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## UNIT 2 LAWS OF LIBRARY SCIENCE

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### 2.0 OBJECTIVES

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Ranganathan's Five Laws of Library Science are a set of norms, precepts and guides to good practices in librarianship. These laws are also valid guides to practices in the wider area of documentation and information systems and services.

After reading-this Unit, you will be able to:

- explain your activity in library, documentation and information work and services in tune with these guiding principles governed by the Five Laws; and
- make use of the Five Laws as a set of logical principles to initiate any new activity in library, documentation, information work and services.



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## 2.1 INTRODUCTION

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The Five Laws of Library Science were enunciated in 1928 by the late Dr. S. R. Ranganathan, the Librarian of the University of Madras. Their first formal exposition occurred at the Provincial Educational Conference; held at Chidambaram in December that year. Dr. Ranganathan, after, his education in librarianship in the University of London, School of Librarianship in 1924 and his observation of the working of several libraries in England, had been struggling to discover whether the principles and practices that he observed could be generalised and reduced to certain cardinal principles. In other words, he was in search of some principles which could tell us what should be done: in the library field to make library organisation, management and operation efficient and universalise its services. These basic principles may also contain, in a

latent form, many other practices not known now and which may surface later. The outcome of this line of thinking of Ranganathan was the formal enunciation of the Five Laws of Library Science. These laws are:

- Books are for use
- Every reader his/her book
- Every book its reader
- Save the time of the reader
- The library is a growing organism

Every activity relating to library services has a rationale in one or another of these laws or in all of them collectively. Also, we can examine whether there is anything left undone in a library out of those covered by the laws. The laws, therefore, constitute the philosophical basis for all library work, programs, activities and services.

It is significant to note that these laws are valid and could be seen as governing every activity concerning modern information systems and services. When Ranganathan used the expressions "books" and "readers", he naturally meant that books stand for knowledge and information and readers stand for users of library and information services. In modern studies on knowledge and information and all other related expressions, it must be remembered that the carriers and channels of information and knowledge have changed from print to other forms, but all the services are revolving round information and users. The dimensions of services now have expanded widely in scope but the basic philosophy of the service remains very much unchanged. Therefore, these five laws can be restated to suit modern developments in information and library systems to suit the changed contexts. The restated laws are:

- Documents/information are for use
- Every user his/her document/ information
- Every document/information its user
- Save the time of the user
- Documentation/information system is a growing organism

In this Unit, we shall deal with the implications of the Five Laws in conventional librarianship as well as their relevance in the context of modern documentation and information systems and services.



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## 2.2 FIRST LAW “BOOKS ARE FOR USE”

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You may think that the law "Books are for use" is an obvious and self-evident statement. But it is not. This will become evident if we examine the history of the use of books in libraries. The earlier accent was on the preservation of books rather than on their use. It was the common practice in the medieval monastic libraries in Europe to have books chained to the shelves so that they could be preserved and not get lost in the process of being used. This was only a normal urge at a time when books were difficult to produce. This habit somehow continued even after the invention of printing which facilitated the easy production of several copies of each book. Although isolated examples of reluctance to permit the unrestricted use of books can be occasionally seen even today, the general position is that books are available for use without any let or hindrance. All policies relating to a library should be helpful in promoting the objective of books being put to the maximum use. Let us now examine the implications of this law in library work.

### 2.2.1 Implications of the First Law

#### a) Location

The first law has several messages for library work. If you are choosing a library building, you have to keep the message of this law in mind. The message is that it should be located at a central place where it is convenient to reach. It will be a discouragement to people to use books if they have to walk a long distance to reach them. At the same time the location should be as free from noise and other disturbances as possible so that serious study is possible. The location of a public library should be in as quiet a central area as possible. A school library should be located at a prominent place in the school where the students will take easy notice of it, so too a college library. The description of a university library as the heart of the university should be reflected in its geographical location also. The point to be kept in view is the easy accessibility of the library to its users.

#### b) Library Hours

Another implication of this law is that the library hours should be convenient to users. Many libraries in our country do not pay heed to this message. School libraries, college libraries and public libraries are particularly careless in this matter, for many of them are kept open when their clientele are engaged otherwise and are not able to visit the library.

