

# Role of Librarian in Web Era: A Significant Study on Library Professionals of Telangana State

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**Abstract** - This study has been made for brought out the actual role of librarians in present rapid changing environment and according to modernization and advanced developments in information era. The enormous e-resources are available in recent times and very difficult to handle and filter them for disseminating useful and require information to users. This survey has taken place for knowing the library professional's abilities, capabilities and calibers for satisfying the library users in this web era. Total 155 questionnaires were distributed to LIS professionals who were working in private and government sectors in Telangana state. Among them 123 questionnaires were received and only 100 good questionnaires were taken in to count for the data interpreted according to given answers. Most of the LIS professionals need to develop their skills and advanced technologies day by day according to latest developments in LIS field. Few of remarkable changes are found from this study also.

**Keywords:** Librarian in Web Era, Library Professionals

## I. INTRODUCTION

In the 1980's users were depended on formal type of material that is printed books, journals, research reports, documents etc., but now a day's users are mostly depending on informal type of material i.e non print material like web based information. Day by day information is enormously increasing; to overcome this problem or challenge including handling of print or traditional information, the web resources are came in to the picture. So it shows the importance of web resources. The Web resources are playing pivotal role in providing information in speedy and accurate information to the information seekers.

Web resources available through internet based throughout the world round the clock whereas libraries are limited to time and material. The space and cost is also is one of the reasons to increase the importance of the web resources. The libraries role is also very important in now days to provide the e-resources to users. The librarian is the key person to maintain the e-resources in the libraries. He should act as mediator between users and information. Hence, the librarian should adopt knowledge and technical skills update.

As part of the life, information is very crucial and without information cannot be survived. Librarian should classify the unstoppable information in systematic way including storage and dissemination to people who need in all intents

and purposes. Hence, one capable person must be responsible for process and distributes the required information, so, 'Librarian: the Information Scientist'.

We can say the present era says as Web Era which influenced the whole world in one click. In this indescribable environment a librarian is a tool between information producer and information needy. The Librarian can provide any type of information to their users in systematic way even he not having that information.

From the traditional system to web system; the librarian role is very important. He is the only person in this universe to satisfy the users without expecting any benefit from them. The Librarian provides information directly to users through advanced technology. The information is available in different formats like eJournal, eBooks, eReports, ePapers and eMaterial.

### A. About the Telangana State

The Telangana State was in 'Andhra Pradesh' before 2014 June and it was formed in to a separate state as 29<sup>th</sup> state of India, named as "Telangana". It has 10 (Now divided into 31 new districts) districts with above 3.50 crores of population with different language modulation. In the Telangana state more than 500 colleges which includes engineering, pharmacy, management, law, education, medicine, degree and pg colleges are offering different courses in government and private sectors. The newly formed government of Telangana has been giving more importance to the libraries and library professionals.

## II. REVIEW LITERATURE

In the view of Praveen, Vasudeorao Adaskar (2015)<sup>1</sup> the change of knowledge of LIS professionals in relation to change of modern technologies. In his view the change of modern technology has leads the importance of the library in electronic and turned to hybrid library. He stressed his view on information centered society through web based resources in libraries. So the LIS professionals' role is versatile in different areas of library & information centers. Therefore he says in web era the librarians are called as knowledge managers, content managers, facilitators, consortia managers, consultants and web designers.

