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Organization, Services of Drdo Libraries In Delhi: An Evaluative Study

Abstract

The paper deals with organization, services of DRDO Libraries in Delhi. The paper briefs us about services and organization of DRDO Libraries. The physical facilities available in the libraries, lighting and ventilation available and documents & services available in the libraries are dealt in the paper. The various other aspects such as services provided by the libraries and use of technologies in the libraries are dealt in the paper. The 5 labs of DRDO situated in Delhi are covered in the survey. The paper gives suggestions about improving the services of the libraries.

Keywords: DRDO Libraries, Services

Introduction

Every Organisation is a social unit for that manage people to meet the specific goals and objectives of the organisation. The management structure of all organisations mainly determines the relations between various activities of the organisation and the members. This may be subdivided on the basis of assigned roles and responsibilities and authorities to carry out the different tasks as per the requirement of the organisation.

Defence Research & Development Organization (DRDO):

DRDO works under Department of Defence Research and Development of Ministry of Defence. DRDO dedicatedly working towards enhancing self-reliance in Defence Systems and undertakes design & development leading to production of world class weapon systems and equipment in accordance with the expressed needs and the qualitative requirements laid down by the three services i.e. Army, Naval, & Air Force.

DRDO is working in various areas of military technology which include aeronautics, armaments, combat vehicles, electronics, instrumentation engineering systems, missiles, materials, naval systems, advanced computing, simulation and life sciences. DRDO while striving to meet the Cutting edge weapons technology requirements provides ample spinoff benefits to the society at large thereby contributing to the nation building.

DRDO Library has a well-balanced collection and provides user friendly services and easy access to facilities. The Libraries are located in various places in Delhi in different laboratories. The objective of the DRDO library is to provide its users the current information on research carried out in the areas of scientific, military science, lasers, healthcare and other related areas. Also other resources of general and academic interest are available thus enabling the Institute to achieve excellence in scientific research and community services.

DRDO library provides information related to scientific, military science, lasers, health and caters to the needs of scientists, doctors, researchers, students and staffs in their research, and training activities results in three fold increases in number of users visiting library for reference and issue/return of documents. It committed to meet the users expectation by implementing and maintaining excellence in library systems, procedures and services through:

Developing appropriate collections in various disciplines for satisfying the study needs of the diverse clientele of the library.

Providing value added comprehensive information services and resolving customer needs in time.

Providing reading, lending, reference, information and documentation services to all the users and collaborate linkage with national and international institutions for resource sharing of information.

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AREAS OF WORK

Network Services

The Network Services Division (NSD) of DESIDOC is responsible for designing, hosting and maintenance of DRDO website on Internet, DRDO Intranet administration and co-ordination, designing, hosting, maintenance of DESIDOC website, Internet services through ISDN, leased line and dial up connections.

The main work done by Network services division are:

- DRDO Website
- DRDO Intranet WAN: Maintenance and Updation
- Internet Facility
- IT Support
- Academics & Educational Activities
- DESINet-DESIDOC Intranet Portal
- Single Window to DESIDOC Services
- DeLAS-Defence Library Automation Software
- National Knowledge Network (NKN)' related activity
- National Data Sharing' related activity
- Other technical support to different DESIDOC divisions

Library Services

- Online Public Access Catalogue
- CD-ROM Search Service
- Document Supply Service
- Resource Sharing
- Maintenance of Defense Science Library (the central library of DRDO). Providing document supply to the users of the Library.

Information Processing & Dissemination

Collection of S&T information of DRDO libraries, provide current awareness services to DRDO Scientists. This includes Newspaper Clippings Service, IEE/IEEE contents, Current contents in Military Science and Technology etc..

