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**Library-Science-Based Library Service.**  
(Development of library science. 10)

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[The first four introductory sections describe the beginnings of modern library service in India fifty years ago, and the circumstances leading to the establishment of the Sarada Ranganathan Professorship in Library Science in Madras. They also illustrate how the influence of the Library School of the University of Madras had spread. These sections end with a reference to the temporary setback — being now experienced by the young librarians in the enjoyment of their library work and training. The one possible cause for this is, faults in the present day teaching in some of the Library Schools. Then follows an account of the foundations of library science and of modern library techniques, modern forms of library service, and modern library organisation. The Five Laws of Library Science formulated forty years ago, are described as the foundation; and their potency and revolutionary qualities are traced. Then follows a detailed description of the generation and the continued improvement of each library technique — the streamlining of library administration; the invention of the Three-Card System, the genesis of Colon Classification and a dynamic theory of classification which has led CC to its present status of Freely Faceted Classification with capability for designing depth schedules; the design of the Classified

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Catalogue Code and of a theory of library catalogue providing guiding principles for its continued improvement. The structure of the State and National Library Systems, and of Public Library Acts, is then derived from the Five Laws. After a section on the education and the emoluments of the library profession, the last section gives the emphasis of the Five Laws on giving Long-Range Reference Service—the ultimate social and human purpose of library work].

### 1 Introduction

#### 11 REHABILITATION OF THE LIBRARY PROFESSION IN INDIA

Sunday, 16 March 1969, was one of the most promising days of my life. For, that day a letter arrived packed with

1 Patriotism of the highest order, which New India is capable of;

2 Faith, without limit, in the social good of Free Book Service for All; and

3 Determination to rehabilitate, from its present downward trend, the dedication of the librarians to the service due to the public, the deepening of library science for that purpose, and the restoration of the library profession to the position of honour, respect and status due to it in New India. That letter was from Mr Ibrahim, quite unknown to me. He introduced himself as a young librarian.

#### 12 SIR MAURICE GWYER'S VISION

I feel great joy today — as much joy as I had when I was embraced by Sir Maurice Gwyer on 17 June 1947 on my reaching the University of Delhi, after leaving Madras for good. The warmth of his embrace was like that of an affectionate brother. His regard for the library profession and his keenness to make India a land of libraries were immeasurable. He was the first man in our Commonwealth, who wanted to create a Regius Professorship in Library Science in the University of Delhi. For this purpose, he was negotiating with some of the Maharajas. But the Indian Kingdoms were soon abolished. Therefore, his ambition could not be realised.

In 1952, Surendra Nath Sen, the then Vice-Chancellor of the University of Delhi received a cable from the son of Sir Maurice that his father was dead. In the next letter, he wrote that the last words of his father were, "500 pounds. Ranganathan. Professor". Surendra Nath and myself deciphered the meaning of these words. We knew that Sir Maurice had spent away most of his savings when he was honorary Vice-Chancellor in Delhi. Therefore, we asked the son of Sir Maurice not to send the

500 pounds. It was these last words of Sir Maurice, whom my wife Sarada knew well, that made her provide for the first Professorship in Library Science in the University of Madras. This was the first of its kind in our Commonwealth. The University had kindly accepted the offer; and it agreed to designate it as 'Sarada Ranganathan Professorship'. Her wish was that the University should conduct research in Library Science and provide for higher studies in it. I hope that this wish of hers will be fulfilled.

### 13 TEMPORARY SETBACK

Ibrahim's letter contains a disheartening sentence. He mentioned that the "Ill treatment and under-treatment by the management have led to degradation and demoralisation of the spirit of librarianship". This statement by the young librarian indicates that perhaps a temporary setback has come over the respect commanded by the profession till about fifteen years ago. My fear is that much of the ill-treatment originates perhaps only from a few seniormost members within the profession in the country. This may give a handle to the management to worsen the situation. It is in this sense that Ibrahim states in another sentence of his letter, "We have not produced real librarians as the vanguard of the movement to ensure the real function of library spirit".

### 14 STATUS AND RESPECT

Status and respect are to be earned and not accepted as a dole from others. Nor are they to be sought through the channels of a courtier. They should be earned by giving true library service to one and all. These words of young Ibrahim heartened me and spoke volumes about the bright future awaiting Tamil Nadu and India as a whole.

