

STATUS OF HUMAN RESOURCES AND ICT APPLICATIONS IN DISTRICT PUBLIC LIBRARIES OF HARYANA

- Mohd Shikoh

- Sudharma Haridasan

Mr. Mohd Shikoh

Research Scholar,
Dept. of Library and
Information Science,
Aligarh Muslim University,
Aligarh – 202 002, Uttar Pradesh
E mail: shikohmohd@gmail.com

Corresponding Author

Prof. Sudharma Haridasan

Professor,
Dept. of Library and
Information Science,
Aligarh Muslim University,
Aligarh – 202 002, INDIA
E mail:
sudharma.haridasan@gmail.com

This research paper aims to examine the current status of district-level public libraries, and one State Central Library located in Ambala (Haryana), in terms of its Collection, Staff, Information and Communication Technology (ICT) applications and Automation processes. Besides these, the study also investigates the problems confronted by the librarians of district libraries and their suggestions for practical ways to overcome these difficulties. This research work covers eighteen district libraries and one State Central Library in Haryana. The result shows that the majority of the district libraries faced shortage of staff which is a major barrier in the proper functioning of the library. It was also identified that almost all the libraries faced some common problems, such as financial constraints, lack of ICT infrastructure, and negative influence of social and electronic media which directly impacted the automation process.

Keywords: Public Library, Library Automation, ICT infrastructure, Library Collection, Human Resources.

INTRODUCTION

Technological development and civilization of the society are both interconnected. At present, Information Communication Technology (ICT) has spread its roots in every aspect of the social, cultural, industrial, business and educational life which affects the development of the society. However, with the advancements in ICT, the nature and approach of the public institutions have changed. Besides these, a number of other judicious applications of information technology are proving beneficial day by day for resolving various problems of the individuals and library and information centres.

Public library is a place where information resources are available for the common people of society. According to IFLA (2010) public library is “the local gateway to knowledge which provides a basic environment for lifelong learning, independent decision making and cultural development of the individual and social groups”. Currently, public libraries

are also adopting modern technologies and providing ICT-based library services. The IFLA/ UNESCO (2010) guidelines state that “Public libraries must, whenever possible, make use of the new technologies to improve their services”. However, the present study attempts to investigate the current status of ICT applications and library automation processes in the district level public libraries of Haryana. India is the second most populous country in the world having a total land area of 3,287,263 sq. km. which spreads over 29 states and 7 union territories (Census of India, 2011). Haryana is one of the states which is situated in the Northern part of India with Chandigarh as its capital. Before independence the state was part of Punjab State, in the year 1966 it was declared as a separate state.

REVIEW OF RELATED LITERATURE

Kumar (2008) conducted a study to explore the public library system and services in Tamil Nadu state, India. The results show that District Library Officers had a positive attitude towards the adoption of the information communication technology applications in the public libraries. Another study conducted by Saleh and Lasisi (2011) on public library services in the state of North East Region in Nigeria revealed that most of the public libraries were unable to serve the basic services to their user communities due to inadequate library collection and poor ICT facilities. A comparative study of public libraries contribution to digital inclusion in Korea and the United States has been conducted by Noh (2019) by measuring the level of contribution of public

libraries in Korea and US have been made to digital inclusion in their communities. The study compared the degree of contribution to digital inclusion by Korean libraries with that by US libraries. In terms of educational content, libraries in both countries informed the public about diverse subjects but US libraries offered more, and more diverse, services than Korean. Library staff were responsible for running programs in the United States, whereas these were provided through collaboration with external organizations in Korea.

Ajitha Kumari and Francis (2015) have investigated of reorienting the public libraries with IT enabled sources and services for the better development of the community as a whole. Public libraries provide a wide range of information products and services to the benefit of its user community. A public library is considered as gateway to knowledge, freedom, prosperity and the development of the society. An attempt was made to evaluate the use of A-Grade public libraries in Thiruvananthapuram District by the users, purpose of using libraries, and present an overview of public libraries. The library and IT systems have undergone significant transformations with the advent of information and communication technologies. This article looked at the installation and configuration of librarians and ICT, the effect of ICT in libraries and the ups and downs which threaten the fate of libraries during this ICT era. The delicate balance between libraries and social media in the Library and Information Science sector was presented by Chakrabarti (2016). It should be remembered that the librarianship of the 21st century is

experiencing tremendous changes in the process of library and information sciences. As a consequence of the various changes in the LIS domain, data shapes and service structure have changed, but the core role of libraries catering for data according to users' needs and demands. Online library and the web support librarians without physically visiting the library to obtain their required resources. The library authorities help its users to notify the library related subject at all times through various web sites by uploading library material and library news etc through the social media on the library's website. In India and overseas, so many libraries provide social media for their users over the internet of the library. The study addressed the misuse of social media for library users.

