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## Research Article

# INNOVATIVE ROLE OF LIBRARIAN TO GIVE LIBRARY FACILITIES & SERVICES TO USERS

Gauri Prashant Borade\*

Gokhale Education Society's Sir Dr. M. S. Gosavi Polytechnic Institute, Nashik

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### ABSTRACT

This research paper describes various library facilities and services usually available in all libraries. Also paper turns towards new norms regarding library facilities like library website. Several types of library facilities and Services are mentioned in this research paper. Like photocopying facility, online public access catalogue, reading room, Open access, membership with other library, scanning, drop box, property counter these facilities and indexing, circulation, bibliography, current awareness service, display, individual attention, interlibrary loan, orientation program, reprographic service. This paper demonstrates present role of librarian and how to change it by innovative mode. Librarian can make useful changes in library facilities and services by attending various seminars, conferences and workshops.

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### INTRODUCTION

Library facilities are common for every library. Facilities given by every library should be compulsory as per university norms. Readers, students and other user of library need common facilities. Researchers need extraordinary and innovative library facilities in each research center. They need laboratory and 24 hours library facility. This research paper describes common as well as new and innovative library facilities to upgrade library usage. Each and every department changes their view as per requirement by society. Every department getting digitized. Library is the heart of readers. Why should library apart from innovation. Here the important role of librarian. Librarian can change the of old library definition. Only print material was available in library and lots of books and its maintenance required. But in 22<sup>nd</sup> century librarian can make a digitized library. 1000 plus books in a hand is the requirement of new generation. Means they required e books and other reading material in their smart phones. Librarian should change the old library concept to electronics media library.

### METHODOLOGY

Theory based methodology is used for this research paper. New ideas are described in this research paper

### Library Facilities

- **Photocopying facility:** Each library needs photocopying facility. User can get required information in hard form to reuse it anywhere. Needs this facility in the library subject to copyright restrictions.
- **OPAC (Online public access catalogue): OPAC facility covers** direct display of library books, theses, students' works, bound periodicals, journals, CD's, microfilms, e books, e journals etc.
- **Reading room facility:** This facility is essential for all libraries e.g. academic, public, research libraries. In all libraries there are different types of user and as per user type each reading room facility needs different area and furniture. Air and light ventilation is essential in reading room.
- **Open Access library Facility:** There is need of open access library facility in each type of library. Users are not specifically describes their needs to library staff. Library staff will able to give right book to right user, but if user is unable to describe their requirement towards books then Open Access Library Facility is useful to user. User can easily access their required book by this facility as they can't express their demands of specific book. By open access library facility they can

\*Corresponding author: **Gauri Prashant Borade**

Gokhale Education Society's Sir Dr. M. S. Gosavi Polytechnic Institute, Nashik

search books as per their requirement and they will collect information about similar books also.

- **Membership with Other Library:** Through library it is able to give access of other library and their library collected information by membership. Many libraries make MOU with other libraries this called membership. But for this facility yearly fees collected by library.
- **Scanning facility:** Mostly in all libraries there is affiliated body restriction to give scanning facility to users. Users can scan any document which is useful to them and they can store this scanned files in their pen drives or CD or sharing by mail.
- **Drop Box facility:** To return the books many libraries are using drop box facility. It is time saving facility of user. User can drop their due dated book in drop box and library staff will daily collect these books and returned on same date. This facility is useful to users as well as library staff.

### **Library Services**

Following services are usually offered by libraries:

**Indexing:** Indexing service is most useful and time saving service also it is useful to get right reader to right book. There are two types of indexing service

**Pre-Coordinate Indexing System:** In this indexing after preparation of index heading, index headings are combined. E.g. DDC, KWIC, Alphabetical Subject Index etc.

Some Pre Coordinate Indexing Systems are:

1. Kaiser's Systematic Indexing
2. S.R. Ranganathan's Chain Indexing
3. Postulate-based Permuted Subject Indexing (POPSI)
4. Farradane's relational analysis
5. Coates BTI indexing system
6. Sharp's Selective List of Combination (SLIC) and
7. Derek Austine's PRE served Context Indexing System (PRECIS)

**Post-Coordinate Indexing System:** By selecting words and phrases at the time of indexing can either be searched individually or combined at the time of indexing.