## 2 A Pioneering Work in Library Service

### 21 SEED FOR A NEW PROFESSION

I am glad to accede to the request of Ibrahim to open this "First Librarians' Conference of Tamil Nadu". Do you wonder why? Tamil Nadu is my Home-State. I was educated here. I taught here for seven years. And I served here as a librarian for twenty years. I have described in the pages of the *Noologam* what entitles a "Calling" to the status of a "Profession". The seeds for the profession of librarianship were sown in 1925. Then, the University of Madras allowed its library to spread its wings far and wide and to raise itself to its fullest heights. Members of the Library Committee such as Corley, Gravely, and Satyamurti gave every possible support.

## 22 HIGH STATUS THOUGH LOW SALARY

I am indebted to my first colleagues—just a dozen of them—who built the profession by organising the library, by keeping its doors open almost all the working hours of every day in the year, and by giving service to each reader in the measure of his needs. Their salary level ranged only from Rs 30 to 100. And yet, they enjoyed their work: they enjoyed the excellent treatment in the library. And each became a true friend of every visitor to the library—from the High Court Judge to the unemployed graduate in rags. The gleam of contentment in the faces of my colleagues and the warmth with which a few words were exchanged with them in their beach walk by the judges of the High Court, the Senior Members of the Bar and of the other professions, and big businessmen, had even induced jealousy in some. One of them came to me one evening.

"You must be paying a very high salary to your staff!", he said.

"Why do you say so?" I asked.

"Otherwise, Sir so and so would not have shaken hands with your staff in a public place such as the Madras Beach, when he does not even care to look at us when we salute him," he replied. When I revealed the salary of my staff a sense of mystery came over my friend.

## 23 THE WAY TO STATUS

But, the short letter of invitation sent to me by the young Ibrahim contains the obvious answer—dedication to service, receiving each reader with a smile, finding the information or the book he wants in the least possible time. May I add to these words, "Maintain your status. Live among yourselves like a nest of happy affectionate birds, without any strain, or intrigue, or bitterness". I believe that the Madras University Library still continues that tradition and that its example is followed by all the libraries established in Tamil Nadu, by the Library Act, or in Colleges or in Schools, or in Laboratories, or in Business Houses.

## 3 Indian Library Tradition

### 31 ITS ORIGIN AND SPREAD

It should be a matter of pride for the people of Tamil Nadu to learn that the modern library-tradition of India, originated here and that it has penetrated to several parts of India and Ceylon. This has been made possible partly by the Madras University throwing open its school of library science—the only one at that time in India—to people from elsewhere and also partly due to its alumni having had the opportunity to establish, organise, and develop the libraries in all those far-off areas. Once

when I was walking on the pavement of a street in Washington, a richly dressed young Indian ran to me from behind and asked "Don't you recognise me, Sir? I was a student of the Madras University Library School and I am now working in an industrial library here. My work is very much appreciated". There has been a demand for Indian Librarians from some of the Western Countries. In 1950, the Librarian of the Library of Congress asked me to send him one of my old students each year to work in his library. One of the alumni of the Madras Library School is now the Chief Reference Librarian of the United Nations Library in New York — Mr P K Garde.

### 32 BENEFITS OF LIBRARY SERVICE

Many of the South Indian Officers of the Union Government used to tell me whenever I met them how much in their life they owed to the service of the Madras University Library. On one occasion, when I was walking down the main corridor of the Central Secretariat in Delhi, an officer met me. Then ensued the following dialogue.

"Don't you recognise me, Sir?"

"I am sorry, I don't"

"I am the book-thief caught by your smart young counter-assistant Mr Parameswaran in 1937: He sent me to you".

"What had you done?"

"I tore away all the pages on Othello and Hamlet from Bradley's *Shakespeare*, and stuffed them into my pocket. The eagle eye of Parameswaran had noticed the bulging of my pocket. The wicket gate won't open. I made some fuss. He did not yield. He said, you please go and see the librarian. I came to you, Sir, weeping. You asked me to settle down. After I stopped sobbing, I pulled-out the torn sheets and placed them before you".

"Are you a poor boy?"

"No Sir, my father is a District Judge. I am ashamed".

"What punishment do you propose to yourself?"

"I shall buy a new copy and give to the University Library".

"If you were poor, I would have done it myself for you ..."

This is not a punishment. It is only making good the loss to the Library".

"I am ready to take, Sir, whatever punishment you give".

"I do not punish others. You will have to punish yourselves".

"I shall absent myself from the Library from today".

"It is a punishment on me and not on you. For, it will bring the curse of Law 2 on my head — "Books are for All"".

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 "I give you a piece of advice ... You follow the practice

of your grand mother who gave up eating the best fruit she liked on her return after purification in Banaras . . . I shall tell you how to punish yourself. What do you like most?

"Coffee, Sir"

"Then, give it up. Not from now but only after your examination. Otherwise, you may not pass in the examination".