Otolo (2016) conducted a descriptive survey to study the Globalization, modernization and functionality of the public library system in Nigeria. The study revealed that although Public libraries in Nigeria are functional and accessible but are suffering from insufficiency and inadequacy of modern information and communication technology gadgets that aid information provision and dissemination, Globalization and modernization have negatively affected the sponsorship of public libraries. The study also revealed that changes in technology have influenced the user attitude towards regular use of public library. It was revealed that globalization has brought time and space much more closer, thereby reducing contact and interaction between library staff and users in the public library system. Globalization and/or modernization have not only posed challenges to

public libraries, but also generated opportunities to exploit. The study concluded that there is an urgent need to replenish and modernize public libraries transversely for effective and efficient service delivery. The Public Libraries in India are facing many challenges with regard of Automation and networking. In the same context Kaur and Lal (2018) conducted a study to highlight the Problems and challenges faced by the district libraries of Punjab with regards to automation. The study revealed that Public Library system in Punjab lacks the basic infrastructure to support ICT implementation. Also, there is a scarcity of funds, equipments and trained staff. A few of the District libraries in Punjab have computer systems, Internet connectivity as well as Library Automation Software. Moreover, the state of Punjab does not have passed library legislation Act yet due to which the libraries in the state are facing severe financial issues. The study suggested that the Government of Punjab should take actions to pass and implement the library legislation act so that the issues and challenges faced by the public libraries with regard to ICT implementation can be resolved.

A study conducted by Ayub (2015) discussed the current status of the applications of ICT in the rural public libraries of Jalpaiguri District, West Bengal. The study revealed that almost all the surveyed rural public libraries do not have sufficient ICT applications such as computers, printer, scanner, photocopy machine, Internet, etc. However, some libraries had only one computer which was received from the Raja Ram Mohan Roy Library Foundation. The study also revealed that due to the non-availability of ICT applications,

rural libraries were maintaining the library services manually which had a negative impact as reflected in the decreased number of users and visitors day-by-day. Kaur and Walia (2015) revealed that the library membership is decreasing day-by-day in the Delhi public libraries. The authors suggested that the public libraries should be user friendly as well as techno-friendly to enable attaining the goal of providing unparalleled information resources and services to its users.

Rubenstein (2016) investigated 18 libraries in two public libraries at Oklahoma to find out how they were addressing health literacy and facilitated access to consumer health information; how library staff members viewed their roles and responsibilities in relation to health information and health literacy; the challenges libraries faced; and the strategies used. Staff members recognized several challenges while providing health information and developing programs, including the difficulties of staff and patrons with reference interviews, and lack of awareness of library resources among patrons. The result of the study indicates that staff members often had only partial understanding of health literacy, and were unaware of system strategies to address health literacy or provisions of health information. Lenstra (2017) explored the impact of movement-based programs in public libraries and what variations existed between urban and rural libraries. An exploratory survey of U.S. and Canadian public libraries that offered movement-based programs was conducted by self-selecting staff from 1,157 public libraries in the U.S. and Canada during spring 2017. Analysis of the study focused on those portions of the survey that addressed the

impact of movement-based programs. The result of the study shows that throughout North America, public libraries provide movement-based programs for all age groups. The most consistently reported impact of these programs is for new library users. Furthermore, average respondents reported that participation in these programs slightly exceeded their expectations. These facts show that 95% of respondents reported that they intended to continue offering movement-based programs at their libraries.

RESEARCH GAP

There are number of studies conducted on different aspects of library system and the researcher has made an effort to cover all relevant areas of public library system in India and abroad. It is evident that there are various studies available on library development, relevant services and related areas but still there is no specific study on human resource aspect and the role of information and communication technology applications in public libraries of Haryana. The present study is conducted on the topic of 'Status of Human Resources and ICT Applications in District Public Libraries of Haryana'. There are number of researches conducted on the growth and development of Public Libraries, Public Library Systems in India as well as outside India. It is observed that the human resource aspect and the role of Information and Communication Technology (ICT) in Public Libraries is a significant area and role of Social Media in Public Library as well. There are various researches conducted in this specific area of research. The observation of literature concluded that still there is no specific research conducted on the status

of human resources and role of ICT in public libraries in Haryana, India.

