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A Study on Implementation and Management of Automated Information Services among the Indian Library and Information Centres

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Abstract

The study investigated implementation and management of automated information services among Indian library and information centres. The study employed survey method and 300 questionnaires were distributed and 178 responses were getting back. The study revealed that among which 178(100), 57(32%) are female and 121(68%) male respondents, which proves that the majority of the library professionals are men. Concerning the Educational qualifications of professionals, more than half of the total professionals are postgraduates' holders 114(64%) as well as Ph.D. 102(57.3) are working in college library, followed by 43(24.2) of respondents from University library. 12(6.7) of them are from both school library and special library, in that that 80% of the libraries have automated and the rest (10%) of them were not having automated 58(32.5%) of the Libraries done that alerting services is completely automated, 25.3% of the libraries are partially automated alerting services in their libraries. 25.8% of libraries are providing research assistance services completely automated. Concerning on integrated library management software 36.5% of the libraries are using Koha integrated library management software to automated library services, Describes Rating on use of the automated services. According to the data in the Information retrieval (using internet services) is 97(54.4%) are extremly useful automated services, 142(79.8) of the respondents says that automated and 36(20.2) of them said not automated that OPA/Web OPAC services. 87(48.9%) of them felt that information retrieva (onlin/database) automated services is extremely usefull, 141(79.2) of them felt yes and 37(20.8) of them said No for financial limitation is one of the major issues faced by the libraries while implementing the automated services.

Keywords: *Automated Information Services, Library Services, Information Centre, Implementation, Management*.

Introduction

Library automation is one of the important aspects in modern libraries and Information centers in the digital era. There several new technologies are emerging over a period that leads to the implementation of library house-keeping operations that enhances the accessibility of information products and user services on time. Library and information Centre mainly deal with large number of indexing and bibliographic information sources. In simple way library automation denotes a library in which the library collections are in paper mode but library procedures have been computerized. Library automation improve cost-effective by increasing accuracy in performance Librarians need to be aware of library automation software to maintain and manage the library in-house operations (Uma & Suseela, 2017). The prime aim of library and information Centre is to provide the quick access to information to required user in right time and in a right manner (Waghmode, 1936).The library automation and networking are play vital role in resource sharing ,in the age of information communication and technology library scenario changed gradually in terms of information collection, organising, preserving and dissemination to the user community (Das, 2015). Library automation consists of use of computers and other semi-automatic devises to make library house-keeping operations automatic with help of software to provide effective services to the user community (Adhe & Mukhyadal, 2014).Library automation refers to use of electronic devices like computer, barcode and all to keep track of books list, issued, returned and added books to the library. Through automation we can store all information consists of book number, call number, author details, rack details, book titles and so on. This process helps to make library routine activities so smooth (Admin, 2019).

Need for the Study

The information and communication technologies (ICT) have been playing a pivotal role in all walks of life in general and impacting library and information centers (LIC's) in particular. ICT has greatly impacted modern day LICs in enhancing the quality of services, speed of the service delivery, activity enhancement, process improvements, policy implementations, serving the large customer base with limited staff and great efficiency. Automating the LICs has become basic and most essential activity using the library automation software called as library management software (LMS) or integrated library management software (ILMS) be it proprietary or open-source software (OSS). Today, LMS and ILMS are coming out not only with the features and facilities in enhancing the library activities and facilities, but also coming with loads and host of other facilities to improve the service quality as well alongside mere automation of library activities or circulation section activities. Modern day LICs and tech savvy LIS professionals have effectively adapted to these new LMS/ILMS features in providing

various library services. The present study aimed to assess the levels of LMS/ILMS implementation and how the Indian LICs are managing the automated services.

Objectives of the Study

- To identify the various automated information services provided by the Indian libraries.

- To determine the usefulness and ease of retrieval of information by using automated library services.

- To identify the problems associated with the automated information services provided by the Indian libraries.

- To analyses benefits associated with the use of automated library services in Indian libraries

Methodology

The data collected by administering the questionnaire to the faculties by meeting them personally and also sent the online questionnaire through email, discussion forum, WhatsApp group and many other modes to collect the data. The questionnaire includes both closed-ended and open- ended Questions for easy filling by the respondents. The data collected was analyzed and presented in the form of frequencies and percentages. The references are in accordance with APA 6th edition by the use of Mendeley, OS reference management software.

