

Library: A Service Oriented Organization

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Abstract

Library is a learning organization that exists in our society from ancient era. Since ages, Libraries have stored information resources that enable ideas and knowledge. Libraries are measured as learning and service institutions. Here librarians perform not just arrange the collection of information sources, but they provide guidance to library users in various ways, to support learning interest and other career related activities. The assistance and services provided by the librarians can be generally categorized as reference service and information services. These services encourage the use of information sources of the library, connect the users with the library information resources and meet the information needs of the users.

Keywords: Library Service, Services of Library, Library Service Oriented Organization

Library Services

Libraries play an important role in learning, where librarians and other information resources and services help the users to access information that they need. According to Eli B. Martin, “*Because the internet is harder to sort through than a library catalog, there’s a strong case that a library’s core services are actually becoming much more important.*”

More than a collection of information, library is treated as a place for personal growth, recreation, creativity and liberty. They provide free access to new information sources of education, culture and also digital information. Library is a place where exchange of ideas between information and user of the information happens. This means to satisfy the information and social needs. Libraries play a very important role for a nation by taking care of its ancestry. In the modern age with the plenty of information, libraries lend a hand to the society by maintaining and disseminating the relevant information as and when required.

The terms ‘resource sharing’ ‘library cooperation’, ‘library networking’, ‘library linkages’, ‘library collaboration’, ‘library consortia’, ‘interlibrary loan’, ‘document supply’, ‘document delivery’, ‘access services’, are used interchangeably to describe formal and informal cooperation, partnership and resource sharing activities in libraries (Zulu, 2015, Chatterjee, 2016).

Libraries strengthen collections of information sources customize to the needs and objectives of the institution/organization they serve. The library collection serves as an important resource in education, research, work, and recreation of millions of users. Current situation libraries are different.

The library may be Electronic or physical, digital or virtual; they provide everyone with the tools to understand the world.

Librarians have to provide accurate information to an individual or a group quickly and satisfactorily, particularly on the topics of their interest and current in nature. The extent of information service is enlarged to cover information on other socioeconomic requirements of the society. The library should act as a knowledge centre or referral centre for specialized sources of information. The career guidance, public usefulness services, general awareness programmes for public are considered to be essential areas of information which are collected and stored for dissemination to the general public.

Services of Library

➤ **Circulation service : Issue, Return, Renew, Reserve**

Library Circulation service is the function of lending library resources to the users of the library. The circulation procedures exist to facilitate readers to have access to the books held by the library. The first two laws of library science advocate that the readers should get books to meet their information needs; and every book in the library should be used by the readers. The circulation section of any library helps in following the first and second laws of library science by circulating books among the readers. The work related to circulation refers to all functions carried out, rules and regulations adopted for user registration, issue, renew, return and reservation of documents.

➤ **Reference Service**

Reference service, sometimes referred to as reference and information service or reader services has been defined as personal assistance provided to the users in the pursuit of information. Reference service is a personal service given to the user on demand. Reference queries may be related to directional queries, procedural queries, basic reference queries, research queries, bibliographic verification or personal help.

➤ **Referral Service**

Referral services are among the most important services offered by a Library. Referral service is an extension of reference service, in which the suggestion or instruction is given to the user to find required information sources which are not available in the Library. No library can hold all the information sources available on universe of subjects of interest to their users. It is important to know about the availability of information sources, so that the information users can be referred to a library or an agency or an expert who is ready to give the required information.

➤ **Current Awareness Service**

The main objective of a current-awareness service is to let the users know about newly added information sources in their libraries. One of the prime functions of a library is to explore newly added collections immediately after receiving and make a selection of publications relevant to the users of the library and put forward each item to the awareness of the users. This

process is generally known as current awareness service. In the current awareness service, the user is get in touch with the latest information. This service is important for the user who willing to know the current developments in his specific area of interest.