"Since then Sir, I am leading a clean life — both at home and in office. I owe all that I am to the service I received from the Madras University Library".

### 33 READERS ARE THE GREATEST HELPERS

In 1936, we had to change over to the new buildings. We had to make about 200,000 guides — gangway guides, bay-guides, and shelf-guides.

A smart young Honours under-graduate who is now a Minister in the Union Government came and asked me "How are you going to make the guides for the new library, Sir?"

"That is what I am thinking about. I have planned the more or less exact place into which each book will go in the new stack room. I have further decided not to close the library except for a day — the day on the evening of which the new building will be opened by the Governor. Therefore, my staff will all be engaged fully. I don't want to bring the cost of this work before the Finance Committee and get a negative from it. I have only just a month".

The smart young Honours under-graduate asked "Shall I organise a core of honorary workers for you, Sir?"

"Please do it. You are a darling! Get a hundred volunteers — those who will enjoy such public work and not grumble. We shall have the necessary quantity of stencil plates, brushes, and Indian Ink. We would give to each one the particular guides he should write".

This was done. On the day the library was opened, the visitors were surprised to find complete fresh guides in all the gangways, bays, and in all the shelf-planks. All honour to my readers. We should tap the potential of readers for social service. This we can do if we give excellent service to our readers.

### 4 A Reason for the Temporary Setback

All such fine life in a Library does not now appear to be fully in existence. This is what I gather from the dozens of letters I get every month from young librarians. They write, "I find life in the Library a drudgery. It is a boredom. Can you help me?". After some correspondence with those young librarians, I find that this pitiable state of their life is traceable to bad teaching in the Library Schools which they had attended. They get some

notes dictated. They have no chance to discuss the theory behind the practices. Nor are they given much of practical work. Above all, they are hardly given any taste of reference service to readers — the *summum bonum* of library work. Indeed, reference service is taught to them in an outmoded way. One example will illustrate this. A few months ago, a reference librarian of a big university called on me. He described his work as follows.

"Day in and day out, I have nothing more to do than to give to the students various kinds of university forms, to tell them the fees for the various examinations, to tell them about the syllabuses and courses of studies, to give information about foreign universities, and to supply teachers and the officers addresses of persons in different parts of the world, air fare, railway fare, etc".

I asked him, "Why do you do that?". He replied, "This is said to be the function of a Reference Librarian!"

"Are you the only reference librarian?" I asked,

"No Sir, there are two others", he said, "Their lot Sir, is even worse".

"What do they do?"

"They are stationed in the stack room and the library is not an open-access one. The work of the reference librarian in the stack room is two fold:—

1 To pick out the book for which a slip is received from the counter and send the book on to the counter to be given to the reader concerned; and

2 To replace the books returned by the readers!"

## 5 Five Laws of Library Science

### 51 THE FOUNDATION OF LIBRARY SCIENCE

We shall next spend a few minutes on the foundations of all modern library techniques, forms of modern library services and of modern organisation of library system. Perhaps, the greatest contribution of India is in this field. It is the "Five Laws of Library Science". In the words of Mr W C Berwick Sayers, one of the greatest British librarians, "The Five Laws of Library Science is a work of great simplicity which conceals depths and yet reveals what may be called the spiritual but intensely practical springs of all activities in libraries". It is these Five Laws that inspired the raw graduates recruited as the first staff in the Madras University Library, 40 years ago, to achieve all that they did to bring library consciousness to all the citizens of the old composite State of Madras and to make them accept library service with willingness. After our independence, the implications and the message of these Five Laws have penetrated into many countries. These Five Laws form the root of many

books on library science written in India and elsewhere during the last three decades.

## 52 GENERATION OF NEW TECHNIQUES

The Five Laws, helped to solve many difficult problems which the Madras University Library came across between 1931 and 1944. These difficulties could not have been anticipated earlier; and so, the library profession had not provided for them. But the careful study of the implications of the Five Laws in the context of the new problems suggested the necessary techniques. These techniques were found in all fields of library work — book selection, classification, cataloguing, circulation work, reference service, administration, and the organisation of the library system of a country. Even as far back as 1931, it enthused the young staff of the Madras University Library to prepare a detailed bibliography of minute articles on a topic for service to readers attending a course of University Lectures. What is even more surprising? This bibliography was entitled "Documentation list" — a term unknown at that time. Such is the potency of the Five Laws of Library Science. Any librarian who feels bored because of his work not being interesting will be relieved from that mood if he studies the Five Laws, meditates upon them, and finds out the human purpose to be served by the work he has to do. I am sure that he will begin to enjoy his work. He will turn a new leaf in his life.