Data analysis and Interpretation

The investigation has collected the data by administering the questionnaire to the librarians by meeting them personally and also sent the online questionnaire through email, discussion forum, WhatsApp group and many other modes to collect the data. There was a total of 300 questionnaire (both Print as well as online survey form) were distributed among the librarians across the country. There only 178 responses obtained from the respondents who have duly filled in the survey. Data presented in the form of tables and figures.

Note: Numbers given in parentheses can be read as a percentage.

Table 1: Gender Distribution

Respondent	Male	Female	Total
Gender	121(68)	57(32)	178 (100)

The data in the table above provide the basic information about the respondents. There are 57(32) percent female and 121(68) percent male respondents, which proves that the majority of the library professionals are men.
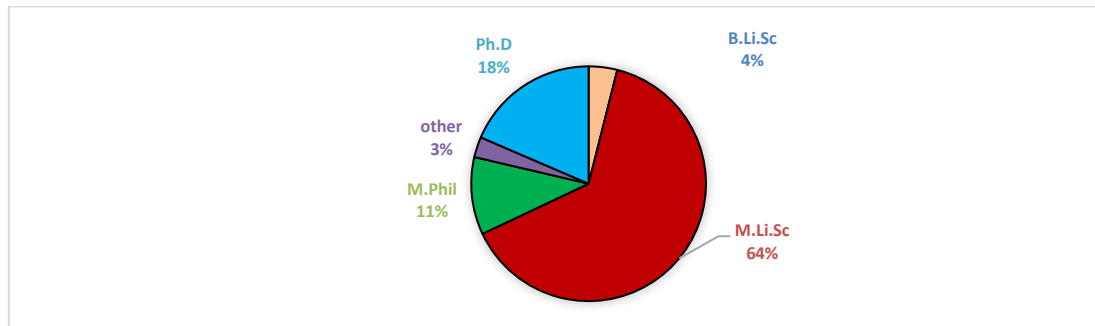
Figure 1: Respondents Qualification

Concerning the Educational qualifications of professionals, more than half of the total professionals are postgraduates' holders 114(64%) as well as Ph.D. Holders are 33(18%), followed by 19(11%) of them were did M. Phil and 7(4%) of them were B.Li.Sc.
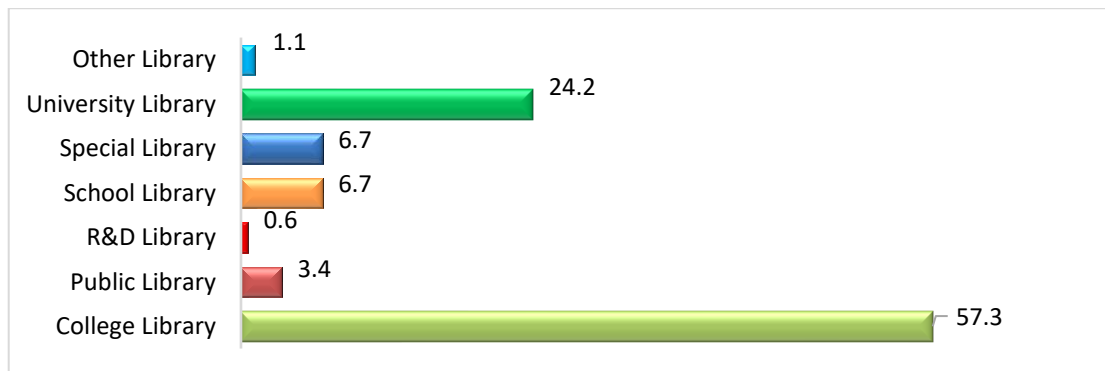

Figure 2: Library Types

The data in the above figure provides the information about the respondents working in types of libraries. A total of 178 respondents were participated in the survey, it is found that 57.3% working in college library, followed by 24.2% of them working in University library. 6.7% of them are from both school library and special-library.
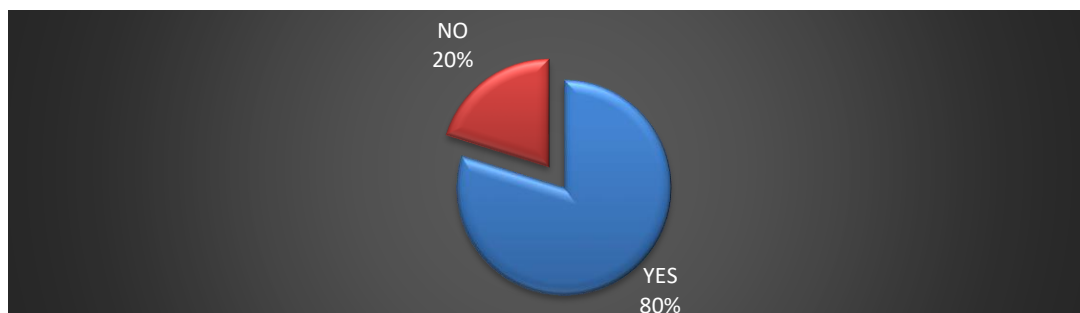

