LIBRARY SERVICES IN MANAGEMENT EDUCATION INSTITUTES IN PUNE: AN EMPIRICAL STUDY

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Abstract:

The role of management education institution's libraries has drastically transformed in recent era due to rapid transformation in trade and business sector of India. Library's role in management education is much more important because library is considered as a significant element of management education institution. The present study focuses on the general services, INFLIBNET consortium services, web services and IT based services available in the selected management institution's libraries. The present study also focuses on the various constraints in providing IT based services to the users and current status of institutional repository.

Keywords: Management education institutes, library services, IT based services, repository.

1. Introduction:

The libraries in management education institutes have rendering various services to the students of management education with a view to enhance of their studies. Management education students are require library resources, study materials, facilities and other services as a means of support for their academic development. Apart from the traditional services, libraries are providing study material pertaining to the educational courses and educational purpose. With the passage of time, the nature of library services has shifted to utilizing technology for reducing time to obtain proper and specific required information. Now a days, the scope of services of libraries are extended to provide easy access the resources from remote location. Therefore, for a management institute where student are

required to do various study projects, the easy remote access provided by the libraries proved as very helpful. The best and effective library services (general and IT based) and other internal library functions can be useful for meeting the students requirement more effectively and properly. The information and communication technology is playing an important role in the providing library services. As a known fact, management education libraries have been known as an important element of educational process. It provides an information resources to the management education students and faculties to do their study and research. With the usage of Internet and Information Technology, and several indexes, abstracts and databases, the scope of services rendered by the, libraries of management institutes, has increased and improved dramatically. The traditional services of libraries have now undergone through the radical changes due to the impact of IT innovations related to the resources and services of the management institutes library. 0This study focuses on the various general and IT based services rendered by the libraries of management institutes affiliated to Savitribai Phule Pune University situated in the Pune city.

2. Review of Literature:

Pratap, Bhanu (2019), has conducted a study to explore the current status of management institutes libraries in Bhubaneshwar. Through the study author has observed that, the management institutes libraries are properly rendering the general and IT based services to the students. Author has also focused on the status of collection and collection development policy of the library.

Chaudhari, B. H. (2018), has discussed on the major objectives of the management education institutes libraries, and discussed on the various IT based library services provided to the students, and the role of librarian in providing IT services.

Raghu, M. (2017), has conducted the study to explore the best library practices (general and IT based) implemented in management education institutions by using web 2.0 technologies. Author has also highlights the growth in productivity of the library by rendering best IT based library services to the management students and faculty members.

Naik, Ramesh (2017), has focuses on the utilization of e-resources by the students of management institute's libraries. Apart from this author has also examine the student's

awareness about the various types of e-resources available in the management institutions libraries.

3. Significance of the Study:

The study pertaining to library services of management institutes is significant to understand the current status of general and IT based services and explore the major constraints in the implementation of the IT based services. The study is also important to understand the current status of institutional repositories. In today's e-learning era, e-reference services and other support services with expertise and digital repositories are becoming must. On this background the present study is very important.

4. Objectives of the Study:

1. To understand the general services available in the selected management institute's libraries
2. To explore the various available services based on INFLIBNET consortium in the selected management institute's Libraries
3. To know about the current status of the institutional repository
4. To know about the IT based services and web services provided by the selected management institute's libraries
5. To focus on the best practices adopted in the selected libraries
6. To focus on the various constraints in providing IT based services to the students of management education

5. Research Methodology:

The present study is descriptive in nature and methodology followed for the study includes qualitative information which focuses on the various aspects of the information services and other library services rendering in the management institute's libraries. The required primary information is collected through the questionnaire for library professionals. The survey method has been followed for the collection of primary information required for the study.

- **Selection of Sample:** For the study purpose 50 libraries of management education institute have been selected (100 percent) which are affiliated to Savitribai Phule Pune University and established during the years of 1990 to 2021.

6. Data Analysis and Interpretation:

The collected primary information has analyzed and interpreted by applying percentile method.

