

PLANNING OF RE-ENGINEERING OF LIBRARY SERVICES

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INTRODUCTION:

Re-engineering which has been very popular in the business world in 1990's, is equally beneficial for libraries to redesign their services in order to provide pin pointed exhaustive information up to end users. In developing era, every organization is striving for latest productive and progressive techniques. Reengineering is a never-ending process of improvement in performance and it is applied in every walk of life. In an organization when processes are not user oriented, user then they prove costly and time-consuming resulting inefficiency and dissatisfaction. This creates a desperate need to analyse and reengineer the old-fashioned, obsolete and lousy processes to improve performance. Most of the literature on library and information science has described today's era as a 'digital era'. Many rich college libraries have developed as per recent technologies. Some libraries are still facing old problems regarding infrastructure, unscientific rules and management policies, skills, support from the management, etc., and cite these as the reason for the pause of the development of college libraries. Nowadays, not only ICT tools use in libraries but also the virtualization of library resources and services are needed. Technology has impacted college libraries significantly, whether it is decreased door counts or increased use of virtual resources and especially college libraries have faced a great deal of change in recent years. Today, users have more options than ever to full-fill their information needs. The library professionals must be creative and innovative in order to serve their users. LIS professionals have to adopt web technology for rich to the user. Internet and the advanced tools of ICT is the major challenge to the college librarians. This challenge may take as an opportunity to get more users by providing web-based library services. The automation system facilitates users to use the library resources and services with very little staff assistance if the collection is properly arranged in the stacks and orientation program is conducted for users for better use of resources.

CONCEPT OF RE-ENGINEERING:

Reengineering is the fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in critical, contemporary measures of performance such as cost, quality, and service and speed". According to Hammer and Champ Reengineering is about reinvention –

not improvement or modification. It is similar to starting from scratch. According to Hammer and Champ, “Reengineering is the fundamental rethinking and radical redesign of business processes to achieve dramatic improvement in critical, contemporary measures of performance, such as cost, quality, service, and speed”. This definition focused on three keywords, i.e., fundamental rethinking, radical redesign, and dramatic improvement. As per the keywords, it may be described that reengineering is the process that forces one to form basic philosophy and change attention on the process of the task to achieve dramatic improvement for cost benefit, quality in service, and speed. “Reengineering is only the part of what is necessary in the radical change of processes; it refers explicitly to the design of new process. The term process innovation encompasses the envisioning of new work strategies, the actual process design activity & the implementation of the change in all its complex technological, human & organizational dimensions.

IMPACT OF RE-ENGINEERING ON LIBRARIES:

Since the beginning of human civilization, the mankind started expressing in writing and strived for documented information and knowledge, the libraries came into existence. The activities of the libraries become multifunctional as the civilization flourished. Starting from libraries in the Monasteries in 7th century to the trendy virtual libraries in 21st century, libraries have made a smooth transition through clay tablet, papyrus, bhujapatra, paper and high tech audio-visual media. The functioning and services of libraries have changed drastically. With the development and application of ICT, whole scenario of libraries has been changed. Today’s Library and Information Centre has passed a long evolutionary sequence.

RE-ENGINEERED LIBRARY SERVICES:

According to fifth law stated by Padmashree Dr S. R. Ranganathan Library is growing Organism, Every library grows in terms of collection, equipment, technology and users etc.in course of time. Presently there is a change in the specialized needs and interest of the users, computerized services being expected with high speed.

There are some major needs to re-engineer the conventional library services to provide effective library services, such as:

- To cater to the users’ need of information.
- Cost effectiveness.
- Changing needs of the user.

- Users' expectations from library.
- To make library system capable of achieving the aim and objectives and face the future challenges.
- To improve the quality of service.

Among many possible solutions to survive the change one is the re-engineering of library services. Re-engineering is about changing to the way we do things. Change is the basic need of reengineering means starting over.

PROCESS OF RE-ENGINEERING:

The process of reengineering falls under the planning process. The simple steps, explained here, for reengineering are applicable to library services based on the seven principles of the reengineering given by Hammer and Champy (1993).

