

A Comparative Study Of Library Products & Services In Information Centres Of Delhi

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Abstract

The paper deal with various aspects of library products and services. The study describes also compare of library collections, information services, products, library resources and all services & facilities provided by the libraries of Information Centers. it also mad explained comparative of Information Centers of Delhi with various parameter year of establishment, objectives, membership, library products, services and publications of the Information Centres of Delhi. The study describes compare of Information Centers- Developing library network (DELNET), National Institute of Science Communication and Information Resources, (NISCAIR), Indira Gandhi National Centre for the Arts (IGNCA), Defence Scientific Information & Documentation Centre (DESIDOC) and National Social Science Documentation Centre (NASSDOC). The paper also highlights marketing strategies for providing information, increasing sales and effective marketing.

Keywords - Library Products, Library Services, Parameter of Comparative study & Information Centres- DELNET, NISCAIR, IGNCA, DESIDOC and NASSDOC.

1. Introduction - Information Centres and libraries play a pivotal role in supporting users, including research scholars, by offering timely and relevant access to information. When user needs are diverse and evolving - spanning different levels of complexity, frequencies, volumes, and accessibility, libraries must adapt to meet demands effectively. The integration of computers and related technologies has become essential, enabling libraries to deliver information in the most appropriate and personalized manner. Digital library activities, characterized by their efficiency. These activities harness technological advancements to provide seamless access to information, ensuring that users receive the right content at the right time and in the right format. As a result, libraries and Information Centres are continually enhancing their services to support research, academic activities, and broader information needs. In this comparative analysis the prominent libraries Information Centres in Delhi- DELNET, IGNCA, NISCAIR, DESIDOC, and NASSDOC has been selected. By comparing their collections, services, and specializations, the of aim comparison of Information Centres is to highlight how each institution contributes to the broader landscape of information support and dissemination. This analysis will provide insights into how these organizations utilize their resources and technologies to meet the evolving demands of their users and support academic and research activities effectively.

2. Library products and services-

2.1 Products - The products range from traditional physical objects to e-books, online databases and digital resources such as books, journals, e-books, databases and multimedia content etc. These materials are classified into two main types. Libraries often provide access to both print and non-print materials to meet the diverse needs of their users. Books come in two main types: print and non-print. Print materials consist of physical copies such as hardcovers and paperbacks while non-print materials are in digital formats such as e-books and audiobooks. Both types have their own advantages. Print books provide a tangible reading experience and can be collected, while digital books offer convenience and access on a variety of devices.

Marketing of products involves promoting their availability, features and benefits to the target audience. Library product refers to any tangible or intangible object or resource that a library provides to users.

2.2 Services- Library services and facilities include circulation service, reference service, online reservation of books, recommendation of library material, current awareness service, inter library loan service, photocopy/printing service, orientation and information sessions, selective dissemination of information, audio etc. Library services and facilities are essential to provide comprehensive support to users, facilitate access to information and enhance the overall library experience. With services ranging from communication and reference to digital resources and community engagement, libraries play their role as major Centres of learning, research and cultural enrichment. Library services are designed to support the educational, informational and cultural needs of the community. The purpose of library services is to enhance access to information, support lifelong learning and contribute to the cultural and intellectual vibrancy of the community making libraries a vital resource for growth and development. In an Information Centre, library services play a vital role in supporting the objectives of the centre and enhancing its effectiveness. Library services in an Information Centre help to manage and provide access to information, support research and learning, and promote community engagement.

3. Parameter of comparative study – Comparative studies involve evaluating or assessing two or more entities or things, which can be anything from theories, systems, groups, policies, or events, in order to identify their characteristics, similarities, and differences. When two or more subjects are systematically analysed and compared in order to uncover insights about the implications or appropriateness of the comparative study, it is called comparative. There are following parameters of comparative study of Information Centres of Delhi.

- Year of establishment
- Objectives of the study
- Membership
- Collection
- Services
- Publications

4. Comparative study of Information Centre –

4.1 Year of establishment- Establishment of Information Centers, universities or institutions is important. These Centres play a vital role in effectively managing, organizing and disseminating information. Establishment of Information Centres is essential for promoting efficient access to information, enhancing educational outcomes and promoting public services. Establishment of Information Centres, universities and institutions is important for effective management, organization and dissemination of information.