Figure 3: Status of Library Automation

The data in the above figure-3, is with regards to library automated. It is clear from the table that 80% of the libraries have automated and the rest (10%) of them were not having automated.
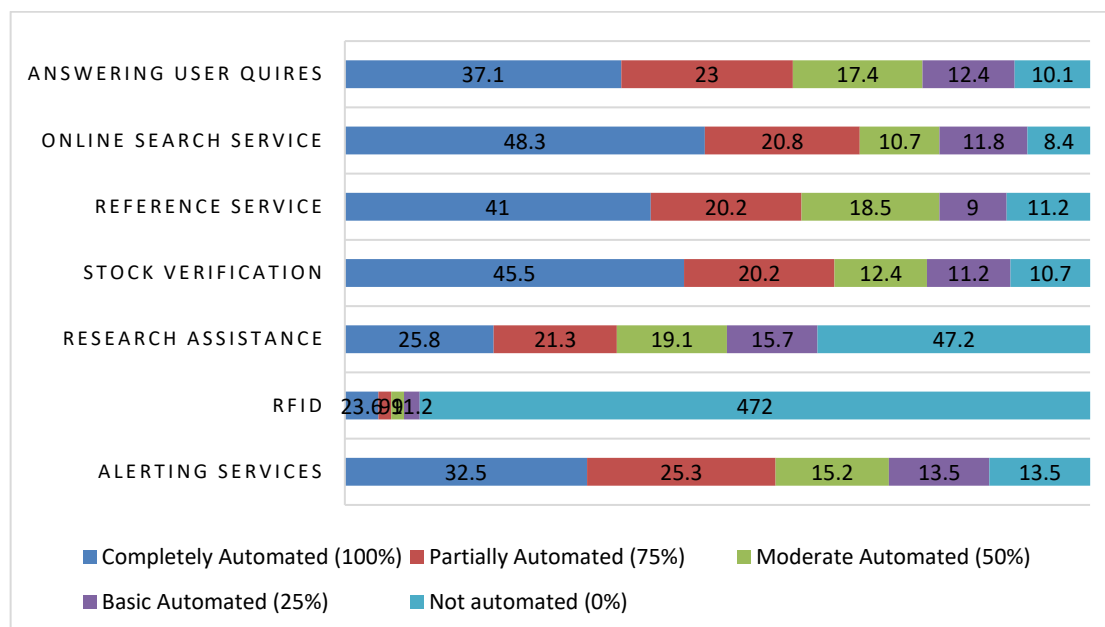

Service	Completely Automated (100%)	Partially Automated (75%)	Moderate Automated (50%)	Basic Automated (25%)	Not automated (0%)
ANSWERING USER QUIRES	37.1	23	17.4	12.4	10.1
ONLINE SEARCH SERVICE	48.3	20.8	10.7	11.8	8.4
REFERENCE SERVICE	41	20.2	18.5	9	11.2
STOCK VERIFICATION	45.5	20.2	12.4	11.2	10.7
RESEARCH ASSISTANCE	25.8	21.3	19.1	15.7	47.2
RFID	23.6	9	9	1.2	472
ALERTING SERVICES	32.5	25.3	15.2	13.5	13.5

Figure 4: Services Automated

According to above data 58(32.5%) of the Libraries done that alerting services is completely automated,25.3% of the libraries are partially automated alerting services in their libraries. 23.6% of the Libraries done with RFID is completely automated,9% of the libraries have done RFID services partially and moderately automated.25.8% of libraries are providing research assistance services completely automated,47.2% of the libraries are not automated research assistance services automated.45.5% of the libraries are done Stock verification process completely automated,21.3% of the libraries did stock verification services partially automated.
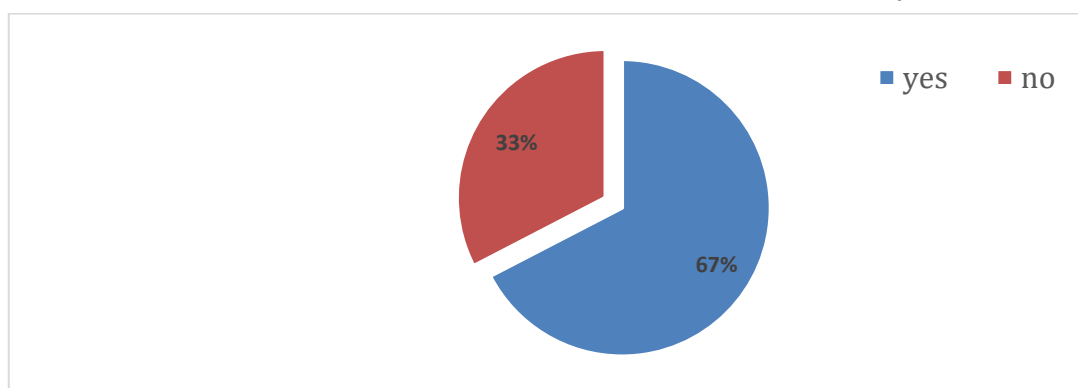

