QUALITATIVE REFERENCE SERVICES PROVIDED BY THE NON-AGRICULATER UNIVERSITY LIBRARIES

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ABSTRACT

This paper offers with the virtual reference provider in educational libraries. This paper discusses the numerous fashions of offering digital reference services inprovided by the non-agriculater university libraries. This paper highlightsthe present status of Digital reference service inside the four University libraries anddiscusses the power and weakness of existing reference provider being furnished inside thelibraries. This paper is an attempt to make an evaluation of Universitylibraries in India on the idea of qualitative reference services provided by the non-agriculater university libraries. Libraries sampled the existing agricultural facts tools available, handy and used are inadequate. The study endorsed the enhancement of present information tools, services and consumer statistics desires facilities, offline database subscriptions which includes AGORA, HINARI, AJOL, JSTORE and E-Granary to get admission to agricultural facts offline, with thousands and thousands of textbook and journal information sources available and delivered every second.

Keywords:qualitative, reference services, provided, non-agriculater, university libraries

Introduction

Library research has remaied largely ignored in India, leading to very limited and limited availability of literature. As Donald G. Davis of Austin University of Texas commented, "there are many imbalances and lacunae in the core literature on India's library history. In their interests

and geographical position, the scholars are very dispersed. More than one work is seldom done with one person. Existing research efforts have little pattern".

Libraries are treated as power house of information since its inception from temple libraries to digital libraries. The main function of libraries is to acquire, organize and disseminate the information published to the mass. The different type of libraries may differ in their collection development but its main purpose is to provide knowledge to others for building new knowledge. Among the different functions of the libraries (acquisition, processing, organizing, managing) providing services to users is the main component. To maintain the library and its collection for providing services, the skilled manpower is required and also for any organization without staff it is not possible to fulfill the functions.

The Maharashtra state has five divisions, viz. Marathwada, Western Maharashtra, Khandesh, Kokan and Vidarbha. In Maharashtra state there are total ten Agricultural Universities and three Non-agricultural Universities. Apart from these universities there has been lot of progress of higher education in the Maharashtra state. Reference services through agricultural libraries play's very significant role in the development of research and education in the field of agricultural education. In this connection the library reference services, its nature and quality also affects more. The researcher has intension to study the reference services provided by libraries in the Marathwada region and Western Maharashtra region. In the Western Maharashtra region there are three agricultural universities i.e. SavitribaiPhule University, Pune, 1949, Shivaji University, Kolhapur, 1962 and Solapur University, Solapur, 2004.

A successful bibliothsay librarian should be aware of info sources that relate to library users and be able to better offer to users. Reference services should be encouraged as they are able to improve the quality in Non-Agriculture University if library resources are properly utilized. Present libraries, regardless of furnishing supporters with the books and materials, frequently disclose arrangements for increases and may keep a warning service for perusers. Three book characterization systems are commonly used to facilitate the admission of library collections: the Melvil Dewey DebianDebian Department, the Charles Ammi Cutter Arrangement, and the structure for the Congress Library.

Several revolutionary instruments have been provided since the 1930s, including small-scale photographic duplication techniques, electronic knowledge banks, which undoubtedly empower the abilities of more information and inquires about lists and inventories faster than ever before in recent memory and computer networks that provide the potential for memory entry.

Services Provided in Agriculture University Libraries

The study also mentioned library information assets and facilities, along with reference offerings, present day Awareness (CAS), statistics collection and distribution (SDI), photocopying/reprographic offerings, user training and seek services for on line databases, among others, as well as paper clipping provider, catalogue, facts provider, OPAC and automated carrier, , reservation of e-book, indexing and abstracting carrier, translation and Services for distribution of inter-library mortgage resources, orientation software and on-line offerings.

Libraries and Information Facilities in Assam University Libraries for Differently Capable Populations, in which they said that the offerings rendered covered retrieval of records from the stacks, photocopy assistance, specialized reference provider, delivery provider, amendment of lending regulations, specialized orientation tours, cell phone request, bargain for online looking, sign language for the hearing impaired, Braille translation, reformatting to another medium, wheelchair and bathroom. This finding is agreed upon by using on Library Services for the Disabled inside the Iranian Public Libraries. Moreover emphasized that more services had been carried out in the libraries, as he noted inside the exploring the interactions of consumers of digital records structures in libraries affiliated with the University of Maharashtra. He explained the supply of various digital records offerings, including present day attention offerings, full-textual content access to e-journals, far flung access to e-resources, digital reference offerings and digital document delivery, far off enquiry services and personalized alert offerings, Electronic journals offerings digital records offerings furnished through the library.

