

Informal Information sharing among Library staff of Government Division public Library Kota: a new way to putting knowledge for the betterment of Users services by the authority of the Library

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Abstract - The current study is an exploration of knowing about Informal Information sharing among Library staff of Government Division public Library Kota to putting knowledge for the betterment use of library services by the authority of the Library. As the result we receive from study shown that very good input we get from readers informally shared off the campus about library and in reading room and stack area. Limitation of this study was mainly centered on Readers and staff Informal interaction of Government Divisional public Library, Kota being the first public library to implement (IIS) as a means of getting and sharing information not from the traditional way for the betterment of the library services. Survey method was adopted for the study and few questionnaires were distributed to the permanent staff as well as readers of the library which were completed and returned. Data presentation and analysis was done using frequency and percentage. This study will spread the trends of using IIS as a major tool for decision making by other library authorities concerns with different Public Libraries from India and abroad.

Key Words: Informal Information Sharing (IIS), Govt. Divisional Public Library (GDPL) , Social Interaction (SI), Mass Media (MM), Information sharing platforms (ISP) , Types of informal information (TII).

1.INTRODUCTION

In every human organization, apart from the formal information sharing that takes place in the offices, meeting rooms among others, informal information sharing takes place in the organization environment. There are many organizational places where informal information sharing takes place. The 21st century Libraries of today apart from the reading area provided for the Library users there is also a discussion room where the users can interact among themselves, share ideas and information informally. Libraries are supposed to be playing their role as information centres and this information can be formal or informal. Apart from the users, the library staff can also involved themselves in this platform in such a way that the Head of the Library will adopt a means of getting information on the state of the Library, users satisfaction, Library collection and staff performance informally. In achieving this, the Head of the Library will not rely on the formal report that was giving to him by the Library because many things he need to know about the state of the Library

might not be captured in the report. Library is also seen as social interaction centre, according to Brenkert, Dickson, Champ and Flores (2013) maintained that social interaction is an important source where information is acquired informally[1]. Through this avenue, the individuals that participate in the social interaction share their ideas, experience to other members of the group as the informal interaction takes place. Public Libraries are exceptional Libraries because its mandate is to serve as information centre for the entire community whether they are educated or not by providing them with information that will assist them solve their immediate problem without necessary going to class room. Access to information is always easy and free when an individual involves himself or herself in the informal information sharing platforms. Daniels (2014) Genius (2015) and Gordon (2015) believed that sharing information among individuals through informal interaction leads to the acquisition of the ideas, skills and experiences by such individuals that can help them to solve their problems [2] [3] [4].

Informal information sharing among individuals is a daily occurrence. Human beings interact among themselves in the day time as well as in the night where information is shared among them informally (Corbett, 2014; Pfeil, 2014; Levy, 2015) [5] [6] [7]. Human being serve as the sources of information apart from sources such as books, internet, journals, dictionaries, newspapers to mention but a few. Access to information through informal interaction among individuals is done wherever, anytime provided that the informal interaction takes place. Some people who are more experienced than the others inform the less experienced ones on how to do a particular task, how to solve a particular problem or what happened in a particular place that is worthy of knowing. In the human society, the interaction the people in such society involve themselves in through informal social interaction serves as the avenue where information is shared so as to enable such individuals to be aware of the happenings in such society. Carter (2014) showed that human being develop skills, promote competencies and reinforce their already existing knowledge through informal information sharing where the shared information adds to that knowledge already residing in the human memory [8].

2.GOV. DIVISIONAL PUBLIC LIBRARY KOTA: BRIEF OVERVIEW

- Established in 1956
- Started serving to the library services to the Readers of Kota Region from the Dan Mal ji ki Haweli (Baphana Haweli), The Owner of The Building was Nagar Seth Kota
- Later, in 1968 the library was shifted in Chhatra Vilas Garden (Also Known as CV Garden) from Rampur (Dan mal Haweli)
- By Order the DM again in 1984 Library was shifted into the 2nd floor of UIT Building because of establishing Doordarshan Office.
- Again library was re shifted in 2001 on the Ground Floor of UIT Building because of they have need of wing.
- In 2013, with the Financial Assistance of Raja Ram Mohun Roy Library Foundation Kolkata (RRRLF), library shifted in New Building, which is situated in CAD Colony Campus, In front of Income Tax Residential Colony, Dadabari Kota (Raj.)
- Now New library Building serving to the Citizen of Kota Region
- But it’s a long journey of shifting from one place to another place is really a cause of damage of Books.

take care of Govt Public Libraries. Right Now there is a total 278 Public Libraries in Rajasthan whereas 50 are fully under the control of Department and rests are run under school premises partially by School Librarian. The Status of Public Libraries in Rajasthan is like-

