



# delnet Newsletter

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## ***NACLIN 2014 : A Report***

**Dr. Sangeeta Kaul\***

The 17<sup>th</sup> National Convention on Knowledge, Library and Information Networking – NACLIN 2014 was jointly organised by DELNET-Developing Library Network and the French Institute of Pondicherry, Pondicherry from December 9-11, 2014 on the theme "From Building Collections to Making Connections: Transforming Libraries in the Knowledge Era". It was inaugurated on December 9, 2014 at Hotel Anandha Inn Convention Centre, Pondicherry by Hon'ble Dr. A.P.J. Abdul Kalam, Former President of India.

NACLIN 2014 was supported and sponsored by organisations including RRRLF, ICSSR, DRDO, ICCR, Cengage Learning India Pvt Ltd, Balani Infotech/I Group, Kinsey Bros, Taylor & Francis Group and Sabari. Mrs. Anurupa Naik, Chief Librarian, French Institute of Pondicherry and Organising Secretary, NACLIN 2014 welcomed the delegates.

It was followed by the Introductory Address by Dr. H.K. Kaul, Director, DELNET. In his opening remarks he said that there were reasons to celebrate the holding of NACLIN 2014 in Pondicherry. Firstly, it was the preferred centre of residence of the great Indian mystic, Sri Aurobindo who researched here and wrote extensively on yoga, philosophy, poetry and politics of India. Secondly, the presence of Hon'ble Dr.

A.P.J. Abdul Kalam who is not only the former President of India but also the erudite scientist and poet who has expressed in several ways his great love for learning and literature and thirdly the reason that the city of Pondicherry has the serene French architecture which is in regular conversation with the waves of the Bay of Bengal - a pleasant, clean and calm city that should be the ideal place for in-depth deliberations for all the participants of NACLIN 2014. Dr. Kaul stressed the changing scope of resources sharing in the digital age and emphasised on the role played by DELNET. He said that the libraries

anywhere in the world have to pass through a great deal of transformation in this day and age in order to serve their users in the best possible ways. He added that the libraries are facing a major challenge in archiving of E-resources due to technological, manpower, financial and copyright restrictions. He observed that the Government of India and state governments who spend billions of rupees on acquiring the digital content should discuss with the publishers and aggregators. He also emphasised the need to provide personalised services to the users.

It was followed by the release of NACLIN 2014 publications comprising the preconference proceedings containing 30 conference papers and



**Hon'ble Dr A.P.J. Abdul Kalam inaugurating NACLIN 2014**

\* Rapporteur-General, NACLIN 2014 and Network Manager, DELNET



**Dr H. K. Kaul, Director, DELNET**

the Souvenir by the Hon'ble Chief Guest, Dr. A.P.J. Abdul Kalam.

Dr. Pierre Gerard, Director, French Institute of Pondicherry in his Chair's remarks thanked DELNET for collaborating with FIP to organise NACLIN 2014 and also apprised the delegates about the activities of FIP.

Hon'ble Dr. A.P.J. Abdul Kalam, Chief Guest delivered the Inaugural address. He started his address by mentioning that "Great books ignite imagination, Imagination leads to creativity, Creativity blossoms thinking, Thinking provides knowledge, Knowledge makes you great". He stressed that coming into contact with good books and possessing them was indeed an everlasting enrichment of life. Books become permanent companions, "sometimes they are born before us; they guide us during our life journey and continue for many generations". He also stressed that India had embarked on the mission of skilling 500 million people by 2022. These 500 million people, mostly youth

will need to be empowered with knowledge from books and journals. He said that we should create mobile-based books which can be shared by mobile libraries across the nation and also with the multilingual translation. He observed that the voice-enabled titles can be added so that the visually impaired people can be benefited. He suggested that DELNET should make knowledge reach the common man and use the technology for this purpose. He narrated several of his experiences in order to uphold the purpose of reading and the use of books. He felt that every home should have a home library as the home library was the greatest wealth more than any other wealth. The reading and studying habit for one hour per day in the home library would transform our people into great teachers, great leaders and great professionals in different fields. Hon'ble Dr. Kalam added that DELNET should use social media to provide services to the public on 'Great Books'.

The inaugural function ended with a Vote of Thanks by Dr. Sangeeta Kaul,

Network Manager, DELNET and Co-Organising Secretary, NACLIN 2014.

Hon'ble Dr. A.P.J. Abdul Kalam inaugurated the Exhibition. The companies including Cengage Learning India Pvt Ltd, Balani Infotech/I Group, Kinsey Bros, Taylor and Francis, Thieme, Emerald, McGraw Hill Education, PCG, Tourism Dept, Government of Puducherry were exhibiting at NACLIN 2014.

In the very first session, after the Inauguration, a homage to Sri Aurobindo was offered. Shri Manoj Das, an eminent writer and recipient of the Sahitya Akademi Award spoke at length on the contributions of Sri Aurobindo to the world. It was followed by product demonstrations by Balani Infotech India Pvt Ltd and Kinsey Bros.

In the post-lunch session, a tutorial on "Managing Libraries through Open Source Software Packages" was conducted by Dr. Sangeeta Kaul, Network Manager, DELNET. It was followed by a session on "Open Access and Libraries" by Ms. Shafina Segon, Marketing Head, Journals and Online Resources, Taylor and Francis India. A special issue of Ignite Newsletter with a coverage of NACLIN 2014 was also released on the occasion and distributed to the delegates.

A product demonstration by Orizin Technologies Pvt Ltd, Bangalore was also held.

A special invited talk on "Indo-French Collaboration BnF Worldwide : Asserting an International Strategy" was delivered by Ms. Isabelle Nyffenegger, International Relations Department, Bibliotheque Nationale de France (National Library of France), Paris, France. Dr. H.K. Kaul chaired the session. Ms. Isabelle apprised the delegates about the collections and services of the National Library of France and also the international collaborations. She said that BnF was participating with 58 International Networks and have 19 bilateral



**Ms Isabelle Nyffenegger, Bibliotheque Nationale de France, Paris**

partnerships. She also spoke about the digitisation programmes, participation in namami.org, exchange of expertise, training, exhibitions, etc. Also the future prospects for Indo-French collaborations were discussed during the question-answer session with the delegates.

A poster presentation session was held wherein the poster papers were presented by professionals. Mr. P. Jayarajan chaired the session.

A networking dinner with live music at Hotel Bon Sejour was organised for the delegates which they enjoyed immensely.

The second day of the convention started with the Technical Session I entitled "Digital Libraries" chaired by Dr. A.R.D. Prasad, Professor & Head, DRTC, Bangalore. The keynote presentation on "Open Data Repositories and Big Data" was delivered by Dr. A.R.D. Prasad. He spoke at length about the open data repositories, open data licenses, Amazon Web services, Government data repositories. The aspects of digital curation, resource description in terms of metadata and ontology, NoSQL DBMS, DBpedia Data sets and Entitypedia were also highlighted. He further apprised the delegates with the

various DRTC projects namely Living Knowledge, ITPAR, Aglnfra, etc. Another keynote paper entitled "Managing Semantic Data" was presented by Dr. Kavi Mahesh, Professor & Dean of Research and Director, KANOE Centre for Knowledge Analytics and Ontological Engineering, PES University, Bangalore. The other papers in the session included a paper entitled "Linked Data : Emblematic Applications on Legacy Data in Libraries" by Mr. Vikas Bhushan, Junior Research Fellow, DRTC, Bangalore. Mr. Partha Sarathi Das, Assistant Library and Information Officer, National Library of India, Kolkata presented his paper entitled "Disaster Recovery Plan for Libraries with Special Reference to Cloud Environment as a Solution to ICT Disaster" co-authored with Ms. Smitanjali Panda, Library and Information Assistant, National Library of India, Kolkata. The paper entitled "Design and Development of Gyansrota : DRDO Institutional Repository of Research Papers and Articles" was presented by Mrs. Suman Negi, Technical Officer 'B', the paper was co-authored by Mrs. Sumati Sharma, Scientist 'F' and Mr Atul Kumar Jaiswal, Senior Technical Assistant 'B', DESIDOC, Delhi.

The second technical session on

Management of E-resources was chaired by Dr. R.B. Gaddagimath, University Librarian, Gulbarga University, Gulbarga, Karnataka. Dr.H.K. Kaul, Director, DELNET presented the keynote paper entitled "E-content Management and Strategies". He discussed at length various sources of E-content and the E-content strategies adopted by the various institutions. He also cited various examples of E-content developers and their impact on libraries. The paper highlighted the importance of E-content archiving. The importance of sharing E-content was highlighted besides the impact of copyright on development and use of E-content.

Another keynote paper entitled "E-book Acquisitions and Access in an Academic Setting : Challenges and Opportunities" was presented by Dr. Liladhar R. Pendse, Librarian for Central Asian, East European and Slavic Studies; Librarian for Arminian & Caucasus Studies, University of California, Berkeley, California, USA.

Dr. Rachel Guidoni, Head Librarian, Ecole Francaise d'Extreme-Orient (EFEO), Paris, France presented her keynote paper entitled "Major South Asia Collections in French Libraries".

It was followed by the presentation of the paper entitled "Convergence of Open Access Academic Resources : A Case Study of Research Scholars of Assam University, Silchar" by Mr. Apurba J. Majumder, Assistant Librarian, Assam University, Silchar, Assam. The paper entitled "Utilisation of Directory of Open Access Books by Faculty Members of Sreenidhi Institute of Science and Technology, Ghatkesar, Hyderabad, RR District, Telangana : A Study" was presented by Dr. M. Suresh Babu, Librarian, Sreenidhi Institute of Science and Technology, Ghatkesar, Hyderabad.