#### c) Library Building and Furniture

The first law demands that proper attention should be paid to the planning and designing of the library building and to the various items of furniture provided in the building. The building should be functional and at the same time aesthetic. The furniture should also be functional and attractive'. If the racks on which the books are kept are too high and the books on the top shelves cannot be easily reached, the use of books becomes difficult. The furniture used in children's libraries should be specially designed for children keeping in view the goal of the promotion of the use of books. The furniture should be attractive and comfortable so that users will feel tempted to frequent the library.



## d) Staff

The first law, for its fulfilment, calls for certain qualifications and qualities for the library staff. They should possess the qualifications that would enable them to organise the library efficiently and provide satisfactory services. This would ensure the proper use of books. But more important than formal qualifications are perhaps the personal qualities of the library staff. They should be courteous, cheerful and helpful. "Service with a smile" should be the motto. The staff should always remember that everything that they do in the library is a means towards an end and the end is service to readers. If a potential library user encounters an unhelpful attitude on the part of any member of the staff, he is sure to turn away permanently from the library. The result is that the cause of the First Law is not served. The credibility of the staff, in respect of their knowledge, ability and personal attitude to readers; is a crucial factor in the promotion of the use of books.

### Self Check Exercise

1) State briefly the implications of the First Law with reference to library staff.

Note: i) Write your answer in the space given below.

ii) Check your answer with the answers given at the end of this Unit.

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## 2.3 SECOND LAW “EVERY READER HIS/HER BOOK”

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Every reader his/her book is the Second Law of library science. A variant of this law is, "Books for All". This law stands for the mandatory provision of library service to each according to his need. Every reader of a library should have the books he wants. It advocates the universalisation and democratisation of library service. In the earlier days only a privileged few belonging to the aristocracy and the upper classes of society were given access to libraries and books. The masses were kept out. But with the advent of democracy, which ensured participation of every citizen in governance, the position drastically changed. Democracy, for its sustenance and survival, needs an educated, knowledgeable and responsible citizenry. So, education and the acquisition of knowledge, through whatever institution possible, became a basic right of all citizens without any distinction whatsoever. Hence the law, “Every Reader His/ Her Book’ or ‘Books are for all.’

### 2.3.1 Implications of the Second Law

The second law imposes certain obligations on the state, the library authority of the state, the library staff and the reader.

#### a) Obligation of the State

It is an obligation of the state to develop and maintain a library system that is capable of providing adequate library service to all the people, This is preferably



done through legislation which should make provision for the financial support of the library system and the coordination of the activities of its different units. A goal should be set for the type of library system and services best suited for a society and the legislation should be so framed that it would serve as an effective means for achieving the goal. Finance is always a bottleneck for library development and the aim should be to derive the maximum output in the form of library services with the available limited financial input.

The library system envisaged here through legislation is a public library system which is available for use by all. But a public library system by itself will not be able to make available to every reader the books that he wants. In fact as far as students, teachers and researchers are concerned, its role in fulfilling the Second Law would be marginal. Therefore, the state has also the responsibility of establishing other types of libraries like school libraries, college libraries, university libraries and special libraries.

#### **b) Obligation of the Library Authority**

As far as the library authority is concerned, its obligations necessitated by the Second Law are mostly in respect of a) choice of books, and b) choice of staff.

##### **i) Choice of Books**

No library has ever enough funds to buy all the books that it needs. Hence, the need for selection arises. This has to be done judiciously so that the available funds are utilised for the purchase of the most relevant and wanted books. The library should leave nothing undone to ascertain the book requirements of its clientele and accordingly formulate the selection and acquisition policy. In fact, systematic user surveys are conducted by modern libraries to ascertain the book requirements of their clientele in order to frame their policy of selection and acquisition. The methods and techniques of user studies are discussed in detail in Unit 12 of this course. It is enough at this point to know that user studies are important to determine user requirements for books so as to build up a suitable collection in a library. To buy a book that has no suitable or potential demand, in preference to a book that is in demand, is a violation of the Second Law. .