## 6 Library Techniques

The intensity aimed at by library service today is incomparable with what it was fifty years ago. In those days, it was possible to run a library with an attender and without any library techniques. But today, this is not possible. The pressure on the library has become very great. The workflow — from the time a book is thought of as worth acquiring, to the moment it reaches the hands of the reader — is one of a great complexity. To satisfy Law 4 of Library Science — Save the Time of the Reader —, this flow should be accelerated. Therefore, every item of work in a library demands today a technique of its own. What is more important,

- 1 There is a continuous turbulence in the universe of subjects;
- 2 New subjects are continuously thrown forth; and
- 3 There is a continuous increase in the number and variety of readers.

Therefore, the library techniques require continued improvement. The Five Laws of Library Science provide the necessary guidelines to improve each technique from time to time and to perform it in the latest style.

**51 ADMINISTRATION**

The streamlining of library work is described in detail — in near-epigram style — in a manual developed on the basis of the Five Laws and on the experiments made in the Madras University Library from 1925 to 1935. It was published as the *Library administration* (1935). It gives complete details of Planning, Work-Analysis, Job-Analysis, Job-Routine, and Model Time Table for the work of each Section of a Library including the junction moments when two or more sections will have to work together. This is being amended from time to time as directed by the Five Laws to meet changing conditions. An outstanding contribution on this subject is the Three-Card System for administering periodical publications.

**62 CLASSIFICATION****621 *Monolithic Classification***

The most difficult and yet the most interesting library technique is "Classification". A hundred years ago, Melvil Dewey, the great American genius of a librarian, introduced the idea of classifying books in a library. Since then, the idea has grown. The scheme designed by him — Decimal Classification — was excellently fitted to the state of the Universe of Subjects a century ago. But, when I went to take a course in Library Science in London in 1924, I found that many of the books currently published could not be properly classified with that scheme. That led me to examine the reasons for its failure. I found that the failure was due to the monolithic nature of its foundation.

**622 *Genesis of Colon Classification***

I decided that the onslaught of the new subjects of today could be met by a scheme only if it was based upon a multiple foundation. Then, I happened to visit one of the shops of Selfridge. There I saw, for the first time, a Meccano Set. It consisted only of a few metal strips, small metal plates, a few wheels and axles; some screws and nuts, and hooks and pieces of strings. With this set, the shop-keeper would make all the kinds of toys. This gave me a clue. I decided that a Classification Scheme should be like a Meccano Set. It should not give an enumerative list containing thousands and thousands of class numbers to suit all the subjects. On the other hand, it should consist only of perhaps two or three dozen short lists — each of a page or two — of isolates and not of compound subjects. The classifier should analyse a subject into its isolates or facets and then pick out the correct facet numbers from the appropriate short lists and synthesize them into a Class Number. When I mentioned this to

my Professor Berwick Sayers, he said, "It is a new idea. You try to work it out". I spent some weeks in working out the details. I got from the Madras University Library an interleaved copy of its printed catalogue. On my return voyage, with the provisional list of schedules I had made, I classified all the books in the library in my ship 'M V Dumana'. The captain was very nice to allow me to do so; and passengers appreciated the resulting arrangement of the books. Having done this in the first week of the voyage, I classified as many titles as possible in the catalogue of the University Library—omitting of course doubtful titles. As soon as I reached home in July 1925, I checked my Class Numbers with the actual books, and made all necessary corrections. The result was quite satisfactory. Each facet in the Class Number of a book—from the second facet onwards—was preceded by a ":" (Colon) used as Indicator Digit. The scheme was, therefore, named Colon Classification. My young colleagues grew enthusiastic about it. We classified all the books, working long hours. We observed the reaction of the readers to the new re-arrangement of the books. Whenever we got any hint from them, we tried to make the necessary adjustments. However good it was forty years ago, Colon Classification was recently found to be too rigid especially when we used it to classify articles in periodicals, as we have to do today.

#### 623 *A Dynamic Theory of Classification as the Basis for Improvement*

From 1933, the year of publication of edition 1 of *Colon Classification*, we began to develop a theory of classification—a dynamic one. For, we realised that unless the theory went in advance and the scheme followed it, as the river Ganga followed King Bhagiratha, the scheme would not do its work. This theory was first published in 1937 as the *Prolegomena to library classification*. Edition 3 of it has been published in 1967. It bases itself on a set of Postulates, Canons, and Principles consistent with the Five Laws of Library Science. It also cleanly separates the work in the Idea, Verbal, and Notational Planes. This theory has got the inner mechanism to grow.

