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Evaluation of Library and Information Science (LIS) Professional Skills: A Case Study of Dr. B R. Ambedkar Central Library, JNU, New Delhi, India

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Abstract:

Skills are very essential for every professional, which help them to deliver services on time and in efficient manner to their users. In this article skills of the Library and Information Science Professionals of Dr. B. R. Amberdkar Central Library, Jawaharlal Nehru University (JNU), New Delhi has been evaluated based on the predefined skills required for the LIS professionals in new age's library. It has been noticed that the LIS professional of this library has up to date their skills as per the demand of digital age.

Keywords: LIS Professionals, LIS Skills, Dr. B R. Ambedkar Central Library, JNU, India

1. INTRODUCTION

India, today, is on the threshold of development and in an effort to ensure resounding success in this direction; the government is promoting skill development amongst the vast human resources in our country. There has been a tremendous growth and the demographic studies reveal that in the forthcoming five years, the working age group shall increase at the rate of 2.15 percent with a population of about 1.14 billion, the net addition to the workforce will be about 89 million of which around 13 million would be graduates and postgraduates and about 57 million will be school dropout or, illiterates. This data/statistics indicate that there will be an extra ordinary requirement for skilled labor. This skilled labor that includes graduates and other people who are trained in various vocations would be able to cater only 23percent of the requirements. There is a severe shortage of vocationally trained workforce and therefore the productivity of the vocationally trained person is the lowest throughout the world. By the year 2022, India will be confronted with a target of generating skilled peoples' strength of around 500 million people (IAMR, 2011).[1]

Skills can be defined as ability or proficiency required by an individual to organize and conduct an action which is planned to achieve certain goals or perform a task. As compared to an unskilled person, a skilled person possesses the capability to perform any specific task with success and confront challenges that occur in a particular profession from time to time.

The Central Library has rich collection mainly in Social Sciences, Humanities and Sciences. It is a housed in a nine-story tower like building and has a carpet area of about 1,00,000 square feet. It is the hub of all the academic activities of the University and provides comprehensive access to books, journals, reports, electronic journal (e-journal)/online databases, electronic books (e-books), electronic theses (e-thesis) and dissertations. It is a repository of all Government publications and publications of some important International Organizations viz. European Union, World Health Organization, UN and its allied agencies.

Established in 1969, the Jawaharlal Nehru University Library incorporates the library of the prestigious Indian School of International Studies which was later merged with Jawaharlal Nehru University.

2. STATEMENT OF PROBLEMS

    i. The Library and Information Science (LIS) professionals are not fully skilled as per the requirement of new age's library.
    ii. The Library and Information Science (LIS) professionals normally forget to provide training to subordinate, after attending any professional training programme.
    iii. Due to lack of fully skilled LIS professional seamless information are not provided to the readers of the library.
    iv. The library services are not organized as per the requirement of readers need.

3. NEED OF THE STUDY

    i. To understand the skills required for Library and Information Science (LIS) professionals in view of provide better and efficient services to the readers in electronic age.
    ii. To fulfill the requirement of fully skilled Library and Information Science (LIS) professionals.
    iii. The Library resources processed as per the requirement of library readers.

4. OBJECTIVES OF THE STUDY

    i. To evaluate the Library set-up.
    ii. To evaluate the skills possess by the LIS professionals.
    iii. To examine the status of professional training facilities for Library and Information Science (LIS) professionals.
    iv. To evaluate the information resources available in the library.
    v. To forecast the required skills for the LIS professional.

5. LITERATURE REVIEW

The LIS professionals are facing challenges in electronic era, as they are not fully skilled as per the demand of the new age. Skills of LIS professionals may be categorized as Classification Skills, Skills for selecting quality content, Cataloguing / Metadata Creation skills, ICT skills, Management skills, Skills to serve users, Generic skills, Personal skills and Training in Skills (Kaul, 2017)[2].

The University library acts as heart of the university and the LIS professionals are act as crystal to activate the services of the library. The roles of LIS professionals are very important in the library because they have skills to acquire relevant information resources for the library and are able to process them according to their library system. The LIS professionals are bridge between information resources and the readers (Ajit Kumar, 2018).

Mani and Suryanarayana (2010) mentioned that "Libraries and Information Centers are going through a metamorphosis & are re-engineering their services, re-skilling their staff and reorganizing their work space in consonance with the changing information systems and more effective information communication channels as well as users' preferences for accessing information".[3]

In the present era, there is a paradigm shift in the function of libraries from being a custodian of traditional information resources to being the provider of service-oriented digital information resources. Due to applications of Information and Technology (IT) in the field of information society, fast development of the internet applications, & explosion in quantity and quality of information resources that bound libraries to accept/adopt new methods for the storage, searching and dissemination of information (Quadri, 2012).[4]

Anyaoku (2012) indicated in his paper that a large majority of 173 (98.8%) rated themselves as having some skills in basic computing, which is the use of word processing software. In addition, the large majority 165 (95.2 %) had some internet information retrieval skills. A high percentage of 79.9 % (138) rated themselves as having some skills in the use of presentation software. More than half of the respondents 118 (68.1 %) had Web 2.0/Lib 2.0 skills, 113 (64.3%) had statistics package usage skills, 106 (60.8 %) had graphic skills and 89 (51.2 %) had software installation skills. It's also indicated that respondents rated their skill low in some area of ICT use. A majority of 122 (69.9 %) had no technical skills in repair and maintenance of equipment. More than half of 101 (59.4 %) also had no digitization skills and slightly above half the respondents 91 (51.8 %) had no web page development skills.[5]

Farahi (2014) analyzed in a thesis that more than half (54.3%) of the respondents indicated that they are 'heavy users of ICT (IT) and generally comfortable with it', whereas more than half (63.1%) of respondents are in Iran versus nearly half (48.5%) of Indian respondents. It is followed by 24.4% of respondents who claimed to be 'Heavy Users' of ICT (IT), but have some concerns about it' where one third (33.8%) of the respondents belong to Iran and less than one-fifth (18.2%) are Indian respondents. A few respondents in India indicated that they 'Don't feel one way or the other about ICT (IT)', whereas no respondents in Iran indicated to be indifferent about ICT. Finally, very few (3.1%) Iranian respondents claimed that they 'Don't know much about ICT but worry about being left behind', while about one-fifth (18.2%) of Indian respondents felt that they 'Do not know much about ICT, but worried about being left behind'. It can be concluded that more than half 54.3% of respondents are generally comfortable with ICT.[6]

According to (Singh and Pinki, 2009)[7], the skills categorized as three broad categories of skills include generic, managerial and professional skills that have been listed in below.

I. **Generic Skills:** Under the generic skills different skills such as Adaptability skills, Analytical skills, Assertiveness skills, Creativity skills, Communications skills, Customer relationship skills, Decision making skills, Flexibility skills, Innovation skills, Interpersonal skills, Presentation skills, Problem solving skills, Self-confidence skills, and Service attitude skills.

II. **Managerial Skills:** Under the managerial skills different skills such as Consumer management skills (User need analysis, Information seeking, and Behavior analysis); Finance management skills (Fund raising, Skillful use of financial resources, and Accounting and auditing skills); Leadership skills; Local and global thinking skills; Managing change skills; Marketing skills; Negotiation skills; People management skills; Planning and organization skills; Project management skills; Resource management skills; Service orientation skills; Stress management skills; Team building skills; Time management skills; Training skills, and Understanding of cultural diversity skills.

III. **Professionals Skills:** Under the professional skills different skills such as Information technology skills (Hardware/ software and networking skills, MS-Office suite,

Presentation software's e.g. power point etc., Library automation, Database creation, Internet managing skill, Intranet managing skill, Scanning techniques, Networking skills [On-line search engine, and On-line database search], Desktop publishing, Content development, Digitization, Web based services, and Virtual learning); Information literacy skills; Technical professional skills (Information resources management, E-serial management, Metadata standards (Dublin core, MARC, TEI, XML, etc., Standards e.g. Z39.50, and System development); Knowledge management; Knowledge mapping skills; Knowledge auditing skills; Technology acquisition skills, and Traditional skills.

ICT should be a core component of formal Library and Information Science education incorporating the skill and expertise in handling the digital libraries and application of ICT in libraries (Seena and Pillai, 2014).[8]

According to the 5th law "Library is a growing Organism", there is new mode of information resources and new approaches of user requirements. Hence the implementation of the IT in LIS will help in the growth of the organization .Only by making the best use of technologies we can serve the user community well. Hence all the professionals should be an IT skilled person (Loganatha, Sekar and Kasirao, 2015).[9]

The following futuristic skills are required for LIS professionals to cater the Library and Information Services to the readers in the digital age (Ajit Kumar, 2013).[10]

- Soft Skills (i.e., ICT based skills. The LIS professional should well versed with Information Communications and Technology applications in the Library)
- IT based Communications Skills (The LIS professionals must able to connect the readers virtually, 24/7 hours without any hindrance)
- Collection Development Skills in Digital Age.
- E- Collection Processing Skills.
- Information Retrieval/ Information Repacking/ Information Distributing Skills
- Use-education Skills in e-environment
- Technology Acquisition Skills and
- Management Skills in ICT zone.

LIS professionals need vision for modern professional skills and technological competencies in order to survive in the 21st Century (Kaur and Gaur, 2017)[11]. After adopting various competencies, LIS professional will able to:

- Effective utilization technology
- Create online learning environment
- Managing digital information resources
- Development of institutional repositories
- Offering digital/virtual reference service
- Help in information literacy skills
- Promote access to open access
- Promote marketing of library resources and Services

Revolutionary changes have been occurred during past few decades in library environment as a result of the advances in Information Communication Technology (ICT). Such remarkable changes

demands new roles for LIS professionals from custodian of books to information manager and more recently knowledge manager. The LIS professionals must possess sufficient knowledge of new ICT skills such as library automation, e-resources management, content management, organization of information on Internet and Intranet, developing and maintaining digital libraries/institutional repositories, web based library services etc (Satpathy and Maharana, 2011)[12].

Based on the literature survey, the skills mainly categorized in to three category viz. Generic Skills, Managerial Skills, and Professional Skills. These skills are further categorized in different categories, as mentioned above. Accordingly, questionnaire has been prepared and circulated among the LIS professionals of Dr. B.R. Ambedkar, Central Library, Jawaharlal Nehru University, New Delhi, India to evaluate their skills.

6. SURVEY CONDUCTED

Survey is a research technique of investigating by direct observation of a phenomena or collection of information through interview, questionnaire etc. The present survey is about the evaluate the availability skilled LIS human capital, availability of skills up-grading facility, reader's observation about the availability of resources in the library, services provided by the library professionals and behaviors of LIS professionals.

Dr. B R. Ambedkar Central Library, JNU has been selected for the study. Total 61 Questionnaires (Census Survey) were circulated to the LIS professionals of JNU central library and 68 Questionnaires (Random Sample) were circulated to readers and faculty members of four subject Economics, Political Science, Sociology and Psychology. The study is made using survey methods. Analysis has been made on the basis of the collected data.

7. ANALYSIS OF DATA

**SECTION 1–LIS PROFESSIONALS: DEMOGRAPHIC INFORMATION:**

Table 1: Respondents from Dr. B.R. Ambedkar, Central Library, JNU (N=61)			
Name of the University	**Number of questionnaire circulated**	**Number of Responses**	**% Response**
Jawaharlal Nehru University	61	44	71.13
Total	**61**	**44**	**71.13**

Skills Posses by the University Librarian (UL):

The questionnaire given to University Librarian of the JNU library to recognize the skills possessed by him and had responded according to the questionnaire.
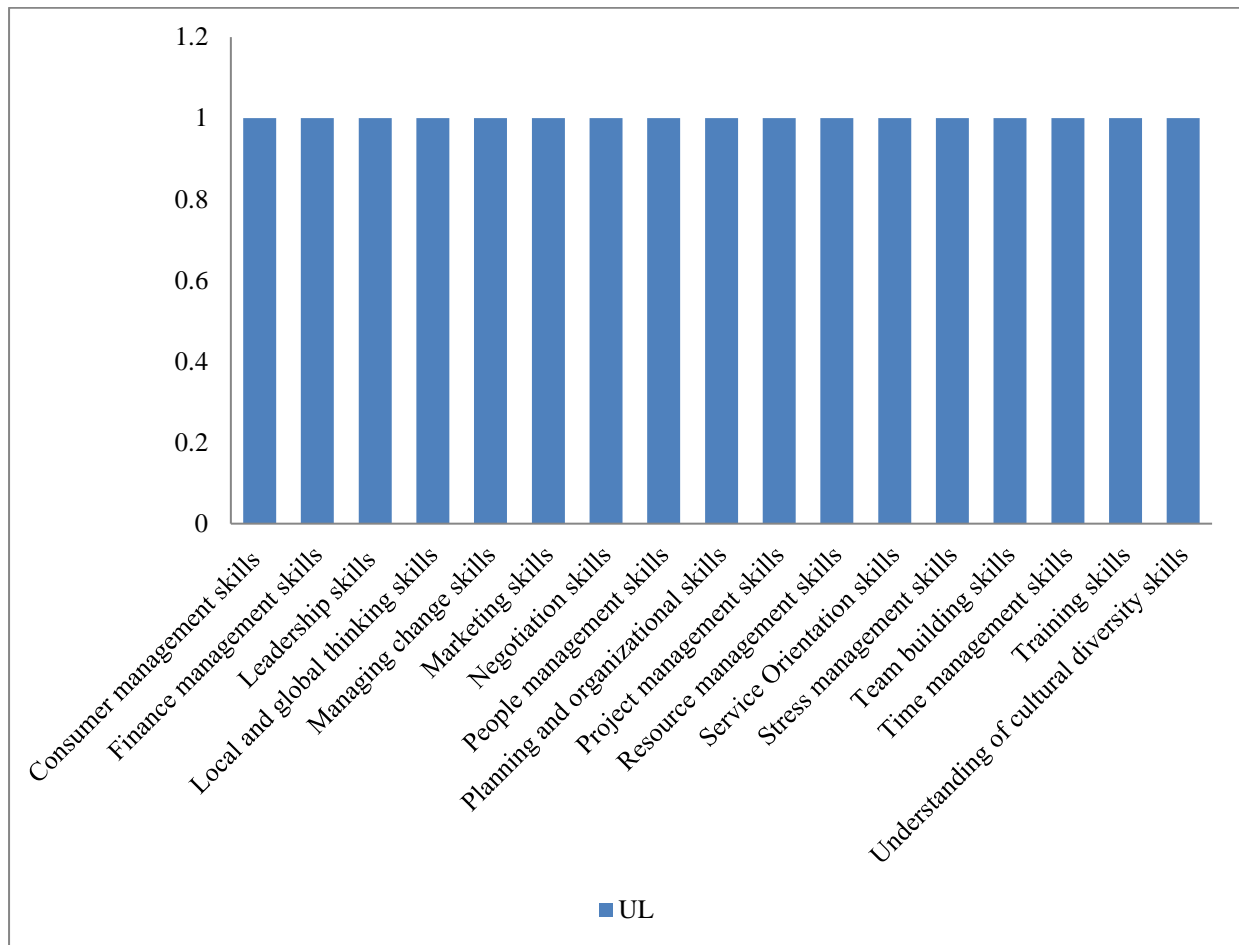
I. Generic Skills:

The University Librarian has all the generic skills.
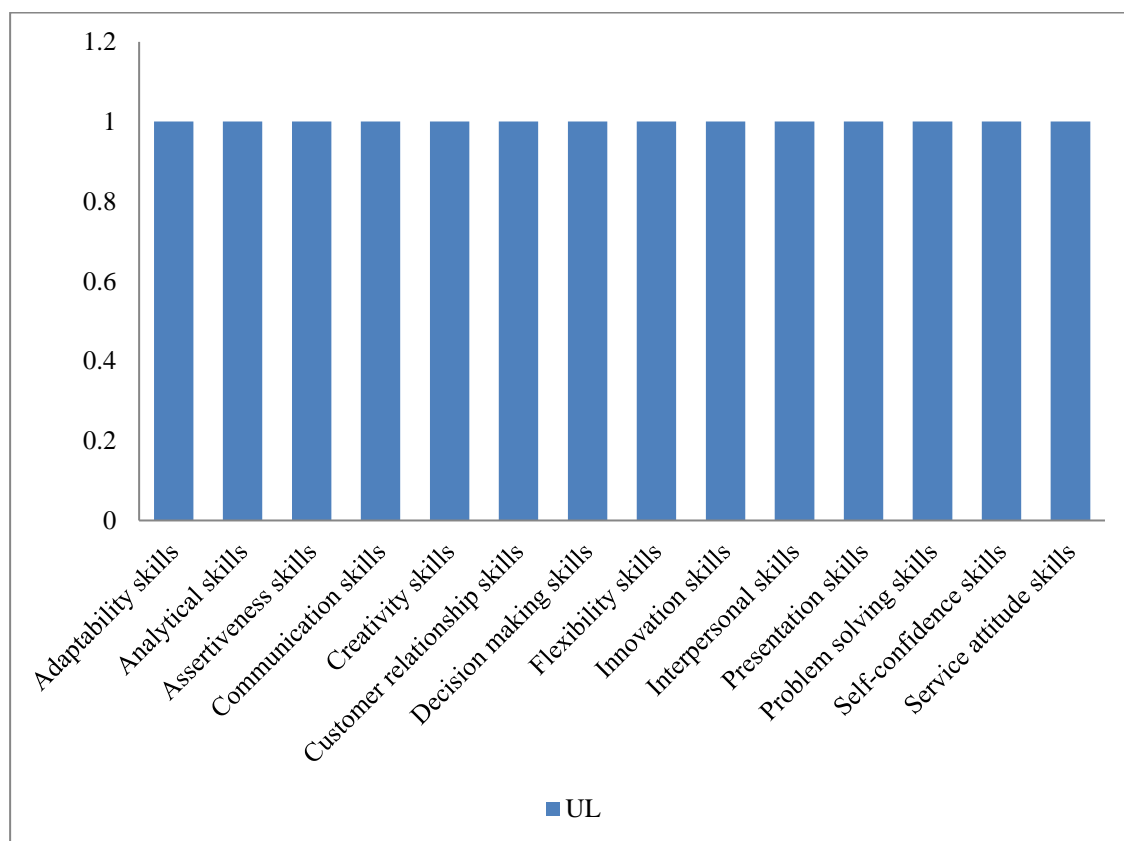
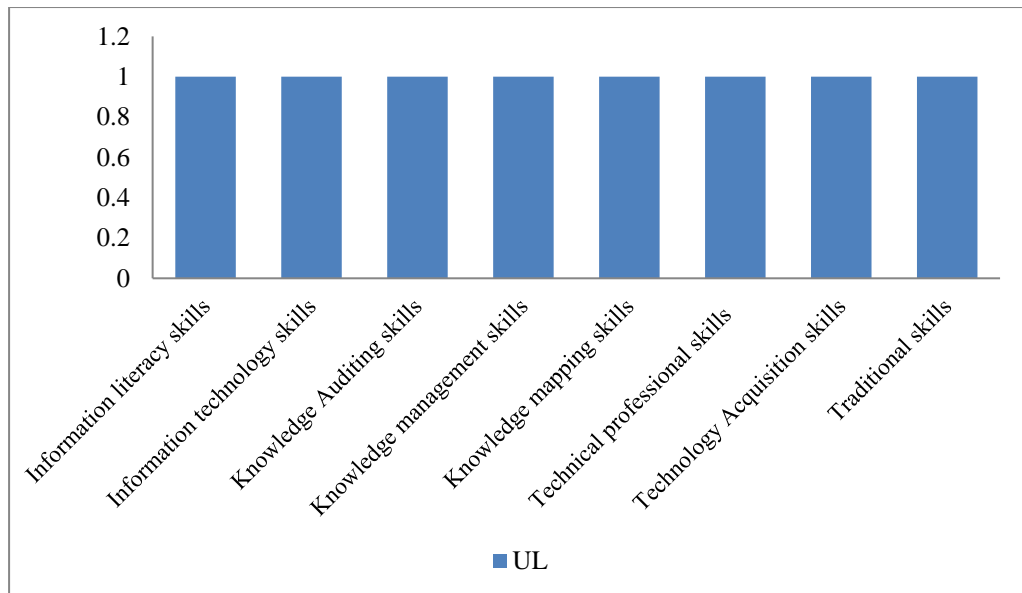**Skills, Yes=1 and No=2**