##### **ii) Choice of Staff**

The Second Law, like the First Law, has implications for staff: An adequate and competent team of staff is essential to conform to the Second Law and provide every reader his book. A reader should be able to exploit the entire resources of a library, which are relevant to his needs and in this exercise he has to be actively helped by the staff. In the absence of such help the chances are that he will not be able to locate a good number of books that he wants. Frequently a library finds itself in such a predicament, where users are not served for want of adequate and competent staff. The Second Law dictates that this should not happen and that the library authority should not grudge making provision for the required staff which would eliminate such situations.

#### **c) Obligations of the Staff**

But, it is not enough if the library authority just makes adequate and competent staff available: They have to be constantly conscious of the second law in their work and conduct and be guided by its message.

The Second Law emphasises the need for a reference service by the staff. Here they have to make an effort to understand their readers and their book



requirements and help them get the books which they want. There may be several books of interest to a reader in the library, but the user may not be aware of some of them. So book service should not be limited to making available only the books demanded by readers: The Second Law demands that the user be served with comprehensive information of materials of his interest. Reference service is an effective means of ensuring that the reader gains access to all the books of possible interest to him held by the library.

Sometimes the material and matter of interest to a reader may be contained in a chapter or in a few pages of a book. He may not consider the book as of interest to him and may not look it up in the normal course. Therefore, there is every chance of the reader missing such matter. To avoid such a situation, the library - catalogue should have profuse subject analytical or cross reference entries which would draw the attention of readers to the relevant contents of books in which they are interested.

The word "book" in 'every reader his/her book' also refers to micro-documents like articles in periodicals. In the present context of the massive production of literature in each branch of knowledge and its wide scattering in different sources, searching the relevant literature has become a difficult and complex task. The Second Law demands of the staff give active help to readers to locate and use such literature with the help of tools like bibliographies, indexing and abstracting services, etc.

#### **d) Obligations of the Reader**

The reader also has certain responsibilities cast on him by the second law. It particularly wants him to observe the library rules in respect of loan and use of books. If a reader retains a book beyond the period of loan, he is depriving other readers who may want to use the book. There are readers who misplace books with a view to monopolise their use, tear off pages from books and even steal books. The result is a gross violation of the Second Law. The readers should be made conscious of the consequences of such acts through a programme of instruction in library use or user education as it is now commonly referred to. The Second Law strongly advocates user education programmes in libraries.

#### **2.3.2 Resource Sharing**

Even with the best of efforts it will not be possible to make a library self-sufficient. There would hardly be any library that is capable of ensuring every reader his book. Even the most resourceful libraries of the world like the Library of Congress in Washington and the Lenin State Library in Moscow would be deficient in this respect. This points to the need for resource sharing among libraries. The resources of one library should be available to the other libraries brought into the resource sharing network. This can be practised at local, state, regional, national and international levels. Efforts are already on for promoting such resource sharing and other cooperative programmes under the auspices of national and international agencies. This is an important step in the direction of satisfying the Second Law.

#### **Self Check Exercise**

- 2) Answer briefly how the Second Law provides guidelines for book selection in a library.

- Note: i) Write your answer in the space given below.  
ii) Check your answer with the answers given at the end of this Unit.



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## **2.4 THIRD LAW “EVERY BOOK ITS READER”**

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The Third Law of library science is "Every Book its Reader". As in the First Law, the approach here is from the angle of the book. Every book in a library should have a chance of finding its appropriate reader and of being used by him. Investment in unused books is a dead investment and a waste. This situation should be avoided.

### **2.4.1 Implications - Open Access**

The most effective way of satisfying the third law is to introduce an arrangement in which the books have a chance of catching the attention of readers. In the open access system this is possible. In this system, books are arranged in shelves in the classified order and readers have freedom of access to them. In the course of the readers' browsing through the shelves, they may come across books of interest to them the existence of which they may not be aware of. The chances of readers noticing the books and reading them are enhanced by the open access system. The third law, therefore, definitely advocates open access.

To make the open access system work in full conformity with the third law, the staff and readers of the library have certain responsibilities and obligations vested in them. The classified arrangement of books, i.e., the arrangement of books in the order of their relationship with particular subject should be constantly maintained. This means that shelf rectification, i.e., restoring the misplaced books to their correct place, should be done by the staff on a regular basis. They should also provide shelf guides, bay guides, etc., which would guide the readers to their appropriate regions and shelves in the stack room.

