

FINDINGS, SUGGESTIONS & CONCLUSION

7.1 Major Findings

Findings, the principal outcomes of a research project; what the project or research suggested, revealed or indicated. This generally refers to the totality of outcomes of a research. These can be studied under following headings:

7.1.1 Findings based on Librarian's data

- Through the present study, it is seen that the Special Libraries stresses mostly on recent information. As the e-resources have captured the world of information they are promptly switching over to e-resources.
- Users of Special libraries are generally belongs to some specific department. They don't get enough time to spend in the library. They are time crazy, so special libraries have no alternative than to choose ICT tools for management.
- Users of Special Libraries prefer to get the solution of the problem they are handling. A-state-of-the-art report, annotated bibliography made available by the library online is highly preferred.
- It is found from the study that out of the 17 surveyed Special libraries no libraries are fully automated, some are partially done and some are in their initial stage.**(Objective-1)**
- It is found from the study that users' requirement from the libraries are mostly on electronic books, electronic journals, newspapers, latest journals, etc. According to the scholars specific area of research must be improved. Electronic documents facility and online book search facility must be added to the libraries.

(Objective-2)

- Each user of the libraries should be provided with LAN connection in their respective research area. So that they can use the ICT tools to meet up with their requirements. **(Objective-4)**
- Users' co-ordination must be added for purchasing of new books in every six months yearly. So that the gap between users' information need and their perception of resources available in the libraries will not be determined.
- It is found from the study that users should provide with separate reading room with good facilities and developed infrastructures.**(Objective-5)**
- It is found from the study that there is lack of skilled manpower. Most of the libraries are running with one library professional either he/she is the Librarian or the Assistant Librarian.
- It is found from the study that IIBM allows access of its library to the bank professionals, economist and the participants of training program which are held at its place. KRC of NEIST also allows membership to outsider students, teachers and institutions for use of library resources on payment basis.

7.1.2 Findings based on users' data

- It is found that response received as 41.10% from all surveyed libraries where 70% male and 30% female. Among the respondents it is found that highest number of users as others 23.50% followed by research scholars 8.80%, students 5.30% and scientists 3.50%. Total male users as others 65.3%, research scholar 16.3%, scientist 8.2%, student 10.2% and total female users as others 38.1%, research scholar 33.3%, scientist 9.5% and student 19% found from the libraries.
- Entire respondent from all special libraries uses the library.
- Purpose of using the library as 'to borrow and return the document' as first priority, 'to consult reference document' as second and 'updating knowledge' as third priority found from all the libraries.
- It is evident that 90% users are satisfied and 10% users are not satisfied with the infrastructure facilities.

- It is seen that 94.11% libraries have separate reading room among all the libraries.
- Users' satisfaction to reading room facilities is highest with adequacy of lights and overall serenity of atmosphere as first position followed by present library hours as second and availability of books for on the spot reading as third position.
- Satisfied users found 60% and not satisfied users found 18.6% regarding satisfaction with the number of reader's card.
- It is found from the study that 47.1% user uses the card catalogue, 4.3% user uses OPAC, 4.3% user uses both the card catalogue and OPAC to access the library materials.
- Users preferred to use paper format as first priority followed by both paper and electronic format as second priority and electronic format as third priority.
- It is found from the study that 44.3% users take part and 51.4% users do not take part in building up their library collections.
- Highest user satisfaction goes to thesis and dissertations followed by e-books as second and current journals as third. It is found from the study that satisfaction from overall library collection is highest in IIBM library as first followed by KRC (NEIST) library as second and NIPCCD RCG library as third position.
- Users voted highest for e-book followed by e-journals as second and thesis and dissertations as third for the collection needs to be improved.
- Highest number of users is aware about lending/circulation service followed by reference service as second and bibliographic services as third choice.
- User's uses current issues of periodicals as first priority followed by back volume of periodicals as second and both the current and back volume of periodicals as third priority.
- It is found from the study that 91.4% users voted Yes to reference help provided by the library as to search the document. 74.3% users voted Yes to reference help provided by the library as to use bibliographical sources. 74.3%

users voted Yes to reference help provided by the library as to search specific information.

- Most used service in the libraries are xeroxing which in first position followed by internet service in second by and bibliographical service in third position.
- Users voted regarding overall assessment about the library as highest to the library collection in first position followed by infrastructure facility in second and organization of collection in third, among the special libraries of Assam.