Information Centres	Year of establishment
DELNET	1988
NISCAIR	2002
IGNCA	1985
DESIDOC	1970
NASSDOC	1958

Developing Library Network Year of establishment in 1988. Focuses on improving library services and creating networks for better resource sharing and access. and National Institute of Science Communication and Information Resources (NISCAIR): Established in 2002. This institution works on the development and dissemination of scientific and technical information, and it supports communication and information needs in the scientific community. Indira Gandhi National Center for the Arts (IGNCA): Established in 1985. Dedicated to the preservation, documentation, and promotion of India's rich cultural heritage and arts, Defence Scientific Information & Documentation Centre was established in 1970 Provides information support and documentation services for defense and strategic studies, focusing on scientific and technical information and National Social Science Documentation Centre was established in 1958. Focuses on the collection, preservation, and dissemination of social science literature and resources to support research and academic activities.

4.2 Objectives of the study- Information Centers in Delhi like those in other major cities, serve a variety of purposes to meet the needs of their users and contribute to the broader information ecosystem. Here is an overview of the general objectives of major Information Centers in Delhi. These objectives reflect the contribution each Information Center aims to support a specific user. Each center has specific objectives that align with its focus and the needs of its users. Here is an overview of the general objectives of Information Centers in Delhi.

Information Centres	Objectives
DELNET	To promote Resource Sharing, Information Collection and Dissemination, Networking Services, Scientific Research in Information Science and Technology and Creation of New Systems.
NISCAIR	The main objective of NISCAIR is to Collect, Organize, Publish, and Disseminate Science and Technology Information.
IGNCA	To establish a Tribal and Folk Arts Division-(Core Collection & Live Presentations), Conduct Research in Arts, Humanities, and Culture-(research Initiatives & Interdisciplinary Approach) and Emphasize Interrelationships in Arts-(Holistic Understanding and Cultural Context).
DESIDOC	Collect Technical Information- (relevance to DRDO Scientists), Process Technical Information- (systematic Handling) & Disseminate Technical Information- (access for DRDO Scientists).
NASSDOC	Library and Information Support Services- (for Researchers in Social Sciences, for Academic Institutions & Research Organizations, for Policy Makers and Planners), Award Study Grants- (for PhD Candidates) Financial Assistance and for Documentation Projects- (support for Documentation Projects), Information Support Services- (to Researchers), Conduct Short-Term Training Courses-(training & Capacity Building).

The other table is explanatory the objectives of the Information Centre due to nature of the institutions. This table show that the goals of DELNET of the Internet is to provide services through the network, to collect and disseminate to the members. It is formed by doing research in the field of technology, while the main purpose of NISCAIR is the main purpose of the person miss care is the information of technology. The purpose of the agency is to establish tribal and folk art along with collection for systematic scientific study and for-profit presentations. IGNCA is to do research related to the art and culture of humanity. It is to collect and disseminate technical information related to art forms in the context of culture. The objective of DESIDOC is to collect, process and disseminate technical information relevant to DRDO scientists and mission, goals and users. DESIDOC is the nodal agency which administers and monitors the service on behalf of DRDO. Her service was established with the aim of sharing resources among DRDO libraries having similar mission, goals and users. DESIDOC is the nodal agency which administers and monitors the service on behalf of DRDO. The Main Objectives of NASSDOC to provide library and information support services to researchers in social sciences, academic institutions, autonomous research organizations, policy making, planning award study grants to PhD candidates, and financial assistance for documentation projects to provide information support services to researcher, provide financial assistance, social scientists, conduct short term training courses.