Readers also should conduct themselves with a sense of responsibility. They should not try to shelve the books once taken out because in that process they are likely to misplace the books. They should resist the temptation to misplace books deliberately, mutilate or steal books or indulge in other unsocial activities.

Open access, if practised in a balanced and orderly manner so that its advantages outweigh the disadvantages, contributes to the fulfilment of the third law. '

The advantages of open access to library shelves provide an opportunity to users to get access to other books in the library kept along with the particular book in which the user may be interested. In this process of browsing, he gets, not only more information about books in his field of interest, but also in related fields. The opportunity of browsing is not available to a user in a closed access library.

The disadvantages of open access are that books get quite often misplaced on shelves by readers. This may deny other users the benefit of browsing. Unsocial activities, such as tearing pages from books, stealing or deliberate hiding of books







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## **2.5 FOURTH LAW “SAVE THE TIME OF THE READER”**

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Readers coming to the library are busy people and they should not be made to wait longer than necessary to get their needs met. They should get an exact and fast service from the library. If they develop a sense of waste of time in the library, they are likely to avoid coming to the library. In many individuals, intellectual interest may exist only momentarily and, unless it is satisfied at the moment of its existence, it may vanish. Hence, the importance of the law “save the time of the reader”. The implications of the fourth law are as follows:

### **2.5.1 Implications -Open Access**

Like the third law, the fourth law advocates open access. In libraries where the closed system is practised, readers do not have access to books directly. They have to stand outside the stackroom and requisition the books they want. The procedure is that they prepare a list of the books they want after consulting the catalogue, and hand over the list to a member of the staff. He may bring some of the books asked for and report the non-availability of others. It may so happen that the reader, on actually seeing the books, may discover that none of them meets his needs. He will have to prepare another list and again wait. This trial and error process may have to be repeated several times and yet his needs may not be fully met. A lot of time is spent in these processes.

There is both objective time and subjective time which are wasted. Objective time is the time actually spent. Subjective time is the time that we feel we have spent. We may have waited for a bus only for ten minutes, but we may feel that we have waited for thirty minutes. That is subjective time. In the closed system, both subjective and objective time are involved. But in the open access system, the reader is engaged in handling and perusing the books himself and he is not conscious of the passage of time. So a lot of his subjective time is saved. If the books are properly arranged and there is no misplacement of books, his objective time is also saved. So, open access is an effective means of satisfying the fourth law.

### **2.5.2 Implications - Classification and Cataloguing**

Proper classification which would bring together books on a specific subject and also related subjects, a catalogue designed to meet the various approaches of readers, a reference service and stack room guides are all basic tools for securing fulfilment of this law. Adoption of an acquisition system that would ensure the speedy procurement of books and periodicals is also necessitated by this law.

### **2.5.3 Implications - Charging System**

An important library operation which was not mentioned in the context of the earlier laws, but which has great relevance for this law, is the loan of books, i.e., the charging system. The earlier practice in libraries was to enter all books lent out in a register and their return to be, recorded in the same register. There are some libraries still following this system. Needless to say, this is a time consuming process and shows that the library is not paying due respect to the fourth law. It is as a result of efforts to simplify this process and to reduce the time involved in the operation that modern issue systems - like the ticket system, photo charging system and computerised charging system have been evolved. In these modern systems there is substantial reduction of time in the issue and return processes which the fourth law strongly advocates.



### Self Check Exercise

4) What are the operational methods employed by libraries to save the time of readers?

Note: i) Write your answer in the space given below.

ii) Check your answer with the answers given at the end of this Unit.

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## 2.6 FIFTH LAW “LIBRARY IS A GROWING ORGANISM”

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The fifth law states “Library is a growing organism”. Note that the word used is “organism” and not “organisation”. This is significant, for it underlines the characteristics of the library as a living institutional organism.

In a living organism, the growth is of two kinds; viz., child growth and adult growth. Child growth is chiefly characterised by growth in physical dimensions and it is fast and visible. But in the case of adults, the growth is mainly in the nature of replacement of cells. It is a kind of internal qualitative change and growth that may not be visible:

It is important that we do not conceive of the library as a static entity, but as a dynamic growing entity. This has to be kept in view and its implications properly grasped and provided for from

the time of the starting of a library so that its growth is not withheld due to lack of forethought and planning.

