

#### Dr. Rajesh Kumar

Dr. Rajesh Kumar works as a University Librarian at Manav Rachna International Institute of Research and Studies, Faridabad. He holds a Ph.D. in Library Science and Geography and a B.L.I.Sc. and M.L.I.Sc. Degrees from the Department of Library and Information Science, University of Delhi, M.Phil. (Lib. Sc.), M.B.A. C.I.C & L.L.B.

He has around 28 years of experience and has developed a unique concept, "Total Quality Librarian", in the field of Library and Information Science. He has contributed/presented 61 papers at different National and International Conferences. His seven papers have also been published in refereed Journals, UGC Care and Scopus listed Journals. He is the Associate Editor of the well-reputed UGC Listed Journal "Library Herald". He has also published Nine books as an editor. He has also published a poetry Book, "EK Anam Kavi ki Rachnaye".

He has been instrumental in organizing various Conferences, Workshops and Seminars. He has also conducted 68 Programmes (Workshop, Conference, Librarian Development Programme Seminar & Webinar). He was associated as the Organizing Secretary and member of several National and International Conferences in different capacities. IGNOU has also empanelled him as an Academic Counselor for C.L.I. Sc, B.Lib. PGDLAN and MLISc Courses. He has also been a resource person and a subject expert to train library professionals of the Delhi Government School. Under his supervision, 18 M.L.I.Sc and 4 PGDLAN students submitted their Project Reports.

He received many awards like the MANLIBNET Promoter Award and Distinguished Faculty Award for Outstanding contributions in the field of Library and Information Science from Delhi Library Association, New Delhi, Gandhi Peace Foundation and SDPA have conferred him the "The Best Leadership in Skilling of LIS Professionals" Award and the Award for outstanding performance and exceptional commitments towards contribution to the larger good in promoting MANLIBNET, Librarianship and Innovative Service by Institute of Management Technology at IMT Ghaziabad. He also received "The MANLIBNET Innovative Librarian Award 2023.

Before joining MRIIRS, he served in various reputed organizations, such as Viz. Indira Gandhi National Open University, New Delhi, Amity Business School, Noida, Sri Sringeri Sharada Institute of Management, New Delhi, Asia Pacific Institute of Management, New Delhi, ICFAI Business School, Noida, Indus World School of Business, Greater Noida, Lanco Infratech Ltd., Gurgaon and INMANTEC Institutions, Ghaziabad. He has helped set up libraries for many universities and institutions. He is also elected Secretary of MANLIBNET and Delhi Librarian Association and Vice President of Bihar Library Association. He is the Life Member of MANLIBNET, ILA, IASLIC, ILSD, LAB and DLA

#### Dr. Chhavi Garg

Dr. Chhavi Jain works as Librarian at, Manav Rachna International School, Sec 46, Gurugram. She did PhD LIS, Mphil LIS, M Lib, B Lib and BSc. She is a Member of Information Literacy Standing Committee of International Federation of Library Association since 2014 (IFLA) and Regional Director Asia- International Association of School Librarianship, DBE coordinator, IASL. She has around 28 years of experience. She is an Expert in the development of Digital Libraries. She is a Recipient of the Jean Lowrie Leadership Development Award 2014 by the International Association of School Libraries and Honoured Librarian of School Library Association, UK, 2018. Dr. Chhavi Jain is working ceaselessly towards integrating technology and innovative learning methods through reading and information literacy and to increase the reading habit among children. With more than two decades of experience in library management, she continued to lead the library department with innovative programs and a passion that few can match. She is instrumental in initiating reading programs and events involving various schools in the city and abroad.