II. Managerial Skills:

The University Librarian having all the managerial skills.
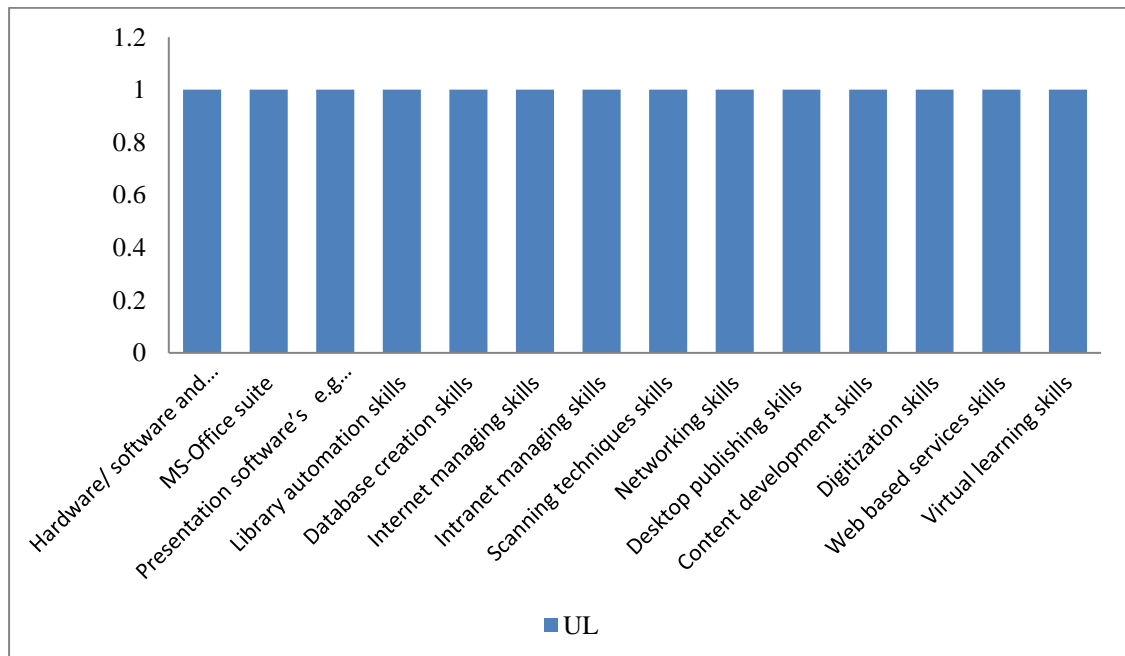

Skills, Yes=1 and No=2

III. Professional Skills

The university librarian has the overall professional skills viz. Information literacy skills, Information Technology skills, Knowledge Auditing skills, Knowledge Management skills, Knowledge Mapping skills, Technical Professional skills, Technology Acquisition skills, and Traditional skills.

Skills, Yes=1 and No=2

III-A. Professional Skills: Information Technology skills

The University Librarian has the professional skill related to Information technology skills (i.e. Hardware/ software and networking skills, MS-Office suite, Presentation software's, e.g. power points, Library automations skills, Database creation skills, Internet managing skills, Intranet managing skills, Scanning techniques skills, Networking skills, Desktop publishing skills, Content development skills, Digitization skills, Web based services skills, and Virtual learning skills).

Skills, Yes=1 and No=2

III-B. Professional Skills: Technical Professional skills

The University Librarian has all technical professional skills.
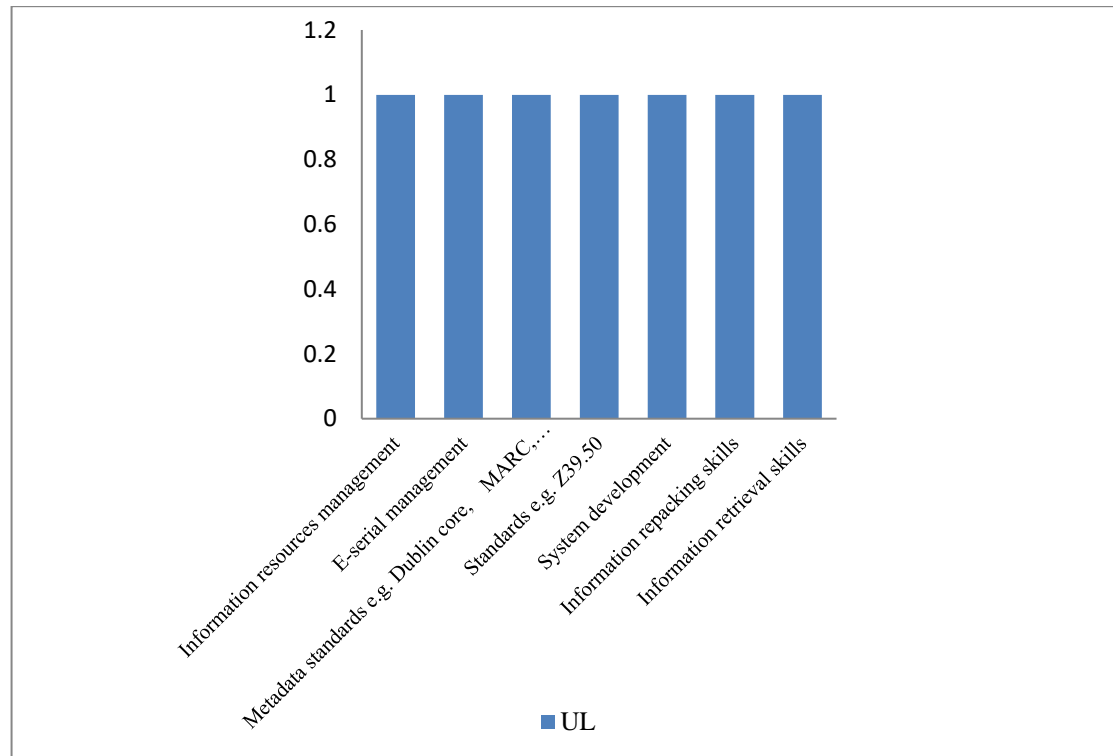
Skills, Yes=1 and No=2

III-C. Professional Skills: Traditional skills

The university librarian has all professional skills related to traditional skills.

Skills, Yes=1 and No=2

9
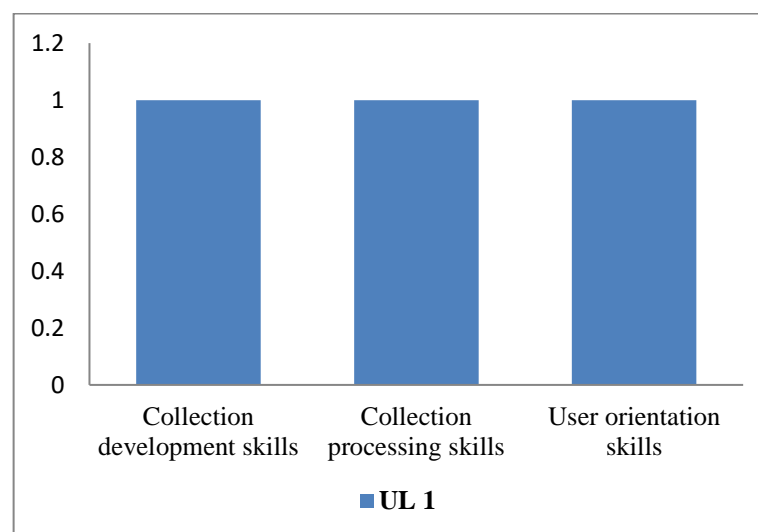
Skills Posses by the Deputy Librarians (DL):

The questionnaires were distributed among three deputy librarians of the JNU library and all of them were responded.

I. Generic Skills:

All the three Deputy Librarians have the all generic skills.
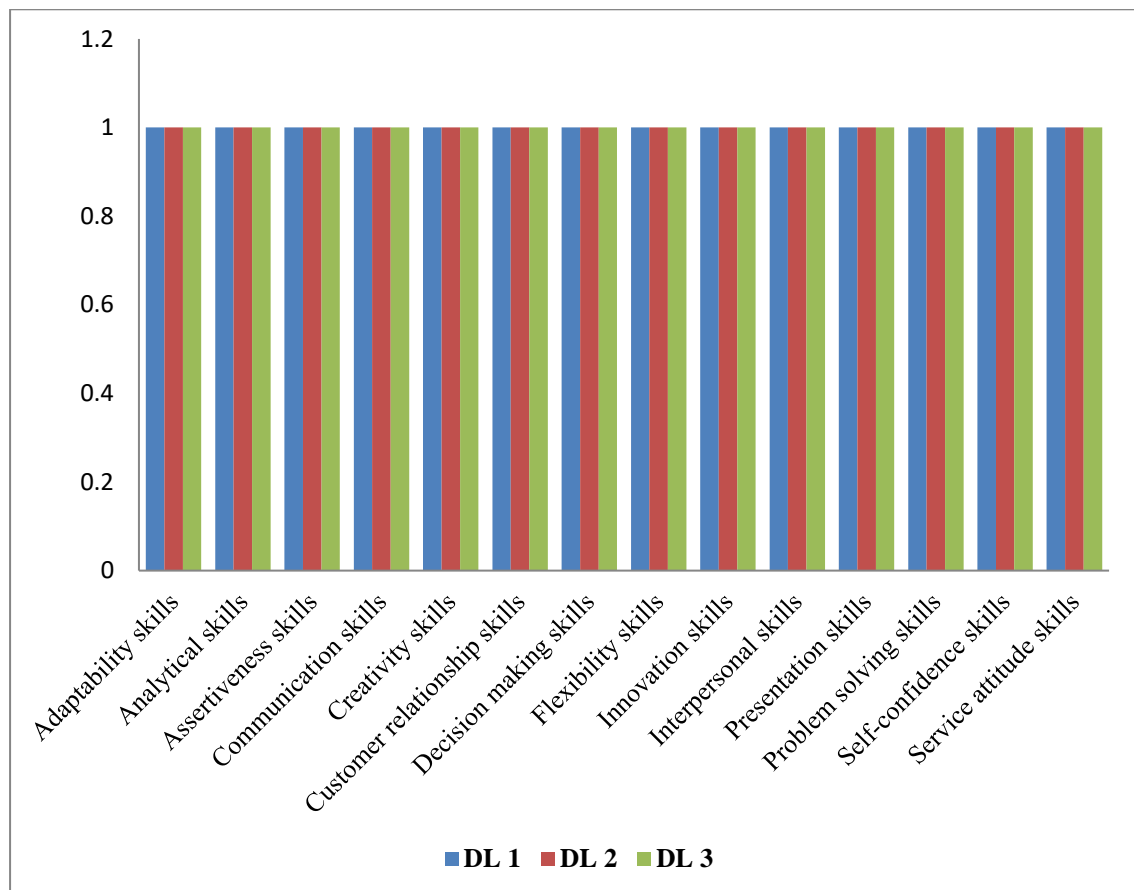
Skills, Yes=1 and No=2

II. Managerial Skills:

All the three Deputy Librarians possess almost all the managerial skills. However, it has been noticed that one deputy librarian need to enhance his/ her understanding about finance management.
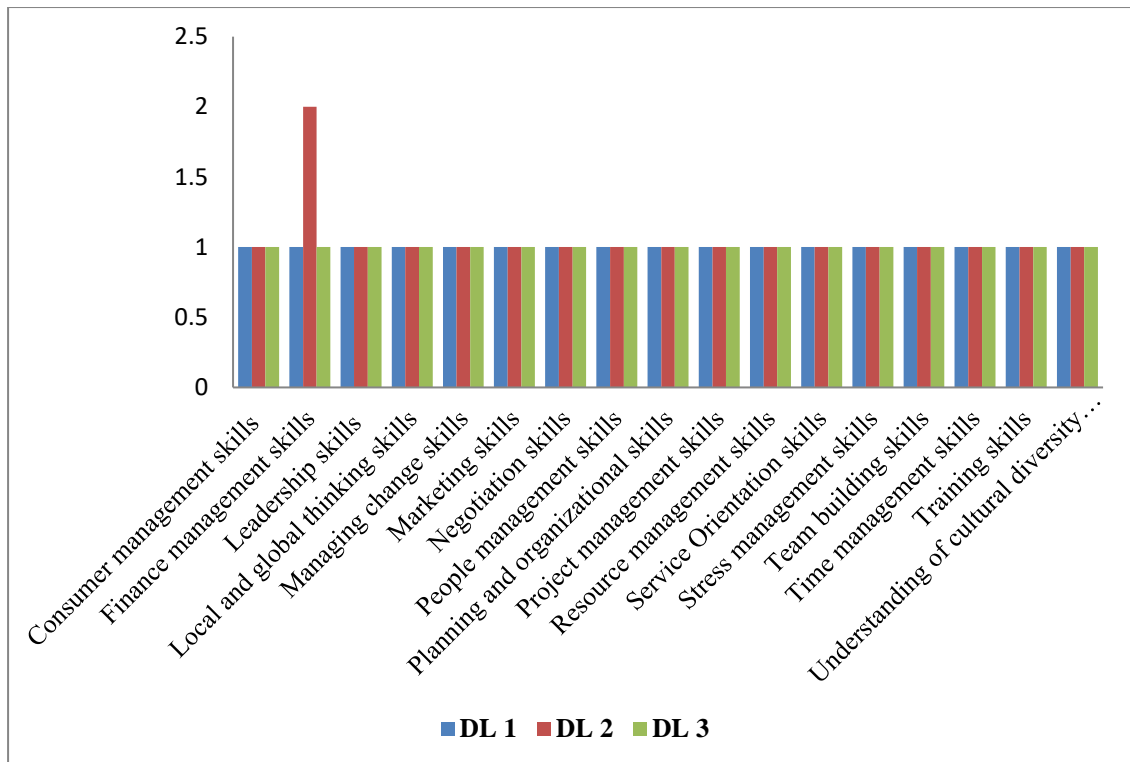
Skills, Yes=1 and No=2

III. Professional Skills:

All the three Deputy Librarians have all professional skills that are Information literacy skills, Information Technology skills, Knowledge Auditing skills, Knowledge Management skills, Knowledge Mapping skills, Technical Professional skills, Technology Acquisition skills, and Traditional skills.
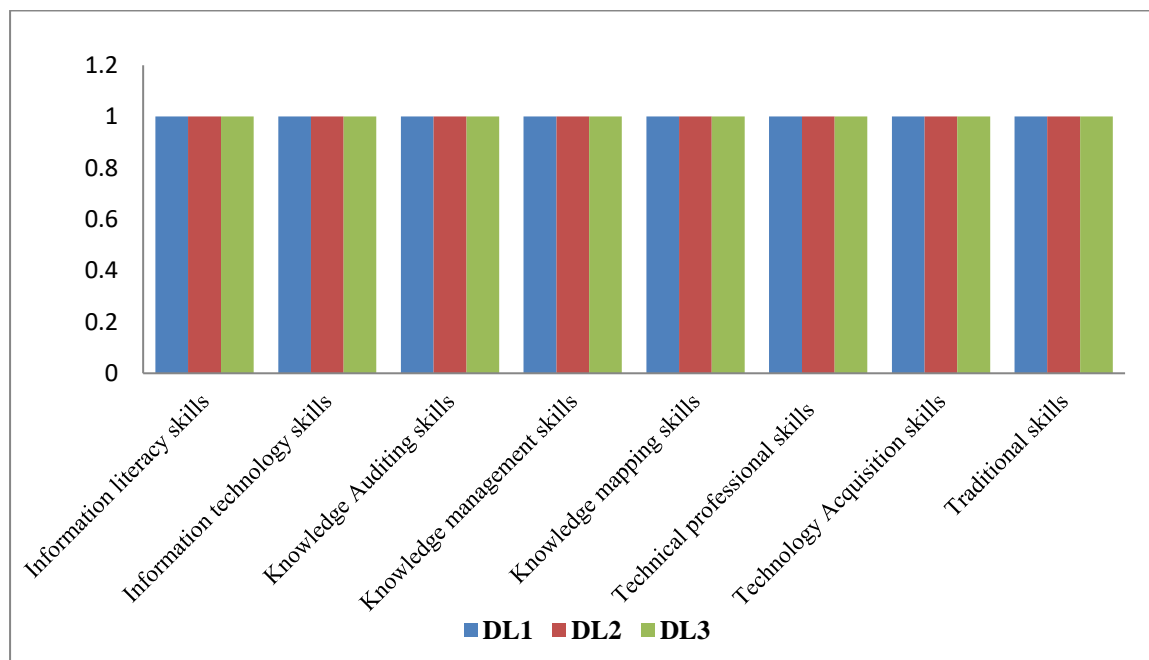
Skills, Yes=1 and No=2