4.3 Membership of the Information Centres-

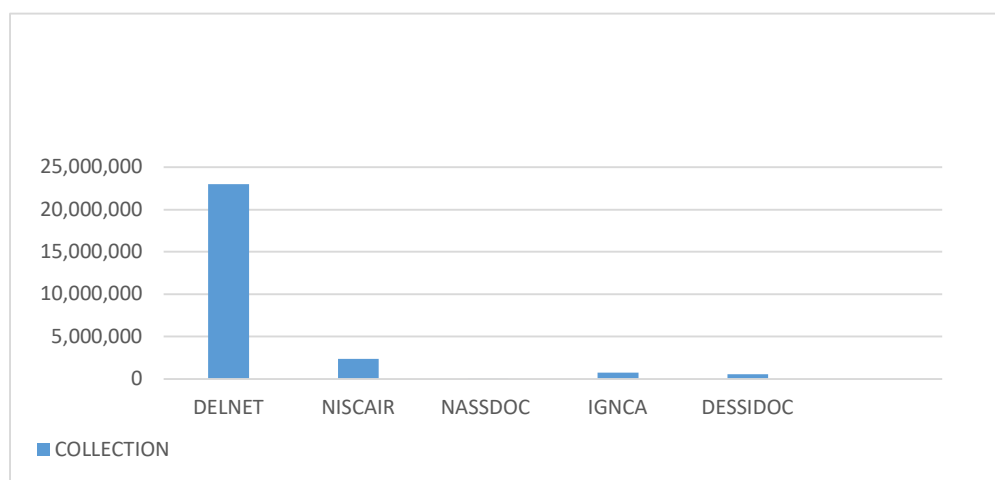
Information Centres	Membership
DELNET	8832
NISCAIR	3500
IGNCA	2071
DESIDOC	
NASSDOC	3829

This table show that membership of DELNET is the most prominent Information Centre in terms of membership. DELNET has the highest membership, indicating it might be the most widely used or accessible Information Centre among those listed. NASSDOC and NISCAIR have notable memberships, with NASSDOC slightly ahead of NISCAIR. IGNCA has a smaller membership base relative to the other centres. This distribution highlights DELNET's leading position and indicates varying levels of engagement among the other Centres.

4.4 Collection of the Information Centres- A library collection refers to the resources that a library holds for users. Library collection is the collection of all the resources that a library organizes and manages to provide information, education and enrichment to its users. Library collection is present in any school, college, university and information center etc. which serves as essential resources to prepare for future demands and meet the needs of the user and collection plays a major role in the library.

Information Centres	Collection
DELNET	2,30,15,300
NISCAIR	310000
IGNCA	277670
DESIDOC	205800
NASSDOC	27,109

This table show that collection of Highest collection among the Centre DELNET has the largest network of library collections. Second highest NISCAIR’s substantial collection supports its mission of disseminating scientific and technical information. DELNET and NISCAIR have the largest collections, reflecting their broader and more extensive focus. IGNCA and DESIDOC have moderate collections, aligned with their specialized roles in cultural and technical information. NASSDOC has the smallest collection, indicative of its more focused scope on social science documentation. This comparison highlights the varying scopes and specializations of each institution’s collections, with DELNET and NISCAIR leading in volume.



4.5 Services of the Information Centres- Library services of the Information Centres are generally similar, but some are specialized depending on the specific nature of the information Centres. Library service is a service that provides access to a large collection of books and other reading materials and information resources for convenient use, to facilitate access, enhance user experience and support various needs. A service that helps users get convenient access to library materials, resources, educational and recreational audio-visual materials and to provide a conducive environment for all users is called library service.

Information Centres	Services
DELNET	Reference service, technical support, Retro-conversion, Training program/workshop /lecture, National bibliography, Open source, ILL & documentary, consortium.
NISCAIR	Acquisition of information resources, ILL, Translation, DCSS, Reader service, Consultancy service, E-journal access, NSDL, Technical Query service & copying service.
IGNCA	Reference service, Bibliography, Documentation, Digital Library & E-service
DESIDOC	Reference service, CAS, SDI, Info watch service, Newspaper clipping service, Current periodicals of DRDO.
NASSDOC	Bibliography on demand, Literature search services, CAS, Research information service, Reprography, Document delivery service, ILL service, ICT, Training, Internship & E-resources for ICCR Institute.

This table show that several services are very common and several services are different of the Information Centers. DELNET and NISCAIR offer a wide range of services including access to information sources, electronic services, and technical support. IGNCA focuses on cultural heritage with training and digital library services. DESIDOC provides extensive technical support and document delivery services tailored for defense research and NASSDOC offers specialized services for social science research, including training and document search services.