#### 624 *Freely Faceted Classification*

This theory is also able to impart a classification scheme itself the necessary inner mechanism to grow to meet the demands of the newly emerging minute subjects. Such a scheme is now called a Freely Faceted Scheme. The Universal Decimal Classification comes somewhat near it. But it is not equally efficient, as it has tied itself down to the monolithic Decimal Classification with its massive enumerated list of subjects. Thus, the Colon

Classification is the only Freely Faceted Classification available today. The world owes it to India.

### 63 DEPTH VERSION OF COLON CLASSIFICATION

Since about ten years, the industrialisation of the world makes it obligatory that the research potential of the humanity should be conserved by feeding each research worker with the latest micro documents or articles in periodicals, which contain any information bearing on his subject. This requires very minute classification. We call it "Depth Classification". We are the first country to work out depth schedules almost on a manufacturing scale. During the last five years, we have published as many as 75 depth schedules of Colon Classification, covering various minute subjects, such as: (1) Radar; (2) Missiles; (3) Nuclear Reactor; (4) Food Technology; (5) Medical Radiology; (6) Personnel Management; and (7) Social Service. We have succeeded in designing, on demand, such depth schedules of Colon Classification. With only a staff of two teachers and five students, we are now able to produce about 10 depth schedules a year in the Documentation Research and Training Centre, Bangalore. A Public Health Engineering Research Institute in India desiring to develop a depth schedule for documentation purposes had written to foreign countries for advice on the method of developing depth schedules. The Institute was directed by the foreign centres to take the help from the Documentation Research and Training Centre in Bangalore where alone the techniques for the design of schedules for depth classification have been developed and are being continuously improved upon. The starting point of this great success in the work of depth classification is traceable to the work done in the Madras University Library 45 years ago.

### 64 DOCUMENTATION LIST

I now turn to the twin library technique of cataloguing. The Five Laws direct the librarians of today to catalogue even pamphlets and articles in periodicals. Such a catalogue cannot give the best result unless it is a classified one. We need a good Code for producing Classified Catalogue. There was no such Code in the world when the Madras University Library began to re-catalogue its books in 1925. The first such Code — called the 'Classified Catalogue Code' — was formulated in Madras. It was published in 1934. Berwick Sayers has described it as the first of its kind. It is said to be still the leading Code. To get it continuously developed to meet the changing modern requirements, a dynamic theory of library catalogue has been worked out. Here again, the rules of the Catalogue Code follow the

lines set by the theory in advance, as the Ganga followed the route set by Bhagiratha in advance: This theory also is based on a set of Canons and Principles consistent with the Five Laws of Library Science.

#### 65 CHAIN INDEXING

I should not leave this subject without mentioning another important contribution of India. It is concerned with Subject Headings. These were usually coined in a casual *ad hoc* way. In 1934, the Madras University Library placed Subject Headings on a scientific basis. The resulting method is called "Chain Indexing". This method is now used in many parts of the world. The first large scale application of Chain Indexing can be seen in the volumes of the *British national bibliography*.

#### 66 IMPACT OF ELECTRONICS

Law 5 of Library Science has now come out with a message. It tells the Library, "You are a growing organism. Therefore, you must grow with the world. The world has now entered the Electronic Age. You should use Electronics to speed up work and to save man-power wherever practicable. In respect of finding documents for readers, you should instruct Electronic Engineers to design a Doc-Finder which will give speed without sacrificing any of the essential human needs laid down by the other Laws of Library Science".

### 7 Library Organisation

#### 71 STATE LIBRARY SYSTEM

Till a few decades ago, the library organisation of a town, State, or a country was a rule of thumb affair. Today, the Five Laws of Library Science have put Library Organisation on a scientific basis. We no longer speak of a library, but only of a library system. The first four Laws float, as if it were, with their heads above the clouds and their feet above the ground. Law 5 acts as a controller. It knows that everything in the world needs finance. It knows also how difficult it is to get finance — and particularly for library purpose. Therefore, it chastens the other four laws to come to an agreement in such a way that all of them can be satisfied at the least cost. Today, what we want is Library Systems and not isolated libraries. The Five Laws have taught us that no city, with a population cluster of less than 100,000 is a viable unit for a City Library System of its own. All the other towns, villages, and hamlets in a district should hang together and form a District Library System of their own. Further, it is a waste to provide a separate library staff and library building to a place unless it has a minimum population-cluster of 5,000.