According to K.Nageshwar Rao and K.H Babu (2001)<sup>2</sup> says about the importance of www in modern era, the existence of the librarian position is depends on the up gradation of knowledge of information technology and internet based services. This article is focused on digitization of library material and services, and impact of internet www. He pointed the information society as “Global Village” through the collabation of computer & information technology. In his view, he stressed about the role librarian in web era as change according to technological environment. He view is the librarian work is changing in accessing of information, speed of acquiring of information, grater complexity in locating analyzing, technology adaptation, and sound knowledge in software and hardware technologies. So he called librarian as “Intelligent Agent” in web era. As per the Rowland, Fylton (1998)<sup>3</sup> the role of librarian in ICT era has been playing major role in all the services provided to users in simple and dynamic way. From the acquisition to dissemination of information of every step had been transformed in to computerized format. Mainly procurement of e-resources and its preservation techniques and distribution to their users via internet is being tremendous development done by librarian. Especially the librarian provides the information through “One Stop Shops” has been very remarkable changes in ICT for providing all erources by one module. In the view of Dr.Ramesh Naik and Mahesh D.Horaken (2009)<sup>4</sup>, stated that the library professionals’ part is dynamically restructured from traditional to modernization. Early days of independence, the libraries and librarian role had been spread in the academic environment by the effective of UGC new education strategies and 6<sup>th</sup> Five year plan initiative towards the libraries and their other related issues. During the internet explosion i.e. 1990’s the librarian skills had been changed according to user needs and requirements. The modifying the role of librarian in web era is been remarkable in providing information to users. In this period library professionals learnt many skills for satisfying the library users in all aspects. Especially, the library/librarians are made as tool for gathering, processing and disseminating the enormous information in systematic way. Web 2.0, web 3.0, knowledge management and current trends in LIS field dramatically playing major role. The library professional role, challenges, professional and personal competencies are periodically drifting. In this connection, librarians are also adapting all the latest and futuristic skills for providing and satisfying user’s requirements.

### III. ROLE OF LIBRARIAN IN WEB ERA

In this information and communication era, librarians are central pillar for information centre for distributing the information from production to utilization. Few of the roles are essential for present library professionals in this web era are as follows.

1. Qualification: In the field of LIS, the library professionals should have essential qualification to

sustain all the library sections and must be updated their qualification according to latest developments.

2. Experience: To satisfy the library users and smooth functioning of all section of it, the library professionals necessitate the hands on experience with latest technologies.
3. Technical Skills / professionals: All the library skills including acquisition, circulation, preservation and publicized the information are must be altered from old pattern to new pattern.
4. ICT Skills: Updating the library environment according to present needy, the library professionals should be adopted all the latest ICT skills.
5. Library Automation/Digitization Skills: Handling the Information explosion, the library professionals need to develop their library automation and digitization skills for providing information to users effortlessly.
6. Management Skills: Indispensable skills of library professionals are to organize the library material properly according to present era, acquisition and disseminating the information without compromising, unity of command among the staff and updating the knowledge to develop the library according to modern trends.
7. Other Skills: The library professionals be obliged with few skills like communication and manners with delegates; lectures and deliberations in seminars/conferences; participations in extra curriculum activities; calmness and patience with all the persons; dedication, determination and discipline towards the work; and finally smiley in all times without destructive others.

### IV. WHY WE ARE CONDUCTING SURVEY ON ROLE OF LIBRARIAN IN WEB ERA?

Nowadays, the library professionals are not only stickup for traditional library activities; they are also adapting the latest developments in web era. Therefore, the survey have conducted for bring out the present status and responsibility of the Librarian in web era. In this connection, few objectives have been framed for this study.

### V. OBJECTIVES

The few of objectives are given below.

1. To gather the hands on experience on library field in web era.
2. To identify the role of the librarians in web era.
3. To bring out the skills and abilities in web era.
4. To know the status of the technological developments of the librarians.
5. To study the importance of the librarian in implementation of the web technologies.
6. To discover the librarian status in institutions/organization.

**VI. METHODOLOGY**

For this study, we have been applied survey method and collected the data from the respondents by distributing structured questionnaire with direct questions and indirect questions supplied directly to the respondents and few samples are collect over the phone & mails. We have distributed 150 questionnaires for collecting the data and we have received 125 questionnaires from the respondents in time; among them we have chosen only 100 questionnaires for this study which are fully completed questionnaires. We restricted our study with 15 respondents from each district in different disciplines due to time and financial conditions.

**VII. DATA INTERPRETATION**

After careful observation of the received questionnaires, we have chosen only 100 samples, which are best and fully filled.