Figure 5: Presence of Library Website

As shown in the table-6 and figure-6 describes library websites, 67% of the libraries have library websites, 33% of the libraries are not have own library websites.
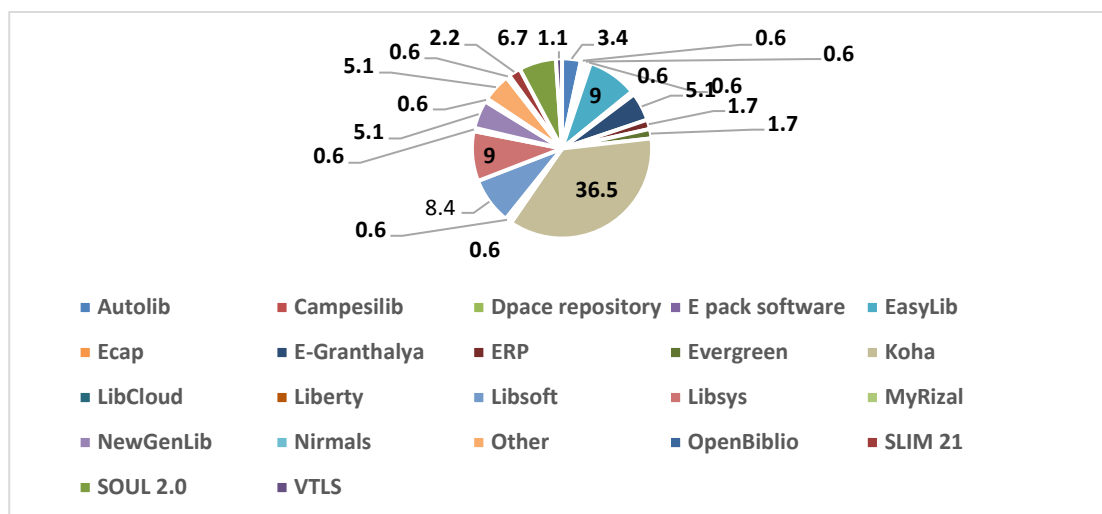

Figure 6: Software Use in the library

Data in the table-3, shows that 36.5% of the libraries are using Koha integrated library management software (ILMS) to automated library services, 9% libraries use both EasyLib and Libsys software to automated library house-keeping operations.8.4% libraries using Libsoft,5.1% of them use E-Granthalaya.
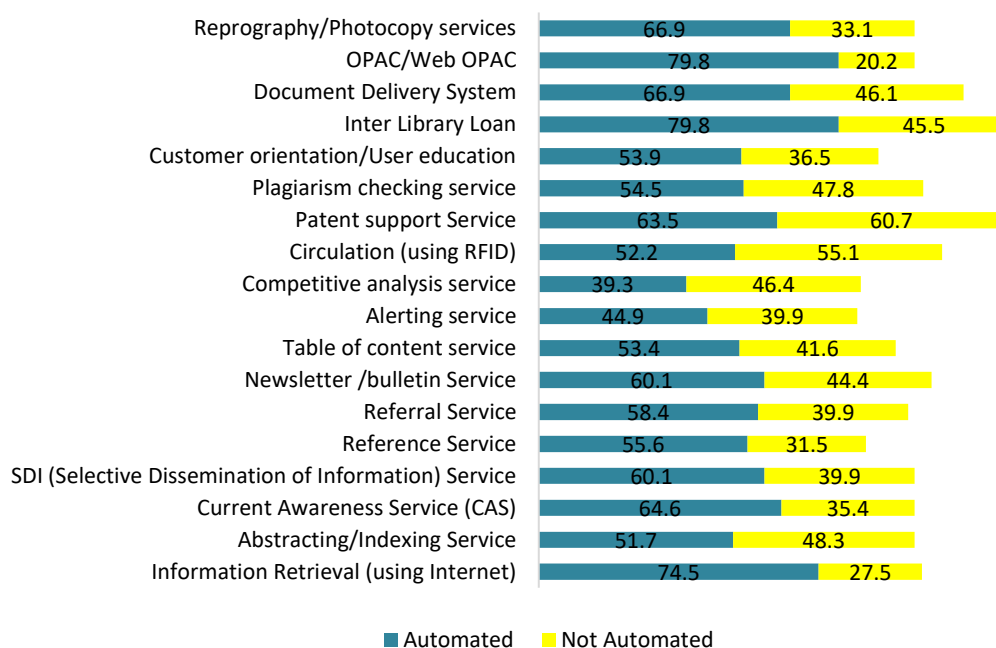

