Role of Academic libraries in the Human Resource Development and Information and Communication Technological Environment: An Overview

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Abstract - This research paper's main purpose is to show a critical view of changing role of academic libraries in the HRD and ICT environment. HRD and ICT have an importance part of all libraries operations and information services. ICT is a driving factor in the process of globalization in new digital era. ICT has become one of the basic tools and core of modern society in general educational and research activities. Developments in ICT have not only changed the way information is generated, organized, stored and distributed but more importantly have become on indispensable tool for teaching learning and research. Virtually all faculties, library professional staffs and researchers are aware of its impact and found it beneficial. The developments of ICTs in general and particularly are on e-resources. Libraries, Librarians and researchers have to cope with the challenge and make use of the advantages brought about by HRD and ICT environment.

Keywords - *Academic Libraries, Changing, Communication, Environment, HRD, ICT.*

I. Introduction

Development of nation is solely dependent on the management of the human resources present in the nation. If this human resource is not coped properly then it is of no use for the nation. One of the fundamental primal matters for the better advancement of the society is civilised human being. HRD is organization, academic library professional staff development and new ICT concept training is the prominent fragment of the immense human resource development. HRD plays the significant role in the chrysalis of the library. HRD is amalgamation of management and operative functions. Any organization's success is solely dependent on the influence of human resource development as training of the employee's plays noteworthy role in its effective development.Requirement of skilled and trained staff especially in ICT is imperative for the advancement of the Library.

Information communication technologies have provided new mode of storing and communication information. Information communication technology brought many services to library to speed up their activities. It helps to remove barrier of communication, distance time. The advances in technology will continue to improve the effectiveness of libraries. It helps to transfer of data through communication network like internet from library to anywhere in the world at any time.

The library digitization is also quite essential; it has been initiated in almost academic libraries are implementation. While using library automation software is complete under different stages. ICT has brought changes in the type of services delivered by academic libraries in the all around the globe, but it requires some changes in the infrastructure and manpower development which is not yet available in academic libraries and knowledge treasury and the whole of changing in library work in use of library professional and library users of HRD and ICT environment in digital era.

Various steps towards advancement and development of the services provided by Libraries has been taken forward by The Ministry of Human Resource Development (MHRD) and UGC as they has avail the sufficient funds for modernizing infrastructure by initiating syndicates based subscription to online journals and databases through INFLIBNET and INDEST. This has positively influencised the research activity which leads toward increased exigency in the demand of user focused information service. A user are more advance now and has the basic knowledge of computer which is required for their research as they have continuous interaction of the computing device and internet. Still most of the academic libraries are not fully equipped with the ICT based applications in their service, though there has been a considerable change in the domain of ICT application development in libraries.The constant improvement of the professional performance of those who provide information is very important, to meet the demands for individual using the facility provided by Library. Thus it is eminent to imbibe the knowledge of computer science and technology in the library professionals if we have to achieve the required development in academiclibraries.

In transforming the library to fulfils the demands of the future information work, one need to focus on the vital need for evaluationofeducation level of the staff personal in the library and administration. To cope up with the continuously evolving and developing society, it is the responsibility of the organization to educate their employees for the future advancement so that they become ready for the changes and difficulties which a society and organization are going to face in the future.

II. Role of Academic Libraries

The new technology as we have been made greater impact on the structure, functioning and services of academic libraries. Library service is no more confined to the four walls of the library. Printing material documents are supplanted by electronic and digital resources. In the new environment user-librarian interaction is reduced to the minimum. Users are adapted to the use of electronic sources of information. Library may at most become an intermediary in the information transfer chain. In future users can have direct access to the source and the library may conveniently be bypassed. It is in this context librarian having to re-orient their services to provide easy access and conserve the time of research potential. Users need not commute to the library for information. Library of the future will be a reprocessing center where information is gathered, processed, packaged in a suitable way so that the packet contains information tailor made to the needs of the users.