The product presentations by Cengage Learning India Pvt Ltd (Mr. Nirmal Bengani), OUP (Mr. G.H. Subramanian), Thieme Medical and

Scientific Pub Pvt Ltd (Mr. Vansh Kathuria) and Taylor & Francis India (Ms. Sonali Bhardwaj) were also made.

In the post-lunch, third technical session on "Social Media and Libraries", chaired by Dr. Liladhar R. Pendse, Ms. Shafina Segon, Marketing Head, Journals and Online Resources, Taylor and Francis India gave a presentation on "Use of Social Media by the Libraries : Current Practices and Future Opportunities". It was followed by the paper presentation entitled "Promoting Corporate Communication through Online Social Media : A Study Based on Business Professionals of Kerala" by Mrs. Mahjabeen Aydeed, Research Scholar, Dept of LISc., University of Calicut, Kerala. Mr. Jawahar Babu R., Librarian, Srimad Andavan Arts & Science College, Tiruchirappalli (formerly Librarian, MSAJ Academy of Architecture, Chennai) presented his paper entitled "Use of Social Networking Sites (SNSs) in Bharathiar University, Coimbatore : A Study". The last paper of this session entitled "Social Media for Establishing User Connections by the Library Professionals : An Online Study" was presented by Dr. Maltesh Motebennur, Librarian, Rajiv Gandhi University, Itanagar, Arunachal Pradesh.

It was followed by a product presentation by Mr. Prathap Das of Proquest.

The last technical session of the second day on "Innovative Library Services" was chaired by Dr. S.S. Murthy, Former Director, DESIDOC, Delhi. The first keynote paper on "Innovative Library Services and Future Challenges" was presented by Dr. R.B. Gaddagimath, University Librarian, Gulbarga University, Gulbarga. The other keynote paper entitled "Emerging Vistas for the Library and Information Services in the Digital Era" was presented by Dr. Vivek Patkar, Independent Researcher, Mumbai.

The paper entitled "Knowledge Services : Making Libraries Relevant for the Future" by Dr. Sangeeta Kaul, Network Manager, DELNET was presented followed by the presentation of the paper entitled "Awareness and Usage of Library and Information Services to the Visually Impaired : A Case Study of Central Library, Visva-Bharati, Santiniketan" by Mr. Jishnu Mondal, Professional Assistant, Central Library, Visva-Bharati, Santiniketan, West Bengal. Dr. K.H. Sunitha, Associate Professor in Library and Information Science (Retd), Kasturba Gandhi Degree and PG College for Women, Secunderabad, Telangana presented her paper entitled "Empowering the Visually Impaired by Promoting Reading Habits and Learning Skills at L. V. Prasad Eye Institute : A Study". The last paper of the session and of the day was presented by Ms. Manisha Kute, Library Assistant, Rashtriya Chemicals and Fertilisers Ltd, Mumbai entitled "E-Newsletter as a Marketing Tool : A Case Study of RCF Library".

In the evening, a cultural evening supported by ICCR was organised at St James Court Beach Resort, followed by dinner and it brightened the mood of the delegates.

The last concluding day of NACLIN 2014 on December 11, 2014 started with the fifth technical session on "Managing Public Libraries and Reading Habits". The session was chaired by Mr. K.K. Banerjee, Adviser, National Mission on Libraries, Government of India and former Director, RRRLF, Kolkata. He said that "We are the third scientific community of the world. Our dreams to convert public libraries into the knowledge-based centres and India into knowledge society are not being realised. The public libraries are not equipped to play a vital role. We have not thought seriously about the perception of the public library. One lagging area is the professionals. They have become fossilised in the profession. Unless and until we change the mindset of the professionals working in the public libraries, we cannot expect the much

desired results. All across the country we have a post office and a public library. If you want to do any work, there is no dearth of money which can be given by the government. The public libraries in Kerala are run by the voluntary participation besides the state central libraries. The visibility of the National Mission on Libraries will be visible in the next 6-8 months. Training the trainers and capacity building are also on the agenda. At least 8000 public librarians will be trained in the 12th Five Year Plan. There is great scope for improvement. The perception of a library by a user is very important."

The keynote paper entitled "Public Library Movement : The New Trends" was presented by Mr. P. Jayarajan, Library Advisor, Thunchath Ezhuthachan Malayalam University, Tirur, Kerala and Former Member, RRRLF, Kolkata. He highlighted the new trends emerging in the public libraries including the community engagements, building partnerships, utilising public library spaces for multi-purpose use, readership development programmes, showcasing local talents, etc. He cited some best examples of public library services globally. He also dwelt on the condition of public libraries in India and the need to introduce some drastic changes. He said that the government will have to make some serious, determined, conscious decisions to invest in public libraries. He also highlighted some initiatives being taken in India for revamping the Public Library Services in India including Vanche Bharat, Smart City Project, Model Villages and CSR & Libraries. It was followed by a paper presentation by Mr. Manojkumar Thakur, Librarian, Ness Wadia College of Commerce, Pune entitled "Reading in the Digital Age : A Study of Reading Habits Among Students of Ness Wadia College of Commerce, Pune". Ms. Shobhna U. Karekar, Librarian, SV's Sridora Caculo College of Commerce and Management

Studies, Mapusa, Goa presented her paper entitled "Reading Habits in Academic Institutions in the Digital Age".

It was followed by the Sixth technical session on "LIS: From Teaching to Technology", chaired by Mrs. Heather Brown, Assistant Director, Artslab, Australia and State Library of SA BIM/LIM Project Officer, Adelaide, Australia. Heather Brown made her presentation entitled "Employers and Educators Work Together to Give Today's Graduates Tomorrow's Skills". She spoke at length about the skills, knowledge and attributes to transform librarians. She observed that we need to work on collaboration and teamwork, user focus, business savvy and personal traits. Ms. Brown said that we need to transform since the pace has changed, the skills need to be transferrable, there is a need to change the mindset and to remove barriers between knowledge and users. The paper entitled "Library Manpower in Allopathic Medical Institutions in Kerala: A Critical Appraisal" was presented by Mr. Saji S. Nair, Assistant Gr I, Regional Cancer Centre, Thiruvananthapuram. It was followed by a paper presentation by Ms. Manisha Gupta, Government College of Art, Chandigarh entitled "Motivation for Library Professionals : A Study".

The seventh technical session on "Transforming Libraries : Be the Change" was chaired by Dr. H.K. Kaul. Dr. P.Y. Rajendra Kumar, Director-General, National Library of India, Kolkata delivered his keynote paper entitled "Transforming Libraries in the Knowledge Era". Another keynote paper entitled "Transforming Libraries : Be the Change" was delivered by Dr. M. Sai Baba, Associate Director, Resource Management Group, Indira Gandhi Centre for Atomic Research, Kalpakkam.

It was followed by a product demonstration by Bridge People Technologies, Bangalore.

The eighth technical session entitled "Human Resource Management in Libraries and User Education" was chaired by Dr. P.Y. Rajendrakumar. Dr. R. Sevukan, Associate Professor and Head, Dept of Library and Information Science, Pondicherry University presented his paper entitled "Qualitative Methods in Assessing Libraries, Users and ICT Applications". The last paper of NACLIN 2014 entitled "Information Use Pattern and User Expectations in the Digital Environment at Kasturba Gandhi Degree & PG College for Women, Secunderabad" was presented by Dr. K.H. Sunitha.

A panel discussion on the central theme of NACLIN 2014, i.e. "From Building Collections to Making Connections : Transforming Libraries in the Knowledge Era" was chaired by Dr. H.K. Kaul. The panellists were Dr. S.S. Murthy, Dr. A.R.D. Prasad, Dr. Leeladhar R. Pendse, Dr. R.B. Gaddagimath, Dr. Vivek Patkar and Dr. P.Y. Rajendra Kumar.

The discussion revolved around the future of existing collections and the steps libraries should take to access quality resources online. The panel felt that the existing print collections were being digitised but books would continue to get published in future. It was felt that

the use of multimedia in book production would transform the book publishing scene in future and the best titles would be converted into multimedia editions. It was also felt that librarians needed regular training to manage change. The panel felt that the librarians would have to be knowledge experts in future and for that suitable strategies would have to be worked out in each institution. The panel noted that online course content was getting available free of charge through the Web and many prestigious universities were making their courseware available free to users online. It was noted that there was a great deal of proliferation of Web content on all subjects and librarians could help students and teachers in selecting the best content.

In many libraries in the West the printed books which were also available in the digital form, not in use were weeded out regularly and library space was being reorganised. The panel felt that transformation of libraries was subject to various factors including the positive vision of the managements, capacity to lease good online E-content annually, cooperative measures like use of content through library networks in order to have access to shared

resources, training of library professionals, capacity to archive E-content at institutional or at national level and the will and determination of library professionals to help and train users in preferring peer-reviewed content than the one which they access through popular search engines. It was considered that at the national level the government should negotiate with copyright holders and publishers to find out how access to



**Dr A. R. D. Prasad, Professor & Head, DRTC, Bangalore**



Dr Liladhar R. Pendse, University of California, Berkeley, USA

their content could be made available to the general public. The panel felt that sufficient support should be given to open source content and open source software and that any content being created as a result of direct or indirect government funding should necessarily become available free of charge to the public.

During the concluding session, the valedictory address was delivered by Shri Ragesh Chandra, Secretary, Education, Government of Puducherry. He stressed upon the need to train the LIS Professionals with new skills and technologies in order to accept the growing challenges. Dr. H.K. Kaul presided over the session and delivered the presidential address.