Database development

- Bibliographic databases development and maintained by DESIDOC.
- OPAC, Bibliographic database of books/reports/conference proceedings in Defense Science Library.
- SPIE/IEE/IEEE conference proceedings.
- Journal articles database
- Full text databases
- Newspaper clippings
- Defence Science Journal
- IEE/IEEE Contents

DRDO Publications

Functions as the publication wing of DRDO and brings out a number of publications, covering current developments in Indian Defense R&D. The periodicals published are

- Defence Science Journal
- Technology Focus
- DRDO Newsletter
- DRDO Samachar
- DESIDOC Journal of Library and Information Technology (DJLIT)
- DRDO Science Spectrum
- DESIDOC bulletin of Information Technology Training
- Training in the areas of library automation,

database development, online searching, e-mail and internet use, technical communication, multimedia development and other relevant aspects of information technology.

Technical Services

Providing reprography (photography, audio, video presentation materials), translation, communication (e-mail, Internet) and printing services.

Providing DRDO Intranet Service/Support to various labs of DRDO

Designing, Maintaining and Updation of official website of DRDO on regular basis.

DRDO Libraries Services are

1. Acquisition services
2. Circulation services
3. Reference services
4. Online access of Electronic Journals
5. Online Public Access Catalogue
6. Inter-library loan services by Resource Sharing
7. DRONA & Internet Search facilitates.
8. CD-ROM Search Service
9. Document Supply Service
10. Union Catalogue of Life Periodical of DRDO Labs/Estts.
11. Current Awareness Services.
12. Selective Dissemination of Information services.
13. Reprography services

Objectives of the Study

The objectives of the study are as follows:

1. To know Organizational infrastructure of DRDO libraries.
2. To find out budgetary provisional of the libraries under study.
3. To know about the staffing pattern in such libraries.
4. To study collection details of the libraries
5. To assess the library services offered and networking of the libraries.

Scope & Limitations:

DRDO libraries have unique collection of publications in specific fields of defense science & technology being defense –oriented libraries and evaluated study depends on many libraries of different laboratories of DRDO laboratories i.e. DESIDOC , DTRL, ISSA, LASTIC , INMAS etc. Only 5 DRDO Libraries are being surveyed out of 12 DRDO Libraries available in Delhi. These organizations library services are only for DRDO library users. The study will covers DRDO libraries in present in Delhi only.

Hypothesis

- DRDO libraries have a rich collection& qualified trained staff.
- Modern & latest technologies are being used.
- Most of the staff/member is satisfied with the library service.

Research Method for the Present Study

For this study a questionnaire method adopted to collect data from the libraries of various laboratories of DRDO in Delhi. The questionnaire distributed among the head of DRDO library. The researcher distributed only 10 questionnaires among DRDO labs. 5 filled questionnaires were returned and 5 professionals not

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give response. The laboratories were randomly selected given as under:

1. DESIDOC:
2. Laser Science and Technology Centre (LASTEC):
3. Institute for systems studies & analysis (ISSA):
4. Defence Terrain Research Laboratory (DTRL)
5. Institute of Nuclear Medicine & Allied Sciences (INMAS)

Data Analysis and Interpretation

The Interpretation and presentation of data is given which is collected through the questionnaire. The purpose of study was to investigate, the organization and services provided by the DRDO libraries.

Table- 1.1
General Information About The Libraries.

General information	DESIDOC	DTRL	INMAS	ISSA	LASTEC
Year of establishment Laboratory	1958	1988	1956	1959	1950
Year of establishment Library	1967	1998	1959	1963	1970
Library Timing	09:30am to 05:00pm	09:30am to 05:00pm	09:00am to 05:00pm	09:30am to 05:00pm	09:30am to 05:00pm
Total No. of users	991	165	345	185	220
Working Days	5	5	5	5	5

According to the table 1.1, The data represents the laboratories and its establishments year. DESIDOC laboratories were established in 1958 and after 9 years i.e. 1967 DESIDOC library was established. LASTEC laboratory was established in 1950 but library was established in 1970, INMAS was established in 1959 and ISSA library was established in 1963.