Figure 7: Automated Library Services Offered

As shown in the above table-8 describes automated services offered by the libraries. According to the above data 129(74.5%) of them respondents said automated and 49(27.5%) of them said not automated Information retrieval services. 142(79.8) of the respondents says that automated and 36(20.2) of them said not automated that OPA/Web OPAC services.122(68.5) of the libraries automated and 56(31.5) of the libraries are not automated. Customer orientation/User education services was automated in 113(63.5) and 65(36.5) said not automated.
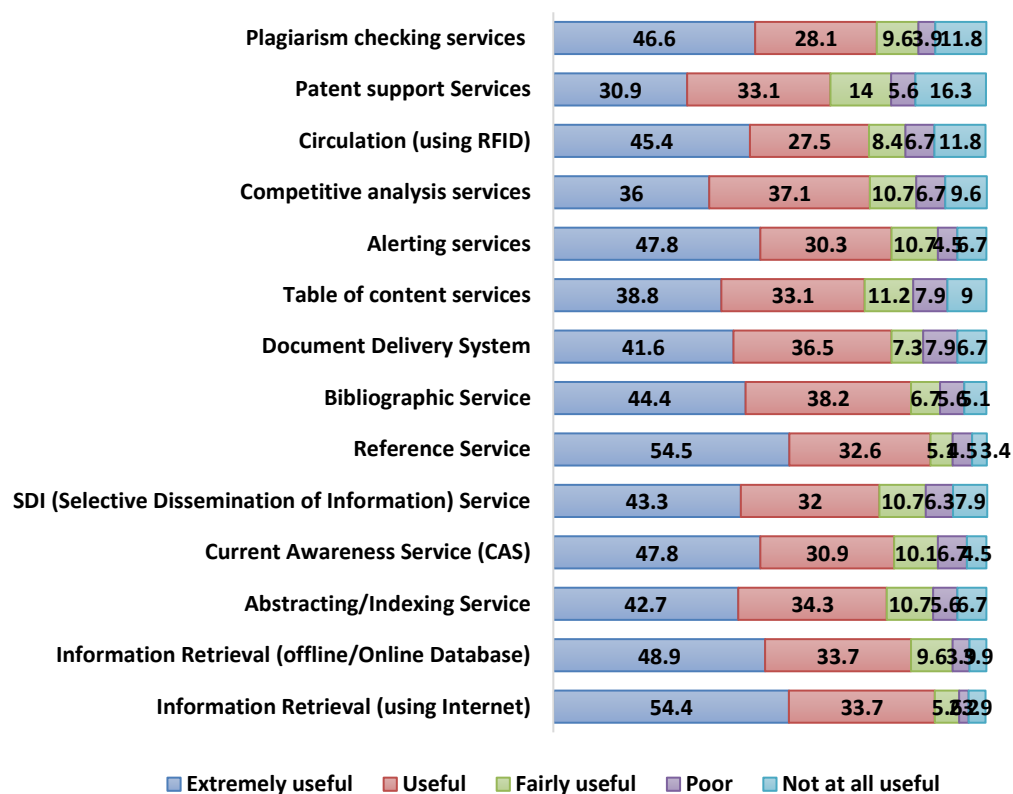