LITERATURE REVIEW

Wisdom Anyim (2019) The aim of the research was the improvement of faculties library references that use the mechanism of interpersonal contact. Four study problems were used in conjunction with the goal of the review. The research involved the creation of descriptive surveys of 1116 individuals. The study sampled 330 children and 16 reference personnel, because of their manageable scale, all were examined without sampling. Data were obtained by means of a questionnaire and dental interviews. A total of 346 questionnaire reproductions, which consisted of complete reference workers, undergraduate and graduate students from the faculty of Agriculture, Nigeria Michael Okpara Faculty of Agriculture, and NnamdiAzikiwe Faculty, were delivered properly loaded and returned. For the use of mean ratings, data had been processed.

Timothy (2018) Central Michigan Faculty (CMU) has a specific opportunity to understand how courses using virtual resources digitally move from face to face. As the number of reference questions posed by the distance librarians decreased at a relatively similar pace during enrollments on-campus between 2010 and 2016, despite the fact that on-line inscriptions increased dramatically in the course of this time. This transition in the distance student public today has consequences for the CMU Libraries' organisational structure.

Awodoyin et al., (2018) With the evolution of ICTs, accessibility of shared tools and search engines lately, the distribution of reference services has shifted and thus a steady reduction in the number of specialist books is occurring. The quality of service delivery perceived by students in selected faculty libraries in South-West Nigeria has therefore been assessed by this particular study.

Reference services in library

A bibliotheker assists library users who need assistance in the location of services and information. This activity calls for outstanding customer service and a knowledge of analysis and the capacity to adapt to the challenges of managers who are hunting for dark and unexpected things. Reference Librarians must possess an MLS and additional certifications and credentials based on their jobs. Bibliotheks and librarians must also hold an MLS.

The reference desk, an environment where the public can approach for information and assistance, is at the heart of the libraries' workspace. The Reference Desk includes tools such as computers and catalogue links, as well as commonly used staff guides, such as geographic charts, dictionaries and so on. People may seek support from the librarian to access information or the library may be directed to learn how to use tools and other assistance. In university campuses, the bookseller will interact very closely with students during orientation week to get to know the library. Librarians also encourage the use of techniques such as microfilm printers, copiers, etc. which can repair internet connections in the library and other patron issues.

A librarian of reference can also contribute to the development of library collections. Librarians ought to know the library's stock well, so they can best serve customers, typically finding vulnerable spots and troubles in the inventory. They will propose new acquisitions and collaborate with the collection manager to decide the types of tools typically useful for library managers. Books, movies, tapes, songs and other acquisitions can be used. Acting as a librarian of reference needs exceptional skills in communication. Patterns may have ambiguous and non-focused demands that must be correctly understood by the reference librarian. In addition to offering information, librarians normal want to teach their workers the best to support themselves, so that employers feel more informed about the library and learn about the various forms of contact to communicate with their employers effectively. The "reference interview," is a helpful expertise for those who play this position.

Many with library reference desks typically require an approved library science masters degree from the American Library Association in the United States. However, it may be that a person with an Associate Branch, a Diploma in Library Technology or a Bachelor of Library Science can carry out these responsibilities if there are no capable candidates in rural areas in particular in the country. Student assistants, often at the "information desk." are the principal link in many university libraries.

Reference and Information Sources

The information science itself is an interdisciplinary science specifically concerned with analysing, gathering, classifying, managing, preserving, disseminating and restoring knowledge. Furthermore, professionals in the field research the use of knowledge and cooperation with

people, organisations and certain existing information systems, in order to create, substitute, understand or enhance information systems. Info-systems are also researched. Informatics is generally called a computer science department. However, it is really a broad, multidisciplinary area, with factors such as archival, public policy, philosophy, mathematics, administration, musicology, the library, law, communications, industry, cognitive science as well as social sciences. It does not only include computing science, it is also a topic.