## NACLIN – 2014 RECOMMENDATIONS

### Consortia

1. DELNET should expand its consortia of E-journals and E-books and include more quality journals and publishers.

### Digitisation

2. Digitisation of old books and journals is being done by various libraries and institutions in the country. A national online database

should be established to avoid duplication as the same materials are getting digitised in various centres in India.

### Disaster Recovery Plan

3. All libraries should adopt a Disaster Recovery Policy.
4. Compulsory Fire Audit should be undertaken by the libraries annually.

### E-resources

5. The Government of India and the state governments that spend billions of rupees on acquiring E-books and E-journals should

discuss with the publishers of E-content and see how useful content can be archived in some centres in the country.

### Home Libraries

6. The culture of establishing home libraries should be reintroduced: A home library is the greatest wealth.

### Information and Communication Technologies

7. Cloud storage be adopted after taking into account the security of data.
8. An ontology of data in research clearly specifying the various relationships between pieces of data and the steps in the methodology of research be developed.
9. Technology be used to limit the barriers of language in information dissemination.
10. Great books ignite imagination. DELNET should make great books accessible to the public through mobile devices.

### Information Services

11. State-of-the-art information services be introduced for the visually impaired including the deaf and dumb.

### Institutional Repositories

12. All libraries be supported to develop institutional repositories and these

repositories be accessible through DELNET.

### Networking

13. The National Knowledge Commission had recommended that DELNET should network about 25,000 libraries. Access to DELNET resources and services be introduced in all academic and public libraries.
14. NKN connectivity be given to all academic and public libraries.
15. Sharing of E-content and networking of libraries be promoted by the Government of India and the state governments.

### Open Access Journals

16. Students and researchers should be encouraged to publish their papers in peer-reviewed open access journals and due credibility should be given to such contributions.
17. All content and data created with public funding should be openly accessible for study, research and reference free of charge.
18. Green and Gold open access initiatives of authors be supported.

### Social Media

19. Social media be used by libraries to reach out to the public.

### Training

20. Library professionals be trained in acquiring and archiving open access content.
21. Training in academic integrity and the use of creative commons be organised.
22. Library Information Science professionals should be trained to become knowledge experts.

### Value-Added Content

23. Knowledge portals, Knowledge Cafes and Knowledge Service Centres should be introduced.
24. Value-added knowledge databases and other library resources should be developed. ■

## Knowledge Ignites Imagination\*

Dr. A.P.J. Abdul Kalam

*Great books ignite imagination,  
Imagination leads to creativity,  
Creativity blossoms thinking,  
Thinking provides knowledge,  
Knowledge makes you great.*

I am happy to inaugurate the National Convention on Knowledge, Library and Information Networking 2014 (NACLIN 2014) jointly organised by DELNET and the French Institute of Pondicherry. The theme of the Convention— From Building Collections to Making Connections : Transforming Libraries in the Knowledge Era, is indeed the need of the hour in the global knowledge society. It is very important to study the existing system of libraries and information centres and bring about advancements in the dissemination of Knowledge. My greetings to all the delegates, professionals, knowledge seekers, participants and students. Friends, I am an avid reader and am naturally happy learning more about your mission of library and information sciences. While I am in your midst, I would like to talk on the topic **"Knowledge Ignites Imagination"**.

Friends, before proceeding with my address, I would like share an experience of my recent visit to Sharjah, UAE.

### Vision of 'Knowledge without Borders'

Friends, recently, I was at Sharjah to address the 32nd Sharjah International Book Fair. I inaugurated the Seminar on **"The Birth of an Author in You"**, attended by authors, writers, teachers, students and many others. It is one of the largest book fairs held anywhere in the world. My visit to

Sharjah included an address and interaction with students of Khalifa University, school students of UAE among other important meetings and events.

On November 6, 2013, after the address and interaction with the students of Khalifa University, I went to the 32nd Sharjah International Book Fair, to select a few books for my study. Although it was late in the evening, the book fair was crowded with thousands of book-lovers around UAE. But, that is not what I wanted to convey here. To my amazement, I saw the Ruler of Sharjah, His Highness Sheikh Dr. Sultan Bin Mohammed Al Qassimi, at the book fair complex. As soon as he saw me, he greeted and embraced me with

great warmth and love. The Ruler himself is a great lover of books and has authored many books. One of his books, *My Early Life* attracted me immensely. The book is a beautiful creation of the story of a young man, how to become a ruler. It is an inspiring book. The Ruler of Sharjah, His Highness Sheikh Dr. Sultan Bin Mohammed Al Qassimi, himself is the founder of the Sharjah International Book Fair and has promoted it for the past 31 years. After meeting and discussions, the Ruler held my hand and started walking with me around the book fair explaining the various stalls and his vision of "Knowledge without Borders".

Let me share my experience with books and how books are our companions.

### Books are Our Companions

Coming into contact with a good book and possessing it, is indeed an everlasting enrichment of life. Books become a permanent companions. Sometimes, they are born before us;



Hon'ble Dr A.P.J. Abdul Kalam delivering the Inaugural Address

\* Inaugural address delivered by Hon'ble Dr. A.P.J. Abdul Kalam at NACLIN 2014



Hon'ble Dr A.P.J. Abdul Kalam at the Inaugural Function

they guide us during our life journey and continue for many generations. I had bought a book titled *Light from Many Lamps* in 1953 from an old bookstore in Moore Market, Chennai in Southern India. The editor of this book is Watson, Lillian Eichler. This book has been my close friend and also companion for more than five decades. Since the book was much used, it had to be bound many times. Whenever there is a problem, the book wipes away the tears based on the experience of great minds. When the happiness overwhelms you, the book again softly touches the mind and brings about balanced thinking. I have realised the importance of the book again, when a friend of mine who is in the judiciary presented me with the new edition of the same book recently. He told me the best thing he could give me was this book. Perhaps fifty years from now the same book may assume a new avatar. Books are eternal.

### Mobile Technology for Enriching Libraries

Dear friends, India has embarked on the mission of skilling 500 million people by the year 2022. These 500 million people, mostly youth will need to be empowered with knowledge from books and journals as well. Hence the role of libraries will be crucial in this domain. How can we enhance the reach of libraries?

One possible way is to integrate the existing libraries with mobile platforms to enable m-libraries. India has over 700 million mobile subscribers. We can create mobile-based books, which can be shared by m-libraries across the nation. Moreover, with advancing linguistic translation and processing power available in mobile phones, we can develop real time translation facilities by which any book can be translated in any language by the mobile application itself. We can also enable voice overs for these

books, so that people with visual impairment or limited reading ability can access the wealth of books and libraries. In this way, we can truly transcend barriers of language, distance, cost and even reading ability and make books reach the last person of the nation.

### New Dimension to Medicare

I came across a book which I really cherished: *Man the Unknown* by Dr. Alexis Carrel, a doctor-turned-philosopher and a Nobel Laureate. This book highlights how the mind and body have both to be treated in an alignment as the two are integrated. You cannot treat one and ignore the other. In particular, children who dream of becoming doctors should read this book. They will learn that the human body is not a mechanical system; it is a very intelligent organism with a most intricate and sensitive feedback system. The human system is indeed an integrated life package made of psychological and physiological systems.

### Learning Code to Conduct

I venerate Thiruvalluvar's "Thirukkural", which provides an excellent code of conduct for life and the author's thinking beyond a nation, beyond languages, beyond religion, and beyond culture indeed elevates the human mind. I would like to recall one couplet from Thirukkural which has influenced my life for the last six decades.

It means that whatever may be the depth of the river or lake or pond, whatever may be the condition of the water, the Lily flower always comes out and blossoms. Similarly, if there is a definite determination to achieve a goal even if it is impossible to achieve, the man succeeds.

Let me now discuss, how an autobiography of the village boy enriched my thinking on laser technology.

## Revolution in Eye Surgery

In 1968, an Indian scientist, a PhD Physics product of IIT Kharagpur and hailing from West Bengal rural culture of a mud house was invited to join the team at the Research and Technology Centre of Northrop Corporation, a major aerospace contractor who offered extraordinary facilities for a working physicist. He worked extensively in the area of carbon monoxide (CO) laser. Based on his research, his colleagues at Northrop demonstrated the most powerful continuous laser to date (1968). In a further step forward, the Indian scientist was able to make the laser operate at room temperatures, something previously considered impossible.

The Indian scientist presented his results at a Seminar at the University of California, Los Angeles. Edward Teller, the man whose revelatory insights had earned him the title Father of the H-Bomb was present. Dr. Teller was so intrigued by the presentation of the Indian scientist that when he had to leave the room, he requested the Indian scientist to suspend the talk till he returned. The Indian scientist says, that he could validate himself as a scientist only when a Soviet scientist later wrote in a prestigious Russian journal, "**After Bhaumik's thorough work on the CO laser, there isn't much left to do (on that laser).**" This brought international recognition to the scientist from a rural background. Do you know who I am referring to? Of course, it is **Dr. Mani Lal Bhaumik** who has authored a book titled *Code Named God* integrating science and spirituality. I read the book *Code Named God* at one sitting and really enjoyed every chapter which brings out the pain and pleasure of life of the great man Dr. Bhaumik. I am sure, all of you assembled here will be keen to read more about this laser scientist Dr. Bhaumik. His invention in lasers has led to the development of Lasik an important application of eye surgery.

When he talks about his life in India and the research environment, he experienced in the US, for example, his professor used to give him time at 2 am at the library of the California Institute of Technology.