III-A. Professional Skills: Information Technology skills

All Deputy librarians have the professional skill related to Information Technology (i.e. Hardware/Software and Networking, MS-Office suite, Presentation software, for example Power Point, Library Automation, Database creation, Internet managing, Intranet managing, Scanning techniques, Networking, Desktop publishing, Content development, Digitization, Web-based services, and Virtual learning skills).
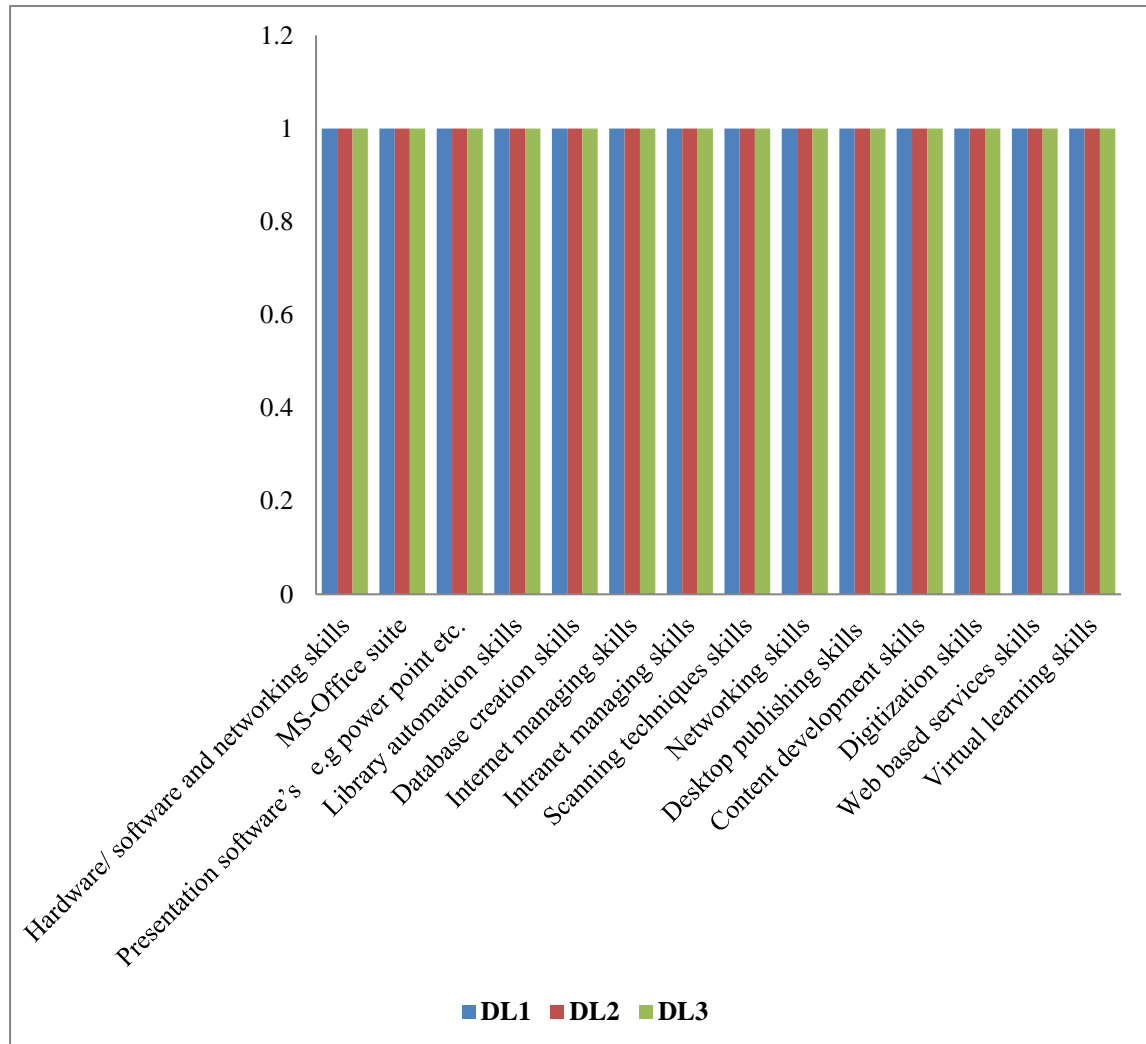
Skills, Yes=1 and No=2

III-B. Professional Skills: Technical Professional skills
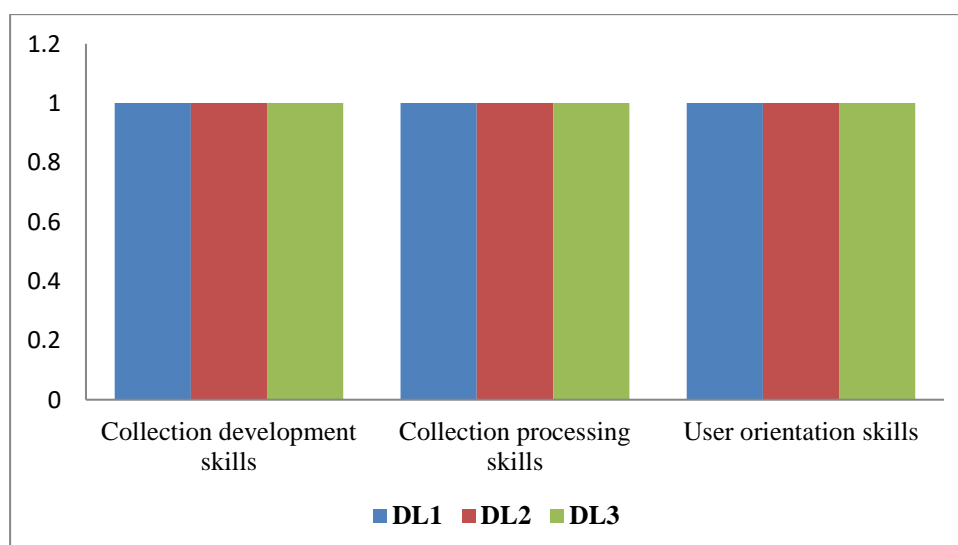
All the Three Deputy librarians have all professional skills related to technical professional skills.
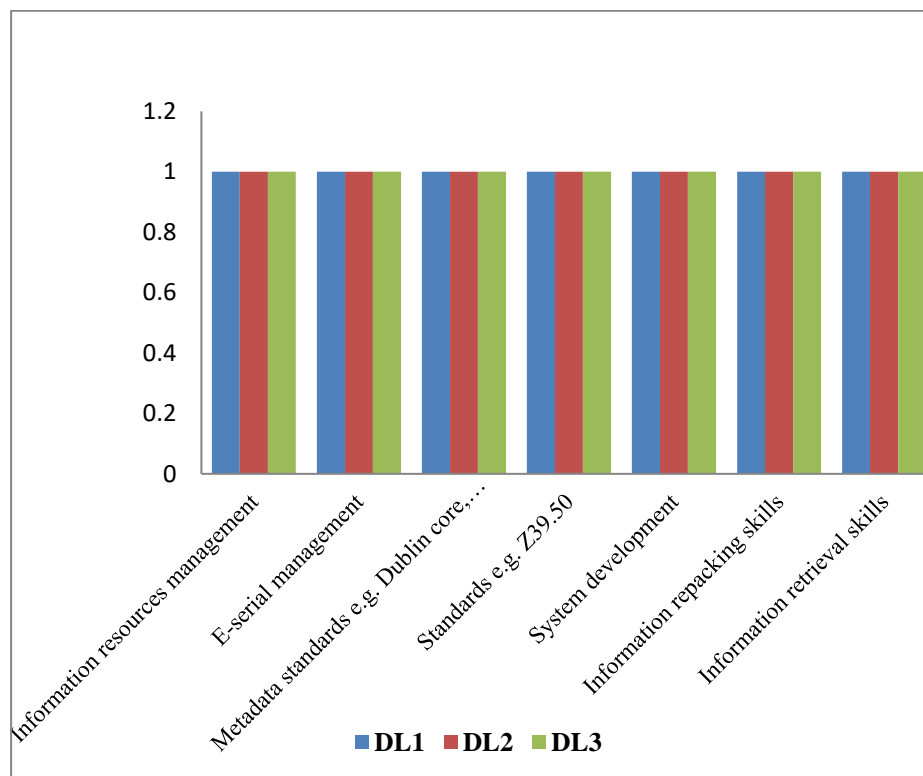
Skills, Yes=1 and No=2

III-C. Professional Skills: Traditional skills

All the three Deputy Librarians have all professional skills related to traditional skills.

Skills, Yes=1 and No=2

13

Skills possess by Assistant Librarians (AL):

The questionnaires were distributed among thirteen (13) Assistant Librarians of the JNU library and out of thirteen (13), eleven (11) responded.

I. Generic Skills:

Out of eleven (11) Assistant Librarians, nine (9) Assistant Librarians have all the generic skills (viz. Adaptability skills, Analytical skills, Assertiveness skills, Communication skills, Creativity skills, Customer relationship skills, Decision making skills, Flexibility skills, Innovation skills, Interpersonal skills, Presentation skills, Problem solving skills, Self-confidence skills, Service attitude skills, and Service attitude skills).
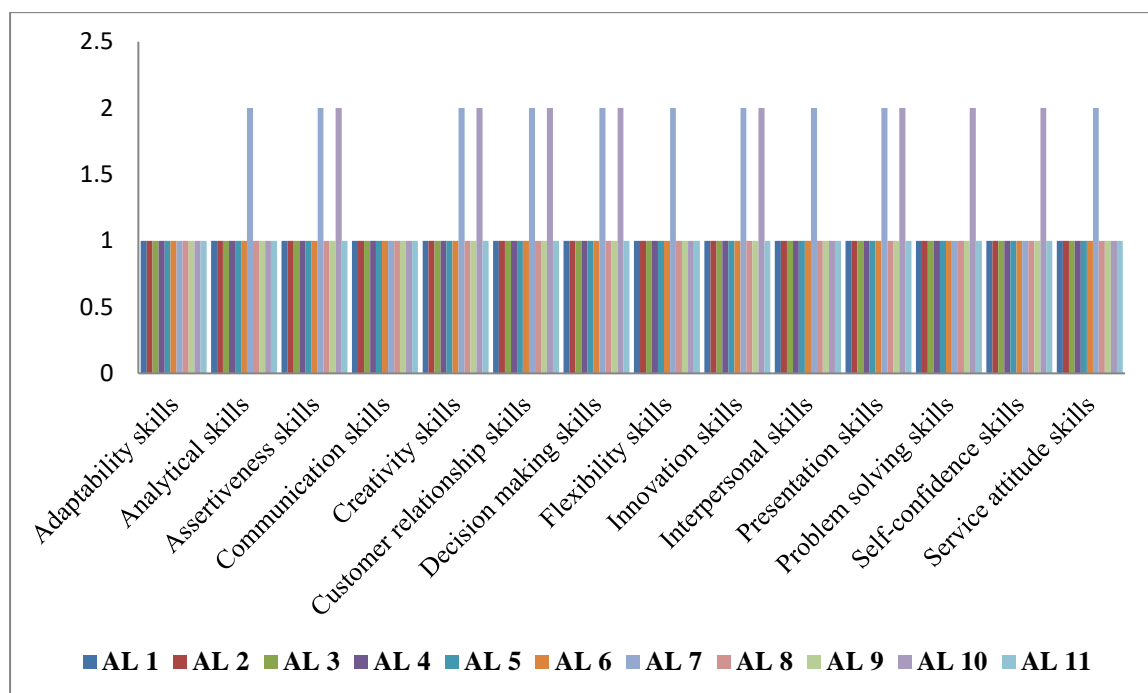
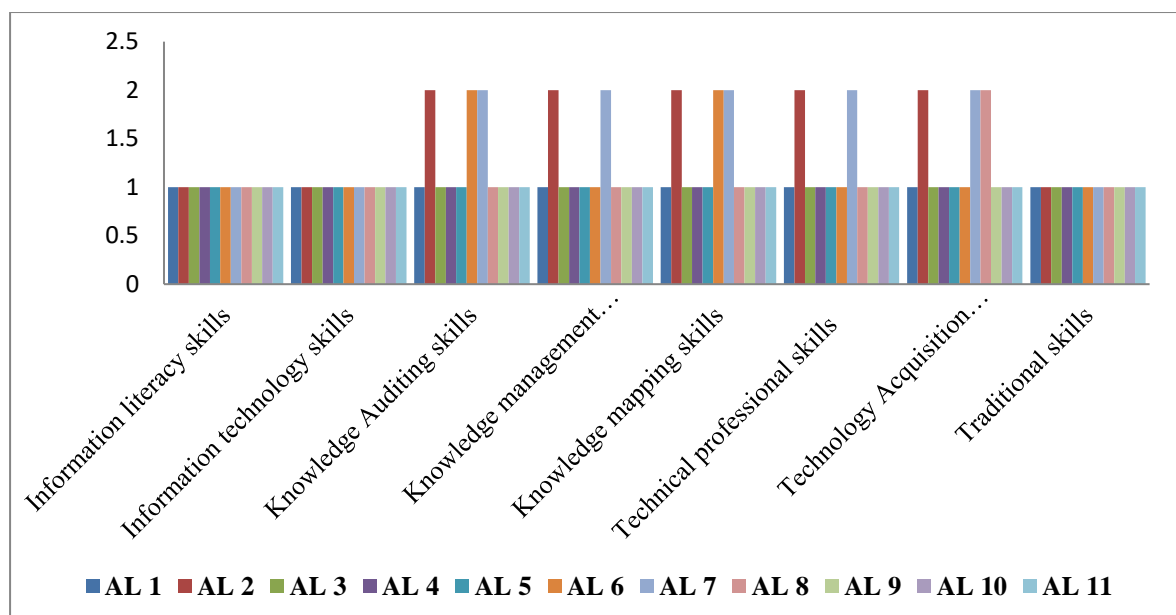**Skills, Yes=1 and No=2**

II. Managerial Skills:

Out of eleven (11) Assistants Librarians, seven (7) Assistant Librarians have all the Managerial skills (like, Customer management skills, Finance management skills , Leadership skills, Local and global thinking skills, Managing change skills, Marketing skills, Negotiations skills, People management skills, Planning and organizational skills, Project management skills, Resource management skills, Service orientation skills, Stress management skills, Team building skills, Time management skills, Training skills and, Understanding of cultural diversity skills).
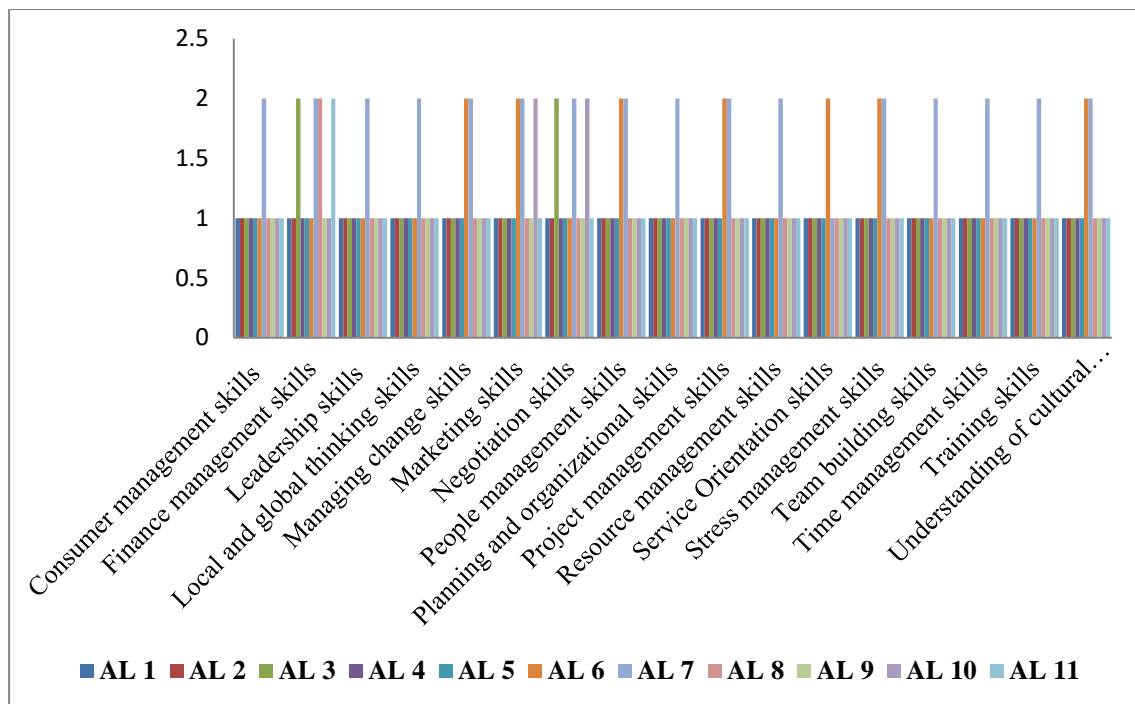
Skills, Yes=1 and No=2
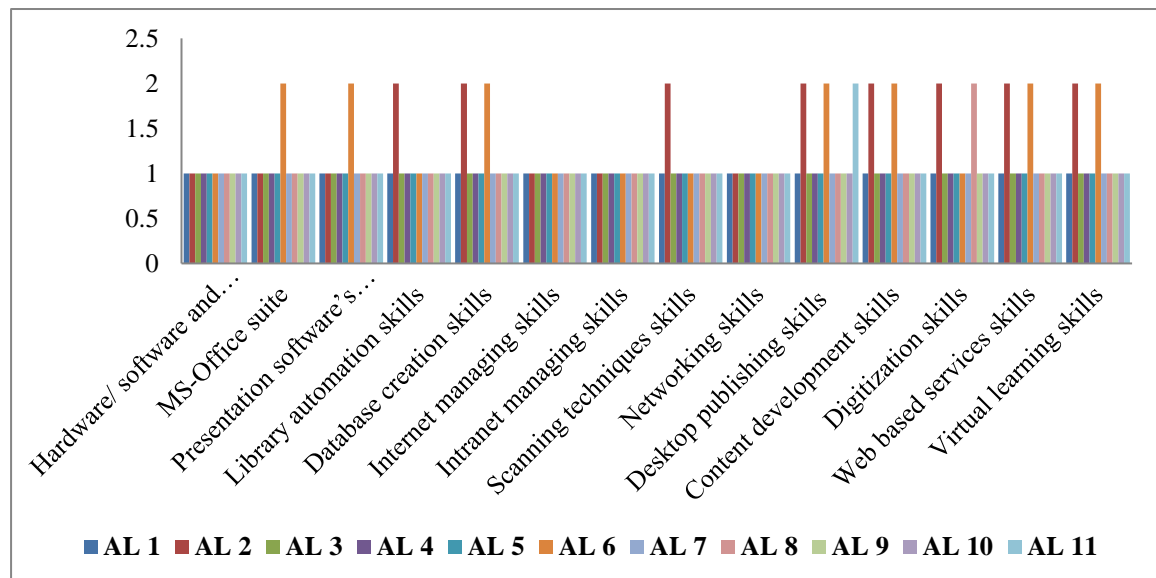
III. Professional Skills:

