Management
Libraries Network

# Manlibnet Review

MANLIBNET:A Step Ahead

11th MANLIBNET Convention

QuestionPro

Technology Corner

*Editors*
Shantanu Ganguly &
Jitender Sharma

# Major achievements by MANLIBNET members

Mr. Jitender Sharma has been enrolled for Ph.D under the guidance of Prof. K. C. Panda, Professor and HOD - LIS Department at Sambalpur University, Orissa. His topic of research is "Use of Open Source Software in Major Libraries in National Capital Territory of Delhi: An Analytical Study".

MANLIBNET acknowledges the contributions of Mr Akhtar Hussain, Deputy Librarian, IMT and Dr Rajesh Kumar, Librarian, IWSB for bringing the highest number of memberships. MANLIBNET is extremely thankful to both of them for their commendable contributions.

Ms. Anjali Bandiwadekar joined Indian Institute of Indore as Deputy Librarian on 12th April, 2010. IIT Indore has just completed its first year. Though the Institute is very young, it is making rapid progress under the able leadership of Prof. Pradeep Mathur, who is a distinguished researcher and scientist in the field of Organometallic Chemistry.  Prof. Mathur has taken charge as the first Director in January 2010. IIT Indore has a team of young, enthusiastic and highly qualified faculty members and other departmental heads. The Central Library at IIT Indore is developing very fast. In addition to collection development consisting of both print and electronic resources, creative user services with the help of Web 2.0 technologies has been the first priority of the Library. The Central Library aims to be not only a world class facility, but also an active participant in the process of knowledge creation and dissemination at IIT Indore

Mr P K Jain delivering a lecture to all faculty, deans and directors of the University of Alabama on "Library and Information Science Course Development in India"

## Felicitation of Dr H Anil Kumar

Summary of the Ph.D. thesis on Business Information Needs of the Indian Corporate Sector conducted by Dr. H .Anil Kumar under the guidance of Dr. Kautilya Shukla

The study was to explore the information needs of Indian corporate sector. The scope of the study is limited to people working in the middle management or higher level in Indian corporate sector. The companies include public limited, private limited, family businesses, small businesses and government businesses.  The research includes a review and analysis of the data collected from 303 middle level managers working 185 manufacturing and service sector companies from various cities of India.

The data was analyzed to look at the type of information required, sources used, media preferred, information providers used, purpose of information search and qualities of information that are relevant and important. The study also looks at the variations in results between managers in manufacturing sector and services sector to enhance the understanding of business information needs in the Indian context.

*The main research questions being addressed in the study were:*

1.  What is the type of technology is used at work by managers working in the Indian businesses?
2.  What type of task or work related information is required by Indian businesses?
3.  What are the information sources used and information media preferred by Indian businesses?
4.  Is search for information by self or facilitated by others and where is the information sourced from?
5.  What is the purpose of the information search and what are the perceptions on the attributes of information that they consider important?
6.  The study provides an understanding of the information environment of the managers working in the various companies in India.  The section on type of technology they are using at work indicated adoption of various information technologies quite well in the workplace.  The type of information needed depended on the type of company they work in and the type of sector they are associated with.

The study also clearly indicates the information environment of Indian businesses is similar but there exist some fine differences in the information needs of the manufacturing sector and the services sector.

# From the President's Desk...

I am pleased to inform you that *Manlibnet* has recently started a few new things. One major initiative is to publish Journal of Library Management. The title reflects that MANLIBNET assigns due importance to management of libraries i.e. proper utilization of resources, manpower and user oriented service delivery. MANLIBNET has also nominated area representatives who can organize events, expand membership and do a bit of marketing to enhance the viability of the association. The 12th Annual MANLIBNET Conference will be held from 22 -24 November,2010 at Institute of Health Management Research, Jaipur. This institute has excellent infrastructure. A pre-conference tutorial 'Techniques of Digitizing Document' has been rightly planned keeping in view the importance of electronic sources in libraries.

A study conducted under the aegis of Special Libraries Association USA has highlighted the core identity and value of the information profession. It says that electronic book, journals and e-book readers are altering the expectations of library users. The biggest advantage of e-content is time savings. They are easily accessible and help in avoiding duplication of research. It most of the western countries, information professionals working in corporate houses believe that libraries need to be active participant in on-going corporate business rather than just passive sources of information. Also, they need to drive users to their content rather than let them come to it. According to the study, users of libraries and information services identified the following specific needs.

1.  A system or programme to filter and prioritise the importance and relevance of information.
2.  Tools to organise information once it is found.
3.  Is it possible to get users feed back in Libraries?

Perhaps active participation of users in library affairs to enhance its service standard is a rare phenomenon in Indian conditions. We have to think and strategically to plan our services. A close interaction with the users can help us to a great extent.

