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RE-ENGINEERING OF COLLEGE LIBRARY SERVICES

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Abstract

We stand in the decade of the 21st century where information flows very speedy and quickly. To handle all library work like- supervising information literacy and fulfilling the expectations of the user's library needed re-engineering. In the other sense, re-engineering decreases the gap between user anticipation and the services provided by the library. It is the time of rethinking and adopting the novel technology for the benefit of users, teachers, academicians, research scholars, etc. Effective library service fulfills the multidimensional needs of the user. Re-engineering decreases the library managerial job and makes it easy for students to gather information and add to knowledge in personal areas.

Keyword: *Re-engineering, Library Services, College Library, Collection Development*

Introduction

The term “re-engineering” is the most well-liked word in the business world, originating from industrial organizations, where the main objective is to gain profit. The library is the institution of a non-profit institution and requires re-engineering for the greater interest of the students as well as staff. In this environment, Re-engineering helps to manage the library services efficiently. The users benefited from these services provided by the library and fulfilled the demand of the user's needs. It is very useful for libraries, maybe academic, public, and special libraries to fulfill the hope of the users. Re-engineering helps to solve the difficulty and make it easy to run the library works within a little bit of time. The significance of re-engineering in the information center is mentioned below. We have to rethink the issues of the library and what type of measuring is taken to the development of library services to meet the demands of the reader's community. The library concentration on its users and tries to solve the demands of the users. At the same time library has to collect and distribute information in different fields with the help of novel technology. This paper focuses on some important points regarding the completion of re-engineering in library services.

What is re-engineering?

Michael Hammer in the year 1990 first introduced the term in a Harvard Business review article “Re-engineering work: Don't Automate Obtain”. (Gaur, Ramesh, C). According to Hammer & company (1993)-Re-engineering is the fundamental rethinking and radical redesign of business processes to achieve dramatic improvement in critical contemporary measures of performance such as cost, quality, and speed. From the above definition, it is very clear that the old scenario of the library will change and decrease the cost, time, etc. Within a short time, users can acquire lots of information and destroy the old thinking and the operating system.

Objectives of the Study

The objectives laid down for the current study are as follows:

- a) To classify the prerequisites for the application of re-engineering management.
- b) To suggest a step-by-step method for re-engineering the library & and information services for the College Library.
- c) To give a contemporary re-engineering plan for the College Library.

Need of Re-engineering for College Library

The following reasons point out the requirement for Re-engineering in College Library

- a) To manage the challenges posed by information explosion.
- b) To accomplish the multidimensional information needs of library users.
- c) To redecorate the information services of the College Library.
- d) To offer pinpointed comprehensive information to the end-users of the library.

Re-engineering preparation for College, Library. The Re-engineering graph for the College Library has been framed in the following five steps.

STEP – I

Processes/Activities to be Re-engineered in the primary step the Re-engineering team has identified the processes/ activities of the College, Library that have to be re-engineered.

These are as follows.

- a) Physical layout/ Facilities of the library.
- b) Library Collection.
- c) Manual Processes of library housekeeping operations.

STEP - II

Selection of Re-engineering Team for the Winning Re-engineering of the College Library A competent team of specialists should be established to redesign the library & and information services of the college Library.

STEP - III

Status of Current Processes in College Library In most college libraries maximum processes & and in-house library operations such as acquisition, cataloguing, circulation serials control & and various reports are being done manually. Utilization of Information Technology for library operations is very few.

STEP – IV

Vision For the New Improved Process: The following vision may be developed for the new improved process - Vision: “We are committed to providing easy and ready access to the library resources for updating the knowledge base of users. We endeavor to keep the users of the library abreast of the state-of-the-art inputs in admiration of Arts, Commerce, and science, so, they can face confidently confront thrown open by the 21st century. We are streamlining our concerted efforts to construct our library as an outstanding center for disseminating information.”

STEP - V

Actions needed to put into practice or redesign the New Process Physical Layout / Facilities of the Library. In order to provide superior services to users, the physical layout of the library may be made as follows –

- a) Species Stack Room.
- b) Computer facility with sufficient no of computers having Broad Band Connectivity.
- c) Separate Reading Room for users with enough library furniture.
- d) Separate Reference Section.
- e) Reprographic section
- f) Processing section

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g) Independent cabin for Librarian and Asstt. Librarian.

Library Collection: To cope with the challenges of the multidimensional information needs of the library users, the library collection should be built in digital format.

Manual Processes of Library Housekeeping Operations: To improve the efficiency of library housekeeping operations library should be automated with standard library software. With the help of Information Technology, the library housekeeping operations will be redesigned in the following manner.

Automated Acquisition System.

Automated Cataloguing system.

Automated Circulation System.

Automated Serial control system

Library profession and re-engineering:

It is not very easy to adopt because it requires systematic planning and efforts to adopt new technology in the library. Nowadays it is a big challenge for the library profession. We mentioned some points here.

1. Needed a huge amount of money.
 2. Convince a higher authority to adopt tools and techniques.
 3. Need IT infrastructure.
 4. Management of digital information. It is very important for libraries in this digital era.
 5. Budget: The budget is the basic element for the development of a library and effective library service.
 6. Training: training of the entire library staff is very important to smooth running of the library with effective service. Frances C. Wilkinson and Linder K. Lewis (2006) mentioned in their article that education is the main mission of all libraries. Library staff should be familiar with the use of ICT for the smooth running of the library.
 7. Action Plan: When library professionals apply re-engineering, they have to know the steps of the implementation re-engineering.
 8. Support System: Need the support of the library staff. Needed skilled person in this specific field. Also, adopt new plans and policies. Without a skilled person, the library cannot implement this technology.
- For the development of a library, reengineering plays a very important role, and it has a great impact on societal development especially in this decade, where information increases per second. There are many obstacles in the path of reengineering and it's applicable in the libraries. Because finance is required and considered the basic element for developmental work also needs support from the head of the institution.

Suggestion

- Govt. release funds for implementation of re-engineering to meet the needs of the users.
- Higher authority should consider adopting new technology for effective library services in the age of the 21st century.

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

Conclusion

Day by day various library issues arise. To solve the various issues reengineering plays a crucial role in the proper management of library activities. With this technology, libraries can provide the best quality services and fulfil the multidimensional needs of the users' community. The advent of new technology libraries removes the old thinking and awareness about the new tools and techniques for useful library services. Adopt re-engineering for proper library managerial work. These services fulfil the users' expectations and fulfil the multidimensional needs of the citizens. Now this decade the world has become a global village. In this age, ICT is considered the backbone of the aliment of library activities. With the connection of environment changing library has changed the nature of the job and adopts re-engineering to meet users' expectations. Considering the importance of re-engineering in library and information services, it is necessary to rethink this serious issue and how it will apply to the library for providing better services to fulfil the multidimensional needs of the present patrons.

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