OBJECTIVES OF THE STUDY

The following are the objectives of the study:

1. To study the collection and staff strength in the selected district public libraries in Haryana.
2. To explore the available ICT infrastructure and tools implemented by the district libraries.
3. To find out the present status of automation processes in the district libraries.
4. To identify the problems faced by the librarians of the district libraries for enabling ICT tools and applications.
5. To provide suggestions regarding the implementation of ICT enabled tools and applications in district libraries.

RESEARCH DESIGN

This study has adopted a survey method to explore the current status of district-level public libraries in the state of Haryana with regard to their collection, staff, ICT applications and automation processes. For the purpose of data collection, a well-structured questionnaire was prepared by keeping in mind the objectives of the study. There are 19 district level public libraries along with one State Central Library in Haryana. Investigators used a census sampling method for the study and distributed questionnaires to all the 19 district public libraries including one State Central Library, out of which, eighteen district public libraries and one State Central Library responded. Therefore, final analysis was

performed on the data collected from these libraries.

SIGNIFICANCE OF THE STUDY

The basic purpose of public libraries is to make library services and resources available to all sections of the society without any distinction of caste, creed, colour, religion, region, and sex. Effective public library service plays a significant role in the educational, informational, social, cultural, political, economic and scientific development of any nation (Kumar, 2008; Azhikoda, 2010). The public library is a living force for education, culture and information, and acts as an essential agent for the fostering of peace and spiritual welfare through the minds of men and women (IFLA/UNESCO, 1998). Therefore, the significance of public libraries is undeniable for the advancement of community life. Haryana has a high literacy rate and occupies a significant position in India. Throughout its history, Haryana has been bearing a glorious place and the record of carrying a rich culture and admirable social system. Haryana consists of nineteen districts and every district has different categories of public libraries, such as district, town/sub-division and rural libraries.

The present study is an attempt to provide a comprehensive picture of the status of human resources in public libraries and their problems as well as suggest a proper plan for the proper maintenance of the human resources in public libraries and the role of ICT in the development of libraries in Haryana state. It is expected from this study that it will help the authorities to adopt the suitable strategies to modify their human

resource policy in library and implementation of new technologies, recruiting professional staff and realizing the problems being encountered by the librarians to operate the public libraries. The study will be relevant not only to the scholars who are connected with public libraries but also to the public library authorities in Haryana state, policy makers, planners and librarians.

DATA ANALYSIS AND FINDINGS

Library Collection

According to the IFLA (2010) Public Library Service Guideline “the primary purpose of the public library is to provide resources and services in a variety of media to meet the needs of

individuals and groups for education, information and personal development including recreation and leisure” (IFLA/UNESCO, 2010). However, public libraries have developed their collection in various forms such as books, magazines, newspapers, maps, atlases, pictorial arts, manuscripts, audio -video, CDs, DVDs, etc.

Book Collection and Staff Position

As shown in the Table 1 the largest collection of books is found in the state central library of Ambala has largest collection among all the libraries (90,300) followed by District Library of Narnaul (68,445), Bhiwani (50,720), Hisar (49,426), Jind (48,567), Rohtak (46,781), Karnal (37,934), Sonipat (34,727), Kurukshetra

Table 1: Total collection of Books, Newspapers and Library Staff

Sl. No.	Name of the Library	Year of Establishment	Total Book Collection	Newspapers	Library staff	
					NES ²	NVP ³
1.	State Central Library, Ambala	1965	50, 720	16	6	-
2.	District Library Bhiwani	1972	19,982	12	3	3
3.	District Library Faridabad	1979	15, 865	04	3	3
4.	District Library Fatehabad	2007	32,752	10	2	4
5.	District Library Gurugram	1972	49,426	10	4	2
6.	District Library Hisar	1967	14,869	09	5	1
7.	District Library Jhajjar	2007	48,567	07	3	3
8.	District Library Jind	1970	14,819	09	5	1
9.	District Library Kaithal	1986	37,934	10	4	2
10.	District Library Karnal	1984	32,913	10	4	2
11.	District Library Kurukshetra	1985	8,374	12	4	2
12.	District Library Nuh	1989	68,445	11	3	1
13.	District Library Narnaul	1960	19,243	05	4	2
14.	District Library Panipat	1986	22,456	05	6	-
15.	District Library Panchkula	1986	15,700	05	6	-
16.	District Library Rewari	2007	46,781	11	3	3
17.	District Library Rohtak	1971	28,321	12	4	2
18.	District Library Sirsa	1985	34,727	17	7	-
19.	District Library Sonipat	1980	50, 720	14	2	4