➤ **Selective Dissemination of Information Service**

SDI concept was first described by *Hans Peter Luhn* of IBM in the 1950s. SDI is a personal current awareness service which gives the user with the information of current publication on a specified subject. Selective Dissemination of Information (SDI) is defined as the system in which selectively and automatically compiled information about new documents is disseminated to the users who are in need of these information sources or supplying of information to the users with a reference documents or abstracts relating to their areas of interest. It involves alerting the resources that matches the interests of the user.

➤ **Document delivery service**

Document delivery service (DDS) or document supply service is a library service that refers to the physical or electronic delivery of a document from a library collection to the user on demand. The document may be original or its copy in print or non-print form such as books, journals, reports, standards, etc. period only. You need to return such documents to the lending library after the expiry of loan period. In inter-library loan, you never get documents for permanent retention. On the other hand, in document delivery, the end-user gets copies of the documents such as photocopies/electronic images/ fax images/ electronic files for permanent retention.

➤ **Document Delivery Service in library**

Document delivery is an essential service in a library and information centre. It involves many components like request for document, document types, document sources and functions or processes which again include functions like document selection, request procedure, document retrieval and document transfer. In case of electronic documents, delivery of documents takes place in digitized form. Both print and electronic document deliveries are very important and there are some agencies that deliver both types of document. It is a complex process involving user, supplier and time. Document delivery can involve authors, publishers, subscription agents, document delivery service providers, suppliers, libraries and information professionals. Electronic document delivery has gathered significant attention in recent years. Through electronic document delivery, one library can access journals and other research publications adequately for their users and thereby can reduce funds for document purchasing, which can be utilized for other purposes of the library document delivery is an essential service in a library and information centre. It involves many components like request for document, document types, document sources and functions or processes which again include functions like document selection, request procedure, document retrieval and document transfer. In case of electronic documents, delivery of documents takes place in digitized form. Both print and electronic document deliveries are very important and there are some agencies that deliver both types of document. It is a complex process involving user, supplier and time. Document delivery can involve authors, publishers, subscription agents, document delivery

service providers, suppliers, libraries and information professionals. Electronic document delivery has gathered significant attention in recent years. Through electronic document delivery, one library can access journals and other research publications adequately for their users and thereby can reduce funds for document purchasing, which can be utilized for other purposes of the library. Document delivery is an essential service in a library and information centre. It involves many components like request for document, document types, document sources and functions or processes which again include functions like document selection, request procedure, document retrieval and document transfer. In case of electronic documents, delivery of documents takes place in digitized form. Both print and electronic document deliveries are very important and there are some agencies that deliver both types of document. It is a complex process involving user, supplier and time. Document delivery can involve authors, publishers, subscription agents, document delivery service providers, suppliers, libraries and information professionals. Electronic document delivery has gathered significant attention in recent years. Through electronic document delivery, one library can access journals and other research publications adequately for their users and thereby can reduce funds for document purchasing, which can be utilized for other purposes of the library.

➤ **Translation Service**

Translation service is an important service provided by the library. The Oxford dictionary defines translation as, “*the process of changing something that is written or spoken into another language*”. Translation is the process of transferring the information contents of the text in one language into another language. Translation helps the user enhance the use of information without any language barrier. Under translation service the library user generally requests the library to make the translation of the required information which is present in the language that the user cannot understand.

➤ **User orientation**

The user orientation is conducted to help and serve the newly visiting library users. It is the duty of the library to serve their users in an effective way for their information needs by assisting and guiding about library and its resources. The aim of this service is to make the new users more familiar with the utilization of library resources, services and rules so that they can make use of library services.

➤ **Reprography service**

The growth of photocopying services has helped the Library to provide better services to the Library users and ensure that users get better access to library resources. The Library is a hub of educational activities. Library is the heart of an academic institution. The objective of University Libraries is to support the instructional research and public service programs of the institution by making its resources available to students, faculty and staff for their curricular, research and general information needs.

Conclusion

Libraries are established to support their parent institutions in attaining their objectives of teaching, learning and research. Libraries play an essential role in learning. Librarians and other resources of the library and services rendered by the library help the users to access the required information. Eli B. Martin describes the library service as: “*Because the internet is harder to sort through than a library catalogue, there’s a strong case that a library’s core services are actually becoming much more important.*”

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