7.2 Testing of Hypothesis

Hypothesis 1- ICT is a time saving phenomenon for the quality services in modern Special Libraries.

Service offered	CAS	SDI	ILL	OPAC	Reprographic	Circulation	Bibliographic	Translation	Documentation	Internet	Indexing/Abstracting	Lending
Number of Libraries	11	12	6	7	11	14	13	4	11	11	8	4

One-Sample T-Test						
Source	t	Degree of freedom (df)	Significance. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Number of Libraries using ICT	9.453	11	0.000	9.333	7.16	11.51

Significance level is 5%.

From the table 47(One-Sample T-Test) it is stated that hypothesis number 1 is accepted at 5% level of significance and tested as proved.

Hypothesis 2- Repackaging of information enhances the facilities and services of the Special Libraries.

Table48					
Library Collections	Books	Thesis	Dissertations	Projects Reports	Others
Number of Libraries	3	5	5	5	6

Table 49 Hypothesis Test 2						
One-Sample T-Test						
Source	t	Degree of freedom (df)	Significance. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Number of Libraries Repackaged Information	9.798	4	0.001	4.800	3.44	6.16

Significance level is 5%.

One-Sample T-Test has been conducted to test the hypothesis represented by table number 49 and it is evident that hypothesis number 2 is accepted at 5% level of significance and tested as proved.

7.3 Suggestions

The term **Suggestion** define here as an idea or plan put forward for consideration after completing the whole study or research. These can be studied under following headings:

7.3.1 Users' suggestions

Though a good number of suggestions collected from different special libraries of Assam it is found that a number of content are repeated, after excluding the repeated ones the user's suggestions are as follows-

Books which are required but currently not available in the library should be purchased. E-books and e-journals should be made available to the users. Library

should provide easy access to online resources to the users. There should be a co-ordination between user (faculty and research scholar) while purchasing / subscribing a library materials. Need to update the old edition of books with new one. User should avail with the service like LAN connection or WIFI inside the campus. Library should include the anti-plagiarism software which is essential for research purpose. Library should identify the deficit area of their collection and try to improve it.

It is needed to increase more reading space in the form of separate reading room. Newspaper, general knowledge and current affairs books are need to include in library collections. The library should subscribe to latest peer review tea journals which will benefit all scientists and research fellows to remain updated. Infrastructure facility should be improved.

7.3.2 Major Suggestions

After analyzing the different areas of ICT application in the Special Libraries of Assam, the following suggestions are recommended:

- Up to date technologies must be applied to the libraries.
- In house orientation program must conduct in the libraries to make the staffs up to date with the recent trends take places in the libraries, so that they can provide current and effective services to the library users.
- In place of traditional print documents modern electronic documents must be adopted in the libraries.
- Number of skilled and trained manpower should increase in the libraries.
- Special fund provision should be implemented in the libraries for ICT applications.
- The study shows that internet surfing is most important for user in Libraries so that the libraries should be well equipped with enough numbers of computer.
- Librarian should be well trained. Time duration of using ICT activity should be increased.

- Librarians should be more responsive and helpful. Printing facility should be available in the library to get print out of the articles of e journals and databases.
- As the survey has shown, In addition to access infrastructure and content having requisite skills, staffs' motivation is a critical factor in ICT adoption.
- Proper ICT training should be given to the librarians.
- Seminar and conferences on ICT should be held at least twice in a year to create awareness about recent advancement in Library and Information Science among the librarians.
- Every Librarian should be given the chance to work with ICT in library.
- In digital era library should be well equipped that all the functions can run smoothly and user can get used all enriched resources of the library.

(Objective-3)

- More online journals should be incorporated. Training and knowledge must include to spreading of awareness of users as well as staffs.
- The last but not least there should be a promotion policy for Librarians in the libraries selected. It will boost up the moral of Librarians and they can use and utilize their knowledge and potential towards strengthening the library system well.