4.6 Publications of the Information Centres- The role of publications is important as they complete to a variety of audiences and needs. Publications from Information Centres in Delhi are vital for various aspects of social functioning, governance and educational activities. Publications from Information Centres in Delhi are important for enhancing public knowledge, supporting research and policy-making, documenting cultural and historical aspects, promoting transparency, connecting communities, and promoting professional and economic development. These are fundamental for the informed and effective functioning of society.

Information Centres	Publications
DELNET	<p>NACLIN Proceedings- the proceeding of the National convention on knowledge, library & information Networking (NACLIN are published every year since 1998).</p> <p>DELNET Newsletter - The DELNET newsletter is published to spread the message of library networking & increase the awareness about latest development in this field. The newsletter is also a forum for communication on the advances achievements & needs of the modern-day Libraries & their services.</p> <p>Director’s Report – Director’s report is published every year since 1993.</p> <p>Other Publications – important publications based on seminars & research are published periodically.</p>
NISCAIR	<p>Scientific Journals- (Primary Scientific Journals, Secondary Scientific Journals), Popular Science Magazines, Encyclopaedic Editions- (The Wealth of India, Bharat ki Sampada), Specialized Journals-(Indian Journal of Traditional Knowledge (IJTK), Medicinal and Aromatic Plants Abstracts (MAPA), Digital Editions-(Indian Science Abstracts (ISA), The Wealth of India, Raw Materials Series & Medicinal and Aromatic Plants Abstracts (MAPA).</p>
IGNCA	<p>Academic and Research Publications- (Books and Monographs), International and National Seminars and Conferences. Exhibitions, Lecture Series, Audiovisual Documentation, Interactive, Multimedia Simulation and Centralized Access to Publications.</p>
DESIDOC	<p>Scientific and Technical Publications, Periodicals-(Defence Science Journal, Technology Focus, DRDO Newsletter, DESIDOC Journal of Library & Information Technology)</p>
NASSDOC	<p>Databases and Information Locating Tools(Working Papers Database, Databases of Research Project Reports & Ph.D. Theses, Directory of Social Science Libraries and Information Centres in India (2001),Directory of Social Science Research and Training Institutions in India (2005),Directory of Teaching and Research Institutions in India on Asian Studies, Indian Education Index (1947-1978),Index to Indian Periodicals: Sociology & Psychology (1886-1970),Indian Social Science Periodical Literature (INSSPEL),Union Catalogue of Social Science Periodicals and Serials in India (32 Volumes),Union Catalogue of CD-ROM Databases in Social Science Libraries in India (2001),Bibliography on India in 2000 A.D, Mohandas Karamchand Gandhi, A Bibliography, Generation in India and A Bibliographical Study.</p>

This table show that DELNET focuses on library networking and services with a range of publications like proceedings, newsletters, and annual reports. NISCAIR offers a broad spectrum of publications including scientific journals, popular science magazines, encyclopaedias, and digital resources, catering to a diverse audience from researchers to the general public. IGNCA emphasizes academic and cultural research with publications, seminars, exhibitions, and multimedia documentation, aimed at scholars, researchers, and the public interested in arts and culture. DESIDOC specializes in defense-related scientific and technical publications, providing periodicals and technical reports, primarily for defense professionals and researchers. NASSDOC develops comprehensive databases and bibliographical tools for social science research, offering directories, indexes, and bibliographies to support researchers and institutions.

5. Conclusion– This comparative study provides a comprehensive overview of the various library products and services offered by prominent Information Centers in Delhi, DELNET, NISCAIR, IGNCA, DESIDOC and

NASSDOC. This comparison highlights the diverse roles and specializations of each Information Centre. DELNET and NISCAIR are prominent in terms of collection volume and breadth, with DELNET excelling in library networking and resource sharing, and NISCAIR focusing on scientific and technical information dissemination. IGNCA and DESIDOC serve more specialized roles, with IGNCA dedicated to cultural heritage and DESIDOC to defense-related technical information. NASSDOC provides targeted support for social science research, with a focused collection and specialized services. Each Information Centre contributes uniquely to its field, with DELNET and NISCAIR leading in volume and range of collections, while IGNCA, DESIDOC, and NASSDOC excel in their respective specialized domains.

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