**P R Goswami**
**Director (Central Secretariat Library)**

# CONTENTS

# "MANLIBNET: A Step Ahead In Consortia And Networking"

**Mrs Bhagyashree J Sane**
Chief Librarian, National Insurance Academy, Pune

Recently held 11th Annual Convention of MANLIBNET showed that a human network built up since last decade could attract 102 professionals to register for the purpose. One of the member libraries could host gathering of MANLIBNET community successfully.

One of the papers presented during the Convention, is a framework for Consortium of MANLIBNET Libraries in India by Dr. K. Manjunatha, Librarian, T. A. Pai Management Institute, Manipal. Being secretary of MANLIBNET, the paper could not be considered for award but no doubt was the 'Best Paper' with the vision of Framework for Consortium of Management Libraries.

A review on "Library Consortium and Network Activities in India", "Type of Library Networks and Consortia in India", "Functions and Scope of the Current Library Consortiums in India" and "Library Consortium Models in India" gives details on existing efforts on library consortium in India.

Many of us have experienced that successful continuous functioning of consortia is difficult than Creation of the new one. The task itself is a painstaking, time consuming and involves lot of cost. In spite of duplication of efforts, if we can join any one of the existing consortia, following achievements are possible:

1. Bigger the consortia,
- Multiple sources with less cost will be available
- Region wise maintenance is possible
2. Funds Management
- Bigger database will be managed with little more cost
- Libraries with the similar interests will be able to share institutional repositories if they wish to.
- The contributing libraries shall undertake similar projects.
3. Human resources Management
- More library experts will be available
- More technical experts will be available

A consortium of Social Science Libraries is one of the considerable efforts initiated by G.K.Manunath, Librarian, IGIDR, Mumbai. Many of the MANLIBNET members have contributed data in this effort.

One may visit http://oii.igidr.ac.in/ that mentions "We welcome all the library professionals of the country, working in social science and management libraries and faculty members from departments of library and information science, to join hands with us, in our endeavor to intensify resource sharing activities".

Further to creation of consortia, some of the important issues that caused withdrawal of some of the good networks activated and were functioning quiet a well in the initial stage are listed out. In view of protection of the respective institute's interest, it's not possible to name the consortia.

Following list is in the order from broader to narrower aspect.
- Lack of Planning
- Lack of Budget/Funds
- Lack of skilled human resources
- Standardization of Data
- Lack of Server Maintenance/ Lack of sufficient security
- Other aspects

One of the major issues of probable failure of such network was initiative by non-librarians, which is already taken care of in this case.

While concluding, before going into Actual Networking/Consortia process, we have to find answers for the following:

1. Is there a need of separate Network?
2. Is it possible to join any of existing networks?
3. Being Management Libraries is it not possible to join the network, which is used (if any) by IIMs
4. If most of the institute's library catalogue is available online, providing common page with links to the respective web page will not be sufficient in view of cost.

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3. www.manlibnet.in accessed on 18.03.2010 at 3 p.m.
4. http://manlibnet.in/MANPDF/RGReport-11th-Conv.pdf accessed on 19.03.2010 at 3 p.m.
5. Trends and Challenges in Management and Corporate Libraries in Digital Era by Shyam Sundar Rao. 2010

Better three hours too soon,
than one minute too late.

William Shakespeare

**Be punctual.**

The greatest perk of most home office workers is setting their own hours. However, impressions still count when dealing with clients or the public, and Shakespeare reminds us of how being even a minute late for a meeting can leave a bad impression.

# 11th MANLIBNET Convention
## "Trends and Challenges in Management and Corporate libraries in Digital Era"
## February 15-17, 2010
## Hosted by Siva Sivani Institute of Management, Secunderabad

The XI annual Convention of Management libraries network (MANLIBNET) was hosted by Siva Sivani Institute of Management, Secunderabad from February 15 to 17, 2010 at Secunderabad.The main theme decided for this convention was **"Trends and Challenges in Management and Corporate Libraries in Digital Era"** and the convention received 102 registrations, of which, 82 registrations were from library professionals and 20 representatives from corporate sector participants. At the outset the convention received 72 papers for presentation, of which 42 were from joint authors and 30 from single authorship. The paper submissions included five contributions from corporate library professionals and the remaining 67 from LIS professionals in academic institutes. The convention received additional 22 papers, but they could not be included in the compendium as they were received late.

A compendium of 72 papers submitted to this convention has been published by M/S Allied Publishers Pvt.Ltd, New Delhi. The **'Best Librarian' of the year 2009 was awarded to Dr. Shankar Singh, librarian of Power Finance Corporation**, New Delhi during this convention. This award is being given to library professional based on his/her commitment to the profession/service and contributions to the LIS field/community. Out of 72 papers submitted, 39 papers were presented in person in SIX technical sessions. In view of providing an opportunity for authors, the paper presentations were organized in two concurrent sessions in two lecture halls. About 7 papers were scheduled for each concurrent session.

• **The first day (15-2-2010) was devoted to presentations on the theme** *Management Trends.*
During this theme, 18 Papers presented focusing on issues such as, Quality (TQM, Service Quality), library Blogs, Motivation & Training, corporate culture, Change Management, Knowledge Management, storage devices, soft skills, consortium, and Library Management systems.