#### Prof. M Masoom Raza

Prof. M. Masoom Raza is working as Professor & HOD in the Department of Library and Information Science, Aligarh Muslim University, Aligarh. He did his M.Sc. (Hons), ML&ISc and Ph.D from Panjab University, Chandigarh. He also worked as Professor and Head in the Department of Library and Information Science, North Eastern Hill University, Shillong from 2010 to 2013. He had been a member of various committees/boards of North Eastern India, IASLIC, SIS (Society of Information Science). He has been vice president of ILA for Eastern Region from 2013 to 2016 and chairperson of the ILA sectional committee for Health Science Libraries from 2016 to 2019. He has 26 years of experience in teaching and research. He has guided 100 Master's dissertations, 3 M.Phils and eight Ph.Ds. He has contributed about 70 Research Papers in different reputed journals along with 15 book chapters and 4 books. He is Chief editor of well reputed journal Gyankosh: The Journal of Library and Information Management. He has been invited speaker at many institution of higher learning like Punjab University, Chandigarh(UT), University of North Bengal Siliguri, North East Hill University, Shillong & ISI, Kolkata, Panjabi University, Patiala, Kurukshetra University, Kurukshetra, Jamia Hamdard New Delhi, JMI, New Delhi and Madurai Kamraj University, Chennai.

#### Prof. Sonal Singh

Dr. Sonal Singh is working as Professor of Library & Information Science at Vikram University, Ujjain, Madhya Pradesh. She holds M.Sc. degree in Zoology securing Fifth Rank in Vikram University. Turning to Library Science, she did her B. Lib. Sc., M. Lib. Sc. and Ph.D. from the School of Studies in Library & Information Science, Vikram University, Ujjain. She also holds "Post Graduate Diploma in computer application" (PGDCA), B.Ed., B.Mus., Diploma in Vastu and Fengshui and Sangeet Visharad in Kathak.

She is the first and only lady Professor of Library & Information science from the universities of Madhya Pradesh. She has a long teaching experience of 35 years, Research experience of 28 years, Professional experience of 07 years for School Librarianship at Kendriya Vidyalaya, and administrative experience of 13 years as Head of Department, School of Studies in Library & Information Science, Vikram University, Ujjain. She is the Chair Person for Board of Studies, Examination Committee, Research Advisory Committee and Research Degree Committee. She has been conferred by many honours and awards. She was honoured by Malwa Rang munch for the Publicity of Malwa language by musical means, she was honoured on National Librarian's Day by Government Ahilya Central Library in association with Indian Division Library Association, she was Honoured for contributing articles in Hindi language at the Golden jubilee function of "Granthalaya Vigyan"- a library Science journal in Hindi language. She was honoured as "CORONA Commando" for participating in awareness program "CORONA ko Harana hai." She received Professor Sushila Motiwale Best LIS Teacher Award on World Book Day from Indore Division Library Association, Manisha Award from Bhartiya Manisha Sutram, Prayag, Distinguished Leadership Award from Home of Letters, India, Life Time achievement award from Madhya Pradesh Library Association, Award of Honour from Shri Sanmati Pustakalaya, Jaipur, Library Indian Pride Award from Anecdote Publishing House, New Delhi, and Best Women Teacher Award from Social Science and Management Welfare Association, Jabalpur. She is Life member of Indian Library Association (ILA), Indian Association of Teachers of Library & Information Science (IATLIS), Indian Association of Special Libraries and Information Centres (IASLIC), Foundation of Information and Communication (FIC), Management Library Network (MANLIBNET). She is patron member for Association of Senior Library and Information Professionals (ASLIP) and Library Association of Bihar (LAB).



## Transformative Strategies for Empowering Libraries in the Digital Age

## Transformative Strategies for Empowering Libraries in the Digital Age

Dr. Rajesh Kumar | Dr. Chhavi Jain | Dr. M Masoom Raza | Dr. Sonal Singh



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## Editors

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**Dr. M Masoom Raza**

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**BOOK AGE PUBLICATIONS**  
NEW DELHI                      AGRA

***Published by***

**Book Age Publications**

I-152, 2nd Floor, Street No. 11

Lalita Park, Laxmi Nagar, Delhi-110092

Ph: 9811140390

E-mail. bookage\_nks@yahoo.com

***Branch Office***

**Book Age Publications**

22 Kaveri Puram, Dayalbagh

Near Dayalbagh University Agra-282005

Ph: 9811140390

***Distributed by***

**Brijwasi Book Distributors & Publications**

H-87, Lalita Park, Laxmi Nagar, Delhi-110092

Ph: 22458302, 98111-22902, 98111-40390

E-mail: brijwasipub@yahoo.com

brijwasibooks@gmail.com

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First Edition 2024

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ISBN: 978-93-93904-48-5

Laser typeset by *MS Computers*, Partparganj, Delhi-92.