Some post coordinate indexing systems:

1. Mortimore Taube's Uniterm Indexing
2. Calvin Mooers Zator System
3. Cordonnier Selecto System<sup>1</sup>

**Circulation:** There are several departments under library department. Circulation is one of them and it is on prime location of library usually at the entrance of library. By this department book or non book material lending, renewal of issued material and payment for fine for delay material these works has been done. Circulation or loan desk is a main public service point. Circulation department also called key department of library. OPAC is basic search point of library which is in front of circulation department.<sup>2,3</sup>

**Bibliography:** A complete or selective list of works compiled upon some common principle, as authorship, subject, place of publication, or printer called Bibliography. It is the most popular and user friendly way to search book. Every library needs to maintain and update bibliography as per increase in

library collection. E.g. BNB (British National Bibliography) & INB (Indian National Bibliography)

**CAS (Current awareness service):** Current Awareness Service is the general knowledge oriented service. By this service users can get day to day information in any field. E. g. by newspaper, magazines, and archives articles, newspaper cuttings, online information. Live shows regarding world information like news channels. By 8 ways library department provides this service.

1. Routing of periodicals- a) Circular Routing b) Radial Routing
2. Title Announcement Service
3. Announcement of Research in Progress
4. Notification of forthcoming conferences/ Meetings.
5. Selective Dissemination of Information
6. Current Contents Service
7. Newspaper Clipping Service
8. Library Bulletins/ Current Awareness Bulletin<sup>1</sup>

**Display:** This is one more informative service which provided by library department. In this service in house Publications, Course Reference Collection, prospectus for various courses of national and international universities, Publications of Faculty Members, list of reserved books and available books, new arrivals can be display.

**Individual attention:** Staff always helps to the users to locate their required reading material.

**Inter Library Loan and Inter Library Reference Services:** Interlibrary loan (abbreviated ILL, and sometimes called inter loan, inter lending, document delivery, or document supply) is a service whereby a patron of one library can borrow books, DVDs, music, etc. and/or receive photocopies of documents that are owned by another library. The user makes a request with their home library; which, acting as an intermediary, identifies libraries with the desired item, places the request, receives the item, makes it available to the user, as well as arranges for its return. The lending library usually sets a due date and overdue fees of the material borrowed. In some cases, nominal fees accompany the interlibrary loan services.<sup>4</sup>

**Orientation Program:** Student orientation or new student orientation is a period of time at the beginning of the academic year at a university or other tertiary institution during which a variety of events are held to orient and welcome to fresh members.<sup>5</sup>

**Reprographic services:** This service used to duplicating or copying documents. Library is the place of huge information. Patrons can Xerox or print their selective information by using reprographic facility.

**Website:** Now as per university norms there is essential facility of library is library website. This website should be a separate website and linked to main college/ institutional website. Website should display library collection, library rules, provided services, digital repositories, neo conventional material, patents and more.

### **Other**

1. Membership to external users.
2. Reference files of selected topics.
3. SMS for messaging to members.

4. Supply of handout to guide the users for the use of library.

All these facilities and services provided by every library department. But now a day library is neglected by some digital users. Because they need any information within very short time and digital media gives information with one click. But are they aware about some unwanted information and big internet hacking scandal? Mostly the answer is NO because they can get information by word and word having lots of meanings so internet displays more options for a single word. If the user is smart then he/she will get proper information unless many users collect wrong information about the same word. That's why there is only one way to get correct information that is LIBRARY. In library every staff ready to help to users for their need of information. By right way they can give right information to right user in short time. Library and Information technology is the modern way to collect information by right way. Many modern changes have been done by library department e.g. OPAC, e catalog, e information about new arrivals, RFID system and many more changes done by library. It is useful to save the time of users and to get required information within very short time.

**Role of Librarian**

In present era duties of librarian are acquisition, organization, cataloging, new arrivals exhibition and ensure that user satisfaction about library services and facilities. But now we are going in 22<sup>nd</sup> century. So librarian should make digitized library. It's apart from green library. It is useful for electricity saving, use of natural resources for light and ventilation. But in 22<sup>nd</sup> century all departments and day to day transactions are going to digitized. All peoples likes to work smartly by using e-commerce, e-banking and digital marketing. To read and to search information users like to use e-material for reading or digital websites to search required information.

Now it's time to change Librarians oldest thinking about readers. Librarian should involve in all technical departments. Librarian should observe all new changes in digital era and should learn new software, new digital apps and more. Librarian is a teacher of all teachers. So the role of librarian should change as per requirement of society. To role as an innovative person librarian should attend various seminars, conferences and workshops. These opportunities are rare and librarian must have to grab it. Many types of short courses are available in market to upgrade our self. Librarian can also learn by these types of courses. He/she can attend soft skills and personality development workshops. Also librarian can arrange various types of workshops, seminars and webinars for library users. Not only had the library related workshops/seminars but also needs to attend workshops/seminars of all departmental subject area. Librarian is a live catalog of information, so he/she have to update by day to day information.

**CONCLUSION**

This research paper elaborate the various types of library facilities and services. This paper identifies the new ideas for innovation in library. It describes role of librarian in present era and suggested digital and innovative ideas for 22<sup>nd</sup> centuries Librarian.

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