The basic components of a library are (i) the book stock, (ii) the staff, (iii) the readers, and (iv) the physical infrastructure, i.e., the building, furniture and equipment. When we say that a library grows, what we mean is that each of these components grows.

### 2.6.1 Implications - Book Stock

Let us first examine the implications of the growth of book collection. In the initial stages, the growth of the book stock including periodicals would be fast. This has its impact on the sizes of the stack room, the catalogue cabinet and the catalogue room and the number of racks for accommodating books. All these will necessarily have to grow in number and/or in physical dimensions. Also, as the book stock grows and the newly added books are interpolated in the classified arrangement, there will be constant movement of books on the shelves. This would necessitate relabelling of shelves periodically. The stack room guides also will need to be periodically replaced by new ones to indicate the correct position of the changed arrangement of books.

### 2.6.2 Implications - Readers.



The readers of the library are also bound to grow especially in a library that functions in keeping with the spirit of the first law of library science. This means that more space will be required.

### **2.6.3 Implications - Staff**

Corresponding to the increase in book collection and the number of readers, new services will have to be introduced. Depending on the nature and interests of readers, the services will also have to be diversified. The reference service will have to be intensified. New information services backed by modern technology will have to be introduced. There will be a quantitative increase in administrative work and services and a qualitative diversification of services. These would necessitate an increase of staff at different levels both in the quantitative and qualitative sense.

### **2.6.4 Implications - Classification and the Catalogue**

One important implication of the increasing intake of books on a variety of new subjects is that the classification scheme adopted should be hospitable to the subjects: It should not be that subjects of different degrees of depth should share the same class number. If they do, retrieval of books on the same subject would become difficult. The growth factor of a library also points to the need for a catalogue, like the card catalogue, which would permit the interpolation of entries.

### **2.6.5 Implications - Modernisation**

Libraries, especially the large ones, which grow fast in their size and services may have to think of computerisation of the various house-keeping jobs like the acquisition, circulation, cataloguing, etc., of books libraries.

### **2.6.6 Implications - Provision for- the Future**

Another important message of the physical growth of the library is that while planning and designing a library building there should be provision for the expansion of the building both horizontally and vertically. The need for more space often arises much sooner than anticipated and the lack of provision for expansion would block its development.

### **2.6.7 Implications - Weeding out of Books**

Reference was made earlier to the development of a library, similar to that of an adult. This development should include weeding out of obsolete and unwanted books and adding new ones which are relevant and useful. Some librarians hold the view that after a stage of development, the number of books weeded out will equal the number of books added. This view gives rise to the concept of a self-renewing library. Although this may not be entirely true, there is no doubt that the rate of growth would come down after a certain stage when the weeding out of books becomes a regular feature.

Weeding out need not necessarily mean the discarding of books. It only means the removal of the books from a library where their relevance has ceased in order to make room for current and relevant books. Such books may be stored where they are available for occasional use. Different libraries in one area can store such books at a central place. This can be one of the areas of cooperation among libraries.



## 2.7 A WIDER INTERPRETATION OF FIVE LAWS

Ranganathan's five laws are so fundamental and farsighted that they are much valid and relevant in providing the right direction and an objective base to the changing dimensions of libraries. As noted in Unit 1 of this course under section 1.10 *Library and the Changing Society*, a sea-change is taking place in all aspects of human society. While knowledge and information have always been primarily instrumental in promoting material progress at every stage of human society in the last fifty years that there has been amazing and spectacular developments in the access and availability of information and knowledge. The chief driving force of this development is **Information Technology**. Knowledge and information can be accessed today instantaneously, irrespective of its location and made available on a computer screen, downloaded and stored for future use. The bulk, volume and variety in which information and knowledge are disseminated do not pose any problem of access and availability. However, the fundamental problem of use and service to users have remained the same.

The parameters alone have changed. It is, therefore, understandable that the five laws of Ranganathan, restated substituting books with information and library with information systems, eminently fit in the new context of the changing society. The restated five laws are:

- Documents/information are for use
- Every user his/her document/information
- Every document/information its user
- Save the time of the user
- The documentation/information system is a growing organism

The first law "Documents/information are for use" comprehends a whole range of the information transfer process, stemming from the recognition that information is a basic input that transforms a non-resource into a resource. Being itself such an important resource, information has to be harnessed, exploited and utilised in order to derive full benefit out of it. In other words, the vital role of information in all national development is perceived in this law.