*A. Gender Wise Respondents*

The data has been collected from both male and female respondents for accuracy and transparency results.

TABLE 1 GENDER WISE RESPONDENTS

S. No.	Gender	Respondents
1	Male	76
2	Female	24
Total		100

The table 1 has shown that the gender wise respondents for this study. 76 male and 24 female respondents were participated in this survey and they have provided their opinion undoubted.

*B. Qualification of LIS Professionals*

TABLE 2 QUALIFICATION WISE RESPONDENTS

S. No.	Qualifications	Respondents
1	Graduation in LIS	6
2	Post-Graduation in LIS	58
3	NET/SET in LIS	22
4	PhD ( completed/Pursuing)	14

The table 2 and figure 2 is describing that the most of the LIS professionals (58) qualification is post graduation in LIS and very few are qualified NET (22) and pursuing PhD (14) in LIS and there is only 3 woman LIS professionals are qualified NET and pursuing PhD.

*C. Work Experience of the LIS Professionals*

To know the role of librarian in this web era, the work experience of LIS professionals included for data collection.

TABLE 3 WORK EXPERIENCE

S. No.	Experience	Respondents
1	Below one year	18
2	Between 1 to 5 years	23
3	Between 6 to 10 years	42
4	Above Ten years	17

The above table and figure has disclosed that the 42% LIP professionals are having six to 10 years of experience and 17% are having above 10 years of experience and only few (18) are joined recently in LIS field.

*D. Skills of the LIS Professionals*

For doing the customary and updated development of the library, the LIS professionals should have few important skills.

TABLE 4 SKILLS OF LIS PROFESSIONALS

S. No.	Different Skills	Respondents
1	Technical/Professional Skills	73
2	Library Automation	38
3	Library Digitization	17
4	ICT Skills	61
5	Software Skills / Web Designing Skills	18
6	Management Skills	79
7	If any others	16

The table 4 and figure 4 is describing about the Skills of the LIS professionals. In this study the skills are categorized in different types. For this study the total sample has taken 100, out of which majority of the professionals had the management skills(79%), but had the least digitization skills(17%) with maximum of ICT skills(64%). The above figure shows most of the professionals are maintaining the library with least digitization and software skills.

*E. Implementation of Library Automation/Digitization*

To provide fast and accuracy services to users, the library professionals must implement the automation / computerized system for circulation and digitize the documents for access the online databases also.

TABLE 5 IMPLEMENTATION OF LIB AUTOMATION/DIGITIZATION

S. No.	Opinion	Resp.	
		Yes	NO
1	Library Automation	34	66
2	Library Digitization	8	82

The above figure and table shows about the implementation level of automation and digitization in library that the poor implementation of library digitization (8%) than automation (34%).

*F. Expertise in Library Automation/Digitization*

The speed in providing services is depends on how much he expertise in their field. So, in the library science field also the experience plays important role for providing better and speed service. The respondents are gave information about their experience truly.

TABLE 6 EXPERTISE IN LIB AUTOMATION

S. No.	Expert in Library Automation/Digitization	Respondents
1	Very Excellent	13
2	Excellent	29
3	Average	41
4	Poor	17

The above Table and figure reveals that the LIS professionals how much expertise in library automation and digitization. These are shows 41% of professionals are had average skills, and the least number of professionals (13%) are had very excellent expertise in automation and digitization of library.

*G. Type of Software used for Implementation of Library Automation/Digitization*

Now a day the world is moving around the technology. So, everybody should run along with the modern technology. So, the knowledge hub of the world i.e. library is also equipped with the modern technology by the help of librarian. The librarian is the key person to decorate the library as technically sound, when he is technically good knowledge. Here the librarian role is to implement the software for modern services.

TABLE 7 SOFTWARE USED FOR IMPLEMENTATION OF LIB AUT/DIG.

S. No.	Type of Software	Respondents
1	Commercial	76
2	Open Source	24

The above table and figure explains about the type of software is used for library automation and digitization. The maximum library professionals are using commercial software (76%) than Open sources software (24%).