The emphasis of info science is on identifying the problems from the stakeholder point of view and if appropriate, uses other technology and information. Simply put, in contrast to individual aspects of technology, it addresses structural challenges initially. With this in mind, info-science may be seen as a response to technological determinism, technological understanding by the law itself is increasing, that it recognizes its capacity, constrained only by the contents of its capital, and that it should therefore be considered as an individual entity regulating all other subsystems of society and ultimately permeating them. In a couple of info-sciences, attention has recently been given to connectivity between the human/computer, groupware, the semanticized web and the advantage of vulnerable types. Nowadays it is known as the knowledge sector, and there are an increasing number of colleges and information schools.

REFERENCE SERVICE – ORIGIN, GROWTH AND DEVELOPMENT

While libraries offer informal assistance for library users for a long time the idea of the centralized referral service is only available in U.S. public libraries at the end of the 19th century. The first public library to launch an organized reference programme. It was the rationale of federal funding used by public libraries that became the primary driving force behind this proposal. Those who sponsored it had to defend their life through the publicly funded library. Therefore the librarians have real motivation to search for new means of showing the public officials the value of their libraries. These principles were measured with respect to library use and offered facilities. The Free Public Library delivered a paper titled "Personal relations between librarians & readers" at the first meeting of the American Library Association in 1876, Samuel S. Green, librarian of Worcester, Massachusetts. He emphasised that it was not enough for readers to be provided with catalogue and reference materials and demanded that to follow personal guidance for the public to interpret these instruments."

The idea of reference service was increasingly adopted and carried out by US libraries before the end of the 19th century and beginning of the 20th century. Poole, Winsor and Melvil Dewey were the leading supporters of the definition along with Samuel S. Green. In 1883, the Boston Public Library set up the first full time reference post, and the word 'benchmarks' appeared in the Library Journal index for the first time in 1891.

In the following years, libraries, both the public and the academic, set up steadily a research department, set up reference inventory, assigned one or two library workers to conduct reference roles, including assisting users in the use of library collection, answering questions and helping readers making the best selection from the information recorded.

In India it is S.R. that has to be credited with the establishment of a complete service. In the University Library of Madras in 1930, Ranganathan. The advent of a reference service changed the library's position from the basic depositary of information to that of an educational institution, from being a mere keeper of the knowledge recorded to a facilitator and an advocate for the good of library users.

The growth and eventual improvement of the Reference Services was focused primarily on four objectives: I assisting the librarian users; (ii) developing the library's function as an educational institution; (iii) helping users to properly choose from the universe of documented knowledge;

The services covered in this class included help in library usage and its resources, support in the search and location of documents, ready research and long-range reference service, search of literature and bibliographic compilation, distribution of documents, referral service, among others. Most services in this group were of the sort of reaction that the customer had ordered, i.e., the service offered.

ORGANISATION AND MANAGEMENT OF REFERENCE AND INFORMATION SERVICE

Management is described by the American Management Association as the guide of human physical resources towards dynamic organizational units that achieve their targets to the satisfaction of those in charge and that offer them a high degree of moral and sense of achievement." This concept is clearly geared at the target group. In the same way, no effort can be made to satisfy the information needs of these users with the fullest fulfillment in the division

of reference and information resources for every library and information centre. This calls for productivity and speed in the organization and administration of these facilitiesnearly every major and medium-sized library has its own departments. There is no separate division of small libraries, however. The librarian delivers a reference service herself.

The administration of the reference section can be efficiently accomplished by taking into account multiple management elements such as planning, organization, hiring, management, coordination, monitoring and budgeting.

1. Planning

Planning is a method for creating an entity or division for the execution of both short-term and long-term strategies through a comprehensive task programme. During the development process, the basic tools of a comparison division must be planed and built carefully. As certain reference and database systems remain ongoing, the strategy document must include a wide variety of tools including new print and electronic reference documents, support employees, physical installations and technical and technical means such as computers and telecommunication equipment. A comparison division's preparation will include the following

- Evaluation of the knowledge criteria of users;
- Forms of sensitive and anticipatory programmes to be provided;
- Paper and mobile reference list, organization and maintenance; Reference collection;
- Operations and operation management staff;
- physical installations, including computers and networks;
- Reviews and facilities assessment;
- Financial liabilities information is given.