Printed at *MS Indian Enterprises*, Delhi.

# EDITORIAL

In today's rapidly evolving digital landscape, libraries are significantly transforming. Traditional brick-and-mortar libraries are expanding their horizons to embrace digital technologies, providing users with seamless access to vast information resources and services. This evolution demands a new set of skills from librarians, who must adapt to become practical navigators and facilitators in the digital realm.

Libraries play a crucial role in shaping communities and fostering a love for learning. However, the digital age has presented challenges and opportunities for these institutions. The conference motto is to connect library professionals with innovative strategies to empower libraries with technological advancements and leverage them to enhance their services to engage with diverse audiences.

Provide thought Leadership in promoting the Library and Information Science profession as the backbone of Education. Provide a platform to discuss contemporary academic teaching and learning challenges and the opportunities offered through updated library systems. Explore opportunities for digital libraries and online resources provided by libraries.

Libraries must cultivate a culture of adaptability, encouraging staff to embrace change and swiftly respond to emerging technologies. This adaptability extends to meeting user demands, ensuring that library services remain aligned with the evolving expectations of patrons in the digital age.

The Conference will help participants learn about empowering Library professionals in the Digital age. This Conference has provided a platform for the LIS Professionals to exchange their view, experiences and ideas about the latest developments in the Digital library. The Conference included library Professionals' presentations, invited talks by experts and panel discussions on themes.

Conference editorial team has put tremendous effort into scrutinizing and short-listed 34 papers out of 66 papers. Research papers for this conference will help researchers, librarians, and LIS students become aware of technological advancements and leverage them to enhance their services and engage with diverse audiences.

**Editors**

## Acknowledgement

The Book titled “Transformative Strategies for Empowering Libraries in the Digital Age “ is an amalgamation of intensive research carried out by many authors from India for publication as well as a presentation at the International Conference “Transformative Strategies for Empowering Libraries in the Digital Age ” on 29-30th August 2024 at Manav Rachna International Institute of Research and Studies in collaboration with MRIS, Gurgaon & Dr O P Bhalla Central Library supported by Library Association of Bihar.

Papers from this book were selected based on reviewers’ feedback, plagiarism check results, and relevance to the conference theme and sub-themes.

Well-dedicated teamwork for the entire publication worked internally at the University, and many professional colleagues have also slogged hard to achieve the final outcome. On behalf of the Dr O P Bhalla Central Library, MRIIRS, MRIS and LAB and Conference organizing committee members, we sincerely thank everyone who participated in this publication.

Thanks to the Library Association, who trusted us to organize this International Conference.

Our heartfelt gratitude goes to all the contributors who have contributed their Papers for this Conference as per the theme and Sub-themes. It could not have been possible without their wholehearted support as contributors, especially at this magnitude.

We were little hesitant at first, but after discussing the issue of organizing this International Conference with our Honorable Vice Chancellor, Pro Vice Chancellor, Registrar, Executive Directors, Director and Principal MRIS Gurgaon, the idea was well appreciated and enthusiastically agreed upon to work in unison. As a result, we are grateful to our university administration and MRIS School administration, particularly our Honorable Vice Chancellor Sir, PVC Sir, Registrar Sir and MRIS, Gurgaon Executive Director Sir, Director and School Principal Madam, for allowing us to hold this International Conference and for their unwavering support.

Our special Thanks to Dr O P Bhalla’s ever enthusiastic Library Staff and MRIS Gurgaon, who helped us at every stage of this Conference. We humbly thank the editors, Dr M Masoom Raza and Dr Sonal Singh, for their invaluable editorial support.

Our special thanks to the sponsors for supporting this conference and book publication financially.

We are also thankful to Brijwasi Book Distributors for their Cooperation and interest in publishing this Book. They did their job highly meticulously. With their timely support, bringing out this book was possible.

Last but not the least; we are thankful to our family members for their moral and personal support. They have sacrificed their valuable time and have always put a smile on our faces whenever we were tense.