*H. Participations in Seminars/Conferences/Workshops in LIS field*

The seminars/conference/workshops are the best source for the learning of new technology and modern trends in various fields. The LIS professionals are also should

participate in seminars/conferences/workshops in LIS field to acquire the knowledge to serve the users.

TABLE 8 PARTICIPATION IN SEMINARS.

S. No.	Participation	Respondents
1	Yes	69
2	No	31

The above table and figure shows the participation of LIS professionals in Seminars and/or conferences. Out of total respondents participated in this research maximum no. of professionals are participated (69%) in seminars and conferences etc.

*I. Learnt from Seminars/Conferences/Workshops etc*

The human being is not intelligent by birth. He is learnt so many things from the society. By way of learning the human being is acquires knowledge. The knowledge will be available in store house (Library) of the society. So, the store house (Library) is maintained by the librarian. He should maintain the library when he is sound knowledge in latest technology. The latest knowledge will be available in seminars and conferences and workshops. The librarian should attend the seminar/conferences/workshops in LIS field to learn the latest trends in this field.

TABLE 9 LEARNT FROM SEMINARS

S. No.	Opinion	Respondents
1	Advanced Technologies	73
2	Implementation of Automation/Digitization	19
3	Latest developments	61
4	How to publish articles/papers	32
5	ICT skills	46
6	Others	53

The above mentioned table 9 and figure 9 explains about, which type of knowledge is acquired by the LIS professionals from the conferences, seminars and workshops etc. In this picture the opinion of the respondents is shown as different type of knowledge. 73% of the respondents are learnt the advanced technologies in Library & Information Science. Here there are least no. of respondents (19%) are learnt the knowledge in implementation of automation and digitization of library. But the seminars and conferences are helping in getting latest information on latest developments (61%) in LIS field. The writing of articles and publishing of papers is normal percentage (32%) of getting information from seminars and conferences.

*J. Extra Skills of librarians in web era.*

Skill of the person is gives the recognition to his duty. So, how the librarian is skillful in LIS field is given the

recognition to him and also he provides the services to the users. The skill of the library field is developed by the way of learning and participated in different activities. Here the respondents in this research gave the information on how they are developing their skill in LIS field.

TABLE 10 EXTRA SKILLS OF LIBRARIANS IN WEB ERA

S. No.	Extra Skills of Library Professionals	Respondents	
		Yes	No
1	Publishing Articles/Papers	29	71
2	Extra Curriculum Activities	46	54
3	Providing documentation Services	69	31
4	Providing library Services through Web based system after working hours	3	97
5	Memberships in Library Associations	78	22

The table 10 and figure 10 gives explanation about the skills level of LIS professional working in libraries. In this table shows 69% of the respondent LIS professionals are providing documentation services to the users in office hours only than after working hours (3%). Of these professionals 78% are had the awareness on membership of the various library associations. Migere percentage (29%) of the professionals are had the skill of writing articles and presenting papers.

*K. Ready to implement following technologies in future*

The library caters to the users as and when the user wants the information. The information is provided by the librarian is fast, when he is well versed in latest technology. The role of the librarian in implementation of the new technology is important. He always ready to implement the new techniques in LIS field in future.

TABLE 11 WISH TO IMPLEMENT FOLLOWING TECHNOLOGIES IN FUTURE

S. No.	Technologies in Future	Respondents
1	Library Automation / Computerization	46
2	Library Digitization / Institutional Repository	34
3	Bar-Coding Technology	65
4	RFID Technology	64
5	KIOSK System (Self Issues / Self returns)	12
6	Web Based Services	6
7	Library Services through Social Media	79
8	Conduct the Seminars /Conferences/Workshops	3

The above given table clearly reveals the information about how much the respondents are ready to give importance to implement the latest technologies in their library for providing library services in modern era. Here, maximum professionals are ready to implement the latest technology on social media (79%), Bar Coding (65%) and RFID (64%) technology for providing the library services. Whereas least

preference is giving to web based services (6%) and KIOSK system (12%). But on and average the preference goes to library automation and digitization is (46 and 36%). The figure pointed the main drawback of the LIS professionals i.e. to conduct the seminar or conference or workshop (3%).