Table: 1 Govt. Public Libraries in Rajasthan

S.No.	Types of Libraries available in Rajasthan	No. of Libraries
1.	State Central Library	01
2.	Divisional Libraries	07
3.	District Libraries	33
4.	PS Libraries (In School)	276
5.	PS Libraries (Fully Governed By Department of Language and Library)	06
Total		323

<http://bhashapustakalaya.rajasthan.gov.in/>

Recently Three PS Fully Funded Public libraries are merged in Concern District libraries so total at present number of libraries are 275

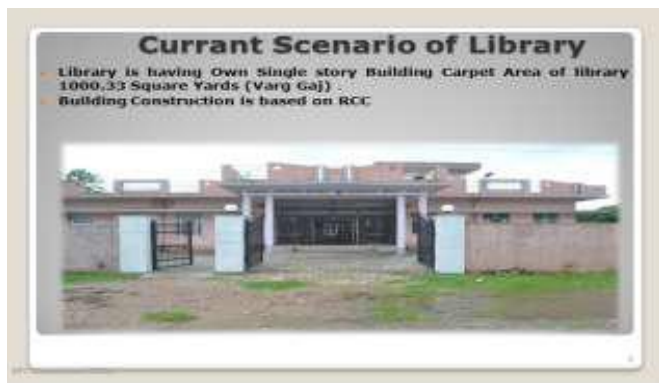


Photo 1: Front view of Govt. Divisional Public Library, Kota

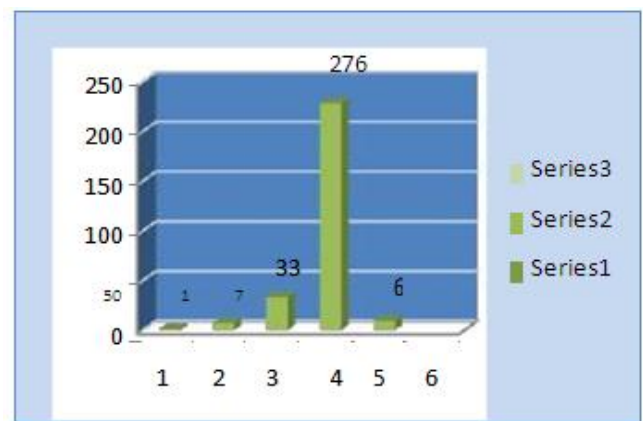


Chart: 1 Govt. Public Libraries in Rajasthan

3.DEPARTMENT OF LANGUAGE AND LIBRARY, GOVT. OF RAJASTHAN: OVERVIEW

In Rajasthan, there is a separate department or directorate namely: Department of Language and Library, Govt. of Rajasthan, Jaipur to govern the Public libraries of Rajasthan, established in year 2001 and it’s headed by Director Public Library. It’s an Administrative Post where always been appointed Senior RAS and there is a Tow Deputy Director - Deputy Director (Translation) and Deputy Director (Administration) besides these post one is OSD (Officers on Special Duty), Account Officer, Assistant Academic Officer. The Responsibility of this department to

4. PROBLEM STATEMENT

The public Library being a source of information for people within a community will require a lot of information in order to provide the community with the services that will satisfy their needs. The positioning of the library conveys a sense of intellectual common ground, a setting in which knowledge from a range of disciplines comes together in a single place. Known as a place of gathering and collection, the library embodies core academic and community values reflected in the domains of knowledge that the public and students pursue. As a physical structure and hub of interaction, the library affirms the value of sustained inquiry in particular fields and at the same time it affirms the need to understand knowledge and information as a whole. And a part from the formal information the library needs to find a way of getting more facts about the needs of the users, library operations, and observations on how to improve the services of the public library in order to meet the aims and objectives of establishing the library.

The head of the Library cannot be the supervisor and at the same time sourcing for information. He will definitely need competent and reliable sources of getting his information informally. Most of the Library staff might not tell him the true picture of what is going in the Library they will only tell him what will suit him and favor them. Hatala and Lutta (2009) established that informal information platforms is where people gather to share information that is needed for day to day activities in solving their problems. The day to day activities such as academic activity, farming, marketing etc are better run with the right information, accessed at the right time through the right source. Informal interaction platforms are the sources through which this information is accessed. The researcher observed that this situation has resulted to mislead as what is required is not what is being provided for the smooth running of the Library. In this situation the head of the Library need to find a means of getting information independently which is regarded as informally. And this warrants the need to carry this study [9].

