Academic Library Services in context of its Marketing and Promotion. In International Journal of Innovative Research and Development. Vol.3 Issue 12. Retrieved on www.ijird.com, on 25th Nov. 2016.
4. Kumar, P.S.G. (2004). Information Sources and Services. New Delhi: B.R. Publications.
5. 2. Salve, Ramesh V. (2009). Re-engineering of libraries in 21 century. Proceedings of the one day state level Seminar on Reengineering of Libraries 2009, Joshi Bedekar College, Thane, 27 November 2009. pp. 3-5.
6. Veer, Dharamraj K, Kadam, Santosh D and Subhas Chavan (2010, Feb). Re-engineering Library & Information Services & Resources in Modern Digital Era In 7th Convention PLANNER - Tezpur University, Assam.