*L. Types of services would be implemented through latest technologies*

The satisfaction of the library user is depends on the better service provided by the librarian. So, the role of librarian is crucial in this field. The respondents are explored their views on the different type of services provided by them.

TABLE 12 TYPES OF SERVICES WOULD BE IMPLEMENTED

S. No.	Services	Respondents
1	Circulation Information through E-Mails/SMS/Social Media	69
2	Access the eBooks/eJournals/eArticles through DL/IR	81
3	Distribute the all e-contents through DL/IR/E-Mails/Social Media	80
4	CAS and Updates of Library Material through DL/IR/E-Mails/Social Media	92

The above figure explains about which type of services will be provided by the library professionals by the implementation of the new techniques in LIS field. The highest percentage (92%) of respondents is wanted to use the email, DL/IR and social media technology for the CAS and Updates of Library. The social media is playing vital role in modern era for every type of library service.

*M. Appreciated by Management/institute for effective services*

Recognition is essential in any type of profession for outstanding output. Hence, the opinion of the library professional has been incorporated for this study to know the actual status of library professionals in web era; and how the management / institute appreciated to library professionals for their remarkable services also revealed.

TABLE 13 APPRECIATED BY MGT/INST.

S. No.	Opinion	Resp.
1	Yes	63
2	No	37

TABLE 14 TYPE OF APPRECIATIONS FROM MANAGEMENT / INSTITUTION

S. No.	Type of Appreciation	Respondents
1	By Giving Increments	33
2	By Promotion	16
3	By Award / Reward / Token of Gift	14

The above table 9 and 10 revealed along with the charts that the appreciations from management / inst. Is not up to mark i.e. there is no cent percent appreciations to all the LIS professionals for their outputs. Only 63% LIS professionals were got appreciations and remaining 47% LIS professionals weren't got appreciations. And among them (63% appreciated LIS Professionals) 33% got increments, 16% got promotions and 14% got award/reward/token of gift.

*N. Satisfaction with present position / status*

Every human being wishes to get satisfaction with their job, emoluments and position. From this study the satisfaction level of LIS professionals has been brought out.

TABLE 14 LEVEL OF SATISFACTION WITH PRESENT POSITION

S. No.	Level of Satisfaction	Respondents
1	Highly Satisfied	17
2	Satisfied	58
3	Highly Dissatisfied	4
4	Dissatisfied	15
5	Can't Say	6

The Table 11 including Figure 11 brought out the satisfaction level of LIS professionals with present position that only 17% LIS Professionals were in Highly Satisfied at the same time 4% were highly dissatisfied. And Huge LIS professionals i.e. 68% were satisfied and 5% were dissatisfied and 6% LIS professionals were can't say of their satisfaction level.

**VIII. FINDINGS AND RECOMMENDATIONS**

Few of most important factors are found from this study and few of recommendations have been made below.

1. Gender wise Respondents: 76% male professionals and 24% female professionals were participated in this study.  
Recommendation: Female percentage is very low in LIS field at present, so, parents and government should encourage to women for increasing the female education in LIS field.
2. Qualifications: Only 22 LIS professionals were qualified NET/SET and 14 LIS professionals are pursuing Ph.D. and 58% LIS professionals completed PG in LIS  
Recommendation: All the LIS Professionals must improve their qualification by qualifying NET/SET and complete the PhD day to day for getting the recognition and remuneration time to time in LIS field. For this concern authorities will help to LIS professionals.