• **The second Day (16-2-2010) was devoted to the theme** *Technological Innovations*
Fourteen papers presented under this theme. The papers were focusing on digital library usage, emerging technologies, bibliotherapy, green library, open source software, web 2.0, usage of internet, and social network.

• **The third day (Today 17-2-2010) was devoted to the theme** *Corporate Trends and Library Security.*
Seven papers presented- the areas like library automation, modern technologies in LIS, Open access e-resources, RFID Technology, library security.
• Apart from paper presentations, the following commercial vendors presented their products and services during first two days.

EBSCO; Emerald; Dow Jones; Cengage Learning, and Proquest.

**RAPPORTEUR GENERAL'S REPORT ON PROCEEDINGS OF THE CONVENTION.**
The brief summaries of papers presented in person during the convention are reported below.

**Day 1: 15-2-2010:**
**Inauguration**: Dr. G Srinivas, Jt. Secretary and head of SE regional office of UGC at Hyderabad was the Chief Guest and Professor Emeritus of Osmania University Prof. Laxman Rao was the keynote Speaker. Smt. Aarathy Sampathy, President and CEO of Siva Sivani Group of institutions presided over the function. The inaugural session started at 10. 30 AM with the prayer, floral welcome. Lighting the lamp and a formal welcome address by Sri Sailesh Sampathy, Executive VP of Siva Sivani group of institutions. In his address, he extended his warm welcome to the chief guest, other dignitaries on the Dias, sponsors and the delegates who came from different parts of the country. This was followed by the presidential address delivered by Dr. PR Goswami, President of MANLIBNET. In his speech he briefed about the relevance of topic identified for the current convention and challenges ahead of LIS professionals in digital era.

The presidential speech was followed by Mr. Akthar Parvez the General Secretary of the association briefing about the application of ICT in the libraries for providing digital information services in the digital era. Further, he highlighted objectives, developments and activities of the MANLIBNET.

Dr. VG Chari, Director Academics of SSIM introduced the Keynote Speaker professor emeritus of Osmania University Dr. Laxman Rao to audience. In his keynote address, prof. Laxman Rao addressed the trends in ICT, various formats of documents, role of library professionals in changing scenario, Open archives initiatives, Open sources, need for networking of libraries for resource sharing, e-resources and impact of ICT on publishing industry. He also stressed on importance of information literacy movement among library professionals and library users and stressed the suggested library professionals to take active role in this activity to train their users in use of ICT and use of information available in digital forms Prof. M Kamalakar introduced the chief guest Dr. G Srinivas, Jt. Secretary & head of SE regional office UGC at Hyderabad followed by the address by chief guest. In his address, chief guest recollected memories of his interaction with library and highlighted the existence of different terminologies like LIC, IC, LC, LRC, KC. He expressed his happiness for having included librarians under teaching staff category. He explained the current challenges and expressed the strong need for networking of libraries or library clusters. further he said that librarian cannot be compared with

internet and suggested that the library committee should include students representatives too.

Dr. Goswami released the conference souvenir and handed over the copies to dignitaries on the dias. Chief guest Dr. Srinivas released the compendium containing full-text papers submitted to convention for presentation. Then Dr Goswami, president of MANLIBNET announced the name of recipient of Best Librarian Award for the year 2009. The recipient of the award was Dr. Shankar Singh, Sr. manager, Information services, Power Finance Corporation, New Delhi. This was followed by acceptance speech by recipient of the award Dr. Shankar Singh. The inaugural session concluded with offering mementoes to dignitaries on the dias and vote of thanks proposed by sri Shayam Sunder Rao, the Organizing Secretary. He specially mentioned the efforts made by organizing committees and library staff as well as various faculty members, service providers and sponsors and facilitators. The authorities, director, faculty members of the institute, and many invitees attended the inaugural session. The inaugural function was followed by refreshments and technical sessions.

### Technical Session IA

Five Papers presented in this session Dr. Sudershan Raowas he chairman and Mr. Rajkumar PV was rapporteur.

•B Ravi in his paper 'Issues in creation of library blogs' explained blogging tools, library blogs, features of library blog and issues involved in creation of library blogs.
•The paper 'Present trends and prospective of ICT applications in libraries and information centres jointly prepared by Shivendra Singh and Ramesh Pandita highlighted the importance of electronic information and print materials.
•Shambaji Patil, Shamkanth Deshmukh and Jerry Arokyamary's paper on Usage of ICT products and services for research at MET's Institute of Engineering, Bhujbal presented a case study of usage pattern of ICT products of their engineering college.
•Rajesh Kumar explained in his paper 'Total quality services in libraries' explain what is quality, objectives and need for the quality.
•Anjali Bandewadekar described in her paper 'Assessing service quality in libraries using gaps model' describes the importance of assessment, service quality dimensions developed by Parasuraman and his team.