The second law "Every user his/her document/information" suggests that the information needs of users should be oriented to their exact needs. In addition, information supply should not discriminate among users. Their personal bias and world view of documentalists or information scientists should not come in the way of service. The second law points to a definite goal of organising information systems and services, viz., optimum recall and precision in the provision of information. It stresses that the users are at the centre in the design and operation of information systems.

The third law "Every document/information its user" conveys that information created or generated should be focussed on users. The familiar phrase "right information to the right user" is in fact recapitulated here. Every link in the information transfer chain, i.e., from the stage of generation to the final stage of use and utilisation, should be attended to. The implication is that marketing and use of information are activities in tune with professional service.

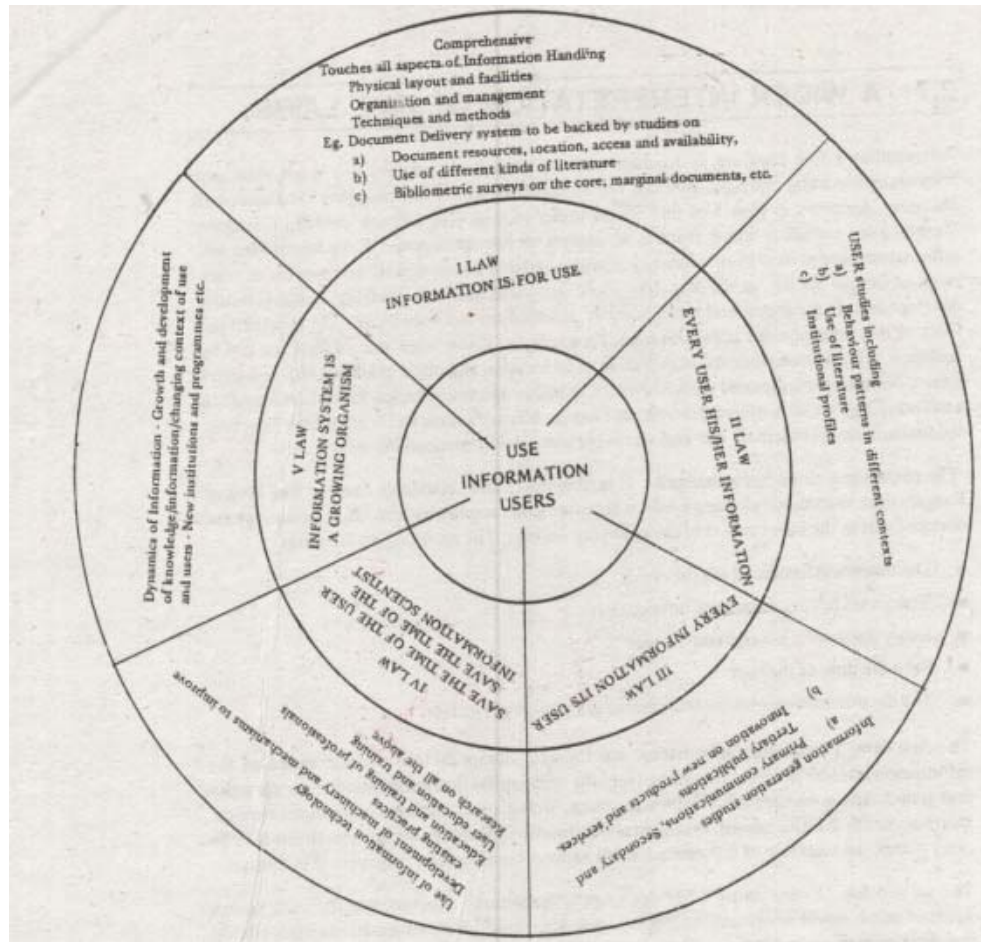
The fourth law "Save the time of the user" and its corollary "save the time of the information professional", brings out the imperativeness to develop mechanisms



for an information service that ensure maximum speed and effectiveness. In this context, modern information technology helps to cut down delay and ensures efficiency and effectiveness.

