



LIBRARY OUTSOURCING SERVICES: A LITERATURE REVIEW

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Abstract: Outsourcing means with a view to have proper and effective functioning of library we resort outsourcing for smooth and appreciable service on contract basis, helpful for library and other management. The objective of this paper is review of literature related to the activities that can be outsourced. This paper is part of fundamental research based on secondary data; where researcher is try to find out the practices and academic concepts related to outsourcing of library services in educational institutions at national and international level.

Keywords: Outsourcing, Library services, Literature review, Academic libraries, Public Library activities

1. INTRODUCTION:

Due to rapid changes in external environment such as, boom in information technology, communication technology, information is widely and easily available, it is really challenge for library to modify them by using dynamic approach. Information Technology is ray of hope to cope with changes, for library network.

Advances in modern technologies have greatly improved the capabilities of storage, processing, retrieval, repackaging, communicating, sharing, and managing. Nowadays information of libraries has grown up significantly in IT field has created profound and sound impact on all aspects. Libraries have been using Information Technology in general and computer technology in particular, to automate a wide range of administrative and technical processes, build databases, OPACs, networks and provide better services to their users. The use of Information Technology for better management of information in all types of libraries has grown significantly in recent years. This widespread use of Information Technology in libraries has created a profound impact on all aspects of the present library environment. Libraries form an important integral part of central university education system by providing suitable information material useful for study, teaching, education, and research purposes. Libraries in India are actively involved in using IT to computerize their operations and offer Information services to their users. Therefore, a study was conducted to Library Outsourcing Services: A Literature Review.

CONCEPT OF OUTSOURCING

“For many years libraries have contracted with outside agencies to perform tasks and functions that are necessary to library operations, but not necessarily part of the library’s core services”. Such as the services which are not in core services are generally “contracting out” include non-library work and worth such as janitorial services and photocopying services, but also services more closely associated with libraries, like binding services. These functions generally considered as “core function in library operations. Cataloging, plays vital role for arrangement through contractual arrangements with outside service providers. Since 1901 Congress began mass producing catalog cards, Libraries have contracted cataloging services apart functions including development of automated systems and the acquisition of materials. In the mid 1990 several events occurred resulting about increasing outsourcing library functions.

1.2 BENEFITS OF OUTSOURCING IN LIBRARY

There are numerous benefits of outsourcing in private and public libraries, which are specifically enlisted as follows,

- Single invoice instead numerous lines in budgets of city
- Reasonable service costs
- Staffing of library Management and vendors
- Integrated IT/cloud operations
- Purchasing of volume
- Patron services in high command

1.3 OBJECTIVES OF THE STUDY

The objectives of this paper are as follows,

To study the extensive literature related to outsourcing of library services.

To compile the literature related to outsourcing for to understand, the services which are outsourced.

1. RESEARCH METHODOLOGY

Data Collection:

This paper is nothing but the basic fundamental research, used to formulate the problem related to outsourcing of library services.

This paper is based on secondary data, the researcher take due care to locate and evaluate the secondary data, related to the objective of the study.

The data collected from the literature available related to outsourcing from internet, magazines, research publications, books etc.

3. REVIEW OF LITRATURE:

3.1 Review of research paper related to topic

Outsourcing is one of the controversial topic among librarians. There is in general no controversy regarding outsourcing of non library or non core functions. Whenever outsourcing is use for library as a core function like cataloging, classification it become a subject of heavy criticism. Eventhough lot of literature available in all types of libraries ,library literature reflects material selection materials processing, cataloguing, and management. It is to be noted here that available literature consist of article related to implementation outsourcing in libraries, editorial, critiques, praises on use of outsourcing in libraries.

International level Literature

Lloret Romero, MN. (2011), in his research article, he pointed that, “Outsourcing is a concept, that has been used in companies for decades”. “This tool to be implemented in libraries and documentation centers especially since they are eminently public entities at an international level”. The employ of such services has only enlarged in recent years and has been particularly heightened by the economic crisis in all areas of the aforementioned centers. On the other hand, it is important to comprehend the basis of this type of tool in arrange to look beyond the fiscal and economic benefits and attempt to see the potential provided by the use of this type of services for improving the dynamics of organizations and even creating new professional profiles within the organization itself. “The outsourcing of services need not always lead to a loss of knowhow, and when working from the heart of the organization it is a tool that can even be used to support a culture of change and the revitalization of organizations less likely to change.