### Technical Session IB:

Four Papers presented in this session Prof. AAN Raju was the chairman and Mr.Biswajit Saha was the rapporteur.

•The paper 'Measuring service quality at knowledge centre of RYMEC, Bellary by using SERVQUAL'presented by Hosur Gururaja Goud and Adoni Gururaja was a case study conducted in their engineering college in Karnakata.
•In the paper 'Six Sigma approach to library services' presented by Rajashekhar Kumbar and AK Baradol,the authors address the application six sigma in service industries and facilitate its wider scope in library services through Difine-measure-analyse-improve-control (DMAIC) approach.
•Nitesh Chore and Ashish Deshmukh presented their paper on 'In service training for library professionals in changing environment' this paper reveals that in-service training benefits library professionals because

a systematic training program reduce the learning time to reach acceptable level of performance.
•'Work motivation among library personnel in engineering college libraries in Bhubaneswar' by Bulu Maharana, Solma Murmu and Mamata Mishra was result of a research study conducted by them to find out the level of job motivation among library professionals working in engineering colleges in Bhubaneswar.

### Technical Session IIA:

Four Papers presented in this session Mr. Bulu Maharana was the chairman and Mr. Rajesh Kumar and Mr. Madhusudan rao were the rapporteurs.

•Pradeep Hegde presented his paper on Change management in corporate libraries in digital environment jointly prepared with Khaiser
•The second paper was on "Storing, managing and protecting from ancient to digital era" by Diwakar Bhat was a case study of his engineering college in Karnataka.
•In his action-based paper "A framework for consortium of MANLIBNET libraries" Manjunatha explained the model designed by him for establishing a hybrid cooperative consortium model for networking member libraries with manlibnet as a nodal agency. He requested the complete cooperation of fellow librarians for the success of the model. The model was also discussed in the general body meeting held yesterday in this institute's premises. Members appreciated the initiative and suggested the author to submit a proper proposal to president of MANLIBNET for consideration and scouting for funding.
•Meeta Rathod presented her paper on "Soft skills for librarians in digital era" focusing on various soft and hard skills required for library professional in digital environment. She stressed the need for cultivating soft skills among library professionals and highlighted inevitable soft skills required for enriching their job profile and work efficiency.

### Technical Session IIB:

Five Papers presented in this session Mr. ABSV Prasada Rao was the chairman and Ms. Sheetal Deepak and Mrs. Uma were the rapporteurs.

•Rajeswar gave a presentation on his paper "library collection development in engineering colleges through book bank scheme in Andhra Pradesh.
•In his paper "Libraries as an institution of combating corruptions" Sri Ram presented the status of Corruption perception Index (CPI) for various countries and told New Zealand was most transparent.
•Adoni Gururaja in his paper "Integrated Just in Time" presented a case study of library information system at RYMEC library in Bellary.
•Paper "Case of RISE and LEARN" by Sathya Prakash stressed the need for more interaction between librarians, library managers and teachers of library science for improved output in actions and products by Prakash P and Banda Prakash.
•In her paper "Management of Information resources in social sciences, Padmaja gave details of various information sources in social sciences.

### DAY 2: 16-2-2010

In second day 14 papers were presented in two concurrent sessions. Morning session had 5 papers and afternoon

sessions had 9 papers.

**Technical Session IIIA**

Two papers presented in this session. Dr. Shankar Singh was the chairman and Mrs. Meeta Rathod was as the rapporteur.
•Ashok R in his paper "Scanning- a process of digitization" demonstrated the tools, techniques and process involved in scanning the documents.
•Hemanth Kumar in his paper "Use of digital libraries in DRDO" explained the scope and functions of digital libraries developed in various units of DRDO. This paper was jointly prepared with Nageswar Rao and N Venkatesh.

**Technical Session IIIB**

Three papers presented in this session. Dr. Sudhakar Goud was the chairman and Mrs. Padmaja was asthe rapporteur.
•Selvam Masalamani presented paper on "Emerging Technologies for libraries". He described emerging technologies for three types or rather three levels of professional librarians such as for beginners, for intermediates and for experts.
•Ramesh, E and Damodaran P.G spoke on the topic titled "Multifaceted implication of bibliotheraphy in literature" elaborated the bibliotheraphy technique for students.
•Paper presented by Ramesh.Vijayakumari N and Ramesh E spoke on the novel concept titled "Trends and innovative methods for sustainable Green Library in Digital Era". They talked about the role of libraries in protecting the environment through resource conservation, which need to be eco-friendly. The presentation was concluded with a stress on Green team work by joining hands to work together to start the Global Green Movement.