The electronic libraries will must to deliver a range of new non-core services for internally spawned and externally acquired information. The cost of operations in future electronic libraries will be high and the investment will be continuous. Thus, the cost of information will be high as against the one time investment on documents in traditional library.

Need for Human Resource Development in Academic Libraries:

Human Resource Development is required to cultivate proficiencies:

1.   It is almost impossible for the organization to survive, to make a mark, on the society if their staffs are not proficient with the prerequisite understanding, abilities and approach.

2.   The prime aim of the For-profit organization is to expand, evolve and develop their work such that they minimize the cost and delays while maximize the quality and customers satisfaction.

3.   Human resource development need is whereas traditional human resource development methods have their relevance and usefulness.

4.   Human programmers bring about an organization-wide alteration which is envisaged in the thought of human resource development.

Functions of Human Resource Development in Academic Libraries:

The most frequently used HRD mechanisms are:

1.   Training and Development:

Training and development are meant for refining or moving the information skills and approaches of the library professional work in different libraries.

2.   Training:

Improving the library professional staff ICT based knowledge, skills and attitudes changing training are following:

1. Library Professional Staff is Orientation and refresher course training provided.

2. Skills and technical training

3. Coaching

4. Library Management training

5. Library Supervisor development training

3.   **Organization Development:**

University library members with the help of planned interventions that use the concepts of behavioural science. Both micro and macro changes are implemented to achieve organization development.

4.   Career Development:

Career development comprises of following distinct processes.

1.   Career Planning– involves activities to be performed, counselor and capabilities and skills in order to frame realistic career plan by the library professional staff.

2.   Career Management- generally focus more on the steps that an organization that can take to foster the career development of the library professional staff.

3.   Provision of welfare facilities:-library professional staff is medical, educational, recreation, housing, transport etc.

4.   Feedback and Counseling.

5.   Job Rotation

6.   Team Work

7.   Leadership Development and

8.   Job enrichment etc.

Role of Academic Libraries Librarians in HRD:

1. A "front line participant" in HRD.

2. Implements Human Resource Development Programs and Procedures.

3. On- the job training

4. Motivational lecture.

5. Career and library staff development.

6. Integrates HRD with organizational goals and strategies.

7. Tailors HRD to corporate needs and budget.

8. Institutionalizes performance enhancement.

Need and Purpose HRD in Academic Libraries:

Therefore HRD is necessary for any type of library for

1. Endurance and steadiness

2. Evolution and expansion

3. Transformation and diversification

4. Returning activities to grow into more operative

5. Providing utmostsuperiorityin the services.

Human Resource Development Climate in Academic Libraries:

The human resource development process can also be facilitated by creating an HRD climate. A development of climate can be considered as consisting of a culture which supports.

1. **Pro-activity:**
Library professional staffs are action-oriented, willing to take the initiative and show high degree of pro-actively.

2. **Openness and risk taking:**
Library staffs feel free to express their ideas and the organization is willing to take, risks, experiment with new ideas and new ways of doing things.

3. **Collaboration:**
Library staffs collaboration with each other and have a feeling of belonging to the same family and working for a common cause.

4. **Trust and Authenticity:**
Library staffs are his working departments and groups trust each other can be relied up on to do whatever they say they will do.

5. **Confrontation:**
Library staffs face problems without hiding or avoiding them, these can be discussing with each other and superior.

6. **Autonomy:**
Library staffs have some freedom to act independently within the boundaries of their role/job.

ICT Environment based Skill Requirement for the Academic Libraries Professional:

The collision of the in creating diversity of users' needs and the information communication technology (ICT) environment made the librarians to acquire new competencies and skills regarding topic as follows.