Heather (2012), in his Dissertation, she pointed that outsourcing issue in public libraries. She concluded that from 1997 to 2007, thirteen library systems were outsourced and then from late 2007 to early 2010 there were no new contracts. Since 2010, five more systems had been outsourced and the international interest was growing. Communities in the United Kingdom explored outsourcing and recent challenges in the Toronto Public Library System had flamed rumors of possible outsourcing. The future of public library management outsourcing was unclear. It seemed a stalled trend in early 2010 now appears to be a swiftly growing phenomenon. The municipalities that had considered outsourcing their libraries in the last few years might have been looking for a monetary fix as the economy took an extreme downturn. Substantial savings had yet to be proven.

BathurLinda (2010), in his research article, he pointed that, outsourcing, opportunities to re-distribute staff more efficiently across more value add/customer focused tasks as opposed to back of office processes. That is the major benefit of outsourcing appears to result from the reallocation of cost saving via reduced back of house tasks, to other function such as events and programs, new space, collection quality and customer focus this redistribution of resources results in a range of benefit multipliers including.

UpadhyayA (2010), in his research, he mentioned that, the study sought to examine the parameters of retroconversion process its methods, staff training software used and other important aspect related to retroconversion process as well as user perception the study also reveals that all the staff members of selected libraries were trained for retroconversion and the all the libraries are using common software, classification scheme and cataloguing code.

KatherineA (2012), the authors conducted a survey on outsourcing of cataloging in academic libraries in order to determine the extent of outsourcing being done in academic libraries. The results show that outsourcing of cataloging is not a strong trend in academic libraries, but that libraries which outsourced were generally pleased with results. There also seems to be a correlation between size of collection and number of new titles cataloged annually and the decision to outsource.

3.3 National level Literature

VanviShailesh (2013), in his research article, he pointed that, though outsourcing produce and improve the quality of the activities and services, but on other hand it has also some worst effect. In beginning library activities were outsource, but today's it has extended complex and widespread operations. It is worth to mention here that now days Library Security, Binding, Photocopying and Janitorial services, Retrospective Conversion, Preservation, Reference services Cataloguing, Digitization and etc. are extended.

VeerBala (2012), In his research article, he pointed that, libraries need to reconsider. restructure and reengineer their activities and services to concentrate more on user services. in the present time of economic crises, shrinking budgets and staff. libraries need adopt some alternates to keep its goodwill and reputation. these the Indian libraries do adopt outsourcing in different areas, however these are hesitant in openly accepting these facts the results of present study give clear picture of the outsourcing scenario in science and technology libraries in northern India.

3.4 Local level Literature

Kumbhar k. N (2018), in his research article, he found that, use of outsourcing in libraries. It is an attempt to conceptualize the approaches of outsourcing to library and information centers, discusses the need of outsourcing. The present study discussed the numerous reasons for using outsourcing, areas of implementation of outsourcing in college library. This study had arranged for Jalna district Arts, Commerce and Science private aided college libraries to observe the impact of outsourcing on library activities and services. He discusses the need of outsourcing and merits and demerits of outsourcing. Outsourcing also lends itself nicely to more routine and traditional operations in technical services, changes, reengineering of the library work. The use of outsourcing is not bad; it is very good to progress library work. But the critics criticize the outsourcing or privatizing of the work. Outsourcing is a way to change something and create something new. It can be a positive way to increase productivity and an opportunity for both personal growth and an organizational enhancement.

Ankita Tiwari (2018), in her research article, she found that, in order to effective use of outsourcing in libraries assign the work of libraries to experts on contractual basis resulting quality output with minimum expenses. Outsourcing work also indicates some plus and minus points.

CONCLUSION

Outsourcing services in private and public libraries are the foremost important, to increase the cost effective quality services. The literature related to the topic is extensively available at international level, the researchers carried out detail study related to all aspects of outsourcing services in libraries. As compared to international level very less literature is available related to the topic, may be this is new topic to our country. In last it's hard to find any research related to this research area. This paper gives glimpse on the use of outsourcing services and its impact on functioning of libraries. The literature highlights the worth difference in outsourcing in India and outside India. It is concluded that international libraries outsource for both professional automated and professional manual compared to Indian libraries. To overcome this Indian libraries are concentrating on reengineer their processes of work flow to fulfill desired expectations of the ICT savvy Users.

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