Now I would like to share with you a real life story which happened two decades ago in Honolulu. This incident I read in the book titled *Everyday Greatness* written by Stephen R. Covey.

## Make the Impossible, Possible

Lindy Kunishima and Geri the mother had two daughters Trudi, thirteen, and Jennifer, nine, and had a small son Steven. At the age of eighteen months, Geri detected something abnormal with his son Steven. A CT scan by a neurologist revealed that the vermis, an area of the brain that transmits messages to and from the body's muscles, had not developed. The neurologist declared that, Steven would never walk or talk, that required muscle control and he was profoundly retarded. Geri could not eat or sleep for days. Looking at the mother's sadness, Trudi challenged the doctor's prognosis and announced that, "she did not believe what the doctor said about Steven and took a note that she would work with the mother till Steven became normal. They started reading a passage to him every day at the dinner table which became a habit. Jennifer and Trudi also asked questions and pointed out animals or people illustrated in books. For many weeks there was no response from Steven.

After three months, one evening Steven suddenly wriggled away from the cushions. The family watched him inching towards the children's books. Steven flipped through the book till he saw the page filled with pictures of animals. Then, just as quickly as it opened, Steven's world shut down again. The following night, as Jennifer prepared to read, her brother crawled to the same book and opened the same page again. This showed that "Steven had a memory"

which continuously improved.

Both Trudi and Jennifer played the piano in Steven's presence. One day after practising, Jennifer lifted Steven from his place under the piano. This time, he uttered a new sound. He was humming the music and enjoyed it. Simultaneously, the family also worked to build up his muscles through a massage school. Geri, Trudi, and Jennifer dabbed peanut butter on the boy's lips, by licking it off, he exercised his tongue and jaw. When Steven was four and a half years old, he still couldn't speak words, but he could make "aaah" and "waaah" sounds and he had a remarkable memory. After studying a 300-piece jigsaw puzzle, he could assemble the pieces at one sitting.

After many rejections, Steven was admitted to the Pre-School by Louise Bogart of Robert Allen Montessori School who found that Steven was determined to make himself understood.

One day, Bogart stood off to the side and watched the teacher work with another child on numbers. "What number comes next?" the teacher asked. The child drew a blank. "Twenty!" Steven blurted. Bogart's head swivelled. Steven had not only spoken clearly, but also given the correct answer. Bogart approached the teacher. "Did Steven ever work on this?" she asked. "No," the teacher answered. "We worked with him a lot on numbers, one through ten. But we didn't know he had learned any beyond ten." Bogart told his mother that, "This is just the beginning of what the Steven is capable of", Bogart said. His motor skills remained poor, so Jennifer, Geri, and Trudi worked hard at making his written scrawl legible. "I can do it," Steven assured Jennifer one day. "Just give me time".

After that, Steven improved continuously and was admitted to a mainstream Catholic school in 1990.

Such is the power of collective determination to cure a child.

### Enriching Life by Acquisition of Knowledge

Friends, now I would like to narrate an experience while inaugurating the Pediatric Oncology Cancer unit at Meenakshi Mission Hospital on January 7, 2011 at Madurai. When I completed the task, suddenly one person approached me and his face looked familiar. When he came closer to me, I found out that he was my driver during my DRDL times at Hyderabad. When I was at DRDL, Hyderabad, I had a driver called V. Kathiresan, who worked with me day and night for nine years. During that time, I used to witness, he always read some books, newspapers and journals of substance during his free time. But he read meticulously every time I see him. That dedication attracted me. I asked him a question. What made you to read during your leisure time? He replied that he had a son and daughter. They used to ask him many questions. That made him study and try to answer to his level best. The spirit of learning in him, attracted me, I told him to study formally through the distance education mode and gave him some free time to attend the course and complete his +2 and then to apply for higher education. He took that as a challenge and kept studying and acquiring his skills and upgraded his educational qualifications, he did B.A. (History), then he did M.A. (History) followed by M.A. (Political Science) and completed his B.Ed. and then M.Ed. and worked with me upto 1992. Then he registered for his Ph.D. in Manonmaniam Sundaranar University and got his doctorate in 2001. He joined the Education Department of the Tamil Nadu Government and served for several years. Now in 2010, he has become an Assistant Professor in the Government Arts College at Mellur near Madurai. Commitment and dedication helped him to acquire the

right skills in his leisure time that has made his career progress and upgrade his livelihood better.

The message is, it does not matter who you are if you have a vision and determination to achieve that vision through constant acquisition of knowledge, you will certainly realise it. Can you all repeat with me?

*"When you wish upon a star, Makes no difference who you are Anything your heart desires Will come to you."*

### Conclusion: Home Library

Friends, I would like to conclude my talk with a message for Home Library. On August 11, 2009, I participated in the valedictory function of the book fair festival at Erode (Tamil Nadu). While addressing the audience, I suggested that the participants at the book fair should allocate at last one hour per day for reading quality books. This would enrich them with knowledge to empower the children and see them grow as great children. I also suggested that all the parents should start a small library in their own homes with approximately 20 books to begin with. This library should particularly have 10 children's books, so

that the children in the house could also cultivate reading habits at an early age emulating the parents reading quality books. Many people who attended the function, appreciated this thought and they immediately started a library in their homes.

Dear young friends, please remember, home library is the greatest wealth than any other wealth. Reading and the studying habit for one hour per day in the home library, will transform all of you into great teachers, great leaders, great intellectuals, great engineers, great scientists. Each one of you assembled here can consider creating a home library which will enable the entire family to discuss common topics during dinner time every day. Apart from enriching the knowledge of every family member this reading habit creates healthy discussion among the family members which is essential for the sustained harmony of the entire family.

My best wishes to all the participants of NACLIN 2014 in their mission of disseminating knowledge.

May God bless you. ■

DELNET Databases as on 31-12-2014		
1.	Union Catalogue of Books	2,03,71,835
2.	Union Catalogue of Periodicals	20,235
3.	Union List of Current Periodicals	36,939
4.	Articles Database	9,22,042
5.	E-books Database	1,613
6.	CD-ROM Database	22,234
7.	Union List of Video Recordings	6,000
8.	Union List of Sound Recordings	1,025
9.	Database of Theses and Dissertations	70,293
	<b>Total</b>	<b>2,14,52,216</b>

## Personalising Libraries and Their Access

Prof. Sandeep Sancheti\*



Prof. Sandeep Sancheti

I am indeed very happy to be here today to deliver the DELNET Annual Lecture.

I am not a library professional or belong to that field but the subject is close to my heart. I titled the lecture 'Personalising Libraries and Their Access'. Access also has to be personalised in addition to the libraries we belong to. I would like to congratulate DELNET for the wonderful leadership they have provided in the library space. I came to know how that DELNET has been able to help the entire country by way of a huge network of around 5,000 libraries and institutions, and outside India as well.

There are no limitations of the imagination except that of your own mind. The mind is nothing but a source of information and knowledge with unlimited processing power. Libraries can be no different from it as they are repositories of information and knowledge and are also acquiring the processing power. We have not been

able to find out what our mind is, in terms of its processing power. Libraries can be no different from it, they are the repositories of information and knowledge, which is what the mind is.

Earlier, libraries were known for their books, journals, newsletters, reports, manuscripts and in some cases slides and transparencies. While these elements continue to be part of libraries but many of them have become obsolete and have been overtaken by the new generation components such as audios, videos, Web, animation, electronic books, journals and several other newer forms of teaching/learning and assessment materials. The added advantages of new approaches is that they are very attractive and can provide help 24 x 7 by linkage with expert groups, blogs and interested real time contributors in the form of individuals. It also helps a learner to choose a teacher, a time to learn, a language to learn and manage the speed of delivery to make the full process more effective and attractive. Therefore one prefers to call the library a learning resource centre as it enables the learning process actively and plays the role of a catalyst between a learner and tutor or

guide.

A general overall outlook tells me that though it may be primarily construed as a physical resource, but for me the library is science, it is an important art and in the current context it is very much a commerce. Undoubtedly it is integral to our life, and plays a critical role in the development of technological, cultural, social and economic domains.

The present era belongs to knowledge. In a knowledge-driven society assimilation, generation, dissemination and application of knowledge are critical. Libraries broadly belong to all these domains as they are directly linked to assimilation and dissemination and are the breeding ground for generation and application of information. In a sense, libraries are the roots of current development across the globe.

The modes of delivery of education are changing rapidly. The concept of virtual education through a virtual university has become a reality. Today's generation is more interested in acquiring new knowledge and updating the existing knowledge irrespective of its modes which can be either the contact mode or non-contact mode, similarly e-mode or non e-mode. It can even be with or without a degree or diploma or certificate or any other form of recognition. They are knowledge hungry and want to acquire it at top speed, irrespective of their age and other prerequisites.

Broadly, the role of a library is to support and nourish an individual, an institution and a culture of education or knowledge delivery. It is an important real estate of an institution, located in a geographically prominent location and is a hub of interactions amongst thinkers. There are several routine functions undertaken by a library. In most cases these are software-driven which makes it easy to work. A typical library software may comprise the following modules:

\* President, Manipal University Jaipur  
DELNET Annual Lecture delivered on  
February 8, 2014

- Acquisition
- Cataloguing / organising (accession, coding, identification, etc.)
- Circulation
- Administration
- Storing, Export/Import
- Authority Control
- Article Indexing
- Report Generation
- Stock Verification

These are primarily functional and administrative in nature and are a value addition to libraries' existing functionality.