1. New technological innovations such as Internet -2, Web-2.0, Professional skills with practical approach.

2. Cataloguing of web resources using metadata standards.

3. Web page designing and maintenance.

4. Preservation of ICT resources.

5.   Data base creation and various models of it.

6.   Attending to the trouble shooting systems.

7.   Scanning, Indexing, Conversion and linkage issue.

8.   To work in the ICT environment by using it today.

9.   Turning to the new environment by using it tools.

10.   User awareness to the library resources and services.

11.   Accessibility of information one-line.

12.   Improving the communication skills among the library professional staff, with user and the top management.

13.   Strengthening of Librarians Skills in dealing with copyright and negotiating with publishers.

14.   High priority must be given to library professional staff development.

15.   Through task Library Professional skill training, boot campus, workshop, seminar on different themes.

16.   Demonstrations of ICT Products, conference ad webinars on library professional staff competency.

III.   Impact of New Technology on Academic Libraries

Changes in information communication technology have generated corresponding changes in society, higher education and academic libraries as follows.

1.   Shift from paper based resources to electronic one,

2.   Shift from acquisition to accessing the resources.

3.   Media convergence in ICT resources.

4.   Knowledge about web page designing and e-books, e-journals in essentials.

5.   Library users demands for access facilities in his place at his desktop.

6.   Growing importance of consortia agreements for e-journal subscription.

7.   Provision of resource sharing to overcome budgetary constraint.

8.   Maintaining of Internet, LAN, and WAN Facilities with faster access, getting   access right to e-books, e-journals and e-library project etc.

9. On-line resources services a part of OPAC and E-mail service provided in the Libraries users.

Role of Academic Libraries in Web-Learning:

Library resources and services are the backbone of any academicinstitution as a primary knowledge resource for study, teaching and research. Library has a positive role to play to collect, organize, and disseminate learning web resource to complement the teaching and learning process.

1. Web-based Instruction:

It is "hypermedia instructional programme and resources of the World Wide Web to create a meaningful learning environment where learning is fostered and supported."

2. **Virtual Learning:**

The educational process of learning over the Internet without having face-to-face confect is known as virtual learning. However, for some virtual learning may also include teal-learning.

3. Online Learning:

It issynonymous to web-based learning where learning.

4. E-learning:

E-Learning which is widely accepted as a substitute for online learning and web based learning covers a wide set of applications and processes including computer based learning, virtual classroom and ICT collaboration.

IV. Role of Librarian in ICT Environment

In the changed scenario under the influence of ICT the duties of the librarian have been changed. The librarian is going to work as information broker, navigator, market negotiator and information technology expert for example the services the librarian going to offer in the future shall compel them new methods of classification and cataloguing, Internet resources search engine, which specialize the certain subject areas only and interlink each bit of information which has relevance to anything else in the universe of knowledge. Now librarian should possess the following skill in the changed scenario since the librarian is going to be a highly skilled professional, whose total commitment is to be as a processor and disseminator of information to the user. There is a need to acquire soft skills that helps the librarian to deal effectively with their clientele; some of the soft skills are enumerated below in brief.

1. Communication Skills:-

The librarian should be able to achieve both verbal and written communication skills.

2.   Adaptation Skills:-

Librarian should be ready to adopt new techniques and technologies on current trends.

3.   Management Skills:-

Decides the traditional management skills, the librarian must achieve the special management skills as per the ICT.

4.   Marketing Skills:-

The librarian must be able to promote his products and services hence, marketing skills which is essential for marketing of library services.

5.   Update of Knowledge:-Librarian should update their knowledge to provide better services to the users.

Tools of Information and Communication Technological Environment:

1. Computer

2. Internet

3. Digital Camera

4. Web Cam

5. Smart Card.

6. Scanner

7. E-book

8. E-journal

9. Web-OPAC

10.   E-mail

11.   RFID Technologies.

Modern Library Professional Environment in ICT based Online Services in Academic Libraries:

ICT based online services in library are now challenging for modern library professional environment. We have to remain with the latest technology and its use by competitors. These call centers and their work environment is totally different form library. All time availability and money-based service are two main factors for them on which they are giving more attention. To competitors with them and to exist in the environment we should be professional. We have to provide what other fare providing with best quality. The quality of information depends on two

things one is relevance and the second is timeliness. I think online services are efficient achieve those two things because if electronic information is there we can see its relevance the post it within fraction of second. So if we want achieve quality services then we should think about online services. We can say by experience that all teachers and students of university library always demanding readily electronic information.