Scope of the Study: The scope of the present study is confined to study the general and IT based services rendering by the libraries of management education institutes situated in Pune and affiliated to the Savitribai Phule Pune University only. For analyzing the primary information, the study covers past five years data only. This limits the scope of the study.

Sources of Information: Primary and secondary information sources have been used primary information has collected through questionnaire for library professionals and secondary information sources are includes - books, study papers, articles published in various journals, magazines, periodicals, etc.

7. Results and Discussions:

Table No. 1

Library Services available for Library users (multiple Responses)

Particulars	Frequency	Percentage
Home lending	50	100%
Reading Room	50	100%
Inter-Library Loan	29	58%
News Papers Clipping	50	100%
Indexing & Abstracting	37	74%
Other Services	42	84%

As per the collected information in 100% management libraries there a facilities like home lending, reading room newspaper clipping etc. 74% libraries are rendering services like indexing and abstracting. In 58% libraries, inter library loan facility is available. The other services such as – document delivery services, reference services, monthly list of additions, OPAC based services book bank facility ect. are provided by the 84% libraries.

Table No. 2

Services available based on INFLIBNET Consortium (multiple Responses)

Particulars	Frequency	Percentage
Documentation Services	38	76%
N-List	08	16%
Inflibnet- Shodganga	50	100%
Institutional Repository	08	16%
E-consortia	01	02%
Info port	01	02%
Other	07	14%

Table No. 3

Development Institutional Repository

Particulars	Frequency	Percentage
Yes	26	52%
No	06	12%
In Process	18	36%
Total	**50**	**100%**

As per the information provided by the respondents, it is found that, 52% management libraries have developed institutional repositories, In 36% libraries developing of repository is in process 12% libraries have not developed repositories yet.

Table No. 4

Services provided through web (Multiple Responses)

Particulars	Frequency	Percentage
Reference	37	74%
Acquisition	17	34%
Circulation	28	56%
Cataloguing	39	78%
ILL/Document Delivery	16	32%
Other Services	32	64%

As per the collected information it is found that, in 74% libraries reference services are rendered through the web. In 34% libraries acquisition service is provided and in 56% libraries circulation are made through web. The activity of cataloging is done through the web in 78% libraries. In 32% libraries ILL / document delivery service is done through web and in 64% libraries, the web based services like – article alert service, online library news, online inter library service, accessing online database, accessing e – journals etc. are rendered. It shows that, majority of the libraries are able to provide various web based library services to the users.

Table No. 5

Best practices adopted by the library (Multiple Responses)

Particulars	Frequency	Percentage
Computerization of Library - Open Source Software	43	86%
Career/employment information/services	47	94%
Displaying New Arrivals	50	100%
Internet facilities to users	49	98%
Conducting User Survey	12	24%
Other	31	62%

As per the information provided by the respondents, pertaining to the best practices adopted in the libraries, it is found that computerization of library is the best practice for 86% respondents, providing information about career, employment opportunities, etc. is the best service or practice adopted in 94% libraries. Displaying of new arrivals is the best practice in 100% libraries. 98% libraries have provided internet facilities to the users and in 24% libraries conducting of user survey are the best practices. Apart from this, conducting of book exhibitions, compilation of student staff member attendance statistics, arranging information literacy programmes etc. are the practices that have adopted in 62% libraries. It Shows that apart from the routine activates majority of the libraries have adopted some useful and innovative practices for the users.

Table No. 6

Constraints in the modernizing of library (Multiple Responses)

Particulars	Frequency	Percentage
Inadequate Financial Provision	44	88%
No support from management	41	82%
Lack expert personnel	42	84%
Lack of official/Policy guidelines	34	68%
Low Priority for libraries development	29	58%
Other	40	80%

As per the information provided by the respondents, it is found that, 88% libraries, are facing a problem or constraint in modernization due to lack of adequate financial provision. Inadequate financial provision is the most important issue for them. Sometimes, there is no support from the management or institutions authority for modernization stated by 82% respondent. Lack of expert personal is the major constraint in the modernization stated by 84% respondents. According to the 68% and 58% respondent, lack of official or policy guidelines and low priority for libraries development by management are the major constraints respectively.