Out of eleven (11) Assistant Librarians, seven (7) Assistants Librarians have all kinds of Professional skills (like Information literacy skills, Information technology skills, Knowledge Auditing skills, Knowledge Management skills, Knowledge Mapping skills, Technical professional skills, Technology Acquisition skills and Traditional skills).

Skills, Yes=1 and No=2

### III-A. Professional Skills: Information Technology Skills

Out of eleven (11) Assistant Librarians, seven (7) Assistants Librarians possess the professional skills related to information technology skills (like, Hardware/Software and Networking, MS-Office suite, Presentation software, Library Automation, Database creation, Internet managing, Intranet managing, Scanning techniques, Networking, Desktop publishing, Content development, Digitization skills, Web-based services skills and Virtual learning skills).

Skills, Yes=1 and No=2

### III-B. Professional Skills: Technical Professional Skills

Out of eleven (11) Assistant Librarians, eight (8) Assistants Librarians have all the professional skills related to technical professional skills (like, Information resources management, E-serial management, Metadata standards (e.g. Dublin core, MARC, TEI, XML, etc), Standards e.g. Z39.50, System development, Information repacking skills, Information retrieval skills).
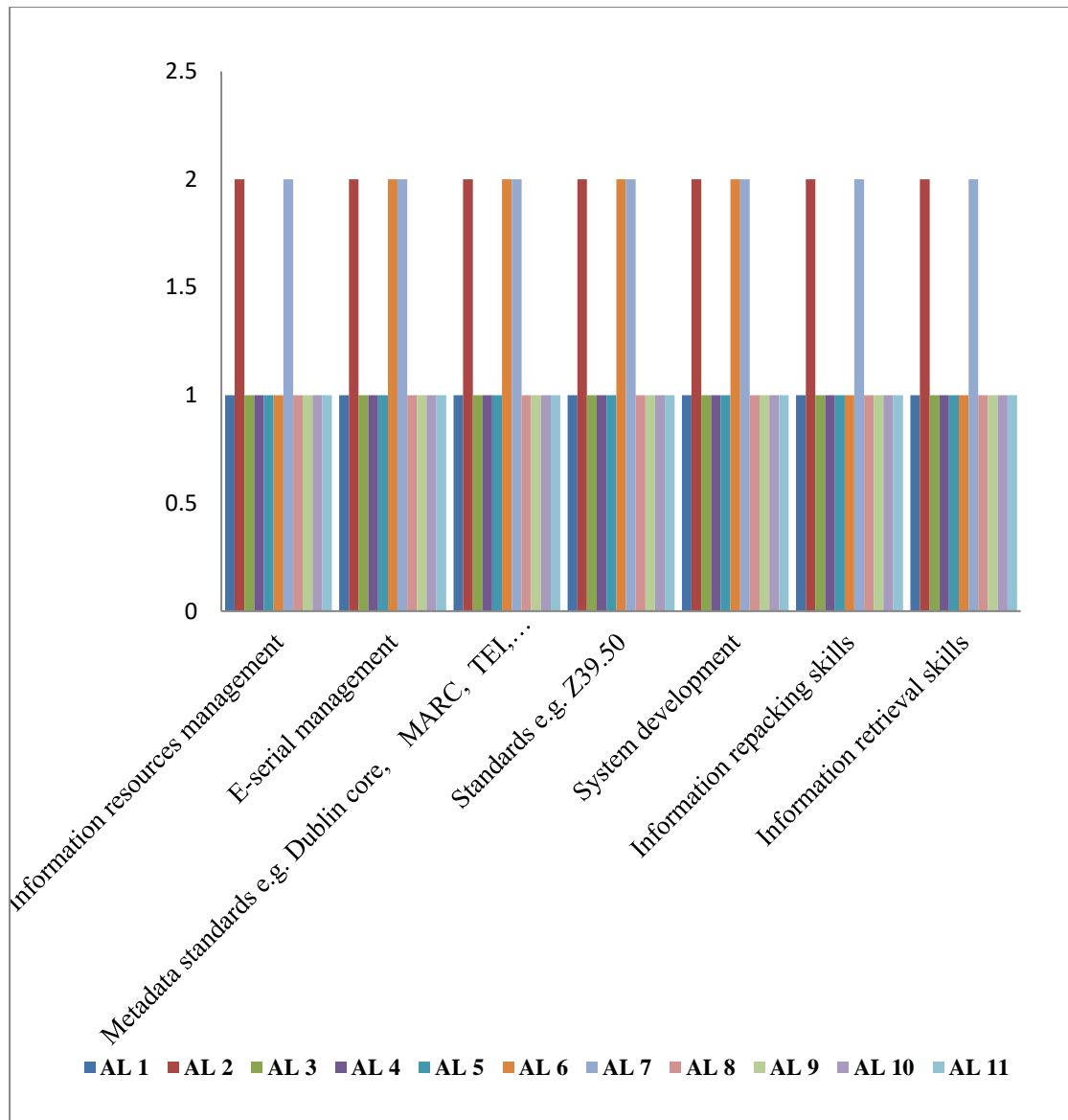
Skills, Yes=1 and No=2

III-C. Professional Skills: Traditional Skills

Out of eleven (11) Assistant Librarians, ten (10) Assistant Librarians possess all the professional skills related to traditional skills (like, Collection development skills, Collection processing skills, and User orientation skills).
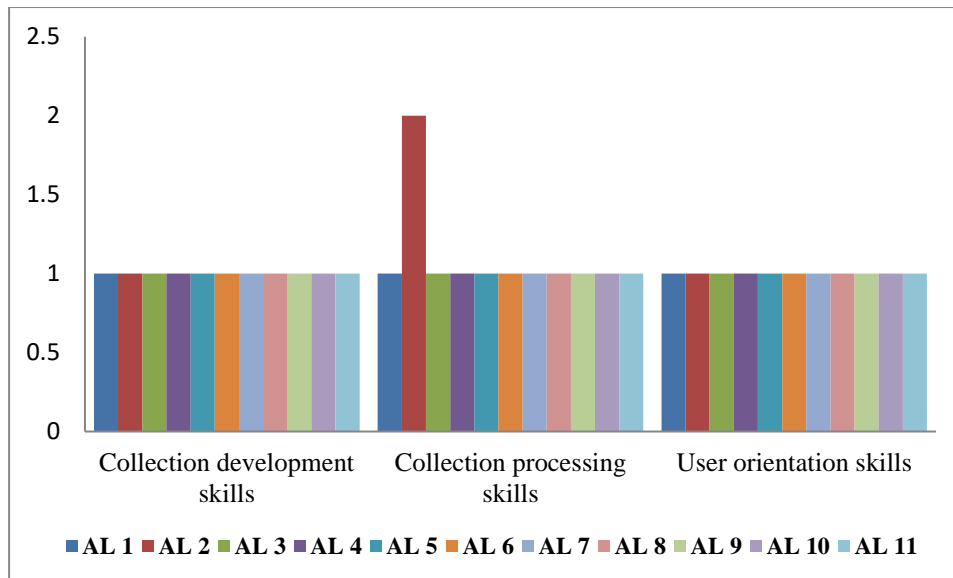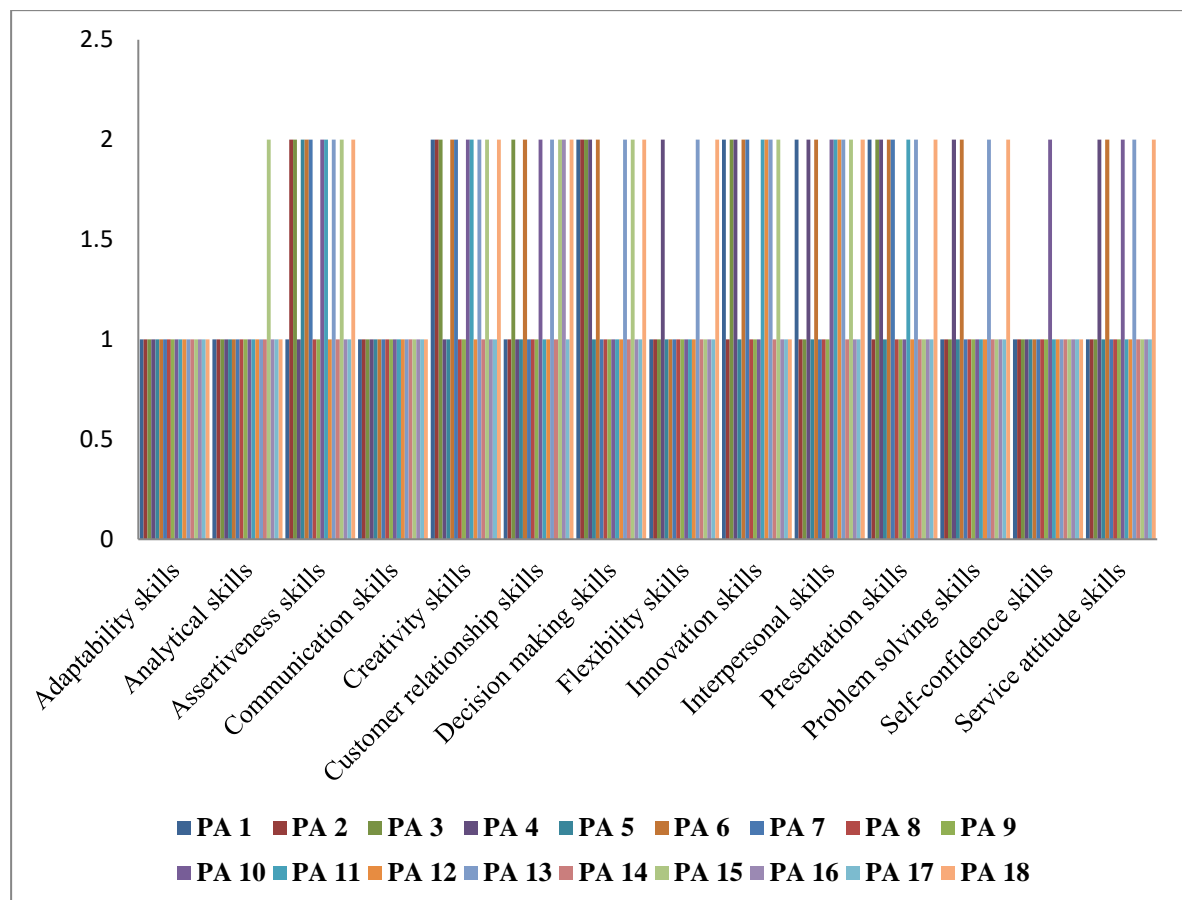
Skills, Yes=1 and No=2

Skills possess by Professional Assistant (PA)

The questionnaires were distributed among twenty four (24) Professional Assistants of the JNU library and out of twenty four (24), eighteen (18) were responded.

I. Generic Skills:

Out of eighteen (18) Professional Assistants, five (5) Professional Assistants have all the generic skills, (such as, Adaptability skills, Analytical skills, Assertiveness skills, Communication skills, Creativity skills Customer relationship skills, Decision making skills, Flexibility skills, Innovation skills, Interpersonal skills, Presentation skills, Problem solving skills, Self-confidence skills, and Service attitude skills).

Skills, Yes=1 and No=2

II. Managerial Skills:

Out of 18 Professional Assistants, 2 Professional Assistants possess all the Managerial skills (such as Consumer management skills, Finance management skills, Leadership skills, Local and global thinking skills, Managing change skills, Marketing skills, Negotiation skills, People management skills, Planning and organizational skills, Project management skills, Resource management skills, Service Orientation skills, Stress Management skills, Team building skills, Time management skills, Training skills, and Understanding of cultural diversity skills).
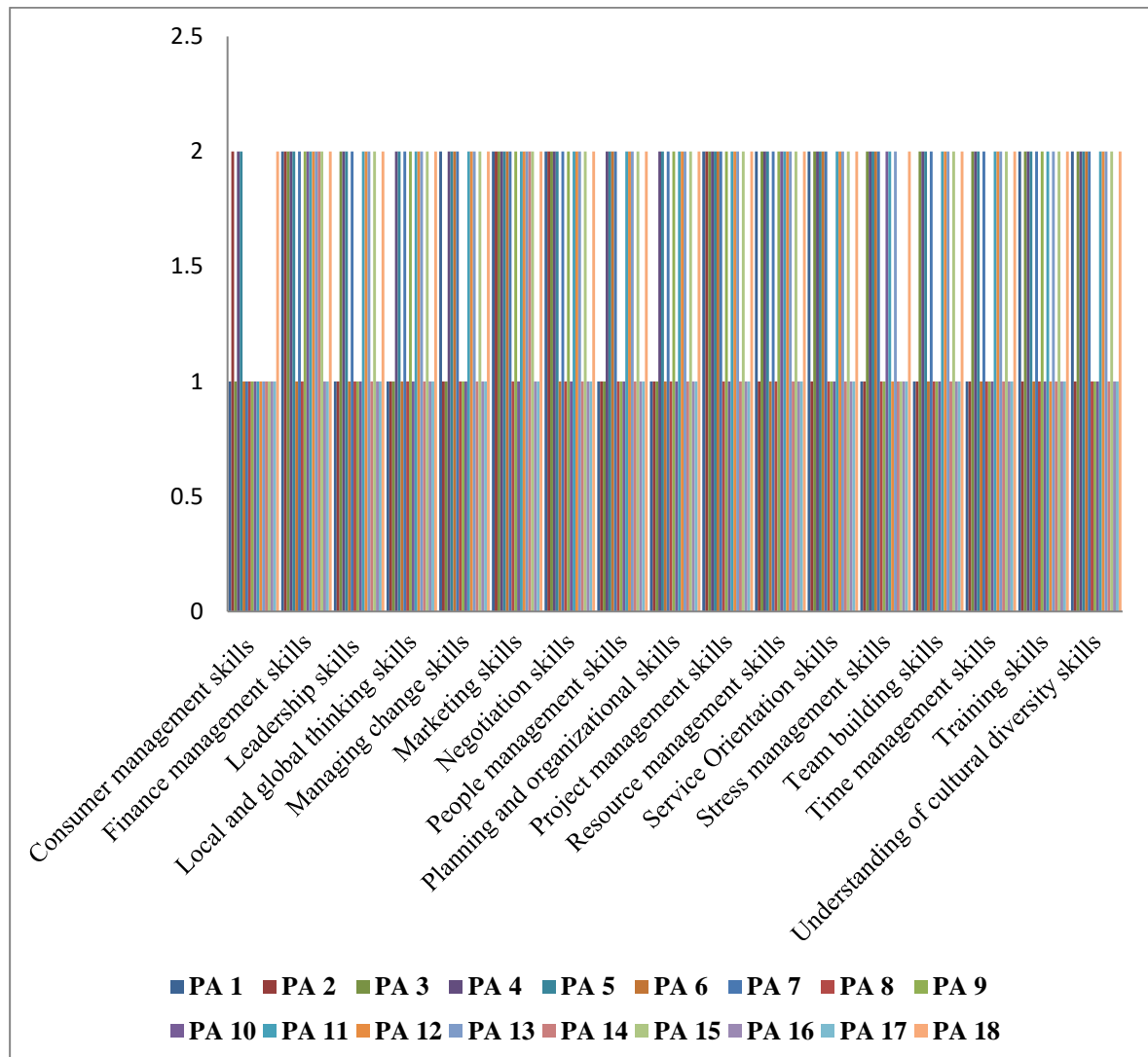
Skills, Yes=1 and No=2