**Technical Session IVA**

Six papers presented in this session. Mr. Ashok Babu was the chairman and Dr. Manjunatha acted as the rapporteur.
•Uma V presented her paper "Electronic journals in the digital era with special reference to UGC-Infonet consortium in University of Hyderabad. In her presentation, she explained the objectives and use of e-journals from consortium. This paper was jointly prepared with Yakub Ali.
•Jitender Sharma and Rumma Sharma's paper on "Usage of Open Source Software in Libraries narrated the purpose of OSS. The paper traced the history of OSS and described the criteria and process to the OSS.
•Sabitri Majhi and Bulu Maharana in their presentation on "Innovative web 2.0 technologies for integrating the learning process" explained the advantages of web2.0 and explained how best the libraries can be benefited by web2.0 technologies to keep their users informed and provide them what they want.
•Habeeb Koya Thangal and Nasirudden T presented their paper on "Web 2.0 plus library is equal to library 2.0". In the presentation he described the unique features of web2.0 and it application to library to become library 2.0. He touched on blogging, wikis and social networking, multimedia sharing and RSS.
•Srinivas Rao and Narasimha Rao in their paper "Internet: the gateway of knowledge" presented a survey of their study conducted in AVR college in Gudiwada, AP.
•Nasirudheen and Habib Koya Thangal in their paper "Utilization of social networking sites for library and information services" explained the role and importance of

social networking in this digital age.

**Technical Session IVB**

Three papers presented in this session. Dr. Ramachander M was the chairman and Dr. Diwakar Bhat wasthe rapporteur.
•Shiv Shankar Srivastava has presented a paper on "Web 2.0 tools, technologies and application in libraries"co-authored by Raghib Yahya and Abhishek Kumar. The author explained tools and applications of web 2.0 and its related technologies.
•Vittal Rao in his paper "Use of internet services by staff of Loyola Academy" presented the results of survey conducted by him.
• The paper on "virtual Library" by Sasidhar, Ramesh E and Kailas Rao focused on increasing strength of virtual library through data warehousing and data mining. An Interaction between office bears of Association of Library Science and Documentation (ALSD) and MANLIBNET delegates was arranged at Birla Planetarium Hyderabad. Prof. Laxman Rao and other senior executive members of the Association were present during the interaction. The interaction was followed by refreshments hosted by ALSD.

**DAY 3: 17-2-2010:**

Seven papers presented in two technical sessions. Three were in tech session V and four in tech session VI.

**Technical Session V**

Three papers presented in this session. Dr. Diwakar Rao was the chairman and Mr. Hosur Guruaja Goud was the rapporteur.
•Kirubanidhi P in his paper "A peep into Arvind Library Automation" enlightened the significance of automation and digitization process at Arivind Eye Hospital Library towards corporate culture using open source software Green Stone Digital Library.
•The paper on "Application of modern techniques in library services presented by Bhagyashree Bane was a case study National Insurance Academy library in Pune.
•Neeti Karanjkar in her paper "Use of open access in e-resources for management users" explained theopen access resources related to Management resources.

**Technical Session VI**

Four papers presented in this session. Dr. Rami Reddy was the chairman and Ms. Bhagyashree bane was the rapporteur.
•Biswajit Saha in his presentation on "RFID Technology and its application to the library and information centres" explained in detail what is RFID and how it can be implemented in library as security device.
•Narasihma C presented the paper on "Planning for security of information resources in digital era co-authored by Nagaraju S. in his presentation, Narasimha explained the need for security devices in the libraries and presented eight constructs on how to plan security of information resources.
•Syeda Majeed Muneer in her paper "Security for digital resources" presented the security issues involved in preserving and accessing digital resources. She touched on attack, authentication and encryption issues.
•Suresh Babu in his paper on "Open source software" presented the various types of open sources available today

and how they could be used to improve our library services.

To conclude, of the 72 papers submitted and published in proceedings, 39 papers were presented in person and the remaining 33 papers were not presented. Besides, 22 papers submitted neither printed for delayed receipt nor presented during the convention. The theme of the convention is satisfying with adequate number of papers presented and discussed by Library professionals and experts.The technical sessions followed by the valedictory program at 2.30 PM.

**General Body Meeting & Valedictory programme:**
**General Body Meeting:**
The general Body Meeting was held on third day after the technical presentations. Mr. Akthar Parvez, Secretary general chaired the meeting in the absence of President Dr. PR Goswami. The office bearers answered the queries related to membership extension and region-wise representative/ contact person. The consortium model of Management libraries presented by Dr. Manjunath was also discussed and he was asked to submit a proposal the president for further considerations. Members requested the treasurer to send the current list of members and activities and treasurer agreed for the same. Regarding discounts for members in regn fee, secretary and treasurer informed that they will look into the issue for next convention. They also informed that they have received five requests for next convention and during the next EC meeting , the next conference venue  will be decided., which satisfies the association requirements. The treasurer proposed the Vote of Thanks and it was adjourned for next meeting.