Table No. 7

Library services frequency Used by users (Multiple Responses)

Particulars	Frequency	Percentage
E – mail	43	86%
WWW	31	62%
FTP	02	04%
Online Search	28	56%
Gopher	01	02%
Other	04	08%

The above table indicates various library services frequently use by user daily. On the basis of collected information it is found that, in 86% libraries E-mail service is frequently use by the users. In 62% libraries WWW (World Wide Web) service is frequently use and in

56% libraries online search service is frequently use by users. In 8% libraries services like use Net, Archie, Chat, Telnet etc. are used frequently by users; and in 4% and 2% libraries FTP service and Gopher service are used frequently.

8. Findings of Study:

a) As per the provided information, in majority of the libraries students of M.B.A. course are the main users, students of Ph.D., M.Phil. are also the major users.

b) It is found that, in majority of the selected libraries there is a appointment of librarian, deputy librarian and assistant librarian. In every few of the libraries there is a appointment of information scientist and system administrator and their technical staff. It is concluded that, in majority of the selected libraries, there are well educated and well experienced staffs are appointed for rendering various services.

c) It is found that, in majority of the libraries, there are various services and facilities provided to the users. These facilities and services includes, home lending service, reading room, newspaper clipping, indexing and abstracting, intra-library loan, document delivery services etc. It is concluded that in almost all the libraries are providing major and important facilities and services to the users; even though there are several constraints or problems faced by the libraries. All the libraries are providing these services and facilities through using of internet.

d) As per the collected information it is found that, majority of the selected libraries are providing services which are based on INFLIBNET consortium. The services provided through INFLIBNET include – documentation services, N-list service, INFLIBNET Shodhganga service etc.

e) As per the information provided by the respondents it is found that more than 50% libraries have developing of repository is in process, and in very few libraries there is no developed repository.

f) As per the information provided by the respondents, it is found that, in majority of the libraries the services like World Wide Web. Online search service are frequently used, whereas in very few f the selected libraries, the services like, Use Net, Archie, Chat, Telnet etc. are used frequently by the users. FTP service and Gopher services are also available in few libraries and frequently used by the users. Apart from this, in majority of the libraries, web page service is also rendering to the users.

g) Today, in many academic libraries there is a separate Internet connection for various activities. As per the information provided by the respondents, it is observed that, in majority of the libraries there is a separate internet connection available for rendering various services to the users. Apart from this, the Internet is also used for other library activities such as physical verification, circulation, acquisition, etc. it is concluded that, in majority of the selected libraries the usage of internet in various sections is very wide and to a great extent.

h) Today, information technology (IT) is adopted in academic library.   The IT infrastructure have made all the library functions very easy and without any constraints. It is found that, management authority or the selected institutes have also made extra budgetary provision for the development of IT infrastructure which is ranging from one lakh to two lakh. But it is also found that, in majority of the institutions there is no extra budgetary provision has made with a view to develop IT infrastructure for the libraries. Majority of the respondents have opined that this extra budgetary provision is sufficient for the modernization of the library and for the development of IT infrastructure.

i) On the basis of collected information, it is found that, computerization of library is the best practice adopted in the library. Apart from this, providing information, about career employment opportunities, displaying of new arrivals, internet facility, conducting user survey, organizing of book exhibition, etc. are also some of the best practices adopted by the selected libraries. It is therefore, concluded that, apart from the routine functions almost all the selected libraries have adopted some useful and innovative practices for the users.

9. Conclusion:

On the basis of collected information, it is concluded that, due to application of the information technology, there are many additional services provided to the user along with the up gradation of the existing and traditional services. It is found that, in majority of the libraries, for providing the user based services or the user centric services, there are adequate number of library personnel, IT experts and other required staff. The ultimate responsibility for rendering good services is lies with the library professionals who are assisted in their decision making by faculty members, academic experts. On the basis of collected information it is concluded that, majority of the selected libraries are having good

and ample collection in print and in digital forms. It is observed that, in management institutions libraries many users are interested to take study material to read at leisure time, and therefore, it is concluded that, there is a need of adequate staff for rendering good services to the users even if there is a usage of RFID or Bar Code System.

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