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PREFACE

The term ‘Outsourcing’ is a combination of the terms “outside”, “resource” and “using”, which means going outside the organization to use the resources of others. Asking someone else to do something for you is as old as mankind. Outsourcing is a phenomenon that is sweeping industry and affecting all sectors of economy: Private, Public and Academic.

Libraries are not immune to this trend. The term “Outsourcing” may be somewhat new to the vocabulary of librarianship but its practice in libraries is not. Outsourcing of library services has been practiced as far back as in 1901 when Library of Congress began mass-producing catalog cards and providing them to other libraries, in this process perhaps it became first vendor. Outsourcing became such a prevalent topic in 1990’s that many entire library science conferences were devoted to this area. Outsourcing has become a hot topic in the library community and a lot of literature has been generated in the form of books, articles, research works and discussions.

Now there are considerable evidences from various areas in considering outsourcing as an option. There are opportunities as well as challenges to be taken by library and information professionals. Outsourcing can produce worthwhile savings and improve the quality of the activities and services, but it also has the potential to go badly wrong when requirements are not clearly spelt out and negotiated by the service seeking libraries. During the initial days of library activities and services outsourced operations were narrow and limited to auxiliary activities as Library Security, Binding, Photocopying and Janitorial services. However, today it has expanded widely to more complex and extensive operations such as Preservation, Cataloguing, Retrospective Conversion, Digitization and Reference services etc.

The intention of this work is to find out what outsourcing is all about, how it is affecting and would affect library activities in specific areas and also evaluate its overall impact on the activities and quality of services in libraries.
In India though libraries are outsourcing, however, formally not much is written and done.

Hence the study is taken up to find out the Indian libraries scenario regarding outsourcing.

The present study has been divided into five chapters as follows:

**CHAPTER I: INTRODUCTION:** The first chapter is divided in two parts- outsourcing in general and outsourcing in libraries. This chapter includes various captions viz.: Definitions of Outsourcing, International & National Scenario, Types and Reasons of Outsourcing, Advantages and Disadvantages, Phases of the Outsourcing Process, Current Trends, Future Trends and Conclusion.

**CHAPTER II: REVIEW OF RELATED LITERATURE:** The second chapter is regarding the review of related literature on outsourcing of library activities and services.

**CHAPTER III: RESEARCH METHODOLOGY:** In the third chapter research methodology adopted for the study has been discussed under the captions: Operational Programme, Nature of the Study, Need of the Study and Statement of the Problem, Objectives, Hypotheses, Scope of the Study, Research Methodology, Data Collection Tools used and Statistical Techniques applied for Data Analysis.

**CHAPTER IV: DATA ANALYSIS AND INTERPRETATION:** The fourth chapter is devoted to data analysis. The collected data was analyzed with the help of statistical software ‘GNU-PSPP’ an Open Source Software (Version 0.6.2) for data analysis available at: [http://www.gnu.org/software/pspp/](http://www.gnu.org/software/pspp/) and ‘Mac Chi Square Analysis’ an Open Source Software for Chi Square Analysis (Version 2.5) available at: [http://www.macupdate.com/app/mac/21765/mac-chisquare-analysis](http://www.macupdate.com/app/mac/21765/mac-chisquare-analysis). The data has been presented in the form of Tables and Graphs and further interpreted.
CHAPTER V: FINDINGS, CONCLUSION AND SUGGESTIONS: The concluding chapter presents the major findings, conclusion and suggestions along with areas of further research.

APPENDICES: Five Annexures are appended here as follows:

ANNEXURE A: OUTSOURCING AS A THEME AND SUBTHEME OF CONFERENCES AND SEMINARS

ANNEXURE B: OUTSOURCING FORMING AS A PART OF LIBRARY AND INFORMATION SCIENCE CURRICULUM IN VARIOUS INDIAN UNIVERSITIES

ANNEXURE C: LIST OF THE LIBRARIES STUDIED

ANNEXURE D: QUESTIONNAIRE FOR THE LIBRARIANS

ANNEXURE E: QUESTIONNAIRE FOR THE LIBRARY STAFF

CITATION STYLE: References and Bibliography are prepared by using Harvard Style of Referencing.