**Valedictory Programme:**
The General Body Meeting was followed by concluding and valedictory programme. Prof. J.V. Prabhakara Rao, Vice Chancellor of Rayalaseema University, Karnool, was the chief guest and other Board members were present for the function. Rapporteur general Dr. Manjunatha presented the proceedings of the convention and it was followed by address by Mr. Akthar Parvez, Secretary General of the association. In his address Mr. Akthar expressed his gratitude for all who are responsible for the success of the convention with special heartfelt thanks to host organization. He announced the XI MANLIBNET Best paper award for the year 2010 award jointly shared by Bhagyashree Sane,, librarian of National Insurance Academy, Pune and Anjali Bhandiwadekar, librarian of Maniben Nanavati Women's College, Mumbai for their papers "Application of modern techniques in Library Service : A case study of Insurance Sector Library" and "Assessing Service Quality in Libraries using the Gaps Model" respectively. The chief Guest in his address stressed the importance of libraries in academic environment and opined that that librarians should be proactive to adopt the technology to serve the users more effectively. The program was concluded offering mementoes to dignitaries and vote of thanks.

**Conclusion:**
This convention was very productive in many ways. The convention was held in healthy environment with active and productive discussions from participants. Attracted over 100 participants and the inaugural and concluding sessions witnessed by faculty members and authorities of host organisation. Mr. Shyam Sunder Rao, the organizing secretary and his library team took all pains to look into the nitty-gritty of the convention. This convention provided a platform to librarians of management libraries for sharing their experiences and made them feel the need for consortium/networking for mutual benefit.

**Dr. Manjunatha K Rapporteur General and Chief Librarian T.A. Pai Management Institute, Manipal. 20th,February 2010.**



## While we are postponing, life speeds by.

Seneca

## Don't procrastinate.

Indeed, let's get the obvious out of the way. There is so much wisdom, so many quotes in this vein. Benjamin Franklin was huge, huge about time management and procrastination, so much so that most of his quotes are familiar to us as proverbs. Seneca gives us a new twist to think about regarding procrastination. Procrastination is a sort of laser-focused concentration: you devote vast resources of unconscious energy into not doing something. So much energy, even, that we might not even notice opportunities passing by.

Seneca's relevance today? Procrastination-goaders like Facebook, Twitter, texting, and Internet forums make us feel we're involved in life while in reality, life is speeding by around us. Try to limit social networking to only what's necessary—and be honest with yourself about what's necessary!

# QuestionPro: An Online Survey Questionnaire

**Shantanu Ganguly**
*Fellow TERI*
*New Delhi*

QuestionPro was founded by two software consultants who believe software should make our lives easier. The QuestionPro Enterprise Edition is ideal for organizations seeking a single flexible platform for conducting online surveys and analyzing data. The Enterprise Edition is designed to benefit a range of users within an organization. The intuitive interface allows for simple effective online survey projects. For the power user seeking to conduct complex online research, the Enterprise Edition includes advanced features for the design and delivery of web-based surveys.

**Ideal for:**
- Organizations needing surveying capabilities for 5 - 50+ users.
- Organizations/users who need to develop complex surveys and data collection systems.
- Organizations looking to consolidate enterprise feedback on one platform.
- Organizations that need to integrate survey data with other enterprise systems.

The QuestionPro Enterprise Edition allows sharing of surveys and results as well as survey stylesheets and companywide survey templates.

QuestionPro.com allows multiple users in an organization to share surveys with other survey administers. Survey results may also be published privately in secure dashboard accounts. The dashboard accounts are password protected and allow users to login and interactively view survey results.

**Key Features:**
- Custom standardized stylesheets for a companywide survey look & feel.
- Company specific survey templates.
- Centralized administration for user accounts.
- Read-only password protected interactive reporting accounts (dashboards).
- Send automated scheduled emails containing real-time survey results.
- Automatically notify team members based on survey responses, e.g. negative customer feedback.

The QuestionPro Enterprise Edition is the on-demand framework that powers QuestionPro Survey Software. It is built on platform independent technologies like XML, HTTP and XML-RPC.

Developers can build highly customized, integrated, company-specific data-collection systems using the development platforms and languages of their choice.

**Market Research Software**

QuestionPro's online survey software is designed to meet the needs of the most complex online market research projects. Functionality like, branching, randomization, and piping are all simple point and click programming tasks. For the complex research project that requires the next level of programming, the system is backed by a proprietary custom scripting module that allows for unlimited possibilties in survey programming.

The analysis capabilities allow for one click access to real-time reports, comparison reports, trend reports, and online dashboards. Exporting the data to SPSS (.sav format), MS Excel and comma delimited (.csv) formats is available on-demand or can be scheduled at regular intervals.