The   process of delivering library service is given under. We have things interconnected with each other librarian, computer networks, and users of document. The real impact of online service is that how this things are connected each other at right time with correct relevance.

1. Types of online services in libraries:

There is wide variety of online services in different libraries. We can take an example of university libraries at several locations. It is collection of all bibliographic details of library holdings. Now it is available online with all types of libraries in the world.

2. Library Catalogue:

It is a register of all bibliographic items found in a library or group of libraries, such as a network of libraries at several locations.

3. Web OPACs:

Online Public Access Catalogue is an electronic library catalogue, which contains complete bibliographic information of all items in the university libraries.

4. Library Thing:

Library thing is an online service to help people catalogue their books easily. The user can access catalogue from anywhere. Library thing also connects people with the same books, comes up with suggestions for what to read next.

5. Automatic Book Circulation System:

The borrower can borrow books using the automatic book circulation provided that they have a barcode label on the cover.

6. Use of RFID Technology:

The concept of Radio Frequency Identifications technology was developed in 1948 RFID is used in libraries for self-issue, self-return, combined issue/return, fine/charge payment, automatic sorting, security, stock management and accessioning of library reading material.

7. Interlibrary Loan Materials:

Inter library loan facilitate to borrow the books from other library through resource sharing method.

8. Faculty Services:

Providing services to its users and to get the scent percent satisfaction from its users is the main objective of any university library. Library has to give user oriented services to its users so that he will get his information without wasting his time. Then only he will satisfy with what he got form library.

9. Auto Alert Service:

Auto alert services are automated e-mail notice sent by library to alert its users about newly available publications in the field of interest. It helps to inform and keep updated to its regular user service.

10.   Auto Overdue Reminder Service:

Efficient library management software is finding such books, which are delayed by the users all also sending them auto reminder for the same. As soon as the computer system will on, it will start to send reminders to the persons who have delayed books with them.

11.   Online Newspapers Reading:

Every University Faculty and Library Professional Students in educational organization is in search of today's updates, foe news and events surrounding them. They will reserve the time and come in the library to see today's newspapers reading.

12.   Various Full-text Databases:

A full-text database is searchable by keyword, phrase, or both. A collection of documents or other information in the form of a database in which the complete text of each referenced document is available for online viewing, printing, or downloading. University libraries also can subscribe some databases for the use of its students and faculty.

13.   Online Periodical Reading Services:

The university libraries can make available some online periodicals. There are some agencies that are giving magazines with free online access and some are required subscriptions for accessing their databases.

14.   The effectiveness of Online Services in Library:

The impact of online services of university library on users and their need is other aspect on which we can give sort of stress because it is equally important as its execution. We have to see how it is useful to the users.

V. Conclusion

Each of the mechanism contributes to the achievement of overall HRD goals. HRD is library professional staff personal effectiveness or developing the individual's ability to perform his present job role or future job role. University library development is the mechanism for developing team collaboration and self renewing skills. HRD mechanisms should lead to the generation of HRD processes like role clarity, performance planning, development climate, risk

taking and dynamism in library staff. Such and HRD process should result in developing more competent, satisfied and committed people, who, by their contribution would make the organization, grow. Such HRD outcome influence organizational effectiveness.

There is a paradigm shift from the role played by libraries in the past as storehouses of information resources to the active Center of information where the information is considered as one of the important catalyst in the process of human development. Librarian also has to play as the facilitator of information/information or knowledge manager.

Information communication technology is not a technology but also it manages with library objectives with the adoption of ICT, libraries can face the new information techniques. ICT has generally affected the information environment. The Librarians have toskilful awareness regarding the management of information, Due to skill up gradation among the library professional's library render the best service and give the more satisfaction of the library customers.

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