	Extremely useful	Useful	Fairly useful	Poor	Not at all useful
Plagiarism checking services	46.6	28.1	9.6	3.9	11.8
Patent support Services	30.9	33.1	14	5.6	16.3
Circulation (using RFID)	45.4	27.5	8.4	6.7	11.8
Competitive analysis services	36	37.1	10.7	6.7	9.6
Alerting services	47.8	30.3	10.7	4.5	5.7
Table of content services	38.8	33.1	11.2	7.9	9
Document Delivery System	41.6	36.5	7.3	7.9	6.7
Bibliographic Service	44.4	38.2	6.7	5.6	5.1
Reference Service	54.5	32.6	5.1	4.5	3.4
SDI (Selective Dissemination of Information) Service	43.3	32	10.7	6.3	7.9
Current Awareness Service (CAS)	47.8	30.9	10.1	6.7	4.5
Abstracting/Indexing Service	42.7	34.3	10.7	5.6	6.7
Information Retrieval (offline/Online Database)	48.9	33.7	9.6	3.9	3.9
Information Retrieval (using Internet)	54.4	33.7	5.6	2.2	2.9

Figure 8: Use of following Automated Library Services

As shown in the above table-5, describes Rating on use of the automated services. According to the data in the Information retrieval (using internet services) is 97(54.4%) are extremely useful automated services, 60(33.7%) of them said that useful and 10(5.6%) of them says that fairly useful. Data in the above tables shows that 87(48.9%) of them felt that information retrieval (online/database) automated services is extremely usefull,76(42.7%) of them says that abstracting/indexing services id extremely useful. 83(46.6%) libraries providing plagiarism checking services in automated mode is extremely useful remaining 50(28.1%) of them are felt that its useful.
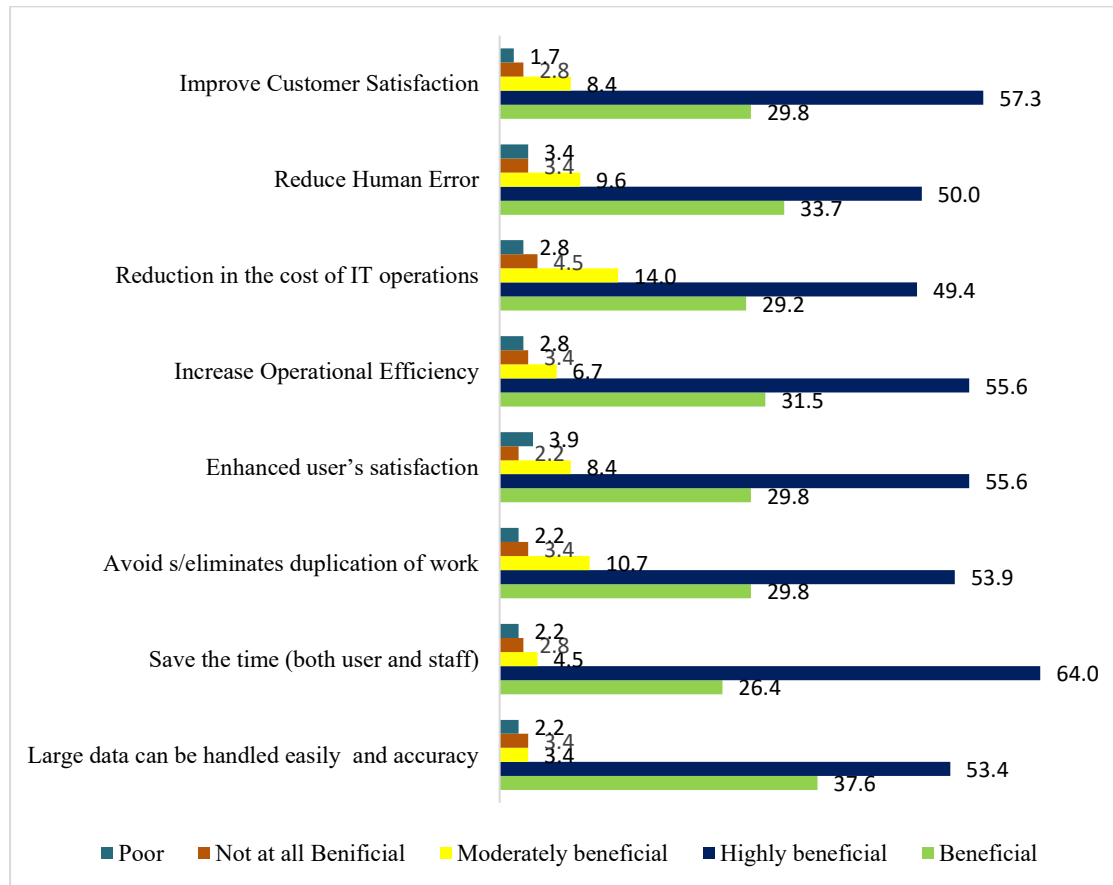
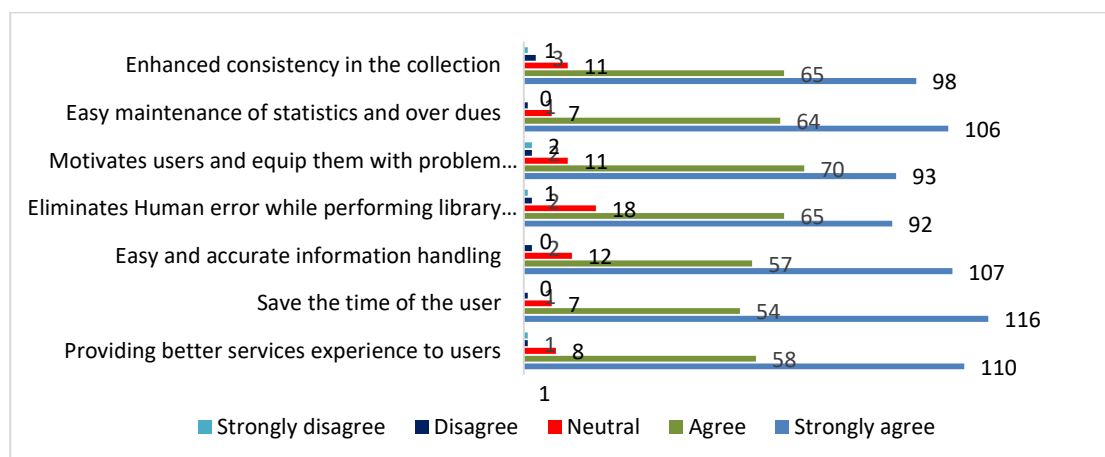**Figure 9: Benefits of Automated Library Services**