III. Professional Skills:
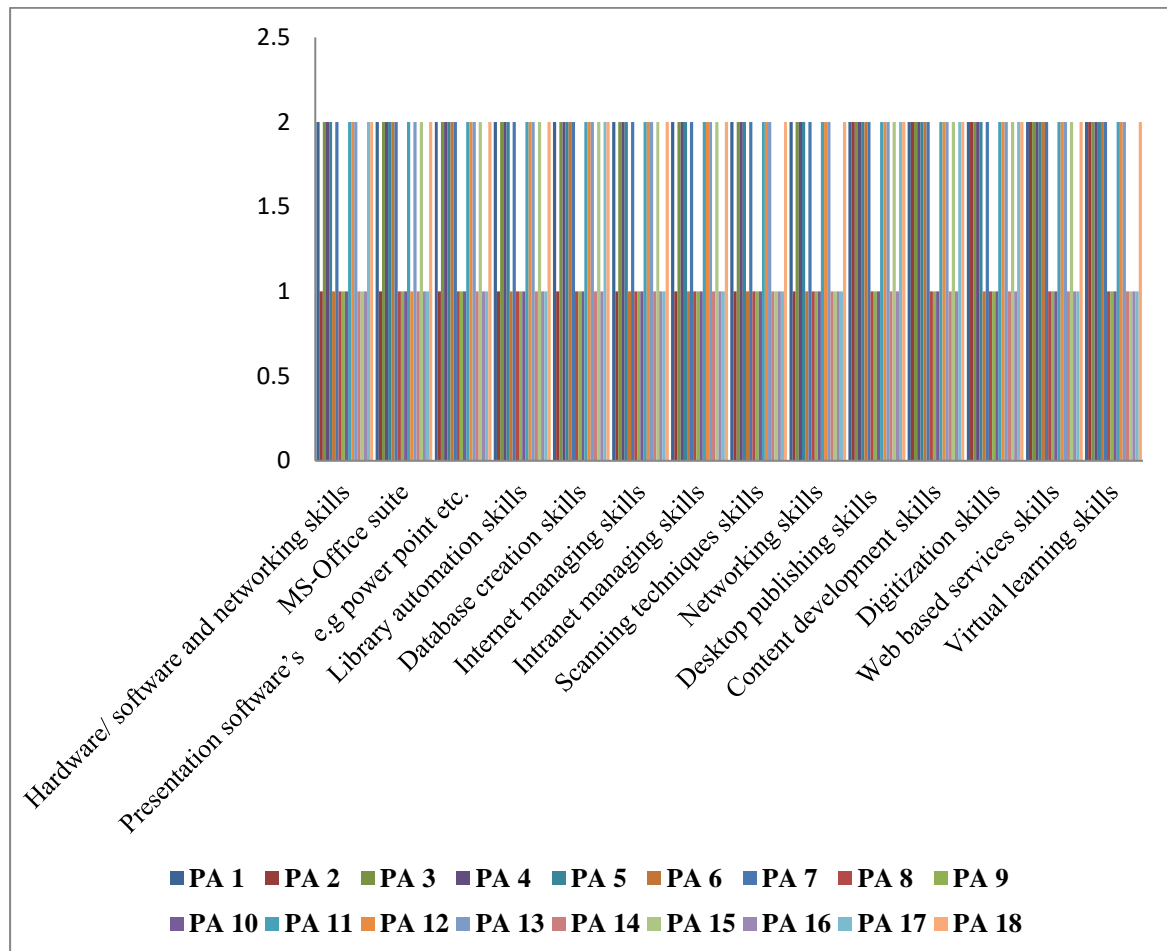
Out of eighteen (18) Professional Assistants, six (6) Professional Assistants possess all the Professional skills, (such as, Information literacy skills, Information technology skills, Knowledge auditing skill, Knowledge Management skills, Knowledge Mapping skills, Technical professional skills, Technology Acquisition skills, and Traditional skills).
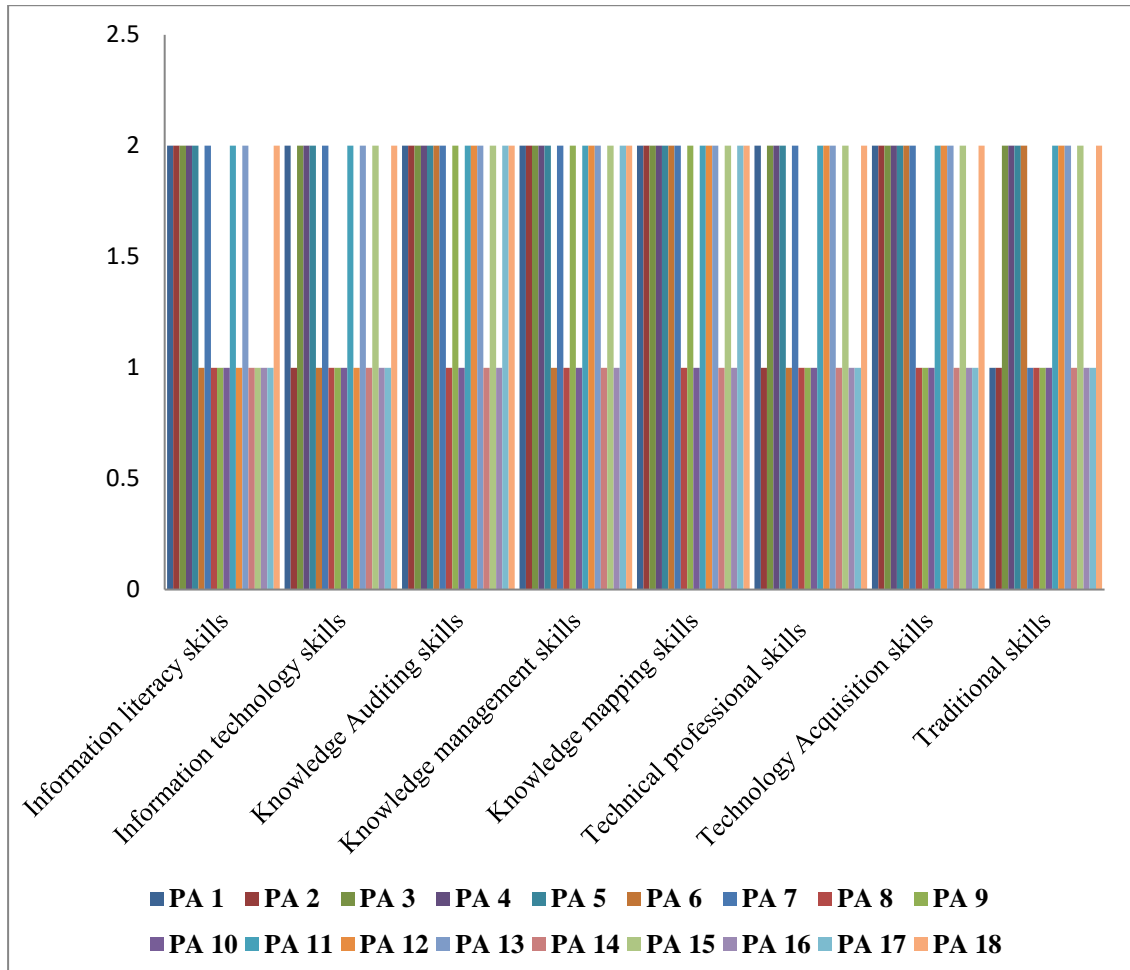
Skills, Yes=1 and No=2

## III-A. Professional Skills: Information Technology Skills

Out of eighteen (18) Professional Assistants, five (5) Professional Assistants possess all the information technology skills (like, handling Hardware/Software and Networking, MS-Office suite, Presentation through software's, Library Automation skills, Database creation skills, Internet managing skills, Intranet managing skills, Scanning techniques skills, Networking skills, Desktop publishing skills, Content development skills, Digitization skills, Web base services skills, and Virtual learning skills).

Skills, Yes=1 and No=2

III-B. Professional Skills: Technical Professional Skills

Out of eighteen (18) Professionals Assistants, five (5) Professional Assistants possess the all professional skills related to information professional skills (like, Information resources management, E-serial management, Metadata standards (e.g. Dublin core, MARC, TEI, XML, etc.), Standards e.g. Z39.50, System development, Information repacking skills, and Information retrieval skills).
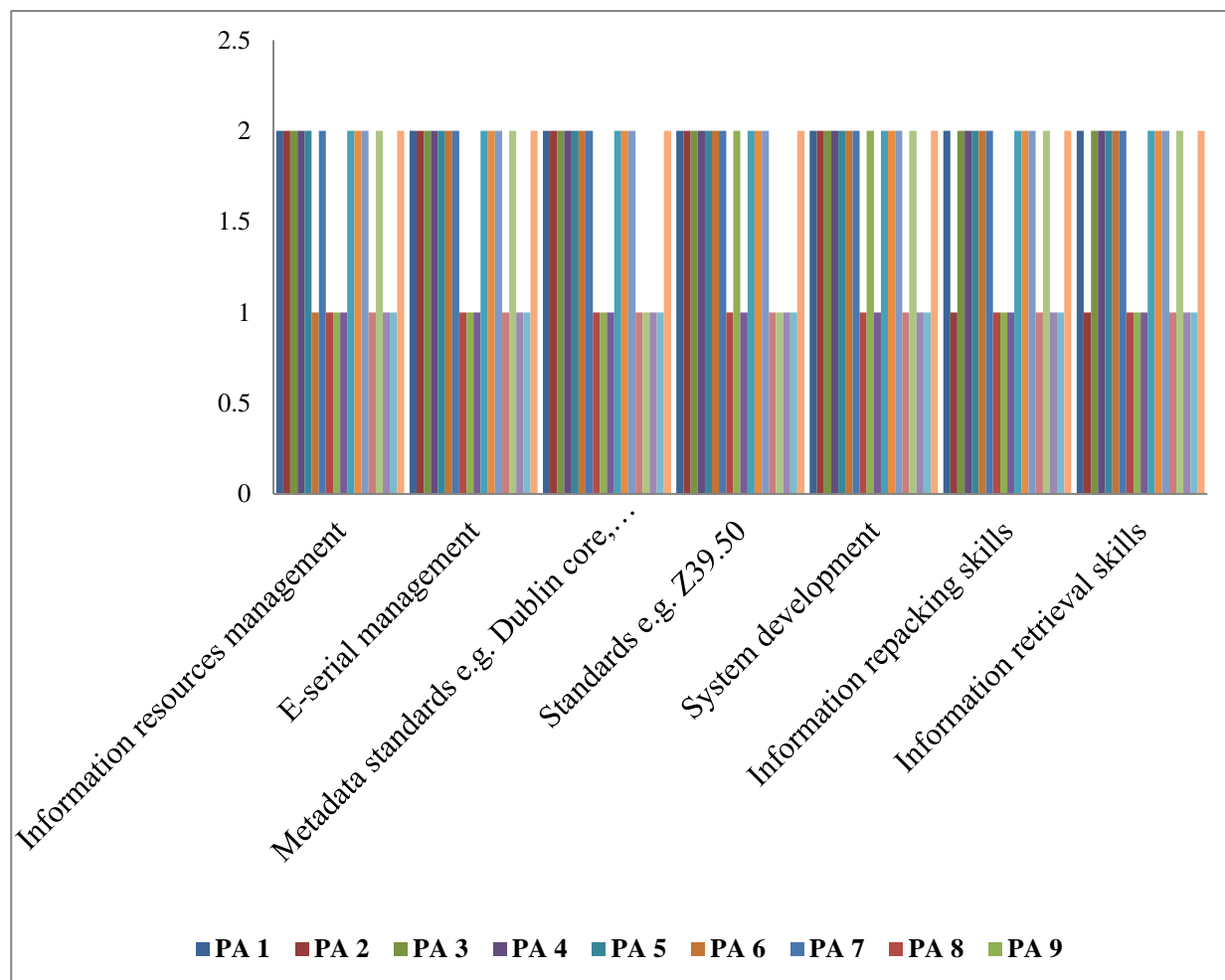
Skills, Yes=1 and No=2

III-C. Professional Skills: Traditional Skills

Out of the eighteen (18) Professional Assistants, eight (8) Professional Assistants possess all traditional skills (viz. Collection development skills, Collection processing skills, and User orientation skills). Others need to up to date their knowledge related to professional skills.
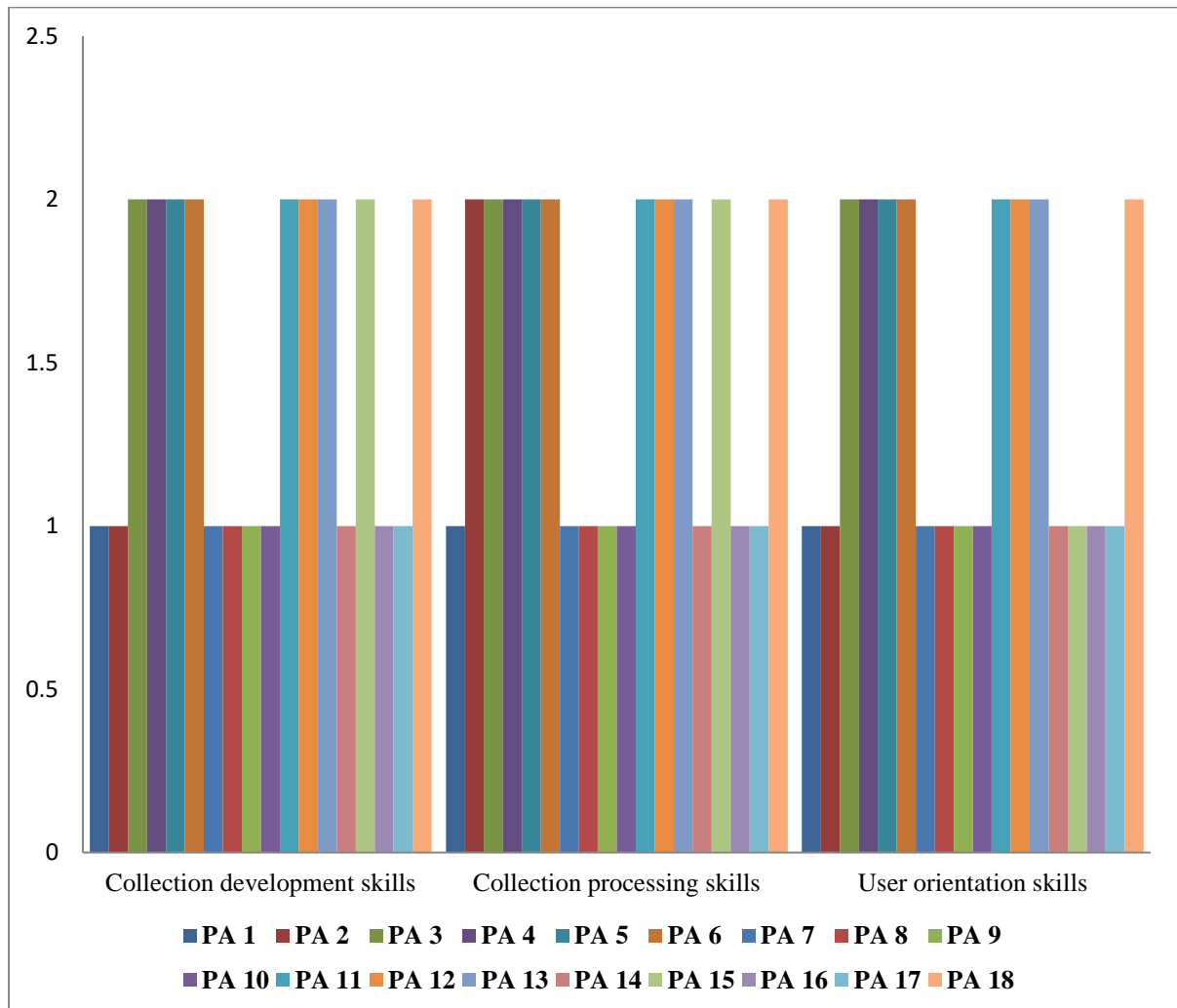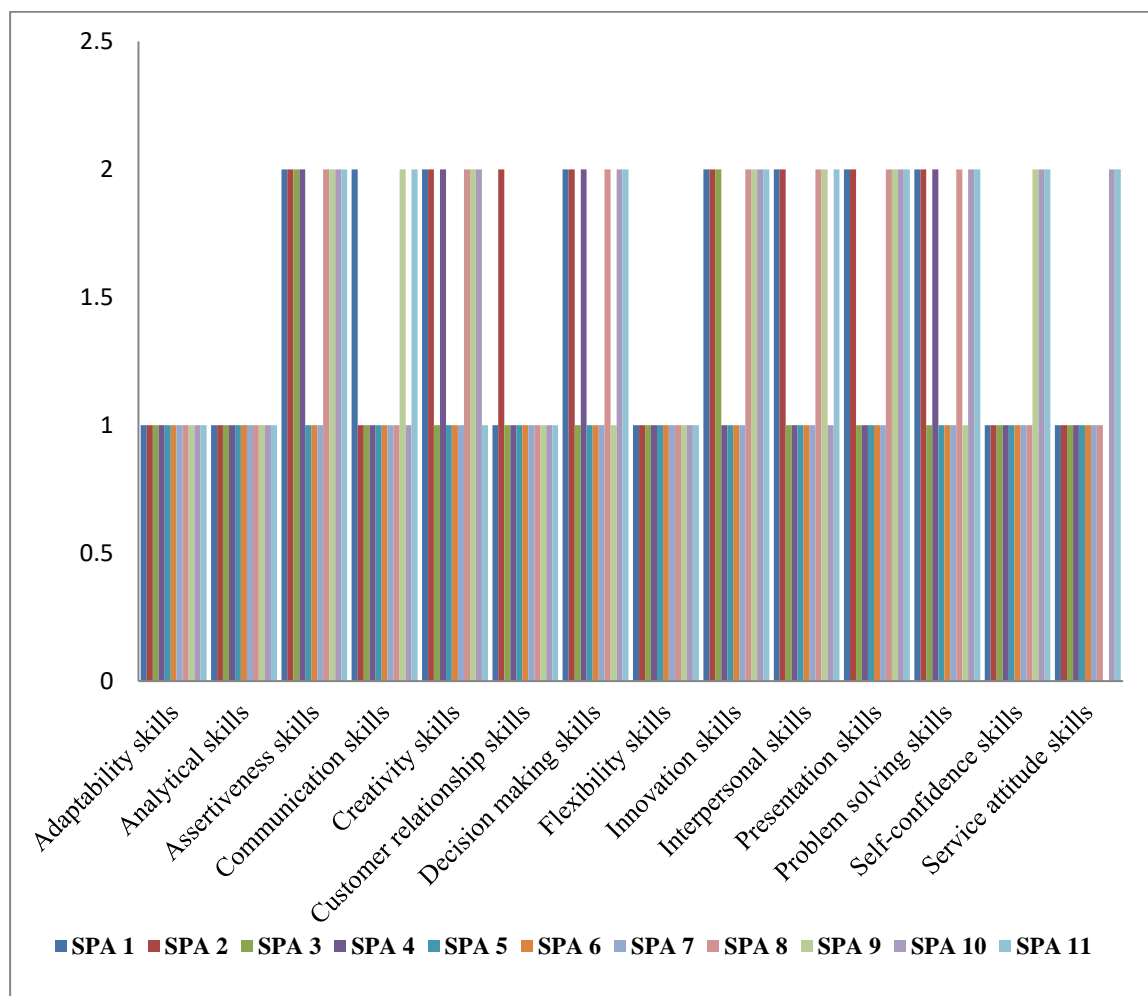

Skills, Yes=1 and No=2

Skills possess by the Semi Professional Assistant (SPA):

The questionnaires were distributed among twenty (20) Semi Professional Assistants of the JNU library and out of twenty (20), eleven (11) responded.