- ❖ Understand the concept: Study the concept and review the advantages and disadvantages while going through the reengineering process.
- ❖ Set up objectives of reengineering: Study users' expectations and decide what types of changes are required. If you have decided to reengineer the library services, set up its objectives which are to be achieved.
- ❖ Training and instruction to staff: Involve the staff and make a team to reengineer the library services. Training should be provided to the staff to handle new tools and techniques.
- ❖ Effective change management: Reengineering is for drastic change and the change should be managed effectively with the involvement of all staff.
- ❖ Pilot study: Before implementation, check the new mode of library and information services. In the pilot study you may predict its results.
- ❖ Involvement of all stakeholders: Make your stakeholders aware about innovative services and utilization by conducting library orientation programme.
- ❖ Implementation: At the final stage, implement the new way of services and check whether the objectives are proved or not.

ADVANTAGES OF RE-ENGINEERING IN ACADEMIC LIBRARIES:

Re-engineering is beneficial to academic libraries like;

- Users expected library services
- Increase the library users and library use.

- Save the time of users
- Change in traditional practices which are replaced by using technology
- Better Library Management
- Greater library cooperation
- Protection of records
- Report production

DISADVANTAGE OF RE-ENGINEERING LIBRARY SYSTEM:

- Costly as compare to traditional pattern.
- Re-engineering obsolescence (Hardware and Software).
- Storage Media.
- Dominance of data creators and publishers.
- Trained manpower.
- User education and training.
- Security against hacking and sabotage

SKILL REQUIREMENT FOR THE LIBRARY PROFESSIONALS IN RE-ENGINEERING:

The re-engineering environment made the librarians to acquire new competencies and skill regarding:

- New re-engineering innovations such as INTERNET,
- Professional skills with practical approach,
- Cataloguing of web resources using metadata standards,
- Web page designing and maintenance,
- Preservation of Re-engineering resources,
- Data base creation and various models of it,
- Attending to the trouble shooting systems,
- Scanning, indexing, conversion and linkage issues,
- To work in the re-engineering environment by using it today,
- Turning to the new environment by using IT tools,
- User awareness to the library resources and services,
- Accessibility of on-line information,

- Improving the communication skill among the staff, with user and the top management,
- Strengthening of librarians skills in dealing with copyright and negotiating with publishers,
- High priority must be given to staff development,
- Through task skill training, boot camps, workshop on different themes, and
- Demonstration of IT. Products, Seminars and Webinars on staff competency



Re-engineered Plan for Academic Library

Nowadays, the funding problem is not a barrier to creating digital library/institutional repository. Several freeware software is available for designing the digital library. LIS professionals may use free Google sites, wordpress.com, and so on. As per the needs and expectations of the college teachers and students, the library professional must provide the following library and information services via online mode.

- Institutional repository
- Online circulation (request via e-mail and send the book via courier)

- Audio/Video Lectures
- Information Literacy
- Web OPAC
- Online Library Tour
- Translation
- News Clipping
- Bibliographic Service
- Career Guide
- Subject Portals
- Indexing and Abstracting
- E-Books
- E-Journal
- E-database
- E-Notes
- E-Newspaper
- E-Reference Service
- Document Delivery Service
- Current Awareness Service
- Online Exhibition
- E-Syllabus
- Instructions
- Photocopying Service
- New Arrivals
- Library Chat

CONCLUSION: Reengineering system is rapidly changing the whole world, creating new challenges and opportunities. Today Reengineering has brought revolutionary changes in the whole world of information at each and every moment. Library professionals have to face many complex challenges, make use of the technological opportunities and respond to all these changes positively. It has been observed that many libraries have websites and these are successfully operational in providing maximum information services in the field of education and research and development. Libraries in general and academic libraries in particular worldwide are seriously trying to enhance the provision of information. However, the changes both in information technology and information needs of users make it necessary to reassess and reengineer the work processes of the libraries to enable them to achieve their institutional goal.

Reengineering is the need of today's college libraries to reduce the gap between users' expectation and actual service provided. Considering the importance of reengineering in the college library, it is necessary to rethink on this serious issue and how it will apply to the library for providing better services to fulfil multidimensional needs of the today's users. Librarians must possess the knowledge and skills about use of technology and they must provide training to other staff to develop their skills. As the library automation and the virtualization of the library resources and services are underway, the authority of the college library should give proper importance to library reengineering.

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