Viability requires that all the smaller places should be served only periodically by a travelling library. The Government of Tamil Nadu should look into this matter. But even then, all the Laws of Library Science will not be satisfied. All the City Library Systems and District Library Systems of a Constituent State should hang together with the State Central Library as the apex, and make it the reservoir library for the occasionally needed books. All the other libraries in the State should only be service libraries and they should periodically weed out books no longer in demand. This is the direction of Law 5. Therefore, the State Central Library should also function as the Dormitory Library for the State. In other words, it should collect and preserve from the service libraries of the State one fairly sound copy of every book—particularly, foreign books—discarded by the service libraries as no longer in demand or use. This is the direction of Law 2. There should also be a State Copyright Library for Legal purposes. This should also serve the cultural purpose of being a deposit of the intellectual output of the State. To prevent a copy of a book being worn out by the usual great demand for a few years after its publication, no book of the Copyright Library should be thrown open to the public till after 20 years of its publication. In the case of a newly published book, required by readers, the Act should provide for the State Central Library claiming another copy of such a book from the publisher. This is the joint direction of Laws 2 and 3.

Such should be the layout of a State Library System.

#### 72 NEED FOR LIBRARY LEGISLATION

Inter-Library loan should be a regular feature. It is a sin to keep a book idle in one library for months after months and make some other library spend money to buy another copy of it for its reader. It is bad in finance. It is bad in national economy. That is the message of Law 5. To secure this kind of co-ordination and co-operation, legislative sanction is necessary. That is why Public Libraries Acts are being insisted upon today.

#### 73 MADRAS PUBLIC LIBRARY ACT

Here again, the old composite State of Madras has made library history in India. It was the first State to have a Public Libraries Act. The Madras Library Association played a leading part in preparing the ground for this. A few persons, who took the services of the Madras University Library as students or as young men, became ministers as soon as we attained Independence. They had tasted the value of a good library service. Even in 1946, Shri Avinashilingam asked me to give him a draft library

bill. It was given. It became an Act in 1948. But, it is now outmoded by 20 years; and we have learnt much more as to how to make a public library organisation give the best result at the least cost. I should invite the attention of the Government of Tamil Nadu to one point. There is a grave fault in the Madras Act which I should like to mention here. The library needs — the book needs — of the people of the cities are substantially different from those of the people living in rural areas. We need not go into the reasons for it. But it is a fact of experience. Therefore, it is wrong to mix together into one District Library System the provision for library service for cities as well as for rural areas. A City Library System should be different from a District Library System both in organisation and in service. In 1947, Shri Avinashilingam explained to me a certain financial expediency which led him to this fault in the Madras Act. This financial expediency exists no longer, as a result of a great change in the tax pattern that has occurred in the country during the last 20 years. A full advantage of this fact has been taken by the Mysore Public Libraries Act; and it has separated City Library System from District Library Systems. I very much wish that the Government of Tamil Nadu examines this question and rectify the fault in its Act. Kerala is said to be preparing a new Library Bill adapting the Mysore Act to its own special conditions.

#### 74 TEACHING OF LIBRARY LEGISLATION

Perhaps I may narrate here an experience of mine in regard to library legislation. In 1964 I was teaching Library Legislation to the Ph D students of the University of Pittsburgh. They were asked to collect all the necessary statistical data for their State, along the lines implied in the Five Laws of Library Science. Thereafter, the students were helped to draft a State Library Bill, clause by clause. Within a few days after that the Government of their State published its own bill drafted on traditional lines. The students made a comparative study. And they saw how much better the Bill scientifically drafted by themselves was than the traditional Bill of the Government.

#### 75 SYSTEM OF NATIONAL CENTRAL LIBRARIES

India is a vast country. The integration of its library system should be taken to the national level. Till about twenty years ago the practice was for each country to have a single National Central Library. This is now found to be too unwieldy to be of use. Therefore, the present trend is to replace it by a System of National Central Libraries. Denmark has a separate Central Library for the Natural Sciences and for the

other subjects respectively. UK too has begun to move in this direction. USA has separate National Central Libraries for Agriculture and Medicine. India is already moving slightly in this direction though unconsciously. We have made a beginning with the Natural Sciences, Agriculture, and Medicine. The National Library founded at the beginning of the present century may be restricted to the Humanities and Social Sciences. Each National Central Library should also have the same preservation and dormitory function, for the country as a whole, as a State Central Library has for its State. This function should be only in respect of its subject-field.

#### 76 NATIONAL COPYRIGHT LIBRARY

In addition, there should be a National Copyright Library on the lines of a State Copyright Library. Three of the present four National Copyright Deposits should be abolished. They serve no purpose. They are too costly to maintain. They are reported to be degenerating into mere book dumps collecting dust and inviting insects to feed on them.