Notes: ¹Number of Existing Staff; ²Number of Vacant Staff Position

(32,913), Gurugram (32,752), Sirsa (28,321), Panchkula (22,456), Faridabad (19,982), Panipat (19,243), Fatehabad (15,865) Rewari (15,700), Jhajjar (14,869), and Kaithal (14,819). The District Library of Nuh has 8,374 which is the least among all the libraries because this particular library is relatively new. This analysis shows that all the district libraries in Haryana have a considerable collection of books and newspapers.

Number of Newspapers Subscribed

The study reveals that district library of Sirsa subscribed to 17 newspapers, followed by State Central Library of Ambala 16, Sonipat 14, Bhiwani, Kurushetra and Rohtak 12, Nuh and Rewari 12, Fatehabad, Gurugram, kaithal and karnal 10, Jind and Hisar 9, Narnaul, Panipat and Panchkula 5, and Faridabad 4 which has least number of newspaper collection.

Library staff

IFLA (2010) Public Library Service Guidelines stated that “In order to provide the best possible service to the community, it is necessary to maintain well trained and highly motivated library staff to make effective use of the resources of the library and to meet the demands of the community”. Notably, staff is one of the fundamental pillars for managing the library services. Basically, there are two types of human resources in public libraries such as professional library staff and Supporting Staff. Professional library staff are those who have a Library and Information Science degree, while Non professional/supporting library staffs are those who do not have a library science degree such as

Computer typist, Clerk, MTS, Electrician, and others.

Number of Existing Staff

The Table 1 also shows the strength of the library staff in district libraries in Haryana. The Directorate of Library Service, Haryana has a provision of 6 sanctioned staff and some contractual staff also in district libraries in Haryana. As shown in the Table 1 out of 6 sanctioned posts, District Library of Sirsa has (7) staff members which is the highest among all the libraries followed by State Central Library Ambala has (6) professional staff, followed by district library Panipat and Panchkula have (6) staff members, District Library of Hisar and Jind have (5) staff members, and District Library of Gurugram, kaithal, karnal, Kurukshetra, Narnaul have (4) staff members while District Library of Bhiwani, Faridabad, Jhajjar, Nuh and Rewari have (3) staff members, district library Fatehabad and Sonipat have only (2) staff each which is the least among all the library.

Number of Vacant Staff Positions

The study also reveals that almost all the libraries are facing a shortage of staff. It was revealed during the informal interview with the librarians that ,due to shortage of library staff members, they are unable to provide the library services effectively and efficiently.

Availability of ICT Applications

Advancement in Information and Communication Technology (ICT) has changed the face of the whole world. The role of Information Technology in the libraries is

general. At present, libraries are adopting new technologies and providing quality information services to the users within a reasonable time. The IFLA/UNESCO (2010) Guidelines state that “Public libraries must, whenever possible, make use of the new technologies to improve their services”. The available information technologies in the surveyed district libraries are furnished in the following paragraphs. As shown in Table 2 the District Library of Sirsa has 8 computers which is the highest among all the libraries followed by State Central Library 6 while District Library of Kurukshetra and Hisar have (3) computers. However, District Library of Bhiwani, Faridabad, Fatehabad, Gurugram, Jind, Kaithal, Karnal, Panipat, Panchkula, Rewari, Rohtak and Sonipat have an average of (2) computers while Jhajjar,

Nuh and Narnaul have only one computer which is the least among all the libraries.

