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HUMAN RESOURCE DEVELOPMENT IN ACADEMIC LIBRARIES IN THE AGE OF INFORMATION TECHNOLOGY AND NEED OF TRAINING : AN OVERVIEW.

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Abstract:

Development of any Nation is depends upon its quality of education. In this digital era libraries must adopt digital technologies. Academic library plays vital role in imparting education to its clients. Due to the rapid growth in the information generation and in varied forms, ever increasing information demands from users, now days libraries must convert their collection and services from traditional to the automated. With the help of computer and software, Libraries can provide right information to right user in minimum time and at affordable cost. Hence they must change their traditional ways.

This paper is focused on "In the age of automation, why continuous training and updates in knowledge regarding advanced technologies are necessary for library staff, Training and various training modules, Advantages of Training to the library staff as individual and to the library and why training is necessary to improve the quality of library services to achieve optimal satisfaction of library end user.

KEYWORDS-

IT, ICT, Human Resource Development, IT, ICT, Training.

1.INTRODUCTION

The IT and ICT has brought metamorphic changes in information products and also changed the information seeking behavior of users. IT application became an essential factor for Academic Libraries. Automated library services curtailed down the expenditure on library services, save user time, avoid duplication of work, and avoid human errors, save manpower. It help to provide some additional services i.e. cumulating of indexes. IT based services facilitates sharing information like union catalogue. If library has decided to provide IT based services firstly, it is essential to think over "Whether the library staff is aware about the IT? They have knowledge about Computer and other IT /electronic devices, equipments? Hence there is need to provide IT training to library staff.

2. INFORMATION TECHNOLOGY (IT) :

Library staff must computer literate. He must provide computer based services to library end user. He must know about all the IT gadgets.

3. INFORMATION COMMUNICATION TECHNOLOGY (ICT).

Use of computer and use of communication technology jointly called as information

communication technology. Library staff must know about the LAN and Networking.

4. ACADEMIC LIBRARIES:

Academic Libraries must serve its client i.e. Student, Teacher, Management Members, Administrative Staff. Hence libraries must provide services as a support system in teaching and learning and evaluation process. Hence plays vital role in imparting education.

5. HUMAN RESOURCE DEVELOPMENT (HRD) :

To achieve the goal specified by libraries, there is need of HRD. HRD is the process to increase knowledge, skill and capabilities of person. Proper application of HRD results in improving quality of services or products. No libraries can grow or survive with growth and development of personnel. The personnel policies of libraries can help to keep the high morale and motivation. Human resources are the most expensive and the valuable resource compared to other resources.

06. Concept of HRD:

HRD includes below given three concepts:-

- i. Valuable Resources: Persons working in the organizations are regarded to valuable resources, there is need to invest time and efforts for their development.
- ii. Special Characteristic: Man has humanlike values and cannot treat as material. Hence human values are to be applied in organization.
- iii. Human units and Processes: It includes job of person, dyadic unit, teams at work, total organization.

07. Objectives of HRD:

- i. HRD help to develop overall constructive personality of staff.
- ii. HRD enhance the capabilities of staff to enable them to perform their current and future jobs.
- iii. Help to accept and adjust with ever changing /advanced technologies.
- iv. Facilitate Organization to utilize human resources effectively by providing them training and orientation.
- v. Help in manpower planning and prevent over staffing.
- vi. Provide opportunity for staff as career advancement path.
- vii. It helps to increase motivation level of staff.
- viii. It helps to create productive work situation in organization.
- ix. It help to create suitable climate in organization that each staff should utilize their full strength.

APPLICATION OF IT IN ACADEMIC LIBRARIES:

The library staff must have below given capabilities to provide IT based library services:

- i. Basic computer skills and knowledge of different computer platforms.
- ii. Knowledge about various library soft-wares.
- iii. Knowledge about e-mail.
- iv. Knowledge about Internet Search.
- v. Web page creation and editing skills.
- vi. Knowledge about CD-ROM and online database interfaces.
- vii. Knowledge about Information retrieval.
- viii. Library staff should be familiar with Library software, hardware

Used, CDs, DVDs, E-Mail, Gopher, HTML, HTTP, Internet Based Chat and network components like Hub, Router, Intranets, ISDN (Integrated Service Digital network), LN, TCP/IP, WAIS, WWW etc.

VARIOUS SKILLS REQUIRED FOR ACADEMIC LIBRARY PERSONNEL:

In this age of Information explosion , changing patterns , varied forms of information , ever changing and increased user demands for information, it is complicated task to collect, handle , arrange , re-organize and disseminate the data . Hence the library personnel must have advanced knowledge to handle the huge quantum of data. Library personnel should have below given skills:

IT SKILLS:

Computer operation is a basic literacy in the age of IT. They must use computer and become familiar with computers. He must know about the do's and don'ts about the computers. He must know about storage devices, computer peripherals and other computer based services. E-mail, Internet services and Internet chat, Blogs, Gateways, World Wide Web, facebook etc.

TECHNICAL SKILLS:

LIS personnel must have skill to access to information sources, retrieve information, collect, arrange, organize, re-organize and disseminate the information. They must have knowledge about analyze, synthesis, assimilate, interprets and formulate the accessed information.

PROFESSION INFORMATION SKILLS:

Library personnel must identify, analyze and anticipate the users and organizational information needs. They must have subject expertise. It is also necessary to have knowledge of disparate information resources and how to access them. Library personnel must have knowledge about research methods, ability to evaluate information, ability to add value to information, training,

Functioning of Library is teamwork. Hence, a person handling library must have qualities of team leader; He must counseling skills, team building skill, Motivational skills. He must have skill to identify and operate suitable technologies while providing library services. Training, orientation, refresher to staff is useful to update their knowledge and to survive with the ever changing technical surrounding.