Figure 10: Impact of Automated Library Services

As shown in the above figure-5, describes the benefits by implementing automated library services. 53.4% of the respondents said that by implementing automated services in the libraries are highly beneficial for large data can be handled

easily and accuracy, 64% of them felt that its highly beneficial for save the time of (both user and staff) and 26.4% of the respondents said that implementation of automated services useful for save the time of user and staff. 57.3% of the respondents are says that is highly beneficial for improve the customer satisfaction.

As shown in the table-6, the data describes the impact of automated services. According to the above data 110(61.8%) of the libraries strongly agreed on providing better services experience to the users, 58(32.6%) libraries have agreed. Majority of the libraries 116(65.2%) are strongly agreed that automated services make impact on save the time of the user, 106(59.6%) of the libraries are strongly agreed that Easy maintenances of statistics and library over dues.
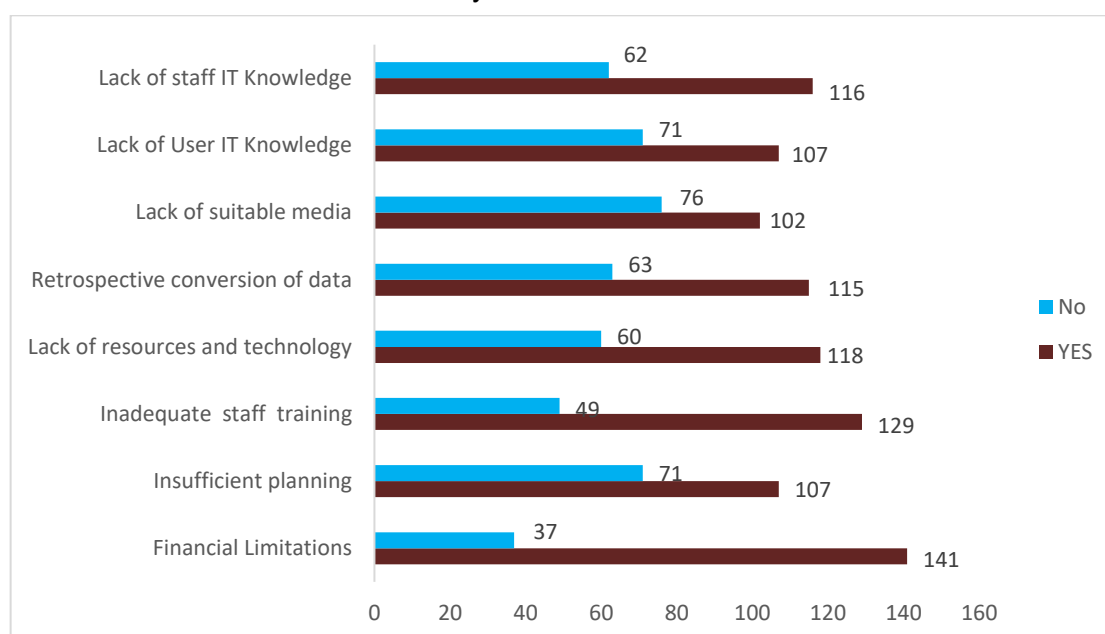