**Dr. Rajesh Kumar & Dr. Chhavi Jain**

Organizing Secretary- International Conference

Manav Rachna International Institute of Research and Studies

Faridabad, Haryana

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# 17

## Human Resource Management and Its Dimensions in Libraries

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**Dr. D D Lal**

Technical Officer (Librarian & Head) & DeLCON Coordinator  
National Brain Research Centre (Deemed University),  
(Department of Biotechnology, Ministry of Science & Technology)  
Government of India  
NBRC, NH-08, Nainwal Mode, Manesar  
Gurgaon, Haryana. Pincode : 122051.

**Dr. Yogita Talwar**

Assistant Librarian  
Lovely Professional University  
Jalandhar - Delhi, Grand Trunk Rd, Phagwara, Punjab-144 001

### Abstract

Human resource management is essential to libraries' success. This abstract explores the various dimensions of HRM within the context of library settings. By examining the importance of effective HRM practices, this study sheds light on how libraries can optimize their human resources to achieve organizational goals.

HRM in libraries includes employee interactions, performance management, training and development, and recruitment. Each of these factors is essential to ensure library employees have the ability and know-how to offer customers first-rate services.

Furthermore, this abstract delves into libraries' challenges in managing their human resources effectively. Issues such as staff turnover, budget constraints, and changing technology are discussed, along with potential strategies for addressing these challenges.

Overall, this abstract highlights the significance of HRM in libraries and emphasizes the need for libraries to invest in their human resources to remain competitive and meet the evolving needs of their communities.

**Keywords:** *Human Resource Management, Dimensions, Significance, Manpower Planning, Jobs, Staff Manual, Leadership; Performance Evaluation.*

## Introduction

Any organization's success, including libraries, is greatly influenced by human resource management. HRM encompasses various dimensions essential for the effective management of library staff. This introduction will explore the importance of HRM in libraries and discuss its key dimensions.

HRM in libraries includes hiring, developing, training, and keeping library employees. It ensures that the right people are in the proper positions and have the abilities and knowledge to carry out their responsibilities successfully. HRM in libraries also emphasizes developing a happy workplace that encourages worker happiness and participation.

Critical dimensions of HRM in libraries include strategic planning, performance management, employee relations, and diversity and inclusion. Strategic planning involves aligning HR practices with the library's goals and objectives. Performance management ensures that employees meet expectations and are provided with opportunities for growth and development. Employee relations focus on maintaining positive relationships between staff and management. Diversity and inclusion initiatives aim to create a varied, inclusive workplace that values and respects every employee.

The HRM plays a crucial role in libraries and helps the establishment succeed.

By understanding and implementing the critical dimensions of HRM, libraries can effectively manage their staff and create a positive and productive work environment.

## Objectives

The objectives for Human Resource Management in the library setting encompass various dimensions crucial for the organisation's effective functioning.

Firstly, the primary objective is to attract and retain qualified and skilled employees dedicated to providing exceptional service to library patrons. This entails creating hiring tactics that specifically target people with the training and expertise needed to satisfy the requirements of a library setting.

Another important goal is to foster an inclusive and good work culture that encourages employee involvement and happiness. This includes implementing workplace policies and practices that promote diversity, equity, and inclusion. By prioritizing employees' well-being and professional development, the library can cultivate a motivated and high-performing workforce.

Additionally, effective Human Resource Management in the library setting involves ensuring compliance with relevant labour laws and regulations to protect the rights and interests of employees. By instituting clear policies and procedures, the library may sustain an equitable and transparent work climate that fosters trust and accountability.

## **Impression of Human Resource Management**

The success of any firm is mainly dependent on the concept of human resource management, or HRM. HRM is the strategic management of an organization's labour force to guarantee that workers are efficiently employed to fulfil the company's aims and objectives. This covers hiring, onboarding, training, managing performance, and employee relations.

In order to build a happy workplace, encourage employee engagement, and increase productivity, HRM is essential. Organizations may attract and retain top talent, increase employee satisfaction, and propel corporate success by implementing efficient HRM strategies.