But a digital or electronic mode of library may consist of many more elements. Use of multi-dimensional digital mode of information whether it is a text, the audio, still picture, graphic, video, etc. has become a well accepted form of library resources for the following reasons :

- i. Uniformity of format – German to Japanese or Russian to Spanish.
- ii. More efficient storage along with longevity of storage – more or less independent of weight, volume, etc.
- iii. Reproducibility or regeneration of information – less use of natural material like paper, thereby contributing to greening.
- iv. Easy transfer of information anywhere to anywhere and anytime to anytime caused by death of distance – Bandwidth is virtually free as it uses conventional networks to sandwich data on it using its redundancies.
- v. Better secrecy, privacy due to coding and decoding.
- vi. Better quality, fonts and colour are easily possible.
- vii. Controlled access like access for fixed duration or frequency.
- viii. Easy conversion of information from one form to another and vice versa, such as text to speech or voice to data and vice versa.

- ix. Reduced bulk in the form of storage or copying or distribution.
- x. Better mechanism for checking, locking, licensing and desirable alerts for use and access of available information – plagiarism.
- xi. Faster upgradation or release of newer editions.
- xii. Billing / costing, etc can be known immediately.

In spite of these positives one can have counter arguments such that all man-made information be it voice, picture, video, or other sensor signals are in the analogue format. Hence conversion of these in digital format would be associated with some sort of conversion losses thereby losing the originality of signals. However, some of these can be overcome by various elements of current generation of technologies such as:

- Error coding and correction
- Signal regeneration/reconstruction and prediction
- Interpolation / extrapolation of missing signals or data

Efficient signal transmission, signal refinement/filtering using digital signal processing techniques

Bandwidth redundancy used for cost saving

Information super highways – all optical communication

Based on these significant advantages, one can say that the digital format is no more a fanciful phenomenon but an essentiality. It is here to stay and support the library domain in a big way. It is an enabler for personalisation of libraries and its access.

The electronic science along with Computer and Information Technology have transformed the world in the last few decades. It has changed the way we communicate, behave with each other and in general our lifestyles. Internet has become all pervasive. Several new technologies have emerged based on the potential applications and in some cases based on the potential of technology. Networking or collaborative

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<p><i>I, H.K. Kaul, hereby declare that the particulars given above are true to the best of my knowledge and belief.</i></p>		
		<p><b>H. K. Kaul</b> <i>Publisher</i></p>

functioning of libraries can be very effective owing to digital domain technologies. Today, irrespective of the fact that whether it is a centralised or decentralised mode of library operation, a user can get seamless resources and all kinds of services.

I believe the library is one big application space for digital domain but unfortunately it has not been able to derive new or substantial developments for its own good. On the contrary, it has followed the technical developments rather than leading them. Though libraries are one of the major beneficiaries of the IT revolution, one must admit that the cyber space elements are the ones which control and drive libraries instead of libraries driving such technologies. The emergence of CDs, DVDs, pen drives or for that matter of laptops, iPads, iPhones, Androids, etc are mainly owed to music or videos or for conventional data-based activities and not specifically for books or academic media. A similar argument will hold true for and of the standard formats for digital storage such as MPEG, GIF, TIF, PDF, etc used for audio, video, text, etc.

With use of the digital mode, libraries in collaboration with data centres can be the breeding grounds for the Concept of Big Data—collection of large and complex data sets difficult to process. This allows additional information to be derivable from analysis of single large data-set called libraries which are useful for weather, crime, legal, medical cases, etc.

I personally believe that there is a huge proliferation of data and information. In fact it is considered bombardment of information, even leading to intrusion of privacy of a common man. Information Technology per se has the wherewithal to handle such challenges even if it is crumbling in its present form. The current set of offerings from IT lead to undue hogging of bandwidth and time and to forced

digression of a reader culminating in several difficulties for potential electronic library users. Forty per cent of a user's time is currently wasted on error correction, navigation and other problem fixing. Predefined and programmed search engines and forced advertisements are cluttering the space ideally meant for library elements.

So where are we heading? Can there be a change to eliminate current problems?

We know that change is the common variable of present-day life. It is constantly happening. So the same has to be followed by libraries as well. While existence of the centralised library will remain but personalising it will make it more vibrant and integral to our lives. It may follow the path of what has started happening in clothing, food, etc.

### **My Motivation for Personalising Libraries**

About 15 years ago, we embarked on research in our institutions in a somewhat bigger more ambitious way. Though the challenges were many like funding, research culture, manpower support, etc but we tried to circumvent them and possibly overcame such obstacles. But challenges faced in the form of literature support through libraries were enormous due to limited project funding, rupee-dollar conversion and delay / latency for availability of the latest research material at least in major areas were an uphill task. As a result, many of us risked ourselves by re-inventing the wheel.

While struggling with these, I was attracted by an offer of IEEE MTT Society. It was offering all their publications (conferences and journals) of the last 50 years (but with an exception of current year publications) in the form of compendium of CDs just for USD 50/-. Though it was a challenge to buy in the prevailing / conventional scenario of that time, but I made sure to get it through my project money. It was a boon to me and students of my group. We were blessed by the

availability of such a crucial resource in our own lab, which was just a click away. As a result, we did not have to run around to IITs or our friends from other institutions to help us for such regular requirements. This instance made me feel comfortable and confident and helped me understand the importance of a personalised library.

### **Personalisation**

Today's teaching-learning should be student-centric which allows them to tailor their degrees. Similarly, the way to access them is also changing drastically. Whatever information you may want, generally comes with a plethora of other undesired information. Identifying, what is of interest or not can be a challenge to any new user.

Open assignments and the open book examination system are essential steps in this direction. Keeping these components in mind, the teaching-learning and examination materials can be unique for every individual thereby necessitating the availability of libraries which are tailor-made or personalised.

As the span of knowledge is increasing very rapidly, the width and depth of any given topic can make life difficult for learners of different abilities and interest. The process of filtering, akin to electronic signal processing or filtering, can be applied to library information to make it in a more acceptable / presentable form for a given learner. Once again such filters will have to be defined at personal levels underlying the significance of personalising the access. We have always seen several experts proudly sitting in front of their libraries while appearing before their TVs or new debates. These days, good libraries occupy precious drawing room spaces as well. One more advantage is that by personalising the information access one can pay for the same on use basis. Pay as you like or move ahead or read and use more, rather than pay

up front for bulk of information and not find it useful. Such poor experiences can sometimes be detrimental to libraries in its uses.

Personalising of books will allow us to get rid of enormous bulky tomes. Proper selection with a well-defined mix of basic, working or advance knowledge can be of much greater use as may be needed by the learner. This will be a boon to average or academically poor students as they are generally in awe of unwieldy reading materials. One can fairly soon expect emergence of tools 'Make My Book' (MMB). It can be like pizzas where a base book can be topped with required ingredients.

A similar thing could happen in the space of newspapers / magazines where one can assemble contents of their choice using dedicated APPS. The added advantage would be that it can be done in formats of your choice like news with text only, or with still pictures or with videos. However, these would require a fundamental change. The books and magazines will have to be written in a modular way to allow learners to take what they prefer and reject the unwanted elements.

### Access

The access needs to be personalised so that it can match the speed of the network / service and can be done in a desired file format or accuracy to make it cost-effective.

Personalised access can also mitigate network delays, middleman commission and enhance the reliability and originality of the material so delivered.

Alerts: Books and titles and articles of your choices are published and released.

Abstracts: Common subscribed abstracts can be delivered to your E-mails.

Reviews: Such contributions can be instantaneous with No wait to write or post.

Machine language, assembly language and higher level languages can all be used in computing but in different contexts. Similarly, personalisation features of library access can get rid of operational difficulties for book / material search. One may not need a conventional library access at all for search of any book or material provided equivalent. High level search level tools are available to locate or fetch them. These could be identified for matching context, matching language, lowest time to fetch, lowest cost, etc. Essentially these would work like a path finder operation using standard search tools like Google. Further, Advances in Information Technology in the form of video-based searches will make personalisation or its access even more effective.

Like several other practical situations, in most cases, it is less imperative to have the best solution or quality of information but it is more important to have some solution or information available. Properly defined boundaries of your personalised search engine can do that precisely.

### Librarians

Less ownership and control and more service and guidance for better enquiry and discovery.

General guidance and support should help seekers of knowledge to go beyond the physical boundaries of their own library.

Reconstruct the means for library support.

Facilitate transformation or adaptation of new generation through collaborative action.

Library experts have not reached the pinnacle in terms of positioning themselves in their profession vis-a-vis the other general professions. Like, it is very hard to know that librarians have been awarded several Padmas or have been VC, etc.

### Conclusion

Libraries of the future will be more dynamic rather than static in relative terms. But in any case changes should not be disruptive. In my opinion, it should be continuous and incremental rather than step changes.

It has to be outcome-based rather than input-driven.... like the accreditation of various performances.

Libraries are the facilitators of true liberty or freedom. To whatever extent and wherever possible they should employ or support open source domains.

Libraries are repositories which can create more inter-disciplinarity, multi-disciplinarity, trans-disciplinarity, etc by breaking the ice between different knowledge and innovative communities.

The future of libraries is going to change as print will be less and the electronic mode would become more prevalent like currency.

Libraries could play a central role between institutions and their alumni. Connecting them can bring in much needed resources and facilitate their lifelong learning.

The theory domain focuses on good repositories of OCW, MOOCs and NPTEL like materials.

To some extent display domain and museums historically showcase inventions or technological evolutions to attract and induce learners to think differently.

Practice domain is also a source of knowledge with performance, practices and disruptive change.

I would be happy to see library-driven technologies rather than technology-driven libraries.