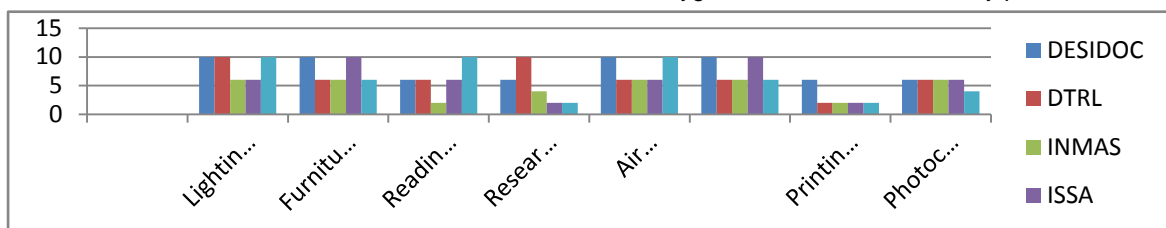
Timing of each library is 9:30Am to 5:00 Pm on all the five working days. INMAS library timing are longer as compare to other libraries i.e. 9:00Am to 5:00Pm. As is clear from the table-1 that all libraries remain closed on Saturday, Sunday and gazetted holidays . It is clear from the table that DESIDOC has largest number of users i.e. 991, INMAS library has 345 users but DTRL library has only 165 users. Total numbers of users of ISSA is 185 and LASTEC library users are 220.

Table- 1.2
Physical Facilities in Libraries

Description	Name of the Laboratory				
	DESIDOC	DTRL	INMAS	ISSA	LASTEC
Lighting/ Ventilation	Very good	Very good	Good	Good	Very good
Furniture/ Seating Arrangement	Very good	Good	Good	Very Good	Good
Reading Area	Good	Good	Very poor	Good	Very good
Research Cabin	Good	Very good	Poor	Very poor	Very Poor
Air Conditioning	Very good	Good	Good	good	Very good
Library Building (Environment Aspect)	Very good	Good	Good	Very good	Good
Printing Facilities	Good	Very poor	Very poor	Very poor	Very poor
Photocopying Facilities	Good	Good	Good	Good	Poor

Description	Name of the Laboratory				
	DESIDOC	DTRL	INMAS	ISSA	LASTEC
Lighting/ Ventilation	10	10	6	6	10
Furniture/ Seating Arrangement	10	6	6	10	6
Reading Area	6	6	2	6	10
Research Cabin	6	10	4	2	2
Air Conditioning	10	6	6	6	10
Library Building (Environment Aspect)	10	6	6	10	6
Printing Facilities	6	2	2	2	2
Photocopying Facilities	6	6	6	6	4

Note-Verygood:10,Good:6,Poor:4,Very poor:2



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Table-1.2 shows the facilities of various DRDO libraries. The lighting/ventilation facilities of DESIDOC, DTRL LASTEC are very good, but INMAS and ISSA library faculties of lighting are good. It is clear from the table DESIDOC library provided all facilities compare to other libraries is good. The printing facilities of DTRL, INMAS, ISSA, and LASTEC library is very poor.

journals(75000) etc. table shows that DESIDOC library provide micro document and Audio/video cassettes but other libraries don't have these documents. DESIDOC and INMAS library are two libraries who provide thesis, standard and patent services also.

Table- 1.4
Total Staff in the Library

Document	Name of the Laboratory				
	DESIDOC	DTRL	INMAS	ISSA	LASTEC
Books	77525	18000	26660	17800	21670
Current journals	200	26	172	42	65
Thesis	2776	0	318	0	0
Standard	60800	0	1750	0	0
Patent	763	0	52	0	0
Reports	35700	165	245	177	146
Bound volume of journals	75000	75200	17000	1150	0
Online journals	224	26	52	25	0
Micro document	71518	0	0	0	0
Digital reports	0	0	0	0	0
Audio /video cassettes	546	0	0	0	0
Magnetic tape/films	0	0	0	0	0
Others	0	0	0	0	0