5. OBJECTIVES OF STUDY

1. To know the actual type of informal information shared among staff in Government Divisional public Library Kota.
2. To know the purpose of which the informal information is being shared.
3. To determine whether the informal information sharing among staff is being utilize.

6. SCOPE OF STUDY

The scope of the study covers the permanent staff of Government Divisional Public Library, Kota. This comprises the Librarian, heads of various units in the Library as well as other professional staff. Staff like messengers, cleaners will not be included in the study.

7. REVIEW OF RELATED LITERATURE

Many studies have been carried out on informal information sharing in Library context in several geographical nations of the world.

8. INFORMAL INFORMATION IN PUBLIC LIBRARIES

Informal information sharing in public Libraries is a day to day activity that takes place in human society. It is a situation through which information is shared among individuals in the society whenever they meet in the Library or regardless of the place and time. The information shared during the informal interaction can be in different fields of human endeavors. It can be information on politics, education, security, health issues, religious issues, agricultural issues to mention but few. The subject of the interaction in the informal information sharing is discussed without planning it prior to the interaction. Cushman (2011) maintained that individuals sharpen their thinking and promote their cognitive component of their brains as they share information among themselves through informal interaction [10]. Also Davidson (2014) agreed that as the learning continues to take place in human society, the information shared through informal interaction among individuals enables such individuals to learn new things that they did not know before. This is because different members of the informal interaction group have different experiences that are peculiar to each of the individuals in the group [11].

To buttress the importance of informal information sharing among individuals in the public Library, Nick and Harwood (2014) [12] in their research on intergroup interaction in Public Libraries they found out that individuals cognitive domains are being improved as they interact among themselves through intergroup engagement in part, Jain and Kapoor (2012) [13] conducted a study on the impact of formal and informal peers on academic performance, they argued that informal interaction where the members of the interacting groups share information among themselves helps such individuals in acquiring the information that will prepare them against the day to day challenges they face. Legg and McCaslin (2015) [14] had a view that social integration is formed in an informal information sharing ground. This is because the members of such grounds share information that other members of such avenues are interested in thereby identifying the individuals that disseminate the information as their ties as a result of that information.

Further, Jackson (2012) revealed that people are being trained educationally as they regularly participate through informal information sharing with other individuals. This is evident that any gathering where individuals are involved some members of that gathering will be more informed; more experienced, more knowledgeable than the other individuals in the same group [15].

The more informed and experienced individuals, inform the other individuals during their informal interaction. Even though the members of the informational interaction group can be parents and children, senior colleagues and junior colleagues, employers and employees, among others. Young (2013) [16] viewed informal interactions as a source of information that other information sources may not yield. This is true in the sense that some individuals are the eye witness to certain occurrence that happen in the society that mass media such as radio, television, newspapers and others cannot reports. In original information that is current and complete that other individuals in the society need in order to add to their existing body of knowledge already residing in them.

9.TYPES OF INFORMATION SHARED THROUGH INFORMAL PLATFORMS

Informal platforms as information sharing are used to share different types of information. These types of information can be:

9.1.Academic Information:

This is information that constitutes issues as schools, teaching and learning, promotion of staff, salaries of staff, retirement of staff, student and the courses among others.



Info graphics: 1 Academic Information

This type of information is shared by individuals through informal platforms. Individuals that engage in discussion this type of information in the informal platforms such as eateries, receptions to mention but few can be staff both senior and junior in the institutions. Mills etal. (2014) showed that through informal interaction in platforms such as eateries, viewing centre's etc, the members of that interaction group learn from one another [17].

9.2.Political Information:

This is another type of information shared through informal platforms. This information can be sources from radio, television, newspapers, journals etc. the individuals that accessed this information share it with other, individuals through informal platforms. Political information shared through informal platforms can be that of the president, governors, minister, senators, political appointees, elections, electoral process voting system and the rest. This kind of information adds to the existing knowledge of individuals who participate in the informal interaction platforms (Widen and Hansen, 2012) [18].

9.3.Economic Information:

This is another type of information shared during informal interaction in informal platforms. Levy (2015) submitted that information sharing through informal platforms leads to the acquisition of informant information among the individuals who participate in the interaction. This is possible because some members of the interaction group have economic information that others do not have. [19].



Info graphics: 2 Economic Information

As such sharing of that information to others members in the same group information is very significant to such individuals.

9.4.Health Information:

Health information has to do with issues such as health status of the people in the nation, the prevalence of diseases in the country, the employment issue in health sector, the salaries of the health workers to mention but few.



Info graphics: 3 Health Information

Information about these issues is shared among the individuals in the informal information sharing platforms. In a situation where individuals gather themselves in the informal platforms, people who are involved in such platforms get access to information on health and the related issues in the country, state or local level.