**For further details please log on to:**
**www.questionpro.com**

# MANLIBNET Secretary Visit to USA

**Background**

Mr.Shantanu Ganguly, MANLIBNET Secretary was invited by Special Library Association (SLA), to receive 2010 Bonnie Hilditch International Award. sLA organizes this annual conference each year in different states of America and has done so since 1909. This year the conference was organized at one of the most beautiful and serene states - New Orleans. It is a life-time achievement and a great opportunity for library and information science professionals to attend this wonderful, scintillating conference. SLA's corporate logo is "Connecting People and Information". In every sense the logo is true because it gives an ample opportunity for information professionals to acquire knowledge, expertise, and valuable skills by learning from the experiences of others. Attendance at this conference has nurtured my experiences and thoughts which have been reshuffled several times through discussion with renowned experts in the field of Library and Information Science, and Knowledge Management Professionals. I am now connected to several experts and leading information professionals. This was my first visit to the US and  attendance at the SLA conference at New Orleans.

**"Height of Hospitality offered by Science and Technology Division"**
**Tuesday 13 June, 2010 : Science and Technology Division Newcomers Lunch**



New comers are anxiously waiting to assemble and proceed for the Lunch)





All the newcomers of the Science and Technology Division were invited to a lavish lunch in one of the renowned French quarter restaurants in New Orleans. I would like to extend my personal thanks to the Science and Technology Division for providing such excellent hospitality.

**Tuesday 15 June, 2010:**
Science and Technology Division Business and Awards Breakfast Session



(Science and Technology Division Business and Awards Breakfast at the Convention Center)

For the first time, I was given the chance to attend the Science and Technology Division breakfast session at 08:00 am in the morning. I have never experienced such a wonderful division in my life. There is so much warmth and affection among the members. I was representing my parent organization TERI, so at first during the breakfast and proceedings I was able toI distribute the institute's and LIC brochures. The members of the Sci-Technology division showed a keen interest in our institute's work profile, because TERI is working in the field of Energy, Environment and Sustainable Development. I had an informative interactive session with the all the esteemed members.

# Recent articles published in the field of Library and Information Science

## New Library World, Volume 111 Issue 5/6 , 2010

**Article Title: From information to learning commons: campus planning highlights**
Authors: Mary M. Somerville, Navjit Brar
Pages: 179-188

**Article Title: European information users: Topics from a comparative analysis within the European Union**
Authors: Ana Lúcia Terra
Pages: 189-202

**Article Title: Protect your library's computers**
Authors: Martin Zimerman
Pages: 203-212

**Article Title: Readers' advisory interactions with immigrant readers**
Authors: Keren Dali
Keywords: Immigrants, North America, Public libraries, Readers
Pages: 213-222

**Article Title: Trashy tags: problematic tags in LibraryThing**
Authors: Marliese Thomas, Dana M. Caudle, Cecilia Schmitz
Pages: 223-235

**Article Title: Local studies collections, librarians and the Norwegian local history wiki**
Authors: Tor Sveum
Pages: 236-246

**Article Title: Continuing professional education: ensuring librarian engagement**
Authors: Bruce E. Massis
Pages: 247-249

**Article Title: ALA Midwinter: a first-timer's viewpoint**
Authors: Darcel B. Jones
Pages: 250-252

## Library Hi Tech News,Volume 27, Issue 2,2010

**Article Title: ReSearcher Suite: selection and implementation – the hosted option**
Authors: Niamh Walker-Headon
Pages: 1-5

**Article Title: Optimizing library content for mobile phones**
Authors: R. Bruce Jensen
Pages: 6-9

**Article Title: New e-sources, new models: reinventing library approaches** to providing access
Authors: Aline Soules
Article Type: Research paper
Pages: 10-14

**Article Title: E-learning contribution to the building of a multi-generational workplace learning community in an academic library: observations drawn from practice**
Authors: Matilde Fontanin
Pages: 15-19

**Article Title: Persian websites for children and teenagers in Iran**
Authors: Hassan Behzadi, Mahdi Zahedi Noghabi
Article Type: General review
Pages: 20-22

## Managing Service Quality, Volume 20, Issue 3

**Article Title: Services offshoring: Does perceived service quality affect country-of-service origin preference?**
Authors: Shawn T. Thelen, Earl D. Honeycutt Jr, Thomas P. Murphy
Pages: 196-212

**Article Title: Comprehension of relationship quality in the retail environment**
Authors: Patrick Vesel, Vesna Zabkar
Pages: 213-235

**Article Title: Drivers of customers' service experiences: a study in the restaurant industry**
Authors: Ute Walter, Bo Edvardsson, Åsa Öström
Pages: 236-258

**Article Title: Management commitment to service quality and organizational outcomes**
Authors: Millissa F.Y. Cheung, W.M. To
Pages: 259-272

**Article Title: Examining the application of six sigma in the service exchange**
Authors: Breffni M. Noone, Karthik Namasivayam, Heather Spitler Tomlinson
Pages: 273-293

**Article Title: Consumer perceptions of visible tattoos on service personnel**
Authors: Dwane H. Dean
Pages: 294-308

## Library Review, Volume 59, Issue 4

**Article Title: The one-stop shop search engine: a transformational library technology?: ANTAEUS**
Authors: Nicholas Joint
Pages: 240-248