The illiterates of the 21<sup>st</sup> century will not be those who do not know how to read and write, but those who do not know how to learn, un-learn and re-learn. Libraries will therefore remain at the forefront of our lives. ■

## ***Indo-US Dialogue on the Future of Librarianship***

DELNET organised an Indo-US Dialogue on the Future of Librarianship on November 5, 2014 at the India International Centre, New Delhi. The panelists included Mrs. Nancy M. Bolt, Secretary, IFLA Standing Committee on Library Services to People with Special Needs and former Chair of ALA International Relations Committee and Governing Board member of IFLA; Mrs. Elizabeth Luscher (Betty), Youth and Outreach Services Supervisor, Corona Public Library, Corona, USA, Mr. Robert Hubsher, Executive Director of Ramapo Catskill Library System, a cooperative public library system serving 47 libraries in New York State; Prof. P.B. Mangla, Tagore National Fellow and former Head, Department of Library & Information Science, University of Delhi; Dr. Gayas Makhdumi, University Librarian and Head, Department of Library Information Science, Jamia Millia Islamia, New Delhi and the Chair, Dr. H.K. Kaul, Director, DELNET. The other members of the visiting US delegation included Ms. Karen Watson, an Architect interested in coaching librarians to effectively communicate their libraries' needs to architects; Mr. James Morgan, Retired Librarian with 30 years experience in correctional libraries in Arizona, Nevada and California; Mrs. Prudence Fallon, Adult Services Reference Librarian, Tiverton Library Services, Tiverton, Rhode Island and Mr. Greg Thompson, Library Aide, Carmel Mountain Library, a branch of the San Diego Public Library, San Diego. The programme was coordinated by Dr. Sangeeta Kaul, Network Manager, DELNET and Mr. Balu Menon of the People to People Ambassador Programme. Dr. Sangeeta Kaul introduced the panel.

Dr. H.K. Kaul, Chair said that we were not discussing the future of

libraries but the future of librarianship, the very basic question in this day and age. He highlighted some of the key issues including the phenomenal information growth over the last twenty years; a great trend in digitising content in libraries including old books, manuscripts, etc.; control of copyright on the use of growing content; libraries losing the tag of the repositories of knowledge; shifting of content controls to great content developers, content managers, societies, associations and agencies, who are aggregating content regularly, leasing it perpetually and not selling it and delivery of textbooks free online by several academic centres and commercial agencies among other issues. He said that libraries are losing their grip over content management. He added that the technology adoption in libraries was far slower than the advances that were taking place in ICT. He added that librarians were not basically trained in ICT and therefore were facing the problem. He noted that there are agencies which are coming forward to provide information services directly to people,

students and researchers rather than the libraries, thus subsuming the role of libraries. He affirmed that mobile technology played a major role in disseminating information to people. He added that thus both at content level and at technology level, the librarians face problems. He also referred to LIS education and said that though the students were coming out with Masters and Bachelors degrees, many with first divisions, such students were unable to perform in modernised libraries. He added that most of the teachers who were teaching in the Departments of Library and Information Science (LIS) in the Universities were neither IT people nor knowledge experts and their teaching methods needed improvements. Dr. Kaul observed that many of the universities were teaching Library and Information Science in the regional languages. In such languages there were no good books with the latest content on the subject. He said that while we stress teaching LIS in the regional languages, at the same time we are not able to create suitable content for the students. He felt that this was another factor as a result of which LIS



**Ms Nancy M. Bolt, USA**

education had not come up to the standards to face the challenge of librarianship.

Dr. Kaul felt that the commercial competition for information access and delivery was emerging at the international level. There are commercial agencies trying to offer LIS services, which the librarians are providing. They were also making efforts to provide better services. He felt that commercial competition was increasing and therefore multiple agencies were emerging to provide library-type services. He gave the examples of I-seek, Ebsco's academic search complete, Gale virtual reference library, Health finder, Info-mind and mentioned that there were many online agencies offering information to users. He noted that coupled with the online agencies, professional associations were also emerging and trying to provide library services. He gave the example of the American Psychological Association that was providing a kind of library services on psychology and related issues.

Dr. Kaul said that online education would dramatically reduce cost and increase access to resources. He cited the examples of MOOCS, Khan Academy, etc. and said that as classrooms get transformed the role of librarians would also change. Dr. Kaul gave an overview of the types of library services in vogue in India. Dr. Kaul also referred to the needs of users and said that most of the users including students and teachers were well informed and their needs were specific. If the librarian was not well informed he would not be able to help and such users would not come to the library next time. He added that the delivery of quality content was essential. Librarians would have to tailor information for users. He referred to the importance of federated searchers, copyright and discovery services and concluded by saying that librarianship was facing a grave



Visiting US Delegation at DELNET

challenge these days and we need to find solutions to let it function well.

After his introductory talk, Dr. Kaul invited Mrs. Nancy Bolt to make her presentation. She said that she was pleased to be here as part of a delegation of the People to People Professional Ambassador's Programme. She gave a historical overview of the People to People programme and said that it was started by President Eisenhower in 1956 as a government agency and later turned into a private non-profit organisation. She said that Dr. Kaul shared all "our notes in advance because the issues that libraries in the United States faced were very similar to the issues that Dr. Kaul just raised with you." She added that she had a real interest in the future of libraries. She said that as project director for the American Library Association's Summit on the Future of Libraries she had highlighted seven major trends affecting libraries. She added that there were really eight of them and she would highlight them in this talk. She referred to a couple of quotes from the programme and said: "The society and the world is changing. If we don't learn to change with it, we will die." She added that Dr.

Kaul said that we had to be prepared for the future and if we were not, then no one was going to fund us, no one was going to respect us. This was just the reality. She said one of the participants in the future of library summits said, "People want instantaneous access. One stop shopping, flexibility, equality and expectation of free service." She felt that this was what our customers were telling us they wanted. "So our question is, are we prepared for it? This was the eighth trend that I added because as I was going through identifying my seven, I realised that this was an underlying issue of all of them. And that is, is the library's mission changing, what should be the mission of the library in the future, how do we stay relevant? Is technology making us irrelevant? How do we look at what we are going to do in the future that meets a unique need that all these commercial services and content owners and leasers that Dr. Kaul talked about, how do we compete with that because we do have competition. And the idea of needs assessment I think is a particularly important one."

Mrs. Bolt said that libraries' roles

were just really changing and we had to be able to change with them. She added that in 2013 she was in the State of Florida conducting a needs assessment and talking to librarians and discovered that many of the social services that had been provided by the state or by the county to people were closing. These state agencies and county agencies wanted to save money and the way they saved money was by closing their local offices and saying to everybody, you must apply for your benefits online. And businesses were saying to people, "don't come in to apply, apply online. And if you had trouble, just go to the public library and they would help you do all this." She added that this was a surprise to the public libraries because no one told them in advance that this was going to be the message. So they had to learn very quickly that their role wasn't just dispensing information, their role was helping people with life-threatening situations. Helping them to get jobs, helping them to get benefits, sometimes offering these services to older people whose fingers had never touched a keyboard in their lives and now they had to apply for their health benefits and their financial benefits online. So it was a real challenge to these librarians to be able to do this but they accepted that new role. And they became the only agency in the community that does this. So they became really relevant and important to those communities.

Mrs. Bolt observed that the second issue of concern was collections. She noted that something new was happening in the United States in terms of collections and they were becoming a publisher not of print but a publisher of digital information. Some of them were creating Wikipedias of their community where they collected memories, artifacts and objects and digitised them and created real community cultural centres that were built around the community's memories

and activities and history. She added that libraries were taking responsibilities for that. Some of them were publishing local authors, publishing their stories online as a way to help local authors get recognition and to sell more books. They helped local bands record their music and then put the music on their websites. So it was a free download that they could hear about the music that was in the community.

Mrs. Bolt affirmed that "We also have libraries that have very interesting and different kinds of collections. One of them in Michigan which is on Lake Michigan circulates fishing rods and tackle boxes." She added, "Our summer collecting tools that they will loan out to people who need to repair their houses or fix their yards, the library will buy these tools and make them available. They have a seed bank where you have seeds that you can borrow, plant, grow a crop, take the seeds and give them back to the library. So there are many really unique kinds of services, collections that libraries are building that meet unique needs that no one else in the community is doing. This is the way that they are becoming recognised."

Another example of libraries Mrs. Bolt gave was about two libraries that she knew about, one in public and one in the academic field that used only technology. "They have a physical space that people can use to study because people like having that place but there are no books. All they have is technology, E-books, computers, DVDs and the people enjoy this. One of them in Texas, Vendor Public Library and the other is in Florida, Florida Applied Technical Institute. They were afraid that the users would not like this opportunity but they really did."

Another development Mrs. Bolt mentioned was that the most current information was available online in the libraries. A reference book published in print was out of date a day after it was printed. So they were getting rid of such collections and converting that space to other things. And of course the budget

allocation was changing as libraries had to balance buying materials with buying equipment, software and digital materials.