In the cutthroat commercial world of today, human resource management is crucial. Businesses prioritising HRM are better able to spur innovation, stay competitive, and adjust to shifting market conditions. Organizations can position themselves for long-term success by investing in their workforce and fostering a culture of ongoing learning and development.

In the cutthroat commercial world of today, human resource management is crucial. Businesses prioritising HRM are better able to spur innovation, stay competitive, and adjust to shifting market conditions. Organizations can position themselves for long-term success by investing in their workforce and fostering a culture of ongoing learning and development.

## **Importance of Human Resource Management in Library**

One cannot stress the importance of human resource management in libraries. Effective workforce management is a critical component of human resource management, which guarantees the smooth operation of libraries. It involves recruiting, training, and retaining qualified staff members essential for providing quality services to library users.

Human resource management also establishes a productive and happy work atmosphere that encourages worker satisfaction. In essence, Human Resource Management is vital for libraries' success in meeting their patrons' needs and achieving their organizational goals.

Effective management of human resources is essential to libraries' smooth operation. Libraries must have a well-organised human resource management system to guarantee that the correct personnel are hired, trained, and retained. Among the many tasks involved in library human resource management are hiring, training, performance reviews, and employee relations. Libraries may foster a healthy work atmosphere, raise staff morale, and increase productivity through efficient human resource management.

Additionally, human resource management in libraries is critical to guarantee that the staff members have the abilities and know-how to offer customers high-quality services. Proper training and development programs can help library staff stay updated on the latest technologies and trends in the field.

Human resource management can also help libraries attract and retain talented individuals passionate about serving the community. Overall, human resource management is essential for libraries to achieve their goals and fulfil their mission of providing public access to information and resources.

## Functions of HRM in Library Administration

For library administration to operate effectively, human resource management is essential. It includes various duties, such as hiring, training, assessing performance, and managing employee relations. HRM positively impacts the library's overall performance by guaranteeing that its staff members are highly motivated and equipped.

Recruitment is a crucial function of HRM in library administration. It entails determining the library's personnel requirements, luring in suitable applicants, and choosing the most suited individual for the position. HRM ensures that the library's personnel is talented and varied by implementing efficient recruitment techniques.

Training is another critical aspect of HRM in library administration. It involves providing employees with the necessary skills and knowledge to perform their jobs effectively. By investing in training programs, HRM helps employees develop professionally and enhances the library's services.

Performance evaluation is also a critical function of HRM in library administration. It involves assessing the performance of employees against predetermined goals and objectives. HRM assists staff members in enhancing their performance and the library's overall success by offering advice and comments.

Another essential duty of HRM in library management is employee relations. It entails overseeing interactions between staff members and the company. HRM contributes to developing an engaged and motivated workforce by fostering a positive work environment and attending to employee issues.

The Human Resource Management department is essential to library administration since it ensures the staff is knowledgeable and driven. By focusing on recruitment, training, performance evaluation, and employee relations, HRM contributes to the overall success of the library.

## Role of HRM in Library Administration

### Manpower Planning

Creating anything to try to accomplish something in advance is what is meant to be meant by the dictionary definition of designing. In other words, it indicates a predetermined understanding of what needs to be done.

Coming up with a workforce is nothing but the way in terms of human resources to achieve the companies' primary goals. It is a method of determining whether the business can have an adequate pool of qualified individuals available on the market at the appropriate times, performing tasks that could meet the organisation's needs and satisfy the individuals in question.

### Job analysis and job description

The labour needs will be examined using the job style and existing job analysis. The analysis will comprise two sections: supply forecasting and demand prediction (part a). Organizations use

demand forecasting to project the number and quality of workers they will need in the future. This method uses various prediction tools, including ratio-analytic thinking, city technique, social control judgment, and scrutiny procedures.

### **Supply Forecasting**

It estimates the kind and diversity of personnel the HR management will need. Prognostication provides insight into the organization's capacity to select the ideal combination of employees. It deals with the ability of workers to adapt both inside and outside of a business.

### **Selection and Recruitment**

An achievement method is the procedure used to hire a person or group for a particular post; it can also be described as an activity that creates a relationship between a hiring company and a job candidate. Recruitment is the process of locating and luring job searchers in order to compile a pool of applications. A recruiter's primary goal is to find the best candidate for a position, and they may achieve this by following five essential guidelines.