7.4 Scope for further study

Usually the Special Libraries as stated before becomes part of some specific institute or research organization of several fields in science and technology or social sciences. Special libraries play an important role in the field of Research and development affairs of a place or country or world by providing various services using of latest technologies. The present study covers various technological applications and the utility and services of those applications in the Special Libraries of Assam. Keeping in mind the area of coverage and study made in this research work, the following areas are suggested for further research:

- Library personnel's attitude towards using ICT in Special libraries of Assam.
- Management and development of electronic resources in the Special libraries of Assam.
- ICT application and the development of services provided through it in the Special libraries of Assam.
- ICT application and the awareness of users' towards it in the Special libraries of Assam.
- Management and development of ICT infrastructures in the Special libraries of Assam.

7.5 Conclusion

It is found from the study that the status of ICT application and its development on the library services not satisfactory. The libraries authority, Librarian and faculty share the responsibility of developing the services of library and application of ICT. They should adopt the knowledge about modern technologies and must apply to library functions to develop the library services. The future of library and information services is bound closely with the development of ICT, as many of its activities and services can be enhanced and many new services developed using suitable ICT in an appropriate way. This work on ICT application in special libraries has revealed that ICT is essential for effective information service delivery. Special libraries are known to be attached to organizations that invariably need strong and steady strategic information to facilitate their steady expansion and growth. To realize this steady growth and competitive advantage, ICT not only has to be an additive to special libraries but a critical component towards supporting provision of effective information services to the parent organization. This research work therefore sought to take a look at the concept of ICT, about special libraries, ICT application in special libraries operations, benefits of ICT application in special libraries and factors affecting ICT application in special libraries. In the analysis of the services rendered by the special libraries of Assam, it is found that some libraries are set up for the sake of establishment only i.e. they are organized for the name only and not for the spirit. So it can be suggested that these so called libraries be staffed by technically trained

personnel and such reading materials should be procured to cater to the needs of the particular organization so that these libraries become potential force in the threshold of future which is knocking at our doors.

The technological revolution has turned the dimensions and directions of communication not only in any particular geographical region but also all along the global sphere drastically. The Special libraries have already moved towards technological support services i.e. e-services in digital environment where information organization, generation, retrieval and delivery is often possible in an “integrated digital environment”, involving a combination of modern management techniques and information communication technology. In view of these rapid technological changes, it has become inevitable that librarians working in special libraries need to acquire new skills to be competent enough to work in this new environment efficiently and effectively. Cooperation and coordination are the bedrock of all library activities of special libraries of today. These two C’s have now extended to most areas in the library and to other players in the information arena such as publishers and vendors who are actively involved in developing symbiotic relationships with librarians in order to prosper. Special librarians and libraries in the science and technology area are in a much better position than other types of libraries. Now, a majority of the special libraries in India are automated, with access to computers, CD ROM databases and telecommunication facilities such as e-mail and Internet access, and the like. The 21st century is an exciting time to be a librarian in a special library. Special librarians have been working online since the dawn of Internet, using commercial services such as Dialog, Data star, Lexis-Nexis and others. They would, as a matter of course, also access online catalogs, but the real impact of the Internet in India was felt during the 1990s when browsers, the hypertext transfer protocol (http) and the web came on the scene.

All these have given new meaning to the role of librarians for educating their clients/users about the extent of information available online and how that can be accessed or retrieved: more so than ever .

The number of Internet users is increasing every hour at every corner of the world. India is being ranked as the top fifth country among the top 20 ranking countries of the world in this regard, with 1,094,870,677 Internet users on an average.

No doubt in earlier days, there the interactions among the scientists working all over the world were, through letters, telephone, and such-like. But none of these media has ever had such a dramatic effect on communication as we experience today with the introduction of Internet and the www. It is right to conclude, therefore, that never has there been so much information, in so many forms and formats, with so much varying quality, available to so many people simultaneously. The emergence of the Internet is welcome, but at the same time a common complaint rushed by information users is information overload, that is, the availability of huge amount of unorganized information on the www often remain unfiltered and un-authenticated. No doubt, that is valid to some extent. In fact, the issue is not information overload, truly, it is lower level “data” overload. Hence, the role of librarian becomes vital. In such a situation of information overload, professional staffs serve as a valuable link between data and intelligentsias. This brings professional ability to the table to act as information analysts, providing added value and intelligence to undigested information. The essential thing is that, information professionals vigorously need to understand how information is generated, gathered, formatted, organized, transmitted, disseminated, retrieved and repackaged in their day today library practice.