**Article Title: Of Descartes and of train schedules: Evaluating the <IT>Encyclopedia Judaica</IT>, <IT>Wikipedia</IT>, and other general and Jewish Studies encyclopedias**
Authors: Roger S. Kohn
Pages: 249-260

**Article Title: Service quality and customer satisfaction in academic libraries: Perspectives from a Malaysian university**
Authors: Kaur Kiran
Pages: 261-273

**Article Title: The perspective of e-learning and libraries in Africa: challenges and opportunities**
Authors: Helen Nneka Eke
Pages: 274-290

**Article Title: Changing research scenario in Pakistan and demand for research qualified LIS professionals**
Authors: Khalid Mahmood, Farzana Shafique
Pages: 291-303

## MANLIBNET Best Librarian Award 2009



Dr. Shankar Singh, Librarian, Power Finance Corporation, New Delhi has been conferred upon MANLIBNET Best Librarian Award 2009 in recognition of his immense contribution to the profession and achieving excellence in managing libraries, designing and pioneering innovative best practices to render best possible services to user community.

The award was presented to him by Dr. G Srinivas, Jt. Secretary and head of SE regional office of University Grants Commission, Hyderabad and Dr. P R Goswami, President, MANLIBNET on 15 February 2010 at the 11th MANLIBNET National Annual Convention on "Trends & Challenges in Management and Corporate Libraries in Digital Era" held at Siva Sivani Institute of Management, Secunderabad during February 15-17, 2010.

## MANLIBNET Best Paper Award 2010



MANLIBNET Best Paper Award for the year 2010 was jointly awarded to Ms. Anjali Bandiwadekar, Librarian, Maniben Nanavati Women's College, Mumbai and Ms. Bhagyashree J. Sane Librarian, National Insurance Academy, Pune at the 11th MANLIBNET National Annual Convention on "Trends & Challenges in Management and Corporate Libraries in Digital Era" held at the Siva Sivani Institute of Management, Secunderabad during February 15- 17, 2010. The details of their papers are given below:



1. Assessing Service Quality in Libraries using the Gaps Model by Ms. Anjali Bandiwadekar.

2. Application of Modern Techniques in Library Service : A Case Study of Insurance Sector Library" by Bhakti Gole & Bhagyashree J. Sane

## MANLIBNET Members Visit to University of Alabama, USA

Mr Shantanu Ganguly and Mr P K Jain visited University of Alabama, USA and had a detail discussion with the course structure of the Library and Information Science.



Mr. Ganguly and Mr. Jain with Director, Dean of Information and Communication Studies.

# 3rd Ashok Jambhekar Memorial Lecture
## february 6, 2010



On Saturday February 6, 2010 MANLIBNET organized 3rd Ashok Jambhekar Memorial Lecture at NASSDOC, New Delhi. The programme started with the floral tribute to Late Shri Ashok Jambhekar. Mr Akhtar Parvez welcomed the august gathering on this memorable event. Followed by this, Dr P R Goswami, Director, Central Secretariat Library, delivered a talk on reminiscence of Shri Jambhekar. He touched upon the late Shri Jambhekar's contribution to the profession and how it is still acknowledged among the profession. Mr. S. Peter, HR Consultant, delivered the memorial lecture, on Effective Communication, Service Attitude and Personality Development In Modern Librarianship. He emphasized three major components of Modern Librarianship - communication strategy, service attitude towards user's community, and personality development of the librarians. He stress that these components are the need of the hour in this dynamic market, where user come with a certain level of expectation. The event ended with a vote of thanks by Mr Jitender Sharma.



## To do two things at once is to do neither.

Publilius Syrus

## Multitasking is bad.

To go a step further, multitasking is terrible. It's distracting, disrupts brain patterns, makes it
harder to concentrate, and as Syrus pointed out in the first century BC, multitasking leads to poorer
quality on both things being worked on in the end.

From Left: Mr. B. P. Prakash, Global Head, Information Resource Centre, Tata Consultancy Services (TCS), Mrs. Sushma Arora, Branch Head, Information Resource Centre, TCS, New Delhi, Ms. Anne Caputo, President, Special Libraries Association & Executive Director, Dow Jones & Co., Ms. Geetha V., Branch Head, Information Resource Centre, TCS, Bangalore, Mr. Akhtar Pervez, Manager, ICRA Limited and Ms. Rebecca Vargha, Librarian, University of North Carolina during an informal discussion on information sharing/networking on February 25, 2010 at the Tata Consultancy Services, Gurgaon.

# Role of honour



We are happy to share with you that Mr Shantanu Ganguly, secretary, MANLIBNET has received a prestigious International Librarian award in SLA Conference, USA from Science and Technology Division. In this picture, Mr Ganguly and Mr P K Jain are with the jury members and other board members of the Division



We are happy to share with you that Ms Sushma Arora an esteemed E C member of MANLIBNET and Snehlata both have received a prestigious award in SLA Conference, USA from Business and Finance Division.

Members are requested to send their latest
contact details to the General Secretary at
the following address/e-mail id:

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