The third issue she raised was that libraries should support economic development. This was a huge issue in the United States particularly after the depression. Government was hit the hardest in the recent depression or recession that the US had and people were flooding into libraries to learn how to get a job. Budget cuts were made on those libraries making it difficult for them to provide the services. But they forged ahead and were able to do this. One of the things that libraries were doing was to get rid of its old reference collections. The Skokie Public Library in Illinois got rid of its reference collection and created a business suite. They had a conference room like this, somewhat smaller and they made that available to businesses to have meetings or to entrepreneurs who wanted to have a fancy place to take clients but didn't have an office yet. So the library made itself available for that. Mrs. Bolt said that we have something now that is called maker spaces that are in many libraries: public, school and academic. And these maker spaces are places where people make things. It started with teens doing gaming with people in other countries and then working on robots or creating different kinds of technological things. She said that it now includes green screens where anyone, an adult or a teen could make a film and edit it, where they could record music and edit it because they had music editing equipment. They might have sewing machines where people who were trying to start businesses in sewing could come in and do that. "There are 3D printers where people who create new products can print out a prototype with a 3D printer and make them then available perhaps to sell. So there are many new kinds of services that libraries

offer that can make them unique in the library."

Mrs. Bolt observed that the next trend was the library as an educational hub. Dr. Renu Khator who is at the University of Houston stated this at the summit. We could not serve today's learners with yesterday's methods and expect to be in the educational business tomorrow. And this is really striking home. This is probably the area where libraries have the most competition and have the most opportunity to become absolutely relevant. She added that emerging literacy was working with pre-school children to teach them reading skills. It was a major issue. She said that some of these academic departments had done research with the help of the library and public libraries and school libraries were implementing it.

Another issue Mrs. Bolt mentioned was separating content from credentialing, that is many people now wanted to take courses but they did not want degrees: they just wanted to learn. She added that in the United States life expectancy was now 80 years old and if you retired when you were sixty, you had 20 years to do something. And with increase in healthcare in the United States, those people were travelling, they were learning, they were reading, they were starting their own businesses, and thus they are moving in all kinds of new and different directions. This was a wonderful primary audience for libraries to serve. "Denver University in Colorado offers hundreds of community classes every year. There is no credit, you might get a piece of paper that says you attended and they are always full. And they are full mainly by senior citizens who still want to learn. This is another major area where libraries can succeed."

Mrs. Bolt mentioned an earlier reference about distance learning and MOOCs. "I will point out that Greg, one of our delegates is studying to get

his masters in Library Science. He lives in California but the school he goes to is in Texas. And he is going to get that degree without ever travelling to Texas probably. He thinks so anyway. So all these again have the implications to have spaces used in the libraries and librarian skills."

The fifth trend Mrs. Bolt referred to was technology. She said that librarians were responding and teaching people how to use it. In a recent survey done by the American Library Association, 98% of public libraries were teaching people how to use technology in some way. Either they were attending classes or they were doing one on one or some libraries allowed you to reserve a librarian, your personal librarian where you could go in and ask "how do I download E-books, how do I use face book, why should I use twitter, how do I use it" and the librarians were expected to teach those skills. She added that one of the big implications here had to do with librarians training because it used to be that you went in and said, "I need help with technology and the person at the reference desk said, oh! Mrs. Smith did that, she had gone for the day. Come back at noon tomorrow and she will help you." She said that that was not an answer you could give any more. Every staff person in the library needed to know how to use all the library equipment, all the new software that the library had and be able to teach people so that they didn't have to go away. If they went away, they might not come back to see you or your library. So that was really a major area of concern.

Mrs. Bolt said that library staffing was the sixth role. It was changing. The type of skills that were needed were changing. She said that Betty was going to talk about what happened to her when staff were laid off and she had to accept new positions. Different skills were needed. Fifty-two per cent of public libraries in the United States were directed by people who did not have a Masters in Library Science. They

basically learnt how to run a library on their own. So what are library schools doing about this? Nothing. It was a real shame. These students didn't want to learn how to answer reference questions or how to catalogue a book or how to do something that any librarian should do. They wanted to learn how to lead the library, they want to learn how to work with government officials, they want to learn how to prepare a budget and sell it to whoever was funding them. They wanted to learn not having to answer reference questions but how to run a reference department or run a children's department. She added that we were seeing that this whole arena of library education was changing. It was a really huge issue. Particularly library schools, we kept trying to tell them, there was an audience you needed to reach out to.

The seventh one Mrs. Bolt said was the library as a community hub. The Bill and Melinda Gates Foundation talked about the library as a third place. The first place being home, the second place being school if you were a child or work if you were an adult and the library was the third place that helped integrate information and learning needs in all of these. One of the concepts that was helping them by the community hub was embedded librarians. The Douglas Public Library for example, assigned and paid for a librarian to work with the County Water Department to help look at water needs and water pollution and how to improve the water quality within the county and the librarian's role was to look at the issue, go back and find the information, present it to the community, both the pluses and the minuses so that they were embedded with government in helping them find a particular answer to it. Part of this was also reaching out to new users, youngsters, ageing, diverse population that might be unemployed, people without Internet access, the disabled, to help those

people find the resources and the help that they needed.

Then the last trend Mrs. Bolt talked about was advocacy. She said that we must show the relevance of our library to the people we serve but more than that to the people who give us the money to serve them. If we could not convince them that we played a really valuable role in their institution be it a city or a school or an academic, if we could not show the relevance and the importance of what we did to help them reach their goals, then why should they give us any money to do that?

She added that libraries were not planning in a vacuum any more. They were looking not at what they thought they needed or even what they thought their users needed, they were looking at what were the goals of the community and institution they served, what were they trying to accomplish and how could they help that institution accomplish those goals. That was the kind of planning they were doing. Unfortunately too many of the people who provided money to libraries didn't use libraries. So they didn't understand how vibrant and dynamic libraries had become and could become in the future. So libraries needed to identify and train advocates who would say it for them.

In conclusion, Mrs. Bolt noted that our librarians needed to be more futuristic in vision. She concluded with the message: "The future is unfolding, it is relentless and it is happening whether we want it to or not."

Ms. Elizabeth Luscher spoke about the Corona Public Library near Los Angeles where she worked for twenty years. The library was incorporated in 1896. The Carnegie Foundation built a permanent building for it which worked for 65 years and in 1971 a new building was built. Mrs. Luscher described the functioning of the library offering E-book service, using social media, offering 'text-the-librarian' service and offering WiFi to more than a hundred IP addresses.

Mr. Robert Hubsher referred to the Ramapo Catskill Library System which is a cooperative public library system. He said that they dealt with 47 public libraries, covered 2500 sq. miles and created a fibre network that connected all 53 sites. He added that they used an ILS for the member libraries to create a union catalogue. The system ran a physical delivery service in order to promote inter-library loan. They offered continuing education training and all IT services.

Mr. Hubsher talked about intellectual freedom and said that according to the ALA, intellectual freedom was the right for people to seek, receive and make information available to them. It is the process of providing free access to information. He said librarians were gatekeepers with a difference. "Our role is to keep the gates wide open to make sure everybody could have access to knowledge. Intellectual freedom is not only about discussion but it is also about holding, receiving and disseminating ideas. It is the foundation of all issues in our society: cultural, economic development, science, technology. Without access to information, without the sharing of information openly these things will not progress. And that means that we have to share with the least of us and not with the greatest of us. So how does privacy fit into this?"

He said privacy was a concomitant of intellectual freedom because without privacy people would not necessarily seek information that may be controversial or unapproved by somebody. Certainly it was necessary to protect people's rights if you read, listened to things that others may not want them to. He added that in spite of the fact that we may find something repugnant, we had to defend that and we had to give people the right to privacy. He said that the Universal Declaration of Human Rights defines privacy not as a nicety but as a right. So what are the issues? And what are the impacts on privacy? "Well integrated library

**Number of Member-Libraries as on December 31, 2014 - 4999**

Andaman and Nicobar Islands	2
Andhra Pradesh	392
Arunachal Pradesh	3
Assam	16
Bihar	24
Chandigarh	13
Chhattisgarh	58
Delhi	247
Goa	10
Gujarat	217
Haryana	280
Himachal Pradesh	44
Jammu & Kashmir	21
Jharkhand	18
Karnataka	227
Kerala	149
Madhya Pradesh	363
Maharashtra	414
Manipur	4
Meghalaya	3
Mizoram	2
Nagaland	2
Odisha	95
Puducherry	22
Punjab	164
Rajasthan	283
Sikkim	6
Tamil Nadu	728
Telangana	477
Tripura	3
Uttar Pradesh	546
Uttarakhand	64
West Bengal	78
Bhutan	1
Nepal	3
Oman	4
Pakistan	1
Philippines	1
Sri Lanka	7
United Arab Emirates	3
USA	4

**Total 4999**

systems and I have shown three, there are many more. Koha which I understand many of you were using, Innovative SirsiDynix which happened to be our vendor, all these vendors were moving to Service as Application (SAA) environment which meant that the software was in the cloud somewhere. And in many of these cases the data, your patrons' information, their personally identifying information was also in the cloud. We had told SirsiDynix that we would not move to their cloud software unless they allowed us to retain a local server which would contain all the transactional information and personal information of our people. Otherwise we would not move to their blue cloud product which was coming. This was a problem and many people were not even concerned about it."

Mr. Hubsher asked who controlled the information in the cloud, who protected the information in the cloud and who was responsible for guarding it? "When I met the agencies that operated cloud programmes right now, I ask them two questions, 'who owns what is in the cloud' and they always tell me, well, you do." And I asked, "if the police showed up to ask you for my stuff, will you give it to them?" "Yes, I will." He gave the example: "If I rent a locker in the United States to store my stuff and I put a padlock on it and the police want access to that, they must serve the subpoena to me, not to the owner of this service where the locker is. This is a fundamental, legal issue because our laws are so far behind our development of IT. IT is moving exponentially, laws are moving glacially in terms of dealing with technology. Libraries are encouraging people to use apps of all kinds. I think I still have my cell phone in my wallet here. We are encouraging people to use apps. QR code reads so that we can share information with people, library barcode apps so they can scan their phone instead of carrying a library card. We

have increased use of social media. We are encouraging people to do that. We have twitter accounts, people have twitter accounts but what most people don't understand is that all these devices, all these apps take information off your phone that you had no intention. How many people in this room have actually read the privacy policy for any app that you have downloaded and stored on your phone without clicking yes but never read it."