I. Generic Skills:

Out of eleven (11) Semi Professional Assistants, three (3) Semi Professional Assistants possess all the generic skills (viz. Adaptability skills, Analytical skills, Assertiveness skills, Communication skills, Creativity skills Customer relationship skills, Decision making skills, Flexibility skills, Innovation skills, Interpersonal skills, Presentation skills, Problem solving skills, Self-confidence skills, Service attitude skills, Service attitude skills. Two professional assistant has lack of some skills like Adaptability skills, Customer relationship skills, Flexibility skills, Innovation skills, Interpersonal skills).
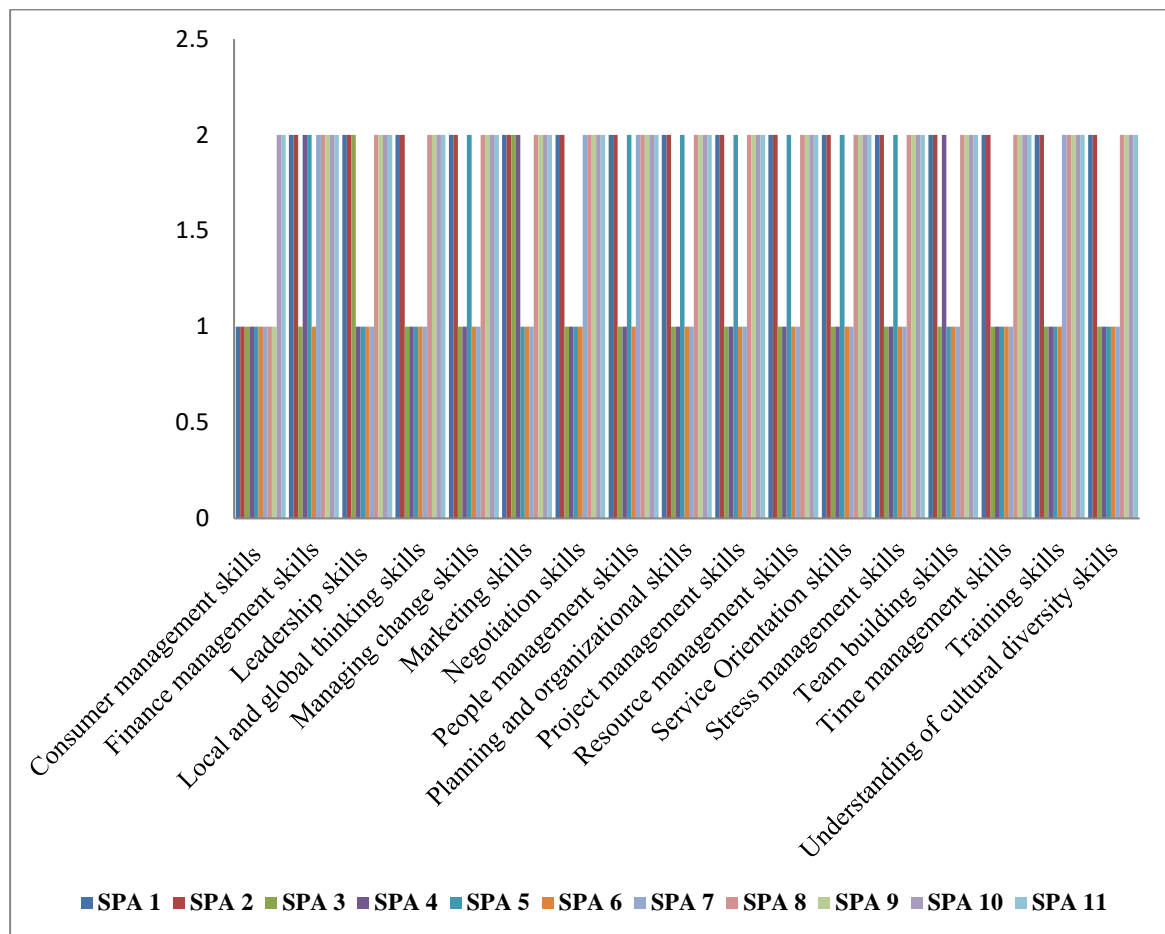

Skills, Yes=1 and No=2

II. Managerial Skills:

Out of eleven (11) Semi Professional Assistants, only one (1) Semi Professional Assistant possesses all the managerial skills (like, Consumer management skills, Finance management skills,

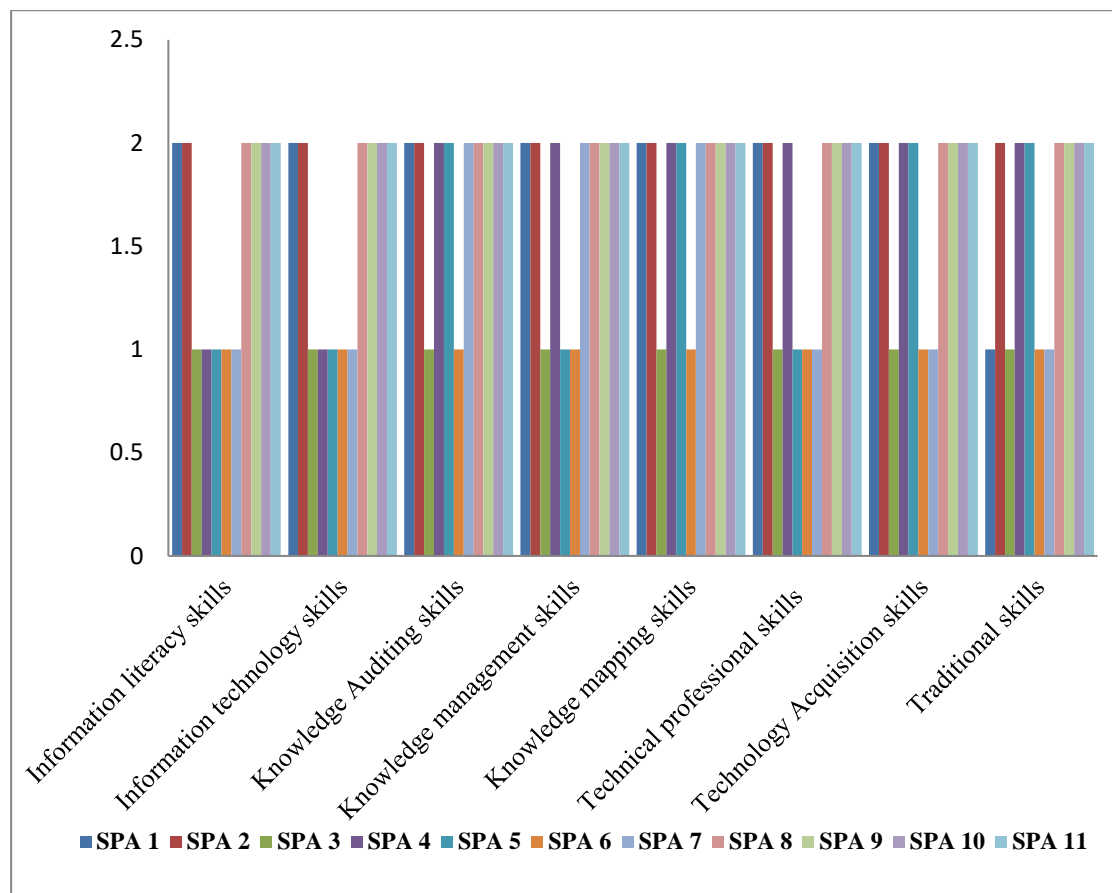Leadership skills, Local and global thinking skills, Managing change skills, Marketing skills, Negotiation skills, People management skills, Planning and organizational skills, Project management skills, Resource management skills, Service Orientation skills, Stress Management skills, Team building skills, Time management skills, Training skills, and Understanding of cultural diversity skills).

Skills, Yes=1 and No=2
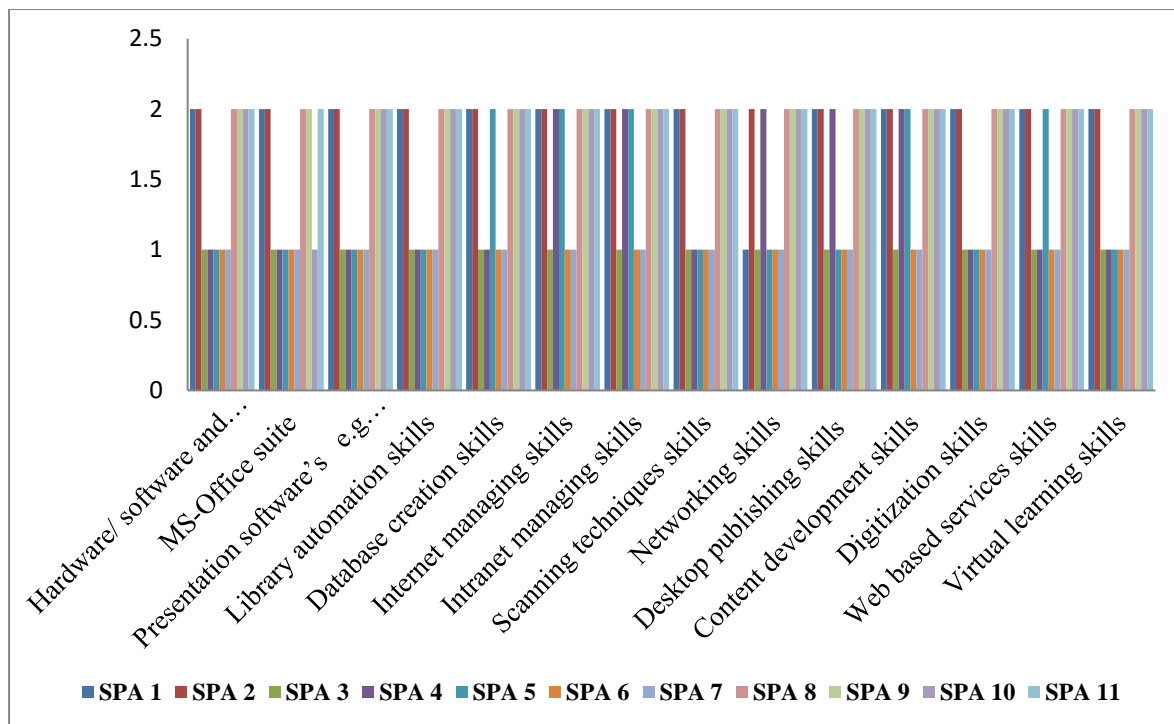
III. Professional Skills:

Out of eleven (11) Semi Professional Assistants, two (2) Semi Professional Assistants possess all the professional skills (like, Information literacy skills, Information technology skills, Knowledge auditing skill, Knowledge Management skills, Knowledge Mapping skills, Technical professional skills, Technology Acquisition skills, and Traditional skills).

Skills, Yes=1 and No=2

III-A. Professional Skills: Information Technology Skills

Out of eleven (11) Semi Professional Assistants, three (3) Semi Professional Assistants possess all the Information Technology skills (like, Hardware/Software and Networking skills, MS-Office suite, Presentation software, Library Automation skills, Database creation skills, Internet managing skills, Intranet managing skills, Scanning techniques skills, Networking skills, Desktop publishing skills, Content development skills, Digitization skills, Web base services skills and Virtual learning skills).

Skills, Yes=1 and No=2

III-B. Professional Skills: Technical Professional Skills

Out of eleven (11) Semi Professional Assistants, two (2) Semi Professional Assistants having all the Technical Professional Skills (like, Information resources management, E-serial management, Metadata standards (e.g. Dublin core, MARC, TEI, XML, etc), Standards e.g. Z39.50, System development, Information repacking skills, and Information retrieval skills).

Skills, Yes=1 and No=2

III-C. Professional Skills: Traditional Skills
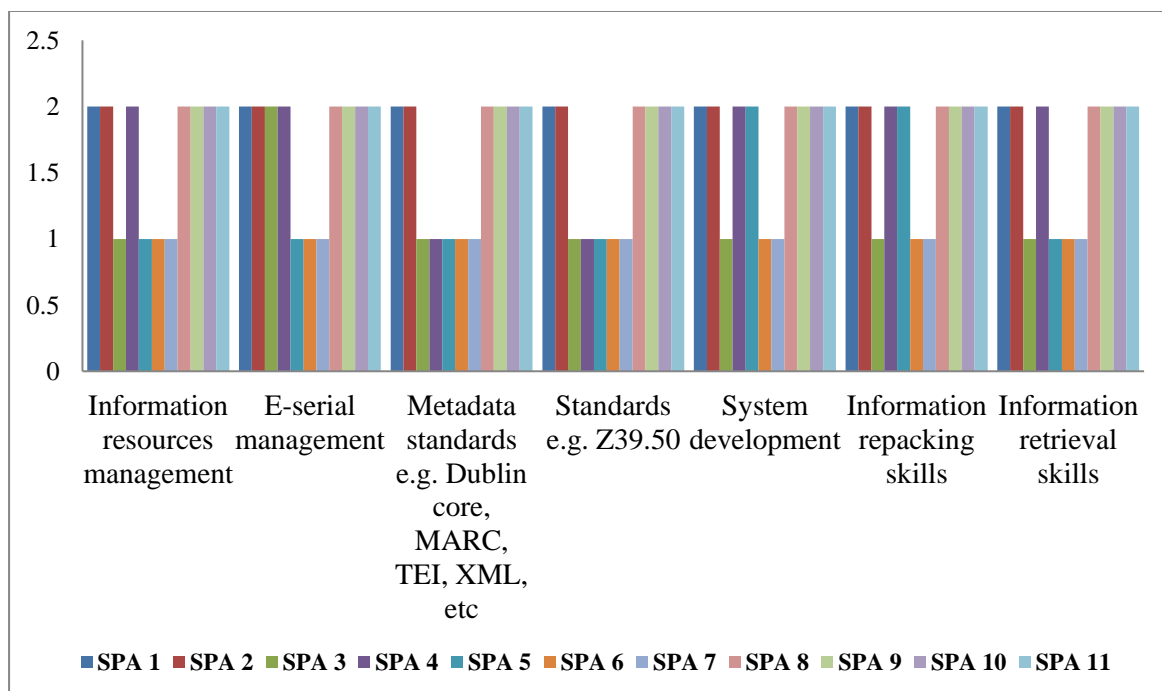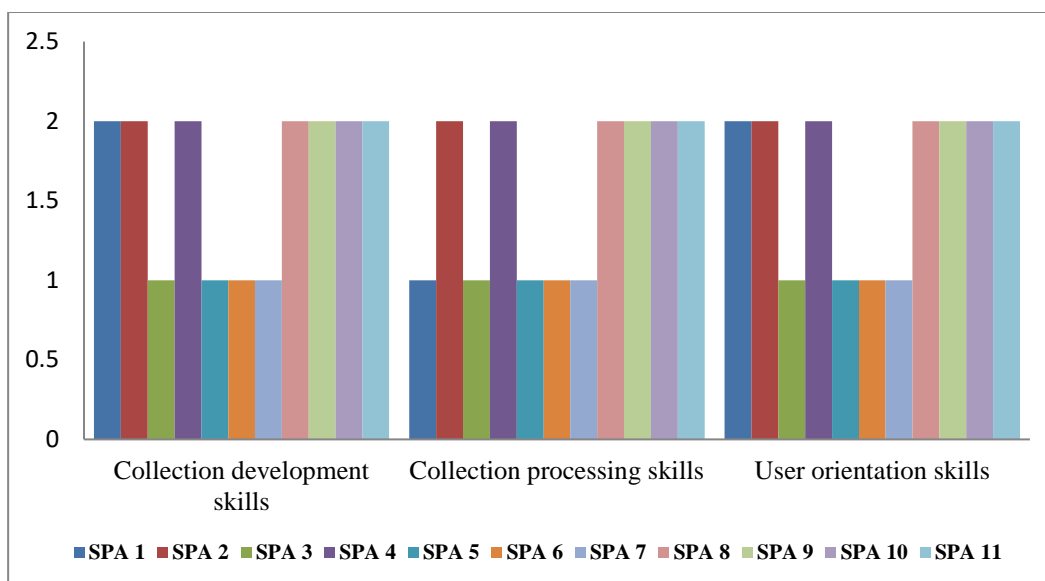
Out of eleven (11) Semi Professional Assistants, four (4) Semi Professional Assistants possess all the traditional skills like, Collection Development skills, Collection processing skills, and User-orientation skills.