Total Staff	DESIDOC	DTRL	INMAS	ISSA	LASTEC
Professionals					
Library in charge	1	1	1	1	1
Technical officer	3	1	1	1	1
Technical Asstt.	2	1	0	1	1
STA	3	1	2	1	1
Technician	2	0	0	0	0
ALS	2	0	2	0	0
Non- Professionals					
DEO/CI	0	0	0	0	0
Book lifter	0	0	0	0	0
Peon	0	0	0	0	0
Binder	0	0	0	0	0
Others	0	0	0	0	0

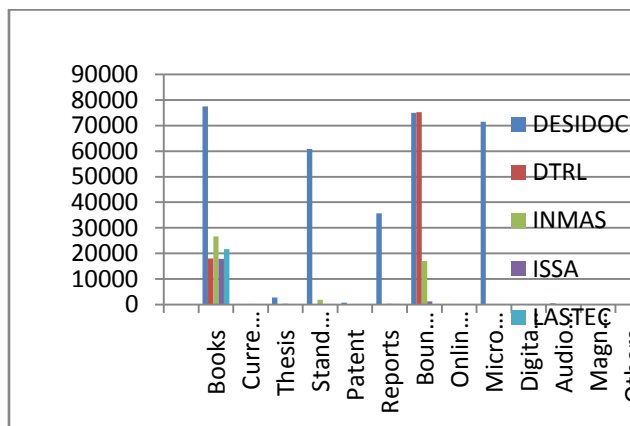


Table -1.3 represents the document collection like books, current journals, standards, patent reports, thesis, Bound volume of journals online journals etc. It is clear from the table DESIDOC has a largest collection of books(77525), journals(200), thesis(2776), standard(60800), patents(763), report(35700), bound volume of

Table-1.4 show the library staff in library. As is clear from the table DESIDOC has 13 professionals, INMAS has 6 professionals but DTRL, ISSA, and LASTEC has equal library professionals only 4. It is clear from the table no library has Non-professionals staff.

Table- 1.5
Professionals Qualifications

STAFF	DESIDOC	DTRL	INMAS	ISSA	LASTEC
Qualifications					
Library in charge	MLISc.	MLISc.	MLISc.	MLISc.	MLISc.
Technical officer	MLISc.	MLISc.	MLISc.	MLISc.	BLISc.
Technical Asstt.	BLISc.	BLISc.		BLISc.	BLISc.
STA	BLISc.	BLISc.	BLISc.	BLISc.	BLISc.
Technician	BLISc.				
ALS	Diploma		Diploma		

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Table-1.5 represents the data about library staff qualification. Library in charge in each library equal qualified MLISc. DESIDOC, DTRL, INMAS and ISSA libraries have equal MLISc qualified technical officer but LASTEC technical officer only BLISc qualified. Technical Asstt. are qualification BLISc of each library but INMAS library has no post of Technical Asstt. STA of each library equal BLISc qualified. It is clear from the table DESIDOC and INMAS has ALS post only. They have only diploma holder. DESIDOC library has BLISc qualified technician but other libraries don't have technician post.

Table- 1.6

Laboratory	Section In the library
DESIDOC	7
DTRL	2
INMAS	4
ISSA	4
LASTEC	2

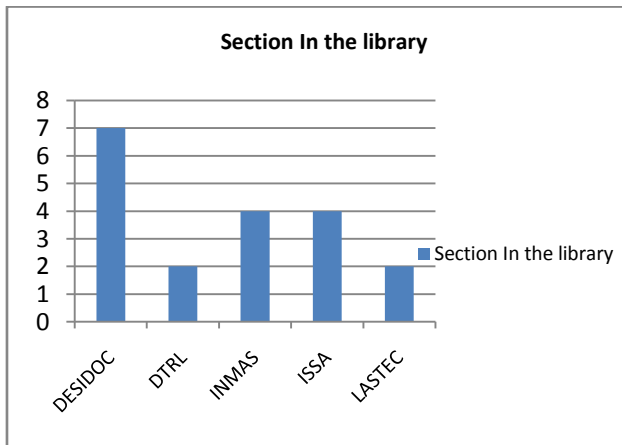


Table -1.6 indicates the section of library. DESIDOC has 7 library section in compare to other libraries. As is clear from the table INMAS and ISSA has equal library section. They have four library sections but in comparison to other libraries DTRL and LASTEC have only two library sections.

