



Driving Workplace Performance Through High Quality In-House Training and Technical Skills in Digital Environment : A Study Among the University Library Professionals in Coimbatore

KEYWORDS

Skills, ICT, LIP

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ABSTRACT *The library professionals with better personal, professional and technological competencies have great opportunities and bright future in the modern libraries. Application of new ICT in to the libraries immediately requires improvement of different kinds of skills and knowledge in library information science professionals.*

Introduction

This paper shows and discusses about the professional skills and necessary technological skills required for the library professionals. The basic aim of this paper is the working performance of library professionals in the digital environment and what qualities and skills they needed in their work place. The skills required for the library professionals are discussed in this paper. The major skills are discussed as technical skill, conceptual skill, leading skill, planning and organizing skills, controlling and decision making skills. The concept of library is changing from 'library within wall' to library without wall" ie Digital library could be referred to as computerized is stored in electronic format which can be accessed and transmitted through network, enabling retrieval of desired information by large number of users at their desired time and place. Users will normally access the information they desire using a web browser from any terminal computer at their place of work.

SKILLS FOR LIBRARY PROFESSIONALS

The skills are divided as three major skills. They are namely ...Basic skills, Technical skills and Thinking skills. More than these skills they should have adaptability to cope with the changing digital environment. Even communication skills play a major role. Even though they are technically good librarians, some of them were not been able to develop well because of communication barrier.

Review of Literature:

All Librarians has also to learn about the infrastructure and technological part of computers along with library science. With the active role of INFLIBNET, UGC, DELNET, NISCAIR and many more institutions it is becoming easy for professionals to get training. It enhances their confidence which enables them to handle library services in a better way." The key skills and competencies of a new generation of LIS professionals. Firstly, gives an introductory background of the digital era which impacts on the changes of occurring in libraries. Secondly, a review of the literatures on skills and knowledge of LIS professionals working in a digital era and related researches. Thirdly describes methodology of this study and key skills and competencies of a new generation of LIS professionals which can be classified as personal skills, generic skills and discipline –specific knowledge.

According to **Inderjeet Singh Maan and Surinder Singh Ghuman, (2012)** "in the era of digitization and fast changing scenario of information requirements, it is important to train the library professionals with latest technologies and equipments. Libraries have always been under constant pressure to prove the value of its staff, services and existence to management. Due to the various aspects like emergence of digital documents, online resources, library automation, inter library loan etc. library profession has become a technology-enabled profession.

Sreejaya, P and Sreekumar M G (2013), discussed about the ICT and dramatic changes happened in acquisition, organization, management and retrieval of information knowledge. Also discussed about the major issues as ...Finance, Infrastructure Development, Collection Development, Digital Library Software, Copy right /IPR Issues, Preservation /Archival Issues, Interoperability, User Interface and Metadata. This paper highlighted these issues involved in the design and development of world standard digital libraries with special reference to IIMK library.

Dale, Beard and Holand, has expressed their view on a Google books blog, that "the library is the heart of the University" attributed to Charles William Eliot who was president of Harvard University from 1869-1909, is an often-heard phrase and until recently. It was an earnestly held belief by many in academic libraries and Universities generally. It even appears on library buildings. But now a days it is argued that the library can no longer be the heart of an university, because many of its most valued services and resources are now located in a virtual library environment. So the academic library can be a physical and virtual heart of a campus.

Library professionals working environment or digital environment was best defined by **Christine Borgman** as "a set of electronic resources and associated technological capabilities for creating searching and using information.... They are an extension and enhancement of information storage and retrieval systems that manipulate data in any medium....."

Need for the study

This study was conducted to identify the challenges faced by the library professionals due to the digitalization, to identify the professionals attitude towards attending in house training programs and to collect the opinion of them regarding the outcomes of such programs and how can a new entrant can make his journey smooth in the upcoming digital era as a librarian.

Objectives

- The following are the objectives of this study:
- To identify the benefits of e-resources on the academic efficiency,
- Training program outcomes,
- The basic challenges faced by the library professionals in the digital era
- To identify the skills that are required for the library professionals in order to adapt the changes that has evolved because of digitalization.

Hypotheses:

- The following are the Hypotheses of this study:
- The opinions of the respondents regarding the outcome of training programs are same across the gender.

- The opinions of the respondents regarding the skills that are required to drive the work place are same across all the universities.

Sampling method

The sampling method used for this study is the non-probability and convenience sampling method. Because the sample selected for the study are the Library Professionals (librarian, Deputy Librarian, Assistant Librarian, Technical Librarian, Library Professors and Library Assistants etc.) in the selected Universities of Coimbatore.

Analysis and Interpretation

The following study has been conducted in Coimbatore universities comprises of state and deemed universities to identify the benefits of e-resources on the academic efficiency, training program out comes, the basic challenges faced by the library professionals in the digital era and last but not least to identify the skills that are required for the library professionals in order to adapt the changes that have evolutes because of digitalization.

The population under this research is restricted to only the library professionals in the below mentioned universities. The total respondents under this research are 48 and the sampling method used for this research is convenience sampling method. The analytical tools used for this research are SPSS and Excel.