Skills, Yes=1 and No=2

OBSERVATIONS:

The University Librarian possesses all generic, managerial and professionals skills. The all three deputy librarians possess all generic, managerial and professionals' skills; but one deputy librarian needs to up to date his/ her knowledge about financial management skills.

Some of Assistant Librarians are in the way of advance learning / understanding of some generic skills (like Analytical skills, Assertiveness skills, Creativity skills, Customer relationship skills, Decision making skills, Flexibility skills, Innovation skills, Presentation skills, Problem solving and Service attitude skills), managerial skills (Consumer management skills, Finance management skills, Leadership skills, Local and global thinking skills, Managing change skills, Marketing skills, Negotiation skills, People management skills, Planning and organizational skills, Project management skills, Resource management skills, Service Orientation skills, Stress Management skills, Team building skills, Time management skills, Understanding of cultural diversity skills and Training skills.) and professional skills (like Knowledge auditing skills, Knowledge management skills, Knowledge mapping skills, Technology acquisition skills, Library automation skills, Creation of Database skills, Knowledge of Desktop publishing, Knowledge of Content development skills, Digitization skills; Web based services skills, and Virtual learning skills; Management of Information resource and E-serial, Metadata standards (e.g. Dublin core, MARC, TEI, XML, etc), Standards e.g. Z39.50, System development, Information repacking skills, Information retrieval skills and collections processing skills).

Some of professional assistant are updating their knowledge about generic skills (like Analytical skills, Assertiveness skills, Creativity skills, Customer relationship skills, Decision making skills, Innovation skills, Flexibility skills, Interpersonal skills, Presentation skills, Problem solving skills,

Self-confidence skills and Service attitude skills), managerial skills (like Finance management skills, Leadership skills, Local and global thinking skills, Managing change skills, Leadership skills, Marketing skills, People management skills, Negotiation skills, planning and organizational skills, Project management skills, Resource management skills, Service orientation skills, Training skills, Stress management skills, Team building skills, Time management skills, and Understanding of cultural diversity skills) and professional skills (like Information literacy skills, Information technology skills, Knowledge Auditing skills, Knowledge management skills, Knowledge mapping skills, Technical professional skills, Technology acquisition skills, and Traditional skills).

Some of semi-professional assistant are enhancing their capability related to some of generic skills (like Assertiveness skills, Communication Skills, Creativity skills, Decision making skills, Customer relationship skills, Decision making skills, Flexibility skills, Innovation skills, Interpersonal skills, Presentation skills, Problem solving skills, Self-confidence skills and Service attitude skills), managerial skills (like Finance management skills, Leadership skills, Local and global thinking skills, Managing change skills, Marketing skills, Negotiation skills, People management skills, Planning and organizational skills, Project management skills, Resource management skills, Service Orientation skills, Stress Management skills, Team building skills, Time management skills, and Training skills, and Understanding of cultural diversity skills respectively), professional skills (like Information literacy skills, Information technology skills, Knowledge auditing skill, Knowledge Management skills, Knowledge Mapping skills, Technical professional skills, Technology Acquisition skills and Traditional skills).

SECTION 2: SKILLS UP-GRADING FACILITIES:

The university library had provided different skills up-grading facilities for its LIS professionals. These are in-house training program, seminar, conferences, workshop, symposium, etc. These programs were organized at national and international levels. The participant for these is also national and international levels, LIS professional. These programs are also organized by the Library association for upgrading the skills of the LIS professionals.

In the five financial years i.e. 2010-11, 2011-12, 2012-13, 2013-14 and 2014-15, the Jawaharlal Nehru University Library, had organized fifty seven (57) seminars, training programs, conferences, workshops, symposiums at both National and International levels.

SECTION 3- READERS OF JNU LIBRARY

The readers of the library selected for this study are students (M. Phil and Ph.D.) and faculties of different subjects, namely Economics, Political Science, Sociology and Psychology. The questionnaires were distributed among the readers to know the status of library resources and the services provided by the LIS professionals.
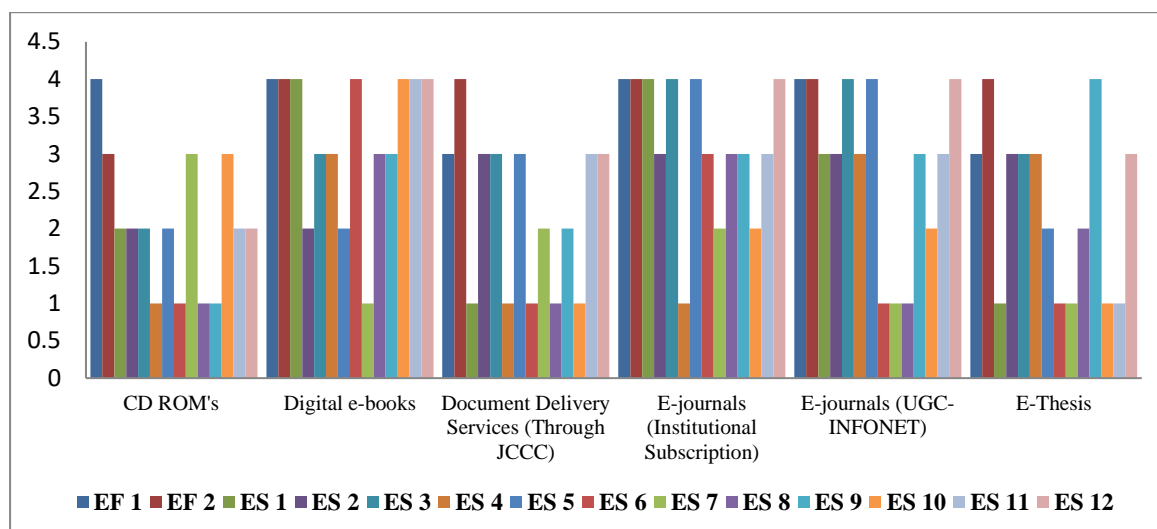
Subject- wise observation of library readers is as under:

I. **Economics:** In response to the distributed questionnaires among the readers, only 2 faculty members and 12 students responded. Accordingly the chart has been prepared as below.
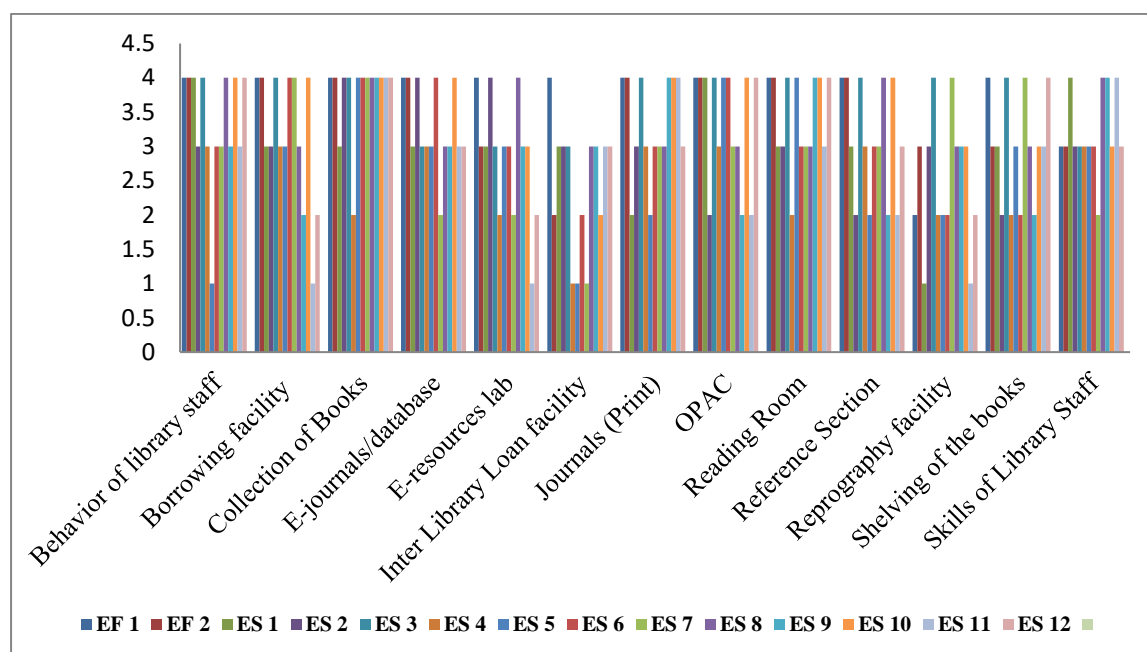
Sources and Services

No response=1, Inadequately=2, Adequately=3, and Very Adequately=4

Use of e-resources

No response=1, Never=2, Some=3, and Lot=4

II.   **Political Science**: In response to the distributed questionnaires among the readers, only 2 faculties and 12 students were responded. Accordingly chart has been prepared as below.

Sources and Services

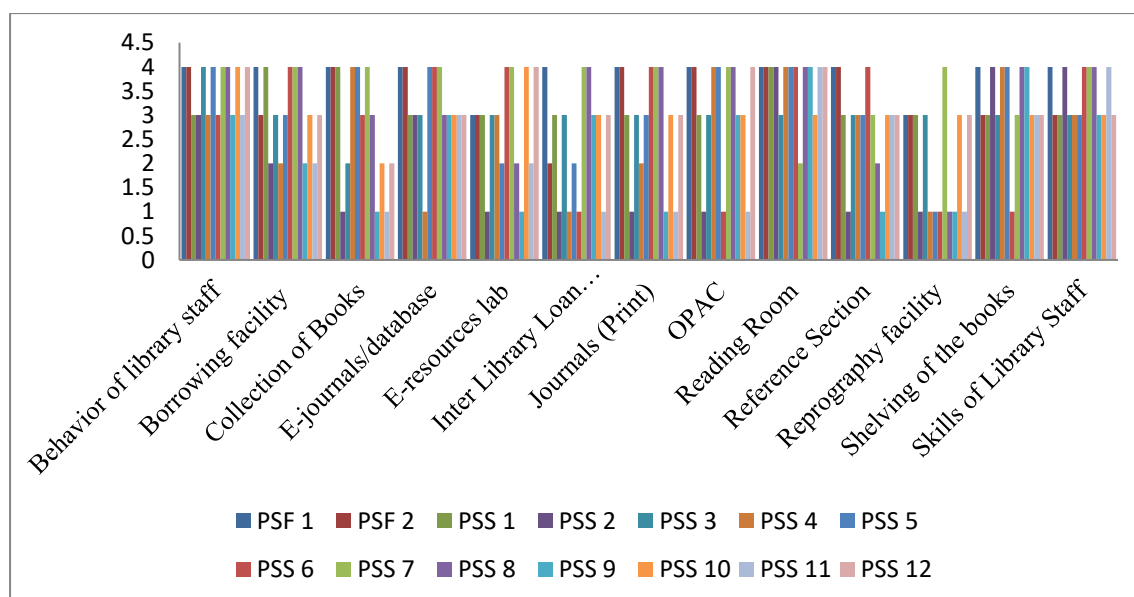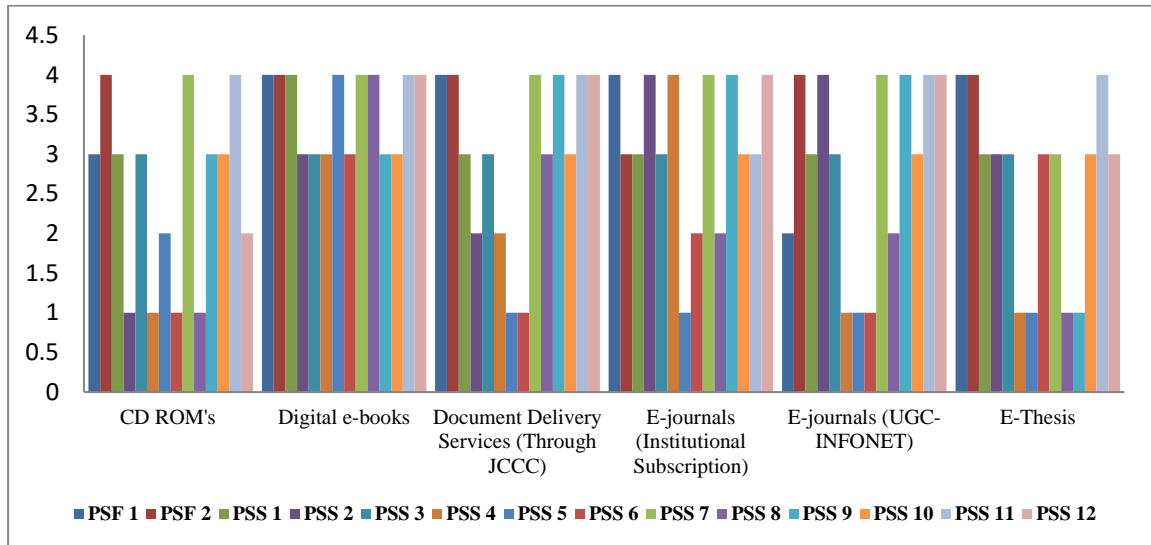**No response=1, Inadequately=2, Adequately=3 and Very adequately=4**

Use of e-resources

Legend: PSF 1, PSF 2, PSS 1, PSS 2, PSS 3, PSS 4, PSS 5, PSS 6, PSS 7, PSS 8, PSS 9, PSS 10, PSS 11, PSS 12

No response=1, Never=2, Some=3, and Lot=4

III. **Sociology**: In response to the distributed questionnaires among the readers, only 2 faculty members and 12 students responded. Accordingly, a chart has been prepared as below.

Sources and Services

Categories: Behavior of library staff, Borrowing facility, Collection of Books, E-journals/database, E-resources lab, Inter Library Loan facility, Journals (Print), OPAC, Reading Room, Reference Section, Reprography facility, Shelving of the books, Skills of Library Staff

Legend: SF 1, SF 2, LS 1, LS 2, LS 3, LS 4, LS 5, LS 6, LS 7, LS 8, LS 9, LS 10, LS 11, LS 12

No response=1, Inadequately=2, Adequately=3 and Very adequately=4

Use of e-resources

No response=1, Never=2, Some=3, and Lot=4

IV.   **Psychology**: In response to the distributed questionnaires among the readers, only 2 faculty members and 12 students responded. Accordingly, a chart has been prepared as below.

