RE-ENGINEERING OF SERVICES & RESOURCES IN ACADEMIC LIBRARIES AT DIGITAL ERA

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Abstract:Re-engineering is very popular modern management techniques. Application of re-engineering is present day need. Hence, present paper high lights how this techniques is applicable to Academics Library. Authors has emphasized on not only historical background of re- engineering but also background of studied library in brief and implementation of re- engineering in five phase manner i.e. activities to be re- engineered, selection of the re- engineering team , vision for the new improved processes and actions needed to implement the new process. This chapter also describe the re-engineering of services and resources of academic libraries.

Keywords:Re-engineering, Academics Library

Introduction:

"Information" is communicating of news, knowledge or facts. It consists of data endowed with relevance and purpose. Its main function is to present facts so that man's vision is broadened, thereby enabling him to fight against the problems faced by ignorance and superstitions. It is therefore considered to be a basic need of man, ranking after air, water, food, clothing and shelter. Modern means of transport, computers and telecommunications have reduced the world to a global village, wherein one need only plug in, in order to be connected to the whole world.

The library and information centre is an important component of any educational institution, which is hub of the teaching and learning activities where students, researcher and teachers can explore the vast resources of information. In the traditional libraries users have to send more time for searching a small piece of information and for that have to depend mainly on the library professional or library staff.

With the growing emphasis on Quality improvements, Libraries adopting Management Techniques to give their best in the form of Information Products & Services. 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 TQM, Re-engineering, Six Sigma etc. 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 user. Re-engineering involves redesigning key process, while keeping customer at the centre of process redesign.

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Reengineering can also be considered at the levels of an Organizational process. Process Reengineering is the Examination, Study, capture and modification of the internal mechanisms or functionality of an existing process or system engineering life cycle, in order to reconstitute it in a new form and with new functional and non-functional feature, often to take advantage of newly emerged or desired Organizational or Technological capabilities, but without changing the inherent purpose of the process that is being Reengineered.

Objectives of Re-engineering:

- To satisfy the customer's (users') need and expectation
- Achieve improvement in the performance
- To satisfy the organization's strategic goals
- Remove the non essential aspect of the Library which are not necessary in running its functions

Need of Re-engineering for Academic Library:

Following reasons points out the need for Re-engineering in Academics Library
- To cope the challenges posed by information explosion.
- To fulfill multidimensional information needs of library users.
- To redesign information services of Academics Library.
- To provide pin-pointed exhaustive information to the end-users of the library

Re-engineering Plan for Academics Libraries:

The Re-engineering plan for Academics 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 Academics, Library that have to be re-engineered.
These are as follows.
- Physical layout/ Facilities of the academic library.
- Academic Library Collection.
- Manual Processes of library housekeeping operations.

STEP:II, Selection of Re-engineering Team: For the successful re-engineering of Academics. Library a competent team of experts should be established in order to redesign the library & information services of Academics Library.

STEP:III, Status of Current Processes in Academics Library: In most of the Academics 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 –

- Separate Stack Room.
- Computer Laboratory with sufficient no of computers having Broad Band Connectivity.
- Separate Reading Room for students and teachers with sufficient library furniture.
- Separate Reference Section.
- Reprographic section
- Processing section
- Independent cabin for Librarian and Asst. Librarian.

Library Collection: 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

Manual Processes Of 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.

Library & Information Services: 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.
- Online Resource sharing.
- Institutional Repository.

A) Reengineering of Information Resources: Due to increasing costs of publications it is completely impossible for a individual or library to purchase each and every book of his interest.In this situation to effectively meet the individual information needs, the users are searching for e-books & easy availability with latest information attracting more & more users towards the use of e-books. Online Dictionary of Library & Information Science defines e-books as –"A digital version of a traditional print book designed to be read on a personal computer or on e-book reader." There are two major categories of e-books i.e.

i) Off-line (CD-ROM)

ii) On-line

There are number of e-books in multidisciplinary subject available free-of-cost on internet.

B) Journals to e-journals: In order to provide latest information to the researchers & scholars, the concept of e-journals had been raised firstly in 1945.With the development of communication technology, the usage & popularity of e-journal has been increased Today e-journal is becoming the main source of scholarly information & its use has been increased. Easy and free availability on internet, 24x7 access, easy search facility attracting more & more users towards e-journals.

There is number of quality e-journals which are available free-of-cost on Internet e.g. DOAJ provide full text access to 4590 scholarly e-journals.

Golnessa, G. M. & Talawar, V. G. (2008) conducted a study at Indian Institute of Science entitled "The use of scholarly Electronic Journals at the Indian Institute of Science: A Case Study in India", with the purpose to investigate the use of scholarly electronic journals at the Indian Institute of Science. The results of the study showed a growing interest in electronic journals among the users at IISc. The electronic journals were mostly used for research needs & PDF format was the most preferred format. The fact is that users have free access to electronic journals at all hours from their own computers seems to be the most appealing feature.

C) Conventional Reference Sources to e-Reference Sources: Now a day"s e-reference sources are becoming very popular. Because of their low cost and easy search facility e.g. Encyclopedia Britanica is now available in CD format with a approximate price of only Rs. 3000/- as well as it is available online through internet. This electronic format of Encyclopedia Britanica enables users to search the required information in very easiest way & also it will not require a large space for storage. Various online & offline dictionaries are also available which provides easy

search facility to users & enables them to search the required information within a fraction of seconds.

D) e-consortia Apporach: Consortia is a generic term to indicate a group of libraries that are working together for a common goal whether to expand co-operation for a traditional library services such as collection development or electronic media. Consortia allows provision for

seamless access to electronic information resources while sharing the cost of access. Internet

connectivity is an essential component in establishing consortia networks. Open Access

Consortia like Open J-Gate provides access to multidisciplinary journals.

Conclusion:

Re-engineering is the need of hour in college library to reduce the gap between users' expectations and actual service provided. Considering the importance of re-engineering in library and information services, it is necessary to rethink on this serious issue and how it will apply to the library for providing better services to fulfil multidimensional needs of the present patrons. It is important to remember that reengineering is not just a question of adding technology. It is primarily a function of human resource management. If one group feels left out, then its negative reaction may endanger the success of the entire project. It is important that communication between various levels of staff, therefore, should be of the utmost concern to library management during the reengineering period. Libraries have adopted the net as they do most new technology, as a means to providing better service to their users. As the computerization is the need of hours for reengineering of library information system and services, therefore the authority of the college library should give proper importance in library computerization as well as the recruitment and training of professional staff for their libraries.

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