The fifth law "The documentation/information system is a growing organism" prescribes a systems-approach in developing information institutions with a self-adapting mechanism for meeting the dynamic needs of users of information.

The five laws would serve very well in the self-driving multi-directional growth of information and have far-reaching dimensions. The organic growth of the multi-directional universe of information and the integration of information sources, must result in a matching growth of information institutions. The following schematic diagram represents these ideas in a graphic form:



**Self Check Exercise**

5) Explain briefly the implications of the five laws in the wider context of documentation and information work.

Note: i) Write your answer in the space given below.

ii) Check your answer with the answers given at the end of this Unit

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## 2.8 SUMMARY

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The five laws of library science are the mainsprings from which all library activities emerge. They constitute the basic philosophy of library science and of librarianship. They help us to find a rationale for everything that we do or should do in a library. They keep us constantly alert to the new methods and practices that we should introduce in order that the library may serve its community better. Collectively and severally they constitute a yardstick for testing the validity of everything done in relation to a library. Their potentiality for innovativeness in library and information service is infinite. The five laws have been reinterpreted in the changing context of information. The implications of each law clearly indicate their validity and usefulness in the expanding role of information in national development. The five laws fit into the modern framework of an information society.

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## 2.9 ANSWERS TO SELF CHECK EXERCISES

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- 1) If books are for use, the staff that serve readers must have the abilities to organise their collection efficiently. The first requirement for the staff is that they should have the knowledge of the collection available in the library. They should know how to use the various tools in the library to provide access to documents stocked in the library and even outside the library. The more knowledgeable the library staff is about subjects, the better would be the service. Besides these skills and knowledge the library staff should be courteous, cheerful and helpful. Users rate a library on the basis of the way the library staff shows keenness to assist them. The credibility of the staff, both in respect of their knowledge and their personal attitude to readers, is a general factor in the promotion of the use of books.
- 2) "Books for All" irrespective of the type of readers is the message of the second law of library science. Users' information requirements are the prime consideration for building a collection in any type of library. Users' need can be assessed in every type of library by systematic methods of survey of users, of their responsibilities and duties in- the given context and the subjects they are specialised in. These will determine the user requirements and book selection policy should therefore be determined on the basis of the findings of the survey. Resource sharing is one of the methods adopted by libraries to provide the service of material not available in a particular library.
- 3) Allowing readers to browse a collection through an open access system has a definite purpose. This method fulfils the message of the five laws. This system facilitates better use of books because it gives freedom to readers to choose what they are interested in. Their actual and potential needs are satisfied by the browsing process. Display of books according to their subject affiliation enhances the readers' chances of getting at their particular item. It saves the time of the reader to get the appropriate documents. The advantages of the open access system outweigh its disadvantages.



- 4) Time is a precious commodity. The library has several operational devices to save this precious commodity of readers. The organisation of the collection according to an acceptable standard system of classification, the provision of a good catalogue, the display of books, a reference service by the staff, and library guides are some of the operational devices employed by libraries to cut delays. These methods and techniques are constantly reviewed and improved to offer a high quality of services. Modernisation through library automation is the most modern method of serving readers with the least amount of delay.
- 5) “Organism” is a biological term, which means a form of *life* composed of mutually dependent parts that maintain various vital processes. It connotes a system having properties and functions determined by the character of the whole as well as of the parts. As long as life exists in this system, it continues to grow, not necessarily in physical dimension but in alignment and realignment with its components. A library never ceases to grow. Its growth is determined by the stock it builds, the readers it serves, the new techniques and technologies in operating its services and the changing demands of the environment.

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## 2.10 KEY WORDS

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<b>Books</b>	: A packaged carrier of information and knowledge
<b>Growing Organism</b>	: A biological phenomenon indicating growth, not necessarily indicated externally.
<b>Information</b>	: A recorded message, irrespective of physical form or content.
<b>Information Society</b>	: A society in which the central instrument of change, force and direction <i>is</i> information and knowledge.
<b>Knowledge</b>	: Organised information irrespective of the form physical
<b>Reader/ User</b>	A person using the resources of a library; a customer of information and information institutions

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## 2.11 REFERENCES AND FURTHER READING

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