### **Motivation, Training, and Development**

Motivation is the internal force that steers an individual's actions toward their objectives. A definition of motivation is a process that animates guides and maintains human behaviour. The HRM phrase alludes to an individual's duty to fulfil their assigned obligations or try to perform as well as possible.

Employee training helps staff members gain new skills, stay updated on industry advancements, and boost productivity. It can be conducted inside or outside the organization. It is, therefore, a crucial part of libraries. Investing in an employee's development can be considered an asset acquisition. In addition to inspiring, it aids in employees' potential fulfilment. Through employee education, training, and development, staff development ensures opportunity, progression, personal growth, and continuous professional development programs.

### **Leadership and performance evaluation**

According to its definition, performance analysis is a legitimate and fruitful process that allows employees to demonstrate how their efforts and output support their job duties.

### **Discipline and Grievances**

Discipline is an effective management tactic to help the library become a better, more productive workplace. It encompasses any conduct by employees that hinders or adversely affects the efficient and successful running of the library, whether by deeds or omissions.

Discipline in libraries can be upheld through various techniques when staff members neglect to address issues after being given fair chances to do so. Grievances are any real or imagined feelings of unfairness and discontent that a person has regarding their working environment. Employees with a grievance should attempt to resolve it amicably with their immediate supervisor first.

It is the responsibility of the library's administration to guarantee that every worker is treated fairly. A staff member may submit a grievance letter to the appropriate authorities if they believe they have been mistreated. The library officials bear the task of guaranteeing that every complaint is addressed appropriately.

## **Types of Library Staff**

The library employees are a vital part of the establishment. One significant member of the library trinity is the staff.

### **Professional category**

Individuals in this group have professional roles and have degrees in subjects other than library and information science. Professionals work at intermediate and upper levels of employment and are in charge of management, administrative, and professional tasks.

A professional can handle various tasks, such as choosing and ordering books, processing documents technically, indexing and abstracting, providing information services, organizing library programs, and creating budgets for the facilities. Professional positions include a professional assistant, deputy librarian, assistant librarian, librarian, and so on at a library.

### **Semi-professional**

Under the direction of the professional staff, the semi-professional library staff members carry out routine tasks and apply procedures. They are also required to undergo alternative library science training. They possess a library and information science (LIS) diploma or certificate. They could be called junior catalogers, technical or professional assistants, library assistants, or something similar. Typically, they carry out standard technical and professional tasks.

### **Non-professional**

Most non-professionals in libraries have the bare minimum of schooling, sufficient experience in a given skill or job, and typically a non-library degree. Some possible job titles include accounts assistant, store assistant, reprographic assistant, typewriter, data input operator, file clerk, book arranger, bookbinder, and so on.

### **Support Staff**

Helpers, caregivers, housekeepers, cleaners, drivers, and security personnel are examples of support staff. The tasks they complete are crucial because they help the library run smoothly. They ought to be considered an essential member of the library's personnel.

## **Levels of library professionals and their functions**

Libraries are highly structured hierarchical organizations. Every library employs responsible personnel at various classification levels. The level of management refers to this employment position's hierarchy. The hierarchy's management level establishes the discipline of command,

which establishes the employee's rank and level of authority.

Organizations inside libraries vary in terms of classification management level. Any library's administration level is determined by the size of its collection, the uses of library technology, the volume of users, and the nature of the activity. A university library system supports three administrative layers: top, middle, and base. At this level, librarians perform the roles of directors and specialists in libraries.

## **Top Level**

At the pinnacle of the library system are librarians. He oversees the library as its chief manager. His or her primary responsibilities in library management are managerial, administrative, and specialized. He or she oversees the library's leadership, staff and delegation empowerment, and leadership transitions. He or she is the rationale behind the power to oversee and administer strategically significant library services related to academics, student affairs, and university administration. He or she devotes more time to organizing and coordinating library operations.

