

## Re-engineering Academic Library Services: A Case Study of Tilak Maharashtra Vidyapeeth Library, Pune

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### Abstract:

The concept of re-engineering focuses on improvement of quality and speed of work which results in reduction of costs in the activities of libraries. It is a process in which there is a change in the way library services are rendered to the users. It helps the library administration to rethink and reshape way of doing work by improving customer services and cutting the operational costs. The present paper highlights on re-engineering concepts and its application in providing library services which to users which are being offered by TMV, library to its users.

**Keywords:** Re-engineering, Tilak Maharashtra Vidyapeeth library, library services.

### Introduction:

Re-engineering is a popular management technique which lays emphasis on improving the quality of services offered to the users. The concept of re-engineering is applicable to libraries wherein the services offered to users are redesigned in such a manner that the required information is made available to the user at the right time and at least possible cost. The users are placed at the centre while redesigning the various processes of libraries. Re-engineering can be defined as a process of application of technology and principles of management science in order to modify the existing system, process and products in order to make them effective and efficient. The traditional library services offered by academic libraries are depicting a drastic change due to

various ICT facilities available in the modern technological era. The main reason for the change in the services is crunching library budgets, increasing publication costs, information explosion, development in human resources and mainly the increasing user expectations.

### About Tilak Maharashtra Vidyapeeth library

Tilak Maharashtra Vidyapeeth-Pune (Deemed University) conducts various traditional courses like Ayurveda, Sanskrit, Social Science and professional courses like Hotel Management, Law, Physiotherapy, Nursing, Management, Mass Media etc. The library has a collection of over one lac books and 150 periodicals. It also subscribes to various databases like EBSCO, JGate, Manupatra etc. Like other academic libraries the library is also facing the problems like crunching budgets, escalating costs of publications and decreased frequency of visit of faculties. The number of subscribed printed periodicals has decreased while the expenses on online databases and journals have increased from 10-20%. The main reason for this is the decrease in faculty visiting the library to view current issues of periodicals. This has given rise to the concept of re-engineering of the library services offered to the users.

### What is Re-engineering:

Re-engineering as defined by Hammer and Champy (1993) (Gaur 2003) is the fundamental rethinking and redesigning of the processes so as to achieve improvements in business performance in the form of quality, service and speed.

Kumar, B. (2014) explained reengineering as a process in which new approaches are invented which bear little or no resemblance to the previous ones. In his view this process is a revolution in which new models are searched for organizing work. He has defined it as application of technology and management science to modify the existing system.

### Objectives of the study:

The following objectives have been set for the study:

1. To take an overview of the services offered by TMV library.
2. To trace the necessary services

offered by the TMV library.

3. To trace the change in traditional services due to technology.

4. To inform the library staff about need and importance of re-engineering of services.

#### **Need for study:**

1. To cater to never ending user demands.

2. To cope with financial crunches existing in the library.

3. To redesign the library in such a way that maximum services are offered at a minimal cost.

#### **E-resources development:**

Since the past few years a drastic change in publishing pattern has been observed wherein mostly electronic versions of many scientific publications are produced. Even though printed versions of many foreign periodicals are published they are not received in library on time mainly due to delay from vendors, transport barriers etc. Many new journals are available only in electronic formats. When a faculty wants to publish any article it is easily published and available in electronic format much in advance rather than the printed version. The publisher or subscription vendors are offering the electronic publications directly to the users. There are many software companies, research and development centres which subscribe to these online resources directly from the vendors or publishers thereby eliminating the need for libraries. Many publishers offer discounts to the end users. There is both co-operation and competition between the publishers, database producers and subscription agencies. This co-operation can be seen in the form of bibliographic databases like SCOPUS which are serving as a platform to increase the demand for electronic full text journals. Similar situation can be seen in the academic libraries. If the academic libraries want to survive in this era they will have to change the ways and methods of delivering services to the end users. There is a need to increase co-operation and competition among libraries, publishers, subscription agencies etc. The libraries can take an imitative while negotiating with the publishers for eg. The TMV library subscribes to management package of EBSCO and the library has a free access to LISTA which proves beneficial to the research

scholars of library and information science department.

#### **Human Resources:**

Like many other academic libraries the TMV library also faces shortage of staff. Due to the growth in ICT and automation techniques it is felt that less staff can do all the work which was done before. But this is not true in this era of information explosion and as the user needs is increasing. To satisfy these demands there is a need of specialised and skilled staff. The traditional work of library staff consisted of acquisition, cataloguing and circulation of books and journals. Apart from this reference services were provided to the users on demand. But in order to survive in this modern era the libraries have to provide specialised services like e-mail alerts, updating web page, scanning the contents of printed journals, creation and maintenance of institutional repositories. The staff available in libraries is less and the backlog of retired employees or those who have been terminated is not fulfilled. It is necessary for the management to take an overview of all the variety of services which are or will be made available to the users and increase the human resources of the library accordingly.

#### **Library Services:**

Apart from the traditional services like acquisition, cataloguing, circulation, CAS, SDI etc. new services have paved their ways in the modern era in the form of blog, chat, discussion forums, newsgroups etc. The concept of re-engineering includes introduction of these services in the libraries. The users demand specialised and pin pointed services in the shortest possible time. The librarian has to overcome the technological and geographical barriers and offers all the necessary services to the users.

#### **Services re-engineered in the TMV library:**

In order to effectively increase and improve the services offered to the users consisting of students, faculties and research scholars the TMV library tried to concentrate on a few aspects:

1. The library portal has been created which offers links to various electronic resources available in the library.

2. All the electronic resources have been pooled together and offered on a common platform on the library web page.

3. The procedures of acquisition and cataloguing has been changed and the software has been designed in such a manner that full MARC record with cover page of the book can be seen in the Web OPAC.

4. The investments were accordingly increased in form of computers, server, LED display board, common user interface to electronic resources.

5. The digital institutional repository has been created which offers various information resources to the users at one place.

6. In house training program for library staff and users are conducted which help them to effectively handle these new resources.

7. Smart cards for users have been introduced from this academic year.

8. A common searching platform Knimbus has been made available which has been linked to all the resources of the library and when a search term is fed by the user this platform searches all the available information resources. The users do not have to log in to all the individual electronic resources.

9. A facebook page of the library has been created and regular updates are posted for the users.

### **Conclusion:**

Due to financial constraints the academic libraries are not receiving adequate support from the parent organization. This has given rise to the concept of re-engineering of library services. There is a need for the libraries to actively participate in this process and redesign their services so that the user needs are satisfied to the maximum extent.

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