9.5.Security Information:

This type of information has to do with the nature of the crises as well as the perpetrators in the country. In any nook and cranny of the country where crises happen, people set informed.



Info graphics: 1 Economic Information

The people that get in formed share that information with the others that did not get that information before. As such the people who involve themselves in the informal interaction through informal platforms acquire that information from their colleagues, friends, teachers, parents etc.

9.6.Other Types of Information Shared through Informal Information Sharing Platforms include; religious information, agricultural information, transportation geographic information among others.



Info graphics: 4 other Types of Information

These information help individuals to update their knowledge thereby using them to carry out their daily activities. These activities include farming studies, transportation, visitations and others.

10.METHODOLOGY

The study was descriptive and quantitative in nature. Descriptive research studies require some level of understanding in respect to previous studies, Survey method is used in this study. Aminu (2005) believed that survey method allows the researcher to collect facts, opinion and experience from the respondents. The study was conducted in Government Divisional Public Library, Kota and because the population of the staff is not large it's very small the researcher studied the entire population. A brief questionnaire was designed and the respondents filled the available questions which all the questionnaire were returned and found good for data analysis. The data collected were analyzed, presented and interpreted using frequency tables and percentage distribution [20].

Table 2: Distribution of staff by gender

Gender	Frequency	percentage
Male	06	60.0%
Female	04	40.0%
Total	10	100%

Table 2 shows that majority of the staff in Government Divisional public library were male with constitute the highest percentage of staff (60%) followed by their female counterpart which stand as (40%) this is a clear indication that males were mostly in public services than females.

Table: 3 Designation of staff in the Library

Job position	frequency	percentage
Professional Librarian	03	30.0%
Para-professional	02	20.0%
Library attendants	05	50.0%
Total	10	100.0%

Table 3 Shows that majority of the staff in the library were library attendants with (50%) who owns only secondary certificates, followed by professional librarians with (30%) who had first degree and above, then followed follow by Para-professionals with (20%) who had only Diploma certificates. Based on this result it is a clear facts that the both the library attendants and the Para

professional staff needs mentoring and training from their senior colleagues who are the professional staff on how to assist them handle their routine effectively and efficiently. Since the training is in the work place not class room is considered as informal information sharing.

Table 4: Types of informal information shared among staff

Categories	Frequency	Percentage
Academic information	6	60.0%
Economic information	0	0.0%
Agricultural information	2	20.0%
Religious information	1	10.0%
Security information	1	10.0%
Political information	0	0.0
Current affairs information	0	0.0
Total	10	100%

Table 4 shows clearly that the information shared among the staff of Government Divisional public library is mainly academic with has the highest percentage of (60%), followed by Agriculture with has (20%), then security information with (10%) and religious information with also (10%). This indicated that the staff concern is how to learn the best way of discharging their duties. The academic information is the most frequent information they share among themselves in work place than any other information. Then followed by Agric information because most of them are from the rural background and are practicing farming. Then religious and security information which each had 10% this is because the library is not meant for religious activities or security information based that is why the staffs are not bothered is sharing information about them.

Table 5: Purpose of sharing informal information

Items	Frequency	Percentage
For knowledge	04	40.0%
For decision making	02	20.0%
For personal information	0	0.0%
For better library services	04	40.0%
Total	10	100%

Table 5 shows that the main purpose of sharing informal information in the library is for the purpose of acquiring knowledge which has the highest percentage (40.0%) and for better service delivery with also (40%). Then followed by decision making which constitute (20%). This clearly explained that the major reason for sharing informal information is to add knowledge to the existing one. Some of the library staffs are more knowledgeable and experienced than others so there is need for the experienced ones to train and assist the less experience ones. That is why even the other reason has the same percentage because they have similar purpose. But decision making is not for everyone in the library; it is purely the power and duty of the head of the library even though there is no big deal if he decided to seek for his staff advice before taking decision. That is why majority of the staff does not indicated decision making as purpose of sharing informal information.

Table 6: Utilization of informal information sharing

Categories	Frequency	Percentage
Highly utilized	06	60.0%
Utilized	04	40.0%
Not Utilized	0	0.0%
Undecided	0	0.0%
Total	10	100

Table 6 also show that the informal information sharing is highly utilized by the staff which indicated that majority of them are highly utilizing it with the highest percentage of (60%). While the other staff are also utilizing it as (40%) but not as highly. This is a clear indication that the information shared among them is considered with high regards. Not just to share and leave it their but to see the real impact on them.