MANAGERIAL SKILLS:

Library personnel should have managerial skills i.e. strategic planning, Financial Management, Human Resource Development , Project Management, Change Management , Marketing Skills, Liaison and negotiating skills, Leadership Skills, Futuristic Planning, Team play and Team building skills, Interpersonal skills, Identifying human psychology and motivation, behavioral science.

PERSONAL ATTRIBUTES:

Strategic thinking, Professional image and professional ethics, Competence in problem solving, tactical , sensitivity, Creativity i.e. Imaginative, initiative, flexibility, lateral thinking , Flexibility, Interpersonal i.e. influential, diplomatic, persuasive and involvement i.e. Interest , curiosity, motivation, high level of responsibility and willingness to accept accountability.

NECESSITY OF TRAINING FOR LIBRARY STAFF :

Training is a planned process of improving the skills, changing attitude, behavior etc. of a person. It is purpose oriented in order to place a right person to do the required task for optimum utilization of the manpower. Training builds confidence among staff and help to understand their responsibilities, accountability. Training is a program to improve and develop human skills. Training help to get right person to the right job at right time.

Training help to bring changes in the knowledge, skills and attitude of the staff. Library staff update their knowledge and skills by joining various training program . Already recruited or newly recruited staff need to undergone training in their respective area. LIS professionals must undergo the training regarding organization and management of information and advanced technologies like IT, ICT. .

FACTORS INFLUENCING THE NEED OF TRAINING:

- i. Increased role of Information.
- ii. Globalization.
- iii. Technological changes.
- iv. Competition for survival and superiority.

KINDS OF TRAINING :

i. Induction /Orientation Training:

It is concerned with new employees to familiarize them with organizations rules, regulations and procedures.

ii. Job Training:

To make the worker proficient to handle machines, procedures, jobs equipments more efficiently and to perform job operations efficiently and smoothly on-the-job and off-the-job trainings has been organized.

iii. Craft Training:

This training has been arranged for Craftsmanship. It has been arranged for a single job and for many related jobs. It is applied for Apprenticeship.

iv. Learner Training:

Learners training have been organized for the Staff/workers who do not have sufficient vocational knowledge and knowledge about the job which they have selected. Trainees receives stipend.

v. Internship Training :

Internship training is meant for vocations where theoretical knowledge has to be supplemented by practical experience on the job. In this the vocational or professional Institute enters into arrangement with a big business to provide practical skills to students through actual work experience/hands on training.

vi. Refresher or Retraining:

Refresher training is organized for the existing employees of the institute. The basic purpose of refresher training is to acquaint the Existing workforce with the latest development and techniques in their field and to improve their efficiency further. The trainee will have an opportunity to update his knowledge, skills during refresher training.

MODULES FOR TRAINING LIS PROFESSIONALS:

A Curriculum Development Committee, appointed by University Grants Commission, for Library and Information Science in 1990 has been recommended the modules for MLISc are as under:
A. Core Papers

- 1. Information and Communication: Evolution and Development.
- 2. Library and Information Management: Sources and Services.
- 3. Computer Technology, Library Automation and Information System.
- 4. Information Processing and Retrieval.
- 5. Research Methodology and Informatics.

B. Elective Papers

- 1. Comparative and International Librarianship.
- 2. Higher education and Academic Library System.

3. Communication, Mass Media and Public Library.
4. Bibliographic Control.
5. Users Education and user studies.
6. Education for Library and Information Science.

UGC CURRICULUM DEVELOPMENT COMMITTEE (1998) :

In 1998 based on the Asia-Pacific report on curriculum for an Information Society, Dr. Govarikar suggested his views to change the approach of higher education and the six modules are suggested as under:

1. Foundation of Library and Information Science.
2. Knowledge Organization, Information Processing and Retrieval.
3. Information Sources, Product and Services.
4. Management of Library and Information Centre /Institutions.
5. Information Technology: basics and applications.
6. Research Methods and Statistical Techniques.
7. Electives: Information Systems.

ORIENTATION PROGRAMMES:

University Grants Commission through Academic Staff College has running orientation programs for teachers and librarians. These programmes are designed for newly appointed teachers and librarians.

REFRESHER COURSES:

UGC Academic Staff Colleges has organized Refresher courses in various subjects in co-operation with post graduate departments in respective universities. Refresher courses have been organized for teachers, librarians of colleges and universities. Refresher courses are prepared to keep abreast of the latest development in their respective subject. Teachers must get opportunity to share their views, ideas and experiences amongst professionals.

INFLIBNET PROGRAMMES:

INFLIBNET centre of UGC organized training courses of week duration for teachers and librarians to train them to handle SOUL software prepared for college libraries. In this training user can know about the software operations.

APPRENTICE TRAINING PROGRAMMES:

These programs have been organized by various institutions to upgrade the knowledge of newly appointed staff. It is meant for new appointed staff to upgrade the subject skills and knowledge.

Training Programmes conducted by other Agencies.

In LIS field various agencies like DESIDOC, NASSDOC and various departments of PG has organized training programmes for LIS professionals on Automation, Digitization.

CONCLUSION:

To utilize available manpower efficiently and to achieve desired goals of the organization, training to personnel is necessary and it helps to keep the high morale amongst the staff. Total Quality Management, Human Resource Development, Human Resource Audit and Human Resource Research are some factors which are useful to improve library service quality. HRD program containing varied skills will definitely motivate library personnel to perform at their best level.

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