Figure 11: Issues faced in Implementing Automated Services

As shown in the above table-12 and figure-12, the data explain the issues faced while implementing automated services in the library. The data in the above table indicate that of the total number of 178(100) respondents. 141(79.2) of them felt yes and 37(20.8) of them said No for financial limitation is one of the major issues faced by the libraries while implementing the automated services. 129(72.5) of them are agreed and 49(27.5) of them not agreed that inadequate staff training. 118(66.3) are said yes and 60(33.7) of them said no for lack of resources and technology.

Salient Findings of the Study

There is a total of 300 responses obtained for the survey, among which 178, 57(32%) are female and 121(68%) male respondents, which proves that the majority of the library professionals are men.

Concerning the Educational qualifications of professionals, more than half of the total professionals are postgraduates' holders 114(64%) as well as Ph.D. Holders are 33(18%), followed by 19(11%) of them were did M. Phil and 7(4%) of them were B.Li.Sc.

A total of 178 respondents were participated in the survey, out of them 102(57.3) are working in college library, followed by 43(24.2) of respondents from University library. 12(6.7) of them are from both school library and special library.

Regards to library automated, It is clear from the table that 80% of the libraries have automated and the rest (10%) of them were not having automated.

According to the survey 58(32.5%) of the Libraries done that alerting services is completely automated, 25.3% of the libraries are partially automated alerting services in their libraries.

According to the survey 23.6% of the Libraries done with RFID is completely automated,9% of the libraries have done RFID services partially and moderately automated.25.8% of libraries are providing research assistance services completely automated.

When we ask the respondents do you have library websites ,67% of the libraries have library websites,33% of the libraries are not have own library websites.

36.5% of the libraries are using Koha integrated library management software to automated library services, 9% of the libraries using both EasyLib and Libsys software to automated library housekeeping operations.

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Data in the above tables shows that 87(48.9%) of them felt that information retrieva (onlin/database) automated services is extremely usefull,76(42.7%) of them says that abstracting/indexing services id extremly usefull. 83(46.6%) libraries providing plagarism checking services in automated mode is extremly useful remaining 50(28.1%) of them are felt that its useful.

Data describes the benefits by implementing automated library services.53.4% of the respondents said that by implementing automated services in the libraries are highly beneficial for large data can be handled easily and accuracy,64% of them felt that its highly beneficial for save the time of (both user and staff)

According to the above data 110(61.8%) of the libraries strongly agreed on providing better services experience to the users, 58(32.6%) libraries have agreed. Majority of the libraries.

116(65.2%) of the libraries are strongly agreed that automated services make impact on save the time of the user, 106(59.6%) of the libraries are strongly agreed that Easy maintenances of statistics and library over dues.

Data indicate that of the total number of 178(100) respondents. 141(79.2) of them felt yes and 37(20.8) of them said No for financial limitation is one of the major issues faced by the libraries while implementing the automated services

According to the study, 129(72.5) of them are agreed and 49(27.5) of them not agreed that inadequate staff training. 118(66.3) are said yes and 60(33.7) of them said no for lack of resources and technology.

Recommendations

It is found from the study that Indian libraries and information centers are considered to be best in implementing and automated services, however it is found from the study that, majority of the libraries have implemented automated services in their libraries. It is recommended that 100% compliance can be achieved and is most expected from the tech savvy India libraries and information centers.

It is the need of the hour that the Indian libraries to adopt automated services to provide the quick and accurate services to their user community. It is recommended that by adopting the automation in libraries and information centers in their services enables to fulfill the ever-changing demand of user community in the present digital era by honoring the fourth law of library science "Save the time of the user" thus, save the time of the staff as well.

Conclusion

Automated system is user-friendly which increase the library's capacity in getting better status from different departments of the parent organizations at the same time it should be simple to the users. The benefits are encouraging all the libraries to implements to improve their functioning and provide quality services to their users. The automation of integrated library operations is not task of a day or a year.

Recent technological developments in the field of information communication technology (ICT), libraries could automate their house-keeping operations In LAN environment and thereby OPAC could evolve as web OPAC enabling anyone to access or search information from anywhere. Automated system is user-friendly which increase the library's capacity in getting better status from different departments of the parent organizations at the same time it should be simple to the users.

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