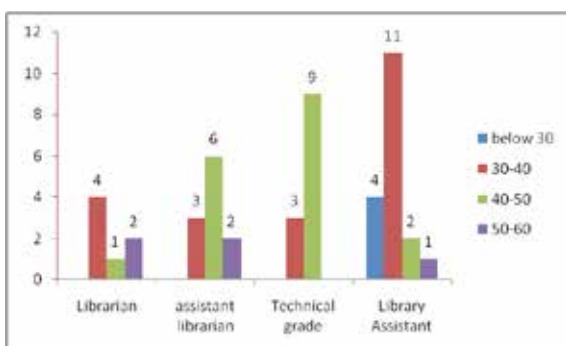
Table-01- Profile of the study

Name of University	Year of establishment	Type of Management
Amritha University	1994	private
Avinashi lingam University	1975	Aided
Bharathiar University	1982	Government
Karpagam University	1995	private
Karunya University	1980	private
Tamil Nadu Agricultural University	1907	Government

Table-02- Classification of Library Professionals Age and Designation wise

Age	Librarian	assistant librarian	Technical grade	Library Assistant	Total
below 30	0	0	0	4	8%
30-40	4	3	3	11	44%
40-50	1	6	9	2	38%
50-60	2	2	0	1	10%
Total	15%	23%	25%	38%	100%

Chart -01 Classification of Library Professionals Age and Designation wise



From the above table the highest number of respondents 44% are of the age group 30-40, followed by the age group 40-50 (38%), followed by the age group 50-60 (10%) and only 8% of the respondents are of the age group below 30 years. 38% of the respondents are library assistants, 25% are technical grade, 23 % are assistant Librarian and only 15 % are Librarians.

Table-03 Classification of Benefits of e-resources on academic efficiency

Benefits of e-resources on academic efficiency					
		Fre-quency	Per-cent	Valid Percent	Cumu-lative Percent
Valid	Improved professional Competency	12	25.0	25.0	25.0
	facilitate re-search process	7	14.6	14.6	39.6
	Dependency on e-journals has increased	4	8.3	8.3	47.9
	Enable peer network	5	10.4	10.4	58.3
	Increased pro-ductivity	6	12.5	12.5	70.8
	Familiarize the field of new research	14	29.2	29.2	100.0
	Total	48	100.0	100.0	

The above table infers the respondent's opinion regarding the benefits of e-resources on the efficiency of academics. So according to them e-resources familiarize the field of new research as 30% of respondent positively for it. Followed by improved professional competency, facilitate research process, increased productivity and least responses to dependency on e-journals.

Table-04- Classification of opinion of Training Program

opinion about the training program					
		Fre-quency	Per-cent	Valid Percent	Cumulative Percent
Valid	Knowledge development	9	18.8	18.8	18.8
	Library devel-opment	10	20.8	20.8	39.6
	Career devel-opment	10	20.8	20.8	60.4
	Networking with library professionals	14	29.2	29.2	89.6
	Networking with publishers	5	10.4	10.4	100.0
	Total	48	100.0	100.0	

The data has been collected across the universities in Coimbatore. The above table infers the opinion of the outcome of the training program. And from the results analyzed based the respondent's opinion the training program helps in creating network with the library professionals as 14 respondents have responded positively for it, followed by Library development and Career development. The least responses have come for the networking with publishers.

Table-05- Classification of In- House Training Program needed

Do you feel that in-house training program is needed?

	Fre- quency	Percent	Valid Per- cent	Cumulative Percent
Valid yes	48	100.0	100.0	100.0

The above table infers the respondent's opinion regarding the needful of in house training program. So for the above table we can conclude that it is necessary to have in house training for all the library professionals, as the whole population under this research has responded positively.

And their opinion regarding the outcomes of in house training program has been collected and the results are tabulated as below

Table-05- outcomes of in house training program					
		Fre- quency	Per- cent	Valid Percent	Cumulative Percent
Valid	innovative/mana- gerial skill	17	35.4	35.4	35.4
	software	9	18.8	18.8	54.2
	Computer lan- guage/ IT	7	14.6	14.6	68.8
	Digitilization	6	12.5	12.5	81.3
	communication skill	9	18.8	18.8	100.0
	Total	48	100.0	100.0	

So from the above table the in house training program helps in improving innovative and managerial skills, computer skills and the software handling skills.

Findings

E-resources familiarize the field of new research as 30% of respondent positively for it. Followed by improved professional competency, facilitate research process, increased productivity and least responses to dependency on e-journals.

Training program helps in creating network with the library professionals as 14 respondents have responded positively for it, followed by Library development and Career development.

It is necessary to have in house training for all the library professionals as 100% of the population has agreed upon the same.

In house training program helps in improving innovative, managerial skills, computer skills and the software handling skills which are needed by the library professionals to drive their working places smoothly and to create healthy digital environment.

Conclusion:

From the above research we can conclude that the training programs and in house programs are helpful for the librarians to have a successful and long career in the digital era along with the skills improvement like Interpersonal and Managerial. There is an urgent necessity to learn a great variety of professional competencies to accomplish the role of professional librarian in the constantly challenging web environment. Continuous staff training on emerging technologies is essential to learn, improve and develop various kinds of professional skills, knowledge and competencies.

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