He added that he did some research. "India has a higher Smartphone usage than the United States. That is from an article dated July 22 of this year 2014. A study done about the use of smart phones by your fellow citizens indicated that they checked their smart phones 77 times a day and at least 26% of them checked it a hundred times a day. Every time they did that, they were sharing information with somebody. And they didn't know."

He said that here was another piece of research that was done. This was from a Canadian source. It also had information about Canadian apps but it was cut out. They looked at 1211 global apps. They found that of the 71% of those asked for at least one permission and most of them asked for more permissions. What were they asking for was to see your location, your contacts, your calendar, your microphone, your camera, your id, access to other accounts, your SMS texts, all this for a free app. By the way it also applied to apps you paid for. He added that what bothered him was that "we as librarians cared about this, knew about this, understand this but were not educating our end users and in many cases not demanding that our providers provide us services that met our standards, that protected intellectual freedom, that protected privacy and that allowed us to continue to work." Mr. Hubsher observed that as long as we remained true to our core values we would uphold the five laws of librarianship.

Prof. Mangla observed that he came to the profession because of Dr. Ranganathan otherwise he would have been teaching history. He said that the five laws of library science were considered to be a classic.

He added that when he was a student at Columbia, he used to give lectures about five laws. And many of his teachers were very enthusiastic to know about it. And of course because he had been taught by Dr. Ranganathan he could talk more freely about it. He added that "if I thought of Dr. Ranganathan as the greatest teacher in India, I would think about Mortimer Taube, the man who gave the whole concept of uniterms, post-coordinate indexing and brought a book on information and computers and common sense and application in libraries."

"After having completed that course, we were five students at that time when we took this optional and people used to look at us as if we are the blue-eyed boys of Mortimer Taube. And after two weeks time we found, because in the American system the flexibility is there, we found the whole hall was full of people who wanted to attend his class. He used to take us to the computer lab, IBM was not selling computers, giving them only on a rental basis, computer the size of a refrigerator, huge body. After completing my programme when I came to England and met some of the prominent people in England in the field of library science like D.J. Foskett and others and mentioned to them that we have studied computers and libraries, he looked at me, laughed at me, he said, Americans are crazy, they think the world is marching towards computers, god ...in a hurry. That statement I cannot forget."

"When I came to India of course, the word computer was still known to not many but today the Americans lead there, the world talks about computers. But my dear friends, our

colleagues from America, they talk about a country which is a developed country, we are in a country which is a developing country."

"About 12 years ago I happened to be in New York to deliver an address at the Dag Hammarskjold Library. One of my old class fellows at Columbia mentioned that the world was talking about a paperless society and digitalisation, what did I think about this situation in India? I looked at her, smiled and she said, "you are smiling, something wrong with the question?" I said, "no, something is not wrong with the question, something is happening here in America and something else is happening in India. I said, Margaret, we are a country which is unity in diversity. On one side we have a bullock cart moving in the street. On the other side we have the 707 plane which is taking people from one place to another and both survive very well meeting the needs of the community that we have." He said that India with a population of about 125 million people, we have 65% literacy rate in the country. About 60% of the population still live in rural areas. Prof. Mangla gave a historical background of libraries and education in India. He said, "Today in the country when we look at it, in a country which has 29 states and 7 union territories, we have almost 700 universities, 19 states have public library law, about 35,000 colleges. The number of schools is very large, it is difficult to multiply and calculate. Special libraries which are in the institution like the Council of Scientific & Industrial Research, Indian Council of Social Science Research and so on. When I joined the profession there were only five library schools in the country. We were the only one running a masters course in the country in Delhi University. Today when I start counting the number of library schools and colleges and universities, it will be almost 250. That is the rate at which we are progressing." Prof. Mangla

referred to Delhi with a population of 17 million people and the Delhi Public Library System served not more than 25 % of the population. "Almost 80% of the people still feel that the public libraries must be properly established. They should have books. They should have books in E-format as well. They should have facilities for access to Internet so that they have multiplicity of access and they should have as much information possible as it is needed."

Prof. Mangla noted that some of the university libraries in India were kept open for 16 hours a day. He appreciated the use of ICT in libraries. He maintained that a large number of books were still being published in print format. He said that one should not get the impression that libraries were being closed and they would be just replaced by digitised information. He felt that the developments in ICT were taking place because the society wants them. He was of the opinion that the document collections in libraries would be hybrid in nature and the facilities for users would not only be circulating in the traditional manner but also with Internet facilities.

Dr. Makhdumi said that as we continue to have the libraries, we continue to adapt the E-resources but which one should we give more emphasis? He said that as Mrs. Bolt suggested we should let us look at the taxpayer, where do they want us to go because ultimately libraries did not work in isolation. He referred to the announcement of the Ministry of Human Resource Development announcing the establishment of National E-library which is planned to provide free open access to every citizen including students and teachers of schools, colleges and universities. He also mentioned that the previous Prime Minister had established the National Mission on Libraries and we have still to see the results. He also referred to the UGC-sponsored project which provides E-content based on about 7000 journals. More than 2500 colleges and universities use the services. He also referred to the

INDEST consortia and other institutions offering E-content in India. He spoke about the proper use of open access E-resources and hoped that they are used properly.

Dr. Makhdumi spoke about the impact of E-resources on research in institutes of higher learning and said that we should collaborate with the teachers and students in making the E-resources available to them. He said that we were opening the libraries for longer hours. He felt that the librarians had a challenge in transforming ourselves from mere recipients and silent spectators of this mammoth information into more dynamic and interactive professionals. He referred to the services being provided by Jamia Millia Islamia Library. Dr. Makhdumi said that we should not hesitate saying that this profession was being taken over by IT specialists and Web designers. He felt that we should collaborate with them. He added that the library professionals should find out how to promote our physical premises and the use of E-resources.

After the presentations the Chairman summed up the observations made and hoped that the library professionals will take the profession to higher levels. While presenting the vote of thanks, Dr. Sangeeta Kaul, the Network Manager affirmed that the libraries and the library professionals were definitely at the crossroads. She said that it was not the strongest of the species which survived but the ones which survived the change. She hoped that we would be the change agents and bring the much desired transformation in the libraries and the lives of our users. While thanking all the US delegates and Indian participants, she observed that we needed to practise the embedded librarianship so that it enters the lives of our researchers and scholars and also to not simply specialise in making collections & connections but also build collaborations. ■

## **Workshops**

DELNET organised a series of workshops during the year 2014 in order to promote the use of DELNET services in different parts of the country.

DELNET collaborated with National Institute of Technology, Durgapur, West Bengal to organise a one-day workshop on March 1, 2014. Dr. M. Mandal, Librarian, National Institute of Technology, Durgapur was the local coordinator of the workshop.



**Delegates at National Institute of Technology, Durgapur, West Bengal**

DELNET collaborated with O.P. Jindal Global University, Sonipat, Haryana to organise a one-day workshop on April 21, 2014. Dr. B.P. Chauhan, Director Library, O.P. Jindal Global University, Sonipat was the local coordinator of the workshop.



**Delegates at O. P. Jindal Global University, Sonipat, Haryana**

A one-day workshop was organised in collaboration with K.S. Rangasamy College of Technology, Tiruchengode, Tamilnadu on May 3, 2014. Mr. B. Sivakumar, Librarian, K.S. Rangasamy College of Technology, Tiruchengode, Tamilnadu was the local coordinator of the workshop.



**Delegates at K. S. Rangasamy College of Technology, Tiruchengode, Tamilnadu**

A one-day workshop was organised in collaboration with St. Joseph Engineering College, Mangalore, Karnataka on May 6, 2014. Dr. Felcy D'Souza, Librarian, St. Joseph Engineering College, Mangalore was the local coordinator of the workshop.



**Delegates at St. Joseph Engineering College, Mangalore, Karnataka**

A one-day workshop was organised in collaboration with K.C.E.S's Institute of Management & Research, Jalgaon, Maharashtra on August 27, 2014. Mr. Deepak S. Ghuge, Librarian, K.C.E.S's Institute of Management & Research, Jalgaon was the local coordinator of the workshop.



**Delegates at K.C.E.S's Institute of Management & Research, Jalgaon, Maharashtra**

A one-day workshop was organised in collaboration with Medi-Caps Group of Institutions, Indore, Madhya Pradesh on August 30, 2014. Ms. Jayamala A. Patil, Librarian, Medi-Caps Group of Institutions, Indore was the local coordinator of the workshop.



**Delegates at Medi-Caps Group of Institutions, Indore, Madhya Pradesh**

A one-day workshop was organised in collaboration with Vignana Jyothi Institute of Management, Hyderabad, Telangana on September 13, 2014. Mr. M. Raghu, Librarian, Vignana Jyothi Institute of Management, Hyderabad was the local coordinator of the workshop.



**Delegates at Vignana Jyothi Institute of Management, Hyderabad, Telangana**

A one-day workshop was organised in collaboration with GITAM University, Visakhapatnam, Andhra Pradesh on September 17, 2014. Dr. G. Naga Ratna Mani, University Librarian, GITAM University, Visakhapatnam was the local coordinator of the workshop.



**Delegates at GITAM University, Visakhapatnam, Andhra Pradesh**