2. Organizing

This involves the establishment for the referral division within an organizational framework. It is focused on the job review and the division's multiple operations that defines its composition. The below is an illustrative organ structure:
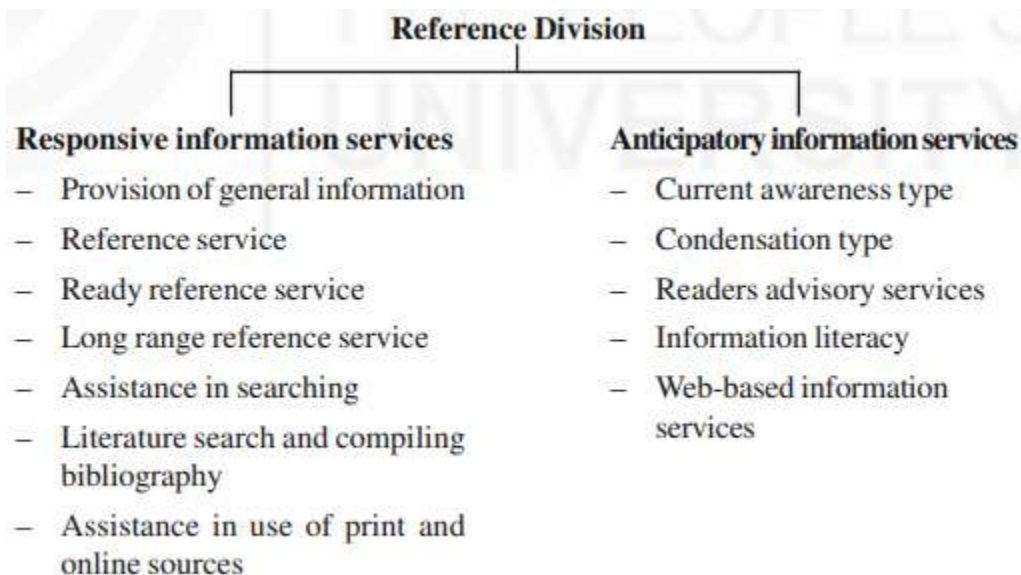
Fig. 1: Reference Division

3. Staffing

Personnel relate to the form, standard and number of personnel expected for the division's different functions. The Division Leader must be qualified and willing to lead the Division with strong academic history and professional experience. Speaking of various support forms, from conventional in-person workplace references and 24 to7 online access systems, other team members must be inherently cross-disciplinary. Reference administrators must be inspired to perform fresh and unforeseen positions, which may include libraries collaborations and negotiations with software developers, providers of electronic databases and publishers of e-journals, confronted with dramatic shifts.

4. Directing

The division head should typically lead and make the most of the workforce in all facets of the division's work. However the hierarchy flats to accommodate vivid new positions and resources needed by the new form of learning because of the fast technical changes. These modern functions include electronic management of resources, site management, benchmarking, virtual benchmarking, etc. Now in the reference division there is self-help, or team-based management, where all team members are given the chance to study each other's jobs in order to incorporate

reference resources. The tendency is now to become the self-regulating management unit, which adopts a system of revolving coordinators rather than the team chief.

5. Co-ordinating

The reference section is interconnected to several other library branches, for example division of technical resources, distribution, reading space, stacks and repairs and the serial branch. For the efficient operation of the Comparison Division and to communicate with users with trust and diligence, communication with both of these divisions is completely important.

6. Content records

In order to develop the division's picture or prestige, reports on the Division's results, accomplishments and failures across one year or more periods are necessary. The reports include valuable information in analysed form on the different operations of the Division.

7. Finance and Budget

Since the majority of programmes that are provided by the Comparison Division are permanent, no funding for the administration of the facilities, in particular those that require financial assistance should be reduced. For each operation on the basis of output and delivery, budget allocation can typically be made annually for a specified duration.

Conclusion

The significance of reference provider can't be over predicted, given that it's far direct non-public assistance given to library users searching for information. A good reference librarian should be conversant with statistics sources which are applicable to library customers and be capable of understand person wishes to serve them higher. Reference offerings need to be promoted, due to the fact if library sources are used well, they can enhance the first-rate of university graduates, who will in turn make a contribution to the improvement of the country.

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