11.FINDINGS AND CONCLUSIONS

The entire survey indicated that informal information sharing in Government Divisional Public library, Kota is the best platform in which staff shares information among them informally, in order to increase their performance in discharging their duties effectively.

The study also serve as an eye opener to other organizations so that they will adopt same method for them to work as a team and willing to assist the junior ones on how to do discharge their duty better. The staff of the library where conveniently doing their job because they were guided by their superiors and it increase productivity and reduces error in handling the technical aspect of the library such as cataloguing and classification.

The major aim of sharing informal information is to educate and enlighten colleagues on how to do what, and also to keep the staff well equipped with skills and knowledge for better library service delivery.

The Government should make it as a policy where the senior officers in all Government agencies should use this concept informal information sharing as a way of training the juniors or new staff in an organization in order to have better output for that organization.

12.RECOMMENDATIONS

1. The study has recommended that informal information sharing should be a new way all organizations will adopt as a way of getting relevant and additional information for their organizations.
2. It is also recommended that an organization should support certain individuals as a source of getting information for the organization as formal way only cannot serve them with the right information at the right time.
3. Informal information sharing is a new research area so there is need for other researchers to expand on this study and come up with other means of utilizing the informal information in an organization.

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Dr. D.K. Shrivastava is presently working as a Divisional Librarian and In-charge of Govt. Divisional Public Library Kota since July 2010. Beside these Service he has been served to the Banasthali Women University and Secondary Education also. He has unique distinction of having acquired Masters Degrees in Library and information Science from Barakatullah University Bhopal and Bachelors of Library and information Science from Rajasthan University. He got his PhD and M.Phil from JJT University and MKU University Madurai. He also got M.Tech in Information Technology from Karnataka State Open University Karnataka .He is the First Public Library Professional in India who's achieved the M. Tech Degree First in Public Librarianship field. Besides these degrees he is also acquired many Qualifications like M.Sc. In

Information Technology, PGDCA, M.A in Public Administration B.Sc. Bio. He is the well Known Library and Information Science specialist in the field of the Public Library and also author of the Many International and National Paper. He has 18 years vast experience as a Librarian and Library specialist from university, public and school libraries. He is presented many Research Papers in International and National Conferences. He has contributed more than 27 International and 30 National Research papers in reputed Journals in India and abroad. He is a member and office bearer of many learned Bodies and Important Association Like: Indian Library Association, Library Professional Association (LPA), Society for Advancement of Library and Information and Science (SALIS), Texas Library Association (TLA), Librarian Alternatives Membership, Digital Libraries (DL) etc. He is also Board Advisory Member of Journal of Information and Management. He is the Vice President of Rajasthan Public Library Association (RPLA). He has been awarded by many agencies from Govt and Private Institutions in his professional carrier. In 2013, he has been awarded by LPA Best Public Librarian Award in Delhi. Many Radio Interview and Talks of Dr. Shrivastava have been broadcast by All India Radio (AIR). He has already chaired the Session of Many International and National Conference including United Nations Conference. Basically Dr Shrivastava is the Library networking expert and very popular in the Field of Virtual, Digital, E-Libraries and Library Automation. He has been the Member of several committees of the Department of Language and Libraries, Govt. of Rajasthan. He is the Member of Many Local Literary Institutions like "Vikalp". His Area of interests are - Teaching Library & Information Science, Writing the Research Papers and Articles in the area of library & information science, Knowledge management, Content information analysis application of ICT in libraries Library Automation & Networking Digital libraries Database Management / Storage /Retrieval, Library portals generation. Recently in 2015 Awarded By Manohar Research Award- 2015, Kailash Knowledge Sharing Award -2016, and Mitra Novelty Award-2016. recently he has been listed in Top 50 Library Innovators from 40 Nations of World by Bill and Melinda Gate Foundation.

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I am Hassan Usman, a PhD Research scholar at career point University, Kota Rajasthan under the supervision of Dr. Deepak K. Shrivastava. I was born on 30th October 1980. I am an indigene of Sabon Gari Local Government Kaduna State Nigeria. I attended Samaru L.E.A Primary School from 1986 to 1992 then proceeded to Government Secondary

School from 1992 to 1998 respectively. I then proceeded to Ahmadu Bello University Zaria were I obtained my Diploma in Library and information Science from 2000 to 2002, I also had my Bachelor in Library and information Science from 2005 to 2009 and Masters in information Management from 2012 to 2014 all from the same University. I joined the services of the University in 2010 as Library Officer and rose to the position of Librarian II. I was also appointed as the Faculty of Education Librarian from 2014 to date. I have attended Local and international conferences all in the field of Library and information Science. I am also married with two Children.