#### 77 UNION LIBRARY LEGISLATION

The best way to rationalise our system of National Central Libraries, which should form the apexes of the National Library System is to have a Union Library Act on the subject. I commend this idea to the Hon'ble Dr V K R V Rao, our resourceful and go-ahead Union Minister for Education. I may state here that, a few years ago, Mr E J Carter, the then Director of the Libraries Division of Unesco happened to study the Model Library Bills produced in India. They made him remark, even then, that India was leaping ahead of other countries in developing library legislation. I am quite sure that the statement of his will be re-confirmed now if we have a Union Library Act providing for a System of National Central Libraries and for a well articulated National Library Grid which will lead to a better and fuller utilisation of the libraries in India.

### 8 Library Profession

#### 81 LIBRARY EDUCATION

I think that by now we have all realised that a library cannot any longer be manned by persons who can just read the backs of books or by attenders or by graduates of poor intellectual ability. High scholarship is necessary in a librarian. But that by itself is not sufficient. He should also have a good professional training. In 1929, the composite State of Madras took the lead in this matter by establishing a Library School of the latest kind. It was founded by the Madras Library Association.

It is still continued under the auspices of the University of Madras. Today, it is said to be one of the best Library Schools in the country.

#### 82 TEACHING TECHNIQUES

India has developed a two-way approach to the teaching of the each branch of library science.

1 From the side of theory — the Five Laws, the Postulates, the Canons, and the Principles; and

2 From the side of practical experience — observation, practical work, floor duty in stack room, and clinical instruction in reference service.

The two approaches are blended at appropriate stages. Moreover, at least two schemes for classification, two catalogue codes, two or more kinds of library acts are studied on a comparative basis. Few lectures; little of one-way talk; no dictation of notes; and no cramming. The learning is all done through self-study, class-room discussions, group discussions, tutorial work, essay work, weekly colloquia, and Annual Seminar — all done under the guidance of teachers. This is as it should be for a professional subject such as Library Science and Service, catering to the intellectual needs of humanity.

#### 83 OTHER LIBRARY SCHOOLS IN INDIA

This method is also being followed by some of the Library Schools established in a few universities in India. The Documentation Research and Training Centre in Bangalore is leading the way in this respect. They are also conducting experiments to improve the methods of teaching. I shall ever remain grateful to its staff for this. The standard has been kept high — high enough to be worthy of a course for a learned profession.

#### 84 IMPACT OF INDIA'S METHOD OF LIBRARY EDUCATION IN OTHER COUNTRIES

The new generation of teachers in UK and USA have now begun to follow this method. Several Library Schools in UK and a few in USA have reported that the Five Laws of Library Science have a great unifying and balancing effect on the whole course and that they stimulate the students to anticipate what is coming. They also report that the study of the Colon Classification and the Indian methodology for the design of a freely-faceted scheme for classification is greatly helpful in the better understanding and evaluation of other schemes for classification.

#### 85 REPORTED ATTEMPT AT SETBACK

India's method of library education was heartily promoted by the University Grants Commission when Dr C D Deshmukh

was its Chairman. But, some kind of setback is now said to be on the move. I wish it were not true. Attempts are said to be being made to undo much of the good done to the profession in India during the last half-a-century and degrade the Post-graduate course in Library Science—and particularly the M Lib Sc degree—and to take Indian Librarianship back to what Librarianship was in the West some fifty or sixty years ago. May God forbid! It is an irony that this should happen when the West itself is beginning to take to India and to the Indian method and system of library education. This move is said to be taken in the name of UGC. The prayer goes to Professor A R Wadia, the Chairman of the Library Committee of UGC, and to Dr D S Kothari, the Chairman of UGC itself, to pay their personal attention to this grave matter and help Indian Librarianship to maintain its integrity, onward progress, and leadership.

#### 86 EMOLUMENTS OF THE LIBRARY PROFESSION

Then comes the vital question of the emoluments of the library staff. It will be difficult, if not impossible, to attract and retain the services of a scholarly and professionally trained librarian of ability unless his salary scale is put on a par with that of the members of any other profession. This view was expressed as early as 1931 in the pages of the *Five laws of library science*. But it was brought into action, for the first time, only as late as 1947. It was in respect of the librarians of the Union Government of India. The Union Pay Commission recommended that the librarians should be put into a separate academic cadre of their own and that their emoluments should be similar to those of the academic staff of the universities and colleges. Not a little of this decision of the Union Pay Commission should have been due to the fact that the both its Chairman and its Secretary had amply enjoyed for years, the benefit of the excellent service given by the staff of the Madras University Library. Through the influence of Dr C D Deshmukh, the then Chairman of the UGC, a similar action was taken in 1958, in the case of the librarians of the universities and colleges. With regard to the public libraries of modern India, only four States—all south of the Vindhya Mountains—have public library systems based on legislation. In 1942, partial success was obtained in respect of the salary-scale of the public librarians of Andhra Pradesh. Mysore is already implementing a liberal salary policy in respect of its public librarians. I do not know what is happening in Bombay. All these three States have professional librarians as heads of Department of Libraries. With regard to the improvement of the salary scale of the Public Librarians of Tamil Nadu, my attempt in 1962 met with a near-failure. I do not