3. Experience: 42% having 6-10 years of experience, 17% above 10 years and only 18% below one year of experience.  
Recommendation: After completion of UG/PG in LIS, must join the as trainees in private organizations/government sectors for getting experience in all professional works including advanced developments.
4. Skills of LIS Professionals: Huge percentage i.e. 79% are having mgt skills and 64% having ICT skills and 33% having professional skills and only 17% having library automation / digitization skills.  
Recommendation: The LIS professionals should improve the skills in implement the Library automation and digitization for providing paperless services. For this the LIS professionals should take advanced training by themselves/support from concern authority.
5. Implementation of Lib.Aut/Dig: only 8% were implemented digitization and 34% have done library automation.  
Recommendation: All the library professionals must develop the digitization and library automation according to user's requirements with help of colleagues/friends/mgt.
6. Expertise in Library Aut/Digitization: 13% LIS professionals were very excellent in library automation / digitization work and 58% LIS professionals were average & poor.  
Recommendation: For getting expertise in digitization/automation the mgt/concern authority should provide up to date training.
7. Type of software used: 76% were used commercial software and 24% were used Open Source Software for development of library automation /digitization.  
Recommendation: Instead of commercial softwares, the LIS professionals must try to utilize open source softwares for reducing the budget.
8. Participations in Seminars/ Conferences/ Workshops: 69% LIS professionals are participating in seminars etc and 31% were not interested to participation.  
Recommendation: Concern authority try to provide financial assist to LIS professionals for participating conferences/seminars/workshops for knowing the advanced developments in LIS field.
9. Learning from Seminars/Conferences/Workshops: 73% LIS professionals learning advanced technologies including latest technologies and 19% are learning the library automation / digitization techniques.

Recommendation: Mainly, LIS professionals should develop digitization and automation skills from seminars etc...

10. Extra Skills of LIS Professionals: Only 3% LIS professional are providing web based services to users after working hours via internet and 29% are publishing papers in journals/seminars/conferences etc. and 78% are having memberships in LIS related associations in state and national level.  
Recommendation: LIS professionals should realize in improve the extra skills which are most important in present environment.

11. Wish to implement technologies: Huge percent (79%) LIS professionals are wish to implement library services through social media, 65% and 64% are wish to start the Bar-coding technology and RFID technology but only 3% LIS professionals are wish conduct seminars/conferences/workshops in LIS field.  
Recommendation: All the professionals try to adopt the latest developments in LIS field and willingly implement them.

12. Types of Services would be implemented through latest technologies: 92% respondents are will be provided CAS and Update news of library through DL/IR/Social media etc.  
Recommendation: Try to develop mobile based system in LIS field for providing better and up to date r services.

13. Appreciations from concern authority: 63% LIS professionals are getting recognition from their higher authority that is 33% by increments, 16% by promotion and 14% by reward/token of gift.  
Recommendation: All the mgt/concern authority should recognize to LIS professionals for their outstanding services. Especially, LIS professionals should effort for proving better services to gain the good name from concer.

14. Satisfaction of LIS professionals with present position: Only 17% were highly satisfied with present position and 25% are in dissatisfied with their position.  
Recommendation: In any profession, satisfaction is essential, without satisfaction there is no meaning. Hence, all the LIS professionals must do hard

work/updated technologies for getting good remuneration and status for achieving highly satisfaction in LIS field.

## IX. CONCLUSION

The role of the librarian is changing day to day on par with technology development. Now a day most of the information is available in digital formats. LIS professional are playing key role in providing information beyond their traditional job. Practices and policies need to change in modern era in libraries to truly benefit the users of the library. The library professionals must develop their computer knowledge, communication technology, network technology, software, database management knowledge and modern developments in technical environment. In addition, the LIS professionals must be changed their attitude for adopting new skills and rejuvenation according to user's necessities. In this web era, each LIS professionals necessitate to arrange / provide e-resources through paperless technology for save the very precious time of the library clientele. In this connection, the obligation of management / concern authorities including governments for co-operate and provide training facilities and financial assist in learning the advanced developments in LIS field; in the same way the LIS professionals also take initiation to know the all the updates and advancements in present web era through colleagues and social media. Then only the main aims of libraries would be achievable and its leads to improve the librarian's status in this web era.

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