Table- 1.7

Laboratory	Annual Budget 2012-13
DESIDOC	2.8 Core
DTRL	38 Lakhs
INMAS	57 Lakhs
ISSA	38 Lakhs
LASTEC	39 Lakhs

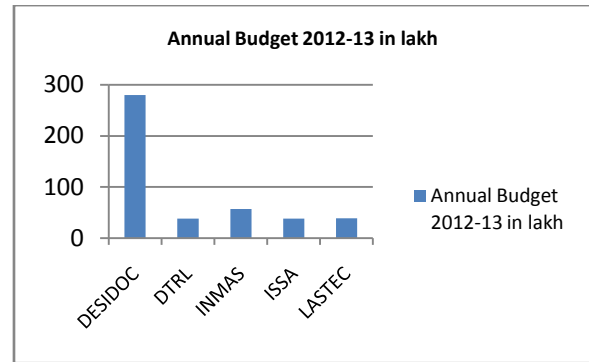


Table-1.7 shows the annual budget of 2012-13. DESIDOC annual budget is 2.8 crore(280lakhs), DTRL and ISSA annual budget is equal 38 lakhs. The total budget of INMAS library is 57lakhs and LASTEC library budget is 39 Lakhs.

Table- 1.8

Services Provided by the Library

SERVICE S	DESIDOC	DTRL	INMAS	ISSA	LASTEC
Data base services	YES	NO	NO	NO	NO
Full text services	YES	NO	NO	NO	NO
E- learning Portal	YES	NO	NO	NO	NO
Wiki	YES	NO	NO	NO	NO
New Books	YES	YES	YES	YES	YES
News Clipping	YES	YES	YES	YES	YES
New Technical Report	YES	YES	YES	YES	YES
Strategic information	YES	NO	NO	NO	NO
Blog	YES	NO	NO	NO	NO
Digital reference services	YES	NO	NO	NO	NO
Current periodical	YES	YES	YES	YES	YES
E- journals	YES	YES	YES	YES	YES
Resources sharing	YES	YES	YES	YES	YES
Reference services	YES	YES	YES	YES	YES
Information processing & dissemination	YES	YES	YES	YES	YES
Translation database	YES	NO	NO	NO	NO
Union catalogue	YES	NO	NO	NO	NO
Photo	YES	NO	NO	NO	NO

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Table -1.8 shows the various services DESIDOC provide most of all document services show in the table and other libraries DTRL, INMAS, ISSA and LASTEC provides minimum services. Because DESIDOC is the head library centre of all ministry of defense libraries in all over 52 laboratories in India. So DESIDOC libraries main works is collection and dissemination of defense related data and information in all over world.

Table- 1.9
Modern and Technology Using in the Library

Modern Technology	DESIDOC	DTRL	INMAS	ISSA	LASTEC
RFID	NO	NO	NO	NO	NO
Library 2.0	YES	YES	YES	YES	YES
Web 2.0/Web3.0	NO	NO	NO	NO	NO
Cloud computing	NO	NO	NO	NO	NO
RSS feeds	NO	NO	NO	NO	NO
Instant Messaging	YES	NO	NO	NO	NO
Others	NO	NO	NO	NO	NO

Table-1.9 indicates modern technologies using in libraries. Library2.0 technology using by all libraries but Instant messaging technology using by only DESIDOC library. No library using RFID, Web2.0/Web3.0, Cloud computing, RSS feeds technology.