IFLA/UNESCO (2010) Guidelines mentioned the significance of the Internet in the public libraries stating that “The dramatic development of the Internet has been largely unstructured and uncontrolled. The vast amount of information that can be accessed via the Internet is of variable quality and accuracy and the key role of a librarian is to guide customers to accurate information sources, which will meet their requirements”. The study reveals that all the surveyed district libraries have Internet connectivity to serve their users. Besides the computer and Internet connectivity, District Library of Sirsa has (3) printers State Library

Table 2: Availability of ICT applications in the District Libraries

Sl. No.	Name of the Library	Number of Computers	Number of Printers	Number of Scanners	Number of Photocopy Machine	Barcode Reader
1.	State Central Library Ambala	6	2	1	1	2
2.	District Library Bhiwani	2	1	1	1	2
3.	District Library Faridabad	2	1	1	1	-
4.	District Library Fatehabad	2	1	1	1	1
5.	District Library Gurugram	2	1	1	1	1
6.	District Library Hisar	3	1	1	1	2
7.	District Library Jhajjar	1	1	1	1	-
8.	District Library Jind	2	1	1	1	-
9.	District Library Kaithal	2	1	1	1	1
10.	District Library Karnal	2	1	1	1	1
11.	District Library Kurukshetra	3	2	1	1	1
12.	District Library Nuh	1	1	1	1	-
13.	District Library Narnaul	1	1	1	1	1
14.	District Library Panipat	2	1	1	1	1
15.	District Library Panchkula	2	1	1	1	1
16.	District Library Rewari	2	1	1	1	1
17.	District Library Rohtak	2	1	1	1	2
18.	District Library Sirsa	8	3	1	1	2
19.	District Library Sonipat	2	1	1	1	1

State central library Ambala, District Library Bhiwani, District Library Hisar, District Library of Rohtak and District Library of Sirsa had two Barcode Readers each. District Library of Fatehabad, District Library Gurugram, District Library Kaithal, District Library Karnal, District Library Kurukshetra, District Library Panipat, District Library Panchkula, District Library Sonipat had only one and District library of Nuh, Faridabad, Jhajjar and Jind do not have Barcode Readers at all.

Status of Library Automation

The study found that all the surveyed district libraries in Haryana have started the automation process. Currently, they are using SOUL 2.0 Library Management Software using windows server. Librarians of the surveyed district libraries have reported that almost 75% books have already been computerised and claimed that due to the shortage of professional staff, the automation process was slow.

Table 3: Status of Library Automation

Sl. No.	Name of the Library	Library Software Used	Year of Installation	Server Used
1.	State Central Library Ambala	Soul 2.0	2009	Windows
2.	District Library Bhiwani	Soul 2.0	2009	Windows
3.	District Library Faridabad	Soul 2.0	2010	Windows
4.	District Library Fatehabad	Soul 2.0	2011	Windows
5.	District Library Gurugram	Soul 2.0	2013	Windows
6.	District Library Hisar	Soul 2.0	2010	Windows
7.	District Library Jhajjar	Soul 2.0	2012	Windows
8.	District Library Jind	Soul 2.0	2009	Windows
9.	District Library Kaithal	Soul 2.0	2011	Windows
10.	District Library Karnal	Soul 2.0	2012	Windows
11.	District Library Kurukshetra	Soul 2.0	2009	Windows
12.	District Library Nuh	Soul 2.0	2010	Windows
13.	District Library Narnaul	Soul 2.0	2009	Windows
14.	District Library Panipat	Soul 2.0	2012	Windows
15.	District Library Panchkula	Soul 2.0	2012	Windows
16.	District Library Rewari	Soul 2.0	2013	Windows
17.	District Library Rohtak	Soul 2.0	2010	Windows
18.	District Library Sirsa	Soul 2.0	2009	Windows
19.	District Library Sonipat	Soul 2.0	2012	Windows

MAJOR FINDINGS

1. Majority of the District public libraries in Haryana State have collection of books ranging from 8000 to 90000 which relates to the IFLA guidelines of 2010 which states that “The minimum stock level for the smallest services point should not be less than 2500 books”.
2. It has also been observed that the surveyed libraries are regularly subscribing to 4 to 16 local and national newspapers.
3. Almost all the surveyed libraries are facing shortage of staff which directly hampers the activities in library services for satisfying the needs of the users. The findings also revealed

that public libraries are facing a shortage of professional as well as supporting staff.

4. With reference to ICT applications, the majority of the libraries had two to three computers, only one library namely the district library of Sirsa had 8 computers. Data also shows that only one printer, scanner and photocopy machine each is available in all the surveyed libraries. In all surveyed libraries 15 libraries had one or two barcode readers. Only four district libraries of Faridabad, Nuh, Jhajjar, Jind were without barcode readers.
5. Director of higher education installed SOUL 2.0 for all the district libraries, as a result all the surveyed libraries are currently using SOUL library management software and approximately 75% of the books have been recorded.
6. Most of the librarians reported that the library professionals working in these libraries lacked the knowledge of modern technology which hampers the process of library automation.

