Chapter 6

Conclusion, Suggestions Future Scope And Limitations

6.1 Conclusion

This doctoral research is a base line assessment of utilisation of library technology services by institutions, professors and students.

The impact of Information Technology (IT) is widely seen across the globe and in different types of libraries. IT has become an important part of all aspects of the library management spanning all its functions right from: library operations and administration, information resources, to research based services etc. IT has virtually unlimited potential for variety of useful applications in libraries offering large and variety of knowledge services. Globally proper exploitation of new technologies in library is no longer a matter of choice but a matter of survival in an era of rapidly changing technology as information has become a new age currency in a world which is now more focused on information/knowledge as a capital resource to develop itself . In fact basis this , success of many educational institutions is now dependent on a modern library that is increasingly offering all the modern and technology led services.

The research findings pointed out towards following "Managerial implications" across the three key segments viz: Librarians, Professors and Students:

Librarian:

1.A need of a strong role of the regulatory body to set up norms for institutions and software company to ensure that library software services is not just a knowledge repository services. As observed that the decisions of purchase are at the institution level and that's leading to a technology adoption which is extremely differential and driven by the institutions mandate. AICTE can have a role here to mandate minimum features to offer similar library services to the users like educational curriculums

2.Further when the awareness of features of the modules is evaluated 21% librarians have mentioned about the 'search' function. It appears that given that there is an expanded role that librarians need to play in educational industry which goes beyond being repository of knowledge services and moves into an active role of creating new knowledge that is research based, it is felt that this function needs to be used more frequently.

3.The top five software's that emerged are:

Figs in %	Share in the institutional market	Whether interactive software % saying yes	Whether recommended: % saying yes
Total	**40***		
SLIM 21 Advance	25	100	100
SOUL	15	80	66
Koha	15	100	100
Egranthalya	13	100	80
Total	68%		

These findings indicate that the role of regulatory body is highly required to ensure standardised brands across institutions and involvement of the librarians themselves in using the software. To illustrate case in point most librarians are trained on SLIM21, so may be that is the reason it has higher market share and cent percent recommendation scores. Training on software could enhance software usage and recommendation and this could be indicated by the management and librarian themselves.

Professors & Students:

1. Library professionals need to educate the teacher and student community about the utilisation of the software's into their work environment.

2. Further to the awareness of features of the modules it is necessary to demonstrate how to use the different features so that the teachers and students are able to use all the features of the library software to maximise the knowledge that is being stored in the library through the books, journals and magazines.

3. These findings also indicate that the role of regulatory body is highly required to ensure standardised services to teacher and student community by the library science professionals given that assessment of service quality of any service can be judged by only user profile. If the teacher and student community is not active in assessment then this is a warning alert to the regulatory body. The library science professionals should also take note because this institution is changing rapidly due to technology and if it needs to be relevant to the society it has to carve out a role for itself.

At an another level, i is also observed that budgets are discretionary and not deliberated upon by the management. This needs to be looked into given that the core nature of any technology is change in the hardware and software. Obsolescence in any technology is the order of the day hence management has to keep updated budgets in this regard even with respect to Library software's as libraries are expected to go beyond being "repository of collections" to a catalyst for discovery and creation of knowledge by making this place as a central place where people, knowledge, and research intersect to tackle world's greatest challenges.

Overall thus on reviewing the implications across the three sections it is felt that there is a need of creating a vibrant learning environment in management institutions and that is the responsibility of management, technology companies and the concerned staff of the institutions. The learning environment will facilitate the expanded role of library services and the user community will be able maximise the usage of these services. In this regard it is important that the management, manufacturers of the technology software's and the users of these software's continuously interact to help develop a learning environment.

6.2 Suggestions

Suggestions: Basis this research following actions are suggested for better utilisation of the technology services:

Manufacturer led:

1. Effective training to the librarians , other staff and user community. This should be followed by refresher training every quarter during the first year of ownership of the software.
2. Technology services are constantly updated. But educational institutions are constrained for budgets so the manufacturers can look at different models of affordable payment structure such as Subscription model, Pay as you use model etc
3. Since library services is about maximisation of knowledge services, it is important that the manufacturing company also takes feedback on utilisation of software to help remove barriers of usage.
4. In addition to User Manual , there is a need for "One Page Step Wise User Menu" to be created for every feature in the module such as Cataloguing which is back end process or Search/SID which is more user/ used feature.

Management led:

1. A dialogue mechanism has to be set up to find out technology and financial challenges faced by the users and custodians to take an appropriate action. To illustrate the case in point: Discussion on every report that is generated   through the software is tabled for discussion to ensure that the technology services are used by maximum users to the maximum/optimum level.

Regulatory led:

1. Standardisation of software followed with technology progression journey for every institution for remaining accredited with the apex body.

Librarian community led:

1. Task groups to be more involved into usage and application of software by creating key metrics on usage through a process of dialogue.
2. Librarians should contribute into research and development of all the different subject matters through information curation by way of all the new features embedded in the technology such as machine learning etc.
3. Regular feedback from the user community on software performance.

6.3 Future Scope

1. A research of this kind is envisaged across different lines of education such as Engineering, Medical, Hotel management and even schools.
2. Technology and information is continuously growing . So a research on technology services in this field is proposed on a periodic basis to arrive at new needs and challenges.
3. Manufacturers can consolidate their market shares at a national and international level by doing market surveys for a continuous competition mapping and user needs and requirements.

6.4 Limitations of this study

In this research the management vision is not been taken into consideration yet.

In this research the current situation of technology services and its role in the near future is being discussed.