Sources and Services

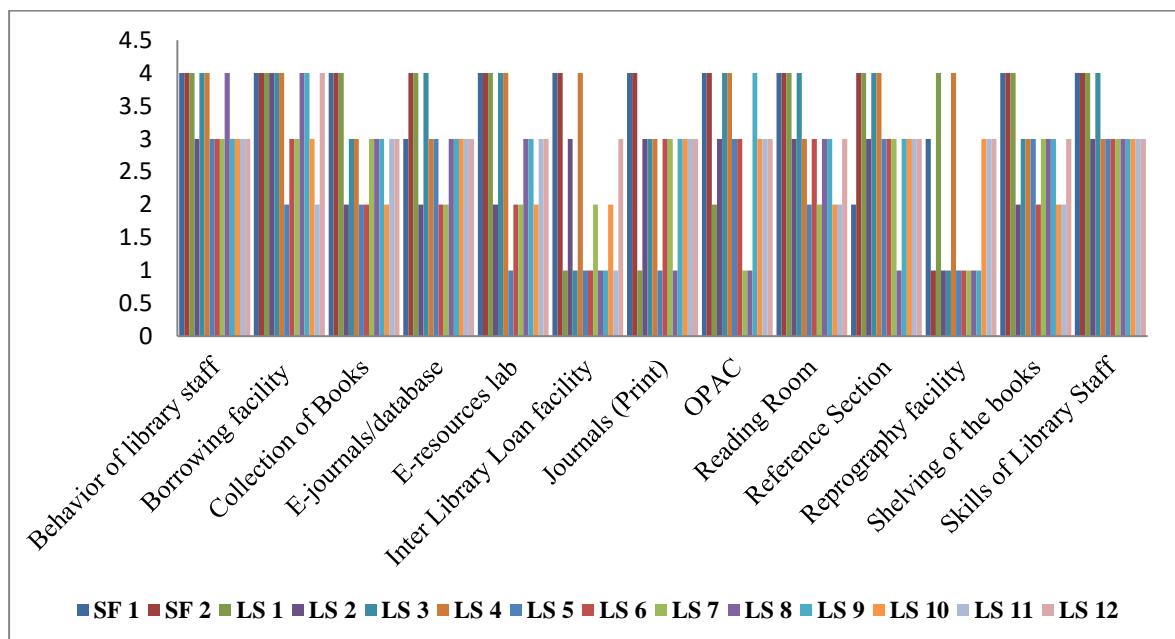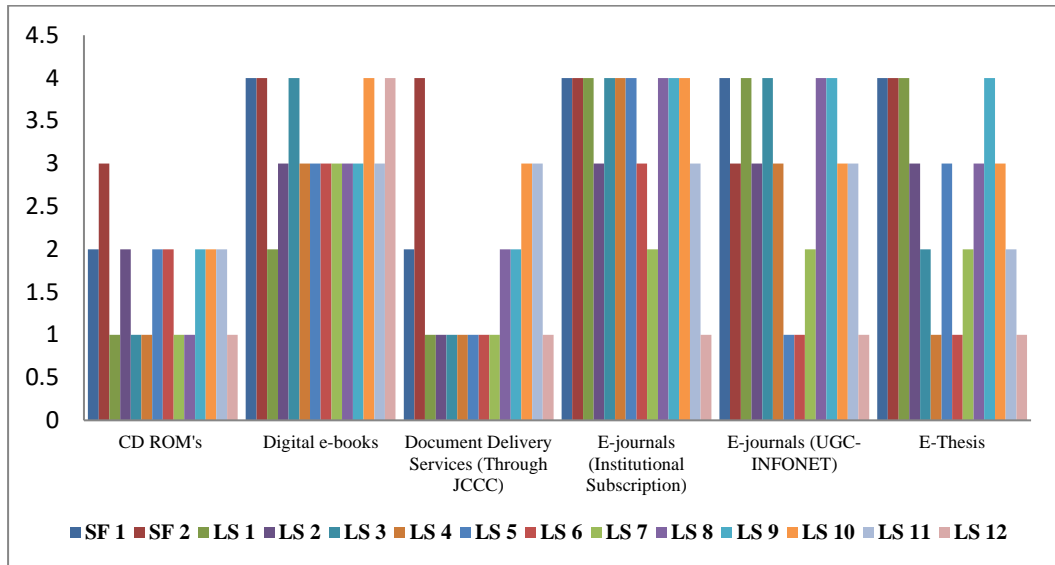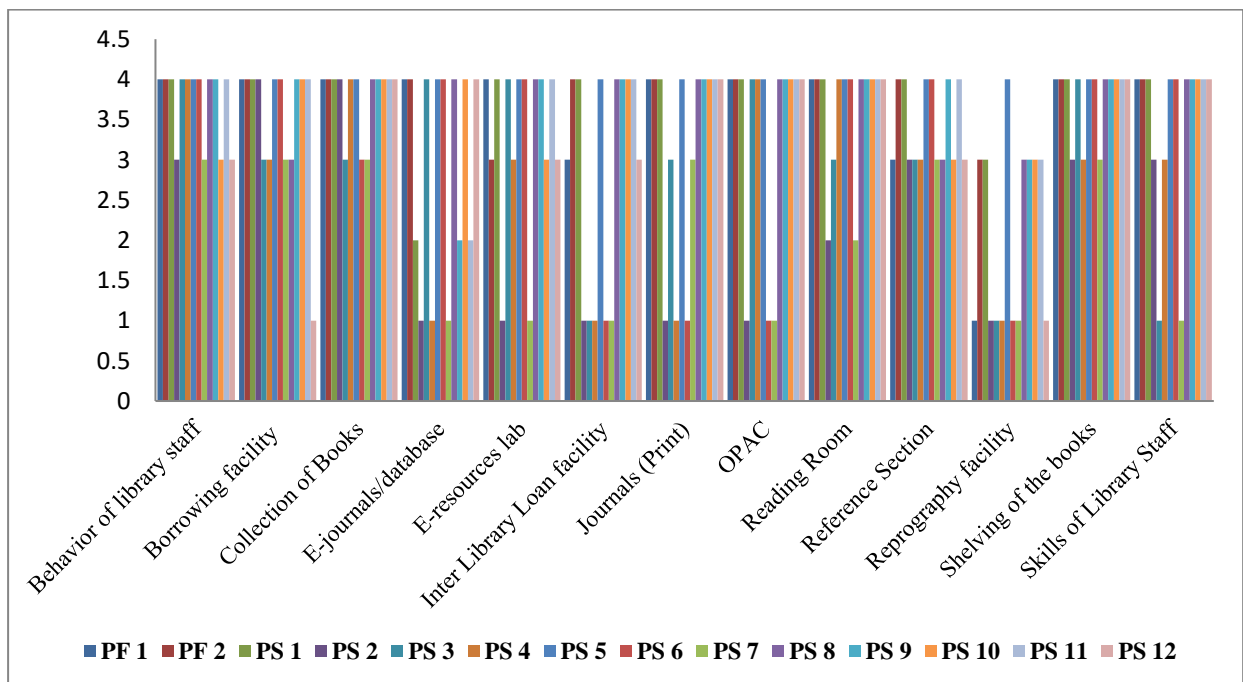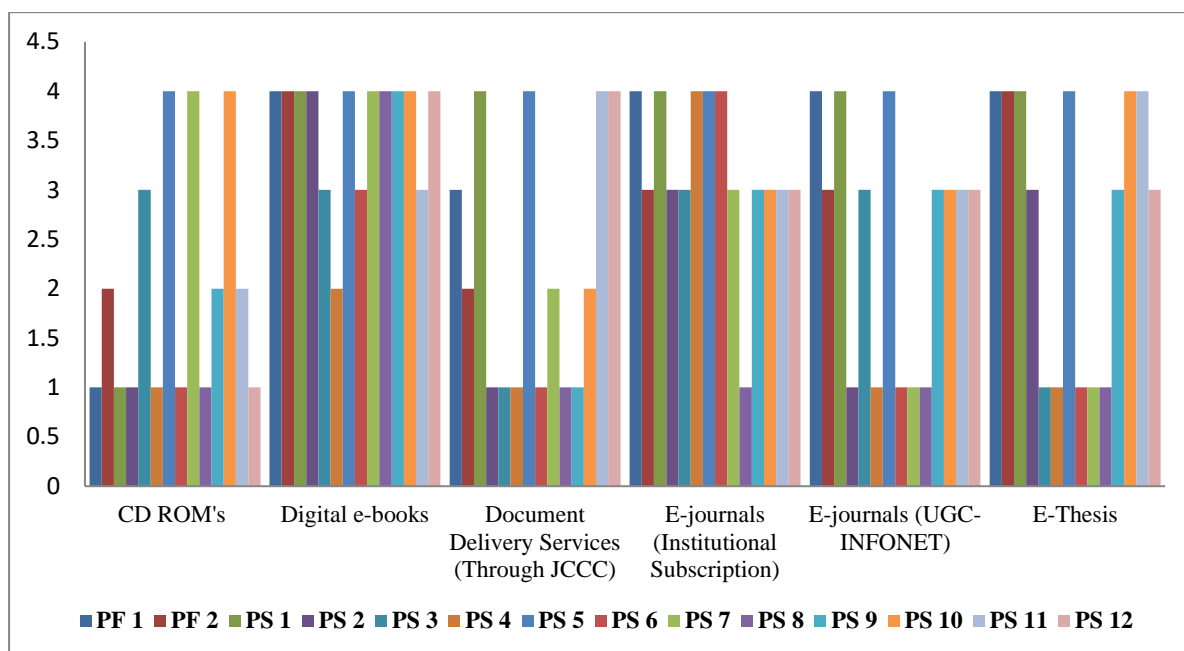**No response=1, Inadequately=2, Adequately=3 and Very adequately=4**

Use of e-resources

No response=1, Never=2, Some=3, and Lot=4

OBSERVATIONS:

According to faculties' opinion the behavior of library staff is very adequately, some of the students are agreed with faculties' opinion, however, according to some students behavior of library staff is adequately. Borrowing, Reprography and Inter library loan facilities available at library are very adequately according to faculties and student, but some student's opinion it is adequately.

The collections of library i.e. documentary and e-resources are very adequately as per the opinions of faculty members, but some of the student's opinion it is adequately. The reference section and skills of the Library staff is very adequately according to faculties and some of students, but according to some of the student's skills of library staff is adequately. According to some of students the reading room is inadequately. The OPAC and shelving of the books is very adequately according faculties and some of students but according to some of the student's it is adequately.

SECTION4–COLLECTION DEVELOPMENT:

Books: In financial year 2010-11, 3443 printed books were added to Jawaharlal Nehru University Library, and then increased in subsequent financial year. But, the number of reduced in financial year 2014-15.

Figure 1: Number of books and other printed material added in JNU Library
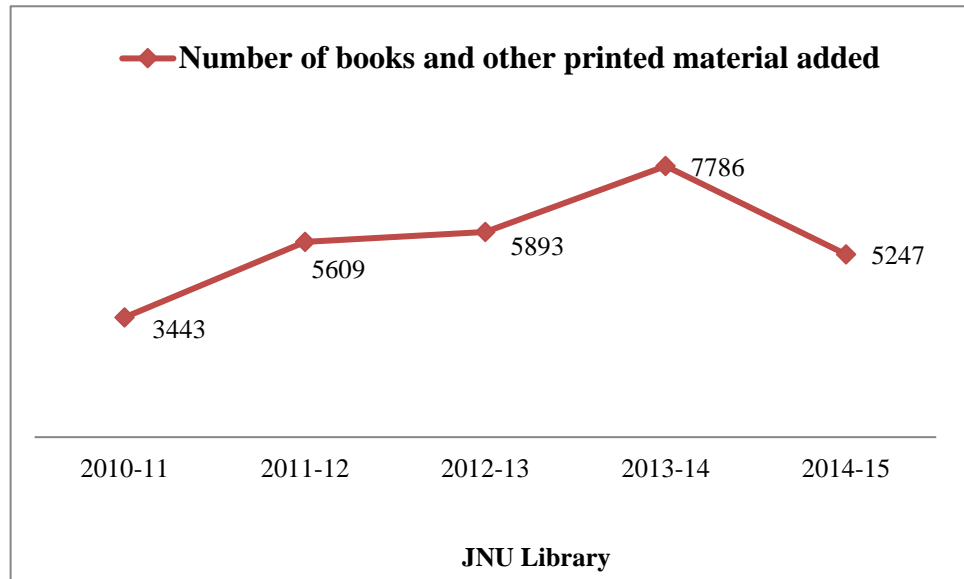
Journals: In the financial year 2010-11, Jawaharlal Nehru University Library had subscribed 828 electronic journals, and then increased by 1439 in financial year 2011-12. But, the number of e-journals reduced in subsequent year i.e. 2012-13, 2013-14, 2014-15.

Figure 2: Number of journals, e-journals subscribed annually in JNU Library
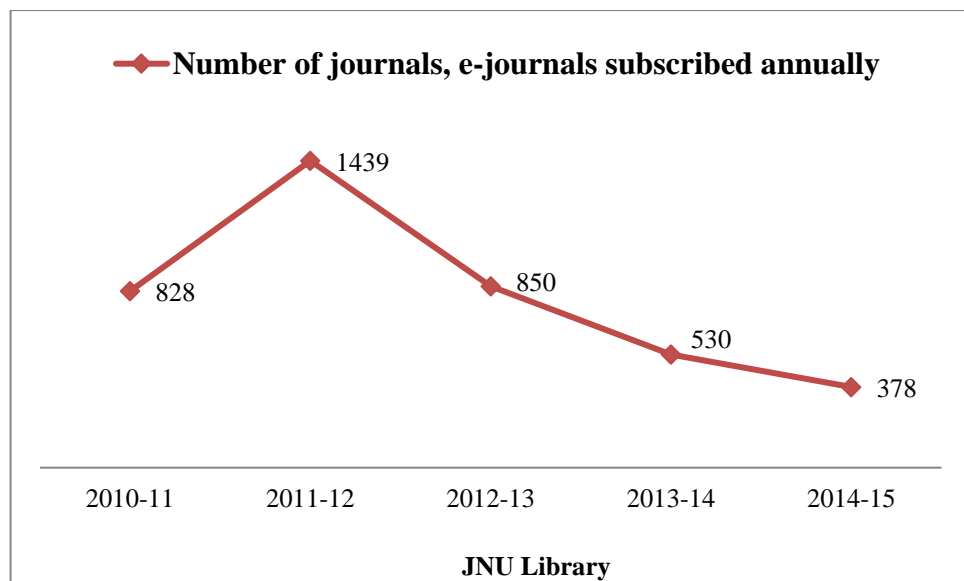
Online Databases: In the financial year 2010-11, Jawaharlal Nehru Library had subscribed 39 online databases continued till financial year 2011-12. The number of online databases increased in financial year 2012-13, and then reduced in subsequent year. Again the libraries online databases had increased in financial year 2014-15.
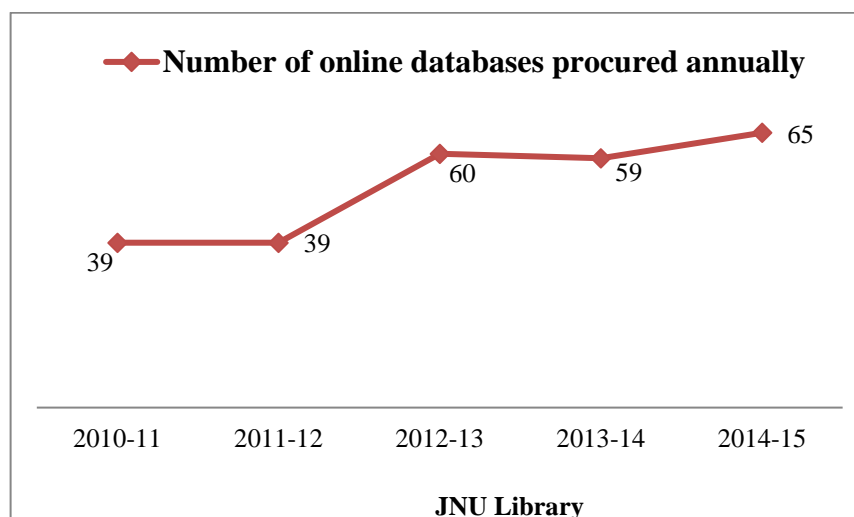
Figure 3: Number of online databases procured annually in JNU Library

8. FINDINGS

8.1 SKILLS OF LIS PROFESSIONALS

➢ The University Librarian is well versed with all generic, managerial and professionals' skills.

➢ The all three Deputy Librarians possess all generic, managerial and professionals' skills. But one deputy library should enhance his/ her knowledge in the financial management skills.

➢ Some of Assistant librarians, Professional Assistant and Semi-Professional Assistant need to up- to- date their knowledge related to some generic skills, managerial skills and professional skills

8.2. AVAILABILITY OF SKILLS UP-GRADING FACILITIES

In the five financial years, 2010-11, 2011-12, 2012-13, 2013-14 and 2014-15, the Jawaharlal Nehru University Library, had organized fifty seven (57) seminar, training program, conference, workshop, symposium at National level and International levels.

8.3 COLLECTION DEVELOPMENT: LIBRARY RESOURCES

The collection of library increased in term of e-resources and more skilled human capital required for handling these e-resources. The annual budget for e-resources also increased.

8. 4 READER'S OBSERVATION RELATED TO LIBRARY AND INFORMATION SERVICES

The readers form a very critical component of any library. They are better judges for any library, who can access the resources of the library, skills of LIS human capital and services and facilities provided by the library. The opinions of the reader for all four selected university library is as under:

- **Behavior of LIS professionals**: According to faculty members' opinion, the behavior of the library staff is very adequate, some of the students are in agreement with faculty members' opinion, however, according to some students, the behavior of the library staff is just adequate.

- **Borrowing Facilities at Library**: Borrowing, Reprography and Inter library loan facilities available at library are very adequate according to faculty members and students, but according to the opinion of some students' opinion, it is adequately.

- **Collection of Library:** The collections of library that include documentary and e-resources are very adequate as per the opinions of faculty members, yet as per opinion of some of the students, it is simply adequate.

- **Skills of LIS professionals:** The skills of the Library staff are very adequate according to faculties and some of students yet according to some of the student's opinion the skills of the library staff is adequate.

- **OPAC & Shelving of books:** According to some of students, the reading room is inadequate. The OPAC and shelving of the books is very adequate according to the faculty and some of students, yet according to some of the students, it is adequate.

8.5 SKILLS REQUIRED FOR LIS PROFESSIONALS

- **Skills for Selecting Quality Content:** Collection Development, Managing Online Content, Content Management Systems, Skills for Selecting Quality Content, Ability to Access Quality Information and Knowledge Resources, From Caretaker to Collectors of Selective Information, Access to Information Available Locally, Information Available Through Library Network, Information Available by Subscribing to Online Journals, Information Available through Subject Portals, Commercial Agencies, Subject Experts, Contracting Library Services.

- **Classification Skills**

- **Cataloguing / Metadata Creation Skills**

- **ICT Skills:** Technology- Savvy Librarians, Ability to Adopt New Technologies, Troubleshooting New Technologies, Database Development, Digital Archiving and Preservation, Skills to Manage Social Media, Transforming Traditional into the Online.

- **Management Skills:** Project management skills, Adopting Management Techniques, Ability to Manage Change, Capacity to Manage within Changing Trends.

- **Skills to Serve Users:** Evaluating Users' Needs and Library Services

- **The Discipline-specific Knowledge**

- **Generic Skills:** Information literacy, Communication, Critical thinking, Teamwork, Ethics and social responsibility, Problem solving and Leadership.

- **Personal Skills**

- **Non-Professional Skills**

- **Training in Skills**

- **User-education Skills in e-environment**

- **Technology Acquisition Skills, and**

- **Management Skills in ICT zone.**

9. RECOMMENDATIONS

- The present LIS professionals working in the Dr. B R. Ambedkar Central Library, JNU at different levels need to up to date their skills as per the requirement of the libraries in the new era.

- The Dr. B R. Ambedkar Central Library, JNU must conduct in-house practical training program to enhance the skills of LIS professionals. Particularly for the LIS professionals, who are at the age of 45 plus.

- If LIS professionals are well-versed with the required skills for LIS human capital as per the library in the current scenario, then the skilled LIS professional must train another LIS professional. In other words, skills should flow from one LIS human capital to another.

- The LIS professional must be awarded by the higher authority, if they enhance their skills, which help them to increase the services of the library according to the demand of the electronic era.

10. CONCLUSION

The Library of any academic institution is store house of the knowledge. The required information is disseminated from the library and in the process of dissemination of the information, the LIS professionals are playing vital role. Therefore, they must up to date themselves, as per the required skills for new age's library in view of seamless dissemination of information.

The resources available in the library are the main source for research and academic development in any academic institution / library. The resources available with Dr. B R. Ambedkar Central Library, JNU, New Delhi, India are described in this article. The skills possess by the LIS professionals of Dr. B R. Ambedkar Central Library, JNU,are also elaborated in this article

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