### **Here is a summary of his or her primary duties**

1. Discuss the library's vision, goals, objectives, and overall policy with the Library Committee and the higher administration.
2. Tactical Elevate the activity level in the library and lead it to the pinnacle of excellence in all strategies.
3. Publicizing library policies, guidelines, and the instructions required to create timetables for preparation.
4. Create strategic strategies and policies for programs and services offered by libraries.
5. Assign staff members to a range of roles and responsibilities.
6. Oversee and plan the operations of every department and unit inside the library.
7. Keep in touch with the world of surface libraries.
8. Provide guidance, direction, and advice to staff members or arrange for appropriate recommendations on library programs and activities. Use discretion and initiative to foresee, conceptualize, and settle little matters affecting the organization and strategy.
9. Make a significant contribution to the corpus of expert or topic data or the organisation's operation.
10. Take the lead and oversee crucial organizational services, initiatives, or programs.
11. Offer the management, the organization, or outside parties a reliable expert recommendation.

## **Middle Level**

Deputy librarians overseeing branch library services, organisations, or departments are at the centre level. Each of these positions is specific and has a purpose. As experts, they are responsible for overseeing the administration of library operations and services, including acquisitions, technical



procedures, print and electronic journals, library automation, user services, and so on. They must carry out strategically significant duties within the library's subordinate functions. They provide feedback on how their groups are operating to the top management.

The following is a summary of their duties:

1. Execute the organization's strategies using the directives and policies of top management.
2. Develop plans for the departments and units under their supervision.
3. Forward essential reports and other vital data to upper management.
4. Evaluate junior employees' performance.
5. Motivate managers at lower levels to achieve better results.
6. Safeguard the equipment, supplies, and services required to enable them to carry out their responsibilities.
7. Use discretion and initiative while managing various complex and intricate operational or abstract problems and assignments that go beyond the confines of the immediate work area.
8. Launch projects to create and implement improvements to current methods, frameworks, and protocols.
9. Superintendence and initiative come from all employees.
10. Following technical guidelines and standards for writing and managing grants.

## **Lover Level Management**

Assistant professionals in a university library report to deputy professionals or the university librarian at the primary level of library management, depending on what their native practices are within the organization. They operate under the general supervision of a university professional, senior skilled worker, or deputy professional. They carry out their supervisory responsibilities.

**Among their duties are the following:**

1. Support the creation of data and library services and systems.
2. Organize library and data management initiatives in collaboration with other library organizations.
3. Assign and oversee duties and jobs to the team members' support staff.
4. Provide day-to-day guidance and instruction to team support staff.
5. They have the same accountability for the standard in terms of output and repair.
6. Take responsibility for the employees' coaching.
7. Gather the tools and supplies required to complete the tasks at hand.
8. Create the support staff's periodic performance reports.
9. Encourage caregivers.

## Conclusion

Another force that drives up the need for human development is the never-ending desire for change. There seems to be a knot surrounding the library's role in its stimulating culture everywhere. Evidence of cultural adaptation causes the library's aims and goals to change, as well as its priorities and concerns, periodically adapting the library to meet the demands and problems of the community. Libraries, like many other institutions, are perceived as being unable to ignore the changes that are taking place in their internal and external settings on the psychological, technical, technological, social-scientific, economic, and political fronts. As a result, the work done by knowledge workers and libraries has gotten increasingly sophisticated.

In the piece "Of book, men, and machines," Guy Sylvestre rightly states that "if we have a tendency to area unit to survive during this new era, we librarians don't have any alternative consequently however to adapt ourselves to a dynamic world."

It goes without saying that enhancing the skills of library employees is essential to their capacity to manage their time well. As an organization, libraries and information centres must be forced to fulfil their objectives and even recognize the value that their various institutions are thought to have. Libraries are service-adjusted units of measurement; thus, they must always ensure that their patrons are satisfied. LIS professionals currently bear the duty of being forced to defend themselves, their qualifications, and their value to the parent company.

To please their users and provide better services, they will have to increase their competency level and be compelled to enhance their knowledge and skills. Reasonable attempts are made at the philosophical level to build momentum in this direction.

The National Mission on Libraries will assess how well the country's present library and information science management needs are being addressed and take the necessary steps to address those needs via coaching and education in library and knowledge sciences.

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