PROBLEMS AND SUGGESTIONS

1. Staff is one of the pivotal resources in any library. The results show that almost all the surveyed public libraries in Haryana are facing shortage of staff. Therefore, it is suggested that the government should expedite the recruitment process and fill the vacant posts.
2. The basic infrastructure is available in all the surveyed libraries, some support in terms of training programmes for the professionals will help to overcome the problem of using the existing tools and techniques to serve better.

3. The district libraries can opt for taking support from any external sources/ agency to help them with the process of library automation and other ICT applications.
4. Librarians have also reported that they faced technical problems while using SOUL 2.0, therefore, it is suggested that the authorities should appoint skilled technicians for handling automation software as well as other ICT tools.

CONCLUSION

District Public Libraries in Haryana need a lot of attention to be paid towards Library automation. Automation depends upon adequate infrastructure, skilled staff and financial support which unfortunately public libraries of Haryana are lacking. Committed staff is the most important pillar for operating and managing the library services. The present investigation reveals that almost all the district libraries are faced with shortage of staff. ICT applications are implemented by each of the libraries, especially for automation processes. Although most of the librarians have reported that library staff is not conversant with computers and the Internet. As a result, the automation process is slow. Thus, it is suggested that the library authorities should take necessary action and resolve these difficulties.

REFERENCES

1. Ajitha Kumari, V. P., & Francis, A. T. (2015). Public Library System in Thiruvananthapuram, Kerala: An investigation. *SRELS Journal of Information Management*, 52(6), 465-470. DOI: 10.17821/srels/2015/ v52i6/84324

2. Ayub, A. (2015). ICT in Rural libraries of West Bengal: A case study of Jalpaiguri District India. *Research Journal of Library Sciences*, 3(6), 13-19.
3. Azhikoda, S. (2010). Public libraries in Malabar. New Delhi: Serials Publications.
4. Census of India. Office of the Registrar General & Census Commissioner: 2011. Available at http://censusindia.gov.in/Ad_Campaign/Referance_material.html (Retrieved on: Jun 24, 2020).
5. Chakrabarti, A. (2016). Social Media and Libraries: A Symbiotic Relationship for 21st Century Librarianship. *International Journal of Digital Library Services*, 6(2), 32-43
6. IFLA/UNESCO. (1998). *Public library manifesto, 1994*, Rev. Version. The Hague: IFLA. Retrieved on 13th March, 2016, from <http://www.unesco.org>.
7. IFLA/UNESCO. (2010). *Public Library Manifesto, 1994*, Rev. Version. (Koontz and Gubbin Eds.). The Hague: IFLA.
8. Kaur, A., & Lal, P. (2018). Challenges in Library Automation of District Libraries of Punjab. *International Journal of Information Movement*, 2(XI), 275-282. Available at <http://www.ijim.in/paper-45-challenges-in-library-automation-of-district-libraries-of-punjab/>
9. Kaur, P., & Walia, P. K. (2015). Collection development and management within public libraries in Delhi: A study on government owned public libraries in the changing digital environment. *Library Management*, 36(1/2), 99-144.
10. Kumar, S. K. A. (2008). *Public library system and services in Tamil Nadu*. In Babu, B. R. (Edited), Chennai: Bharathi Pusthakalayam.
11. Lenstra, N. (2017). Yoga at the public library: an exploratory survey of Canadian and American librarians. *Journal of Library Administration*, 57(7), 758-775.
12. Noh, Y. (2019). A study on the factors of public library use by residents. *Journal of Librarianship and Information Science*, 1-16
13. Otolu, P.U. (2016). Globalization, modernization and functionality of the public library system in Nigeria. *Library Management*, 37 (8/9), 426-440. Available at <https://doi.org/10.1108/LM-01-2016-0008>
14. Rubenstein, E. L. (2016). Health information and health literacy: Public library practices, challenges, and opportunities. *Public Library Quarterly*, 35(1), 49-71.
15. Saleh, A. G., & Lasisi, F. I. (2011). An assessment of public library services in North Eastern Nigeria. *Library Philosophy and Practice*. 507. Available at: <http://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=1525&context=libphilprac>