Table- 1.10
Search Engine Using in the Library

Search Engine	DESIDOC	DTRL	INMAS	ISSA	LASTEC
DRONA	YES	YES	YES	YES	YES
Google	YES	YES	YES	YES	YES
Yahoo	YES	YES	YES	YES	YES
MSN	YES	NO	NO	NO	NO
Meta Crawler	NO	NO	NO	NO	NO
Others	NO	NO	NO	NO	NO

Table-1.10 show the using search engine. It is clear from the table DRONA, Google and Yahoo search engine using by the all libraries. As is clear from the table DESIDOC using MSN search engine only and No libraries using Meta crawler search engine.

Table- 1.11
Software Using in the Library

Software	DESIDOC	DTRL	INMAS	ISSA	LASTEC
DeLAS	YES	YES	YES	YES	YES
GSDL	YES	NO	NO	NO	NO
D-Space	YES	NO	NO	NO	NO
E-Prints	NO	NO	NO	NO	NO
LIBSYS	NO	NO	NO	NO	NO
Others	NO	NO	NO	NO	NO

It is clear from the table-1.11 that the software DeLAS defense library automation software used by all libraries. As it is clear from the table that GSDL and D-space using by DESIDOC library only.

Findings

1. DESIDOC library's lighting/ventilation facilities are very good in comparison to other libraries. Printing facilities is provided only by DESIDOC. Most of the services providing by DESIDOC library is very good in comparison to other to other libraries.
2. DESIDOC library has a largest collection of books, journals, thesis, standards, patents reports, bound volume of journals etc. in comparison to other libraries.
3. DESIDOC library has 13 professionals staff, INMAS library has 6 professionals and other library has only 4 library professionals. No library appoints any non professionals.
4. DESIDOC library has 7 library sections to provide a unique environment of traditional as well as modern library setup.
5. The annual budget (2012-13)of DESIDOC library is 2.8 crore, DTRL & ISSA is equal 38 lakhs, INMAS library budget is 57 lakhs and LASTEC library annual budget is 39 lakhs.
6. DESIDOC libraries provide most of all documentation services. DESIDOC library is the head of 52 laboratories of DRDO all over India.
7. Library 2.0 technology is being used by all libraries but Instant messaging services only provided by DESIDOC library.
8. All libraries using only three search engine Google, DRONA and Yahoo and only DESIDOC using MSN also.
9. DeLAS defence library automation system used by all libraries but only DESIDOC using GSDL and D-space also.

Conclusion

DRDO library has a well balanced collection and provides user friendly services and easy to access to facilities. The libraries are mostly located in Metcalfe House Complex civil lines New Delhi. The objectives of the DRDO libraries are to provide the current information to the users in the areas of scientific, military science, lasers, health care and other related areas.

DRDO libraries have unique collection of publications in specific fields of defense science and technology. Libraries have text books reference

books, reports, thesis, yearbooks, bound volume of journals ,manuals and case studies and added many latest books and serials. The services of DRDO libraries are most satisfactory to the users and most of the staff satisfied with the library services. DRDO libraries using the latest technology Library 2.0 technology in all libraries and DESIDOC library is providing instant messaging services.

Most of DRDO libraries provides information and documentation needs within 2 working days if the document available in the library. The non-available document is supplied after obtaining it from other institutions and organization within 10 working days. DRDO libraries meet at least 80%of the required books reports patents etc. within 40days if available in the country and 90 days if to be imported and library users can access the information at anytime, anywhere and any kind of material all libraries to disseminate the right information to the right user at right time.

Suggestion & Recommendation

DRDO library has a well-balanced collection and provides user friendly services and easy access to the desired information, but parts of literature are not used/opened by users because with the passage of time information becomes old and useless. So library in charge should buy Books, journals, and other literature as per requirements of library users.

Due to Literature explosion, library staff should apply such techniques whose are easy so that users need not to spend long time to search their required literature.

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