know what the position is today. If justice has been done to the public librarians, I am most happy. If it has not yet been done, my appeal goes to the Government of Tamil Nadu not to delay this matter any longer. This is necessary for getting a good social return on the several lakhs of rupees being now spent every year on its public library system.

#### 87 ENDLESS VISTA FOR RESEARCH

Thus, the Five Laws of Library Science have thrown open an endless vista for continued research, in all library techniques, in order to adapt library service to the ever-changing demands of society.

#### 9 Long Range Reference Service

##### 91 BEGINNING OF THE IDEA

As I have already stated, the term Reference Service was understood in a very narrow sense in the West, when I first went there about fifty years ago. It meant largely giving on demand ready-made information taken out from ready reference books. Even today many Western colleagues say that they are reference librarians and that, therefore, they do not know much beyond ready reference books. When I was observing the work in about one hundred libraries in UK in 1924-1925, I found that this kind of help to a reader was trivial. The readers really wanted deeper help. But I did not know what it could be. At that time, Prof E C Richardson of the Library of Congress visited London. He gave a talk. I attended it. In that talk, he mentioned that the Library of Congress had just begun the practice of maintaining a list of part-time Research Consultants. Retired specialists in different subjects were included in the list. Whenever a specialist reader wanted deep help, the concerned Research Consultant would be telephoned for and he would come and give the needed help. This gave me an idea. After returning to Madras in 1925, I had first to reorganise the library—to classify, to re-catalogue, and to re-arrange the books. After this, I introduced Open Access. (An aside here; all these are entirely within the powers of the librarian. But now I am finding that many librarians forget this and bring trouble on themselves. They ask the authorities for sanction on these strictly technical matters within their own power and often get a negative answer. Thereafter, some of them write to me asking me for help in this matter. Some times, I am told that some out-side librarian, posing himself as a self-appointed expert, had voluntarily misled the authorities. To protect themselves from such difficulties, the profession should organise itself and work in harmony). After introducing Open Access, I found time to give reference

service to students, teachers, and scholars. It never occurred to the readers that they could ask for deep help from the library staff. When I began to give it, they all accepted it with gratefulness.

#### 92 THE COMMAND OF THE FIVE LAWS

By this time, I had written my *Five laws of library science*. My Law 1 "Books are for Use", Law 2 "Every reader his Book", Law 3 "Every book its Reader", Law 4 "Save the Time of the Reader", and Law 5 "Library is a growing Organism" — all these Five Laws joined together and commanded me to provide what I call "Long-Range Reference Service". This kind of service takes at least 15–20 minutes to help a reader. The long-range reference librarian should also go to the reader, now and again, and check up what further literature he needs. Readers cannot be aware of what all documents we can provide. And they are often too shy to come and ask the librarian again and again for help. Sometimes, one piece of Long-Range Reference Service may take half-a-day or even a whole day. I remember one case when I took a whole week to trace out a full articulated system of documents to serve the purpose of a very important research worker. This form of service created a good atmosphere in favour of the Madras University Library. It made it possible to get the sanction of the authorities to appoint five brilliant young graduates as Long-Range Reference Librarians. They had no files to work upon. Their place was in the stack room and occasionally in the catalogue room leading into the stack room. Their duty was to receive every reader and help him personally with the literature needed by him, to the maximum extent possible. It may be stated here that five of the eighteen members of the staff were put on this new kind of library work — the most human part of it — "Long-Range Reference Service". This gave the best possible social dividend on the money sunk in books and buildings. Such was the achievements of the Five Laws even at that time. I trust that the libraries in Tamil Nadu will not give up the leadership it has already acquired in this "Long-Range Reference Service" — the ultimate purpose of the Library.

#### 93 SUPREME JOY FOR A LIBRARIAN

I assure my young friends that there is no joy in the world that can equal the joy that comes to a Long-Range Reference Librarian when he sees the gleaming of the eyes and the blossoming of the face of a reader on his getting exactly what would serve in his purpose in full measure. This I regard as the greatest reward for a librarian. I wish this supreme joy and rich reward, in abundance, to my sister and brother librarians in India and in the world at large.