Chapter 5

CONSTRUCTION OF ETHOS FOR SPECIAL LIBRARY SERVICE

1. INTRODUCTION

This chapter deals with the process of construction of the Ethos of special library service that has been undertaken in this study mainly based on Literature Review in Chapt. 5 and analyses of contents aspirational statements i.e., Code of ethics, statements of Core values etc., of various associations of special libraries. The chapter focuses on explaining the process of identification of a set of core values for special library professionals. JOCLAI’s Code of Ethics has been discussed in details. This discussion thus provides the background for the empirical and qualitative research undertaken and explained in subsequent chapters.

As explained earlier, Ethos constitutes of values including beliefs and dilemmas. It is shaped by an interplay among professional, organizational and personal values that sometimes generate conflicts or dilemmas. To understand the ethos of special library service, the characterization of special library and the special librarian in historical context is essential. The beliefs about its character influence the values and generate dilemmas that a special library professional experiences. It is noteworthy that in a rare paper on philosophy of special librarianship, Aspens (1980) simply narrates the distinguishing characteristics of special libraries (p. 3-13).

2. DEFINITIONS OF SPECIAL LIBRARY

Characterization of special libraries and special librarians has been a problem since the beginning. The opening remarks of the first president of SLA, Dana (1910) noted, “these special collections of books, reports and other printed materials are so varied in their character and in the use made of them, that no definition will any longer satisfactorily include them all” (p. 5). The Encyclopedia of Library and Information Science lists 29 definitions of special
libraries (p. 389 – 394). Each definition differs from the other in terms of characteristics.

During the early period, the special libraries were defined mostly in the context of business and industry. According to Dana (1910) a special library is “the library of a modern man of affairs” (p. 4). Dudgeon (1912) stated, “A special library is a utilitarian establishment calculated to serve the worker too busy to take time for scholarly investigation … A general reference library is preservative. A special library is creative” (p. 133). Lapp (1918) highlighted the application of knowledge for business, mainly with organizations and institutions in legislation, administration, business and commerce. Ranganathan (1949) stressed that specialization in a subject to be the characteristic that makes a library a special library (p. 362). He preferred to call the special library a ‘specialist library’.

Thus, the term Special Library was increasingly being used for a variety of types of libraries, however, not with much consensus. In 1958, a comprehensive definition of special libraries was provided by UNESCO i.e., “these libraries may be attached to various bodies, such as parliament or a government department, a scientific or other research institution, a learned society, professional association, museum, industrial association, chamber of commerce, etc. … Special libraries are primarily designed to serve a limited number of experts, scientists, research workers, etc. and not coming within any of the categories - national libraries, university and school libraries” (Singh & Kumar, 2005, p. 4). However, Burkett (1965) included national libraries in the category of special libraries and stressed introduction of mechanization and new methods of information storage and retrieval (p. 7).

With emerging mechanization in the 1970s, Batten (1975) believed that the distinguishing feature of a special library was not its collection, but its service. (p. 3). Ashworth (1979) in his book on special librarianship stressed on the financial dependence of a special library on its parent organization. He noted that a special library needs “to make significant contribution to its funding organization commensurate to its cost” (Ashworth, 1979, p. 9). In 1980
Aspens found that the special characteristic of these libraries was treating information as a valuable commodity (p. 5). White (1984) explained that a “special library deals with a specialized clientele or specialized materials or with a combination of both” (p. 301). Mount (1995) has defined special libraries as “information organizations sponsored by private companies, government agencies, not-for-profit organizations or professional associations” (p. 2).

2.1. CHARACTERISTICS OF SPECIAL LIBRARIAN

With the changing definitions of special library, the competencies and characteristics of the special librarians have also varied from time to time. Dana (1910) believed that a special librarian should have “the care and skill of a curator, of a kind of living index there to, as it were, to be of the greatest possible help in promoting business efficiency” (p. 5). Lapp (1918) used the term ‘librarian-specialist’ and highlighted the application of knowledge for business, mainly with organizations and institutions in legislation, administration, business and commerce. Rankin (1923) emphasized that research work of special librarian differentiates him or her from a public librarian. Batten (1975) considered the special librarian to be more of a manager than a librarian (p. 3). In 1982, Anthony explained the changing character of special librarian to be an intermediary between the user and the computers which were emerging as a threat for the profession in future (p. 3). White (1984) criticized the special librarians for their snobbery and elitism while many of them compared themselves with other librarians (p. 3). Ranganathan used the term specialist librarian. According to him “the essence of industrial library service was the prompt, pin-pointed but exhaustive service of nascent thought on specific topics of narrow extension but of immense intension” (Ranganathan, 1957, p. 109). He had identified documentation as the distinctive feature of special librarianship (Ranganathan, 1957, p.126). The professionalism of the special librarian has always been accepted by default.
From the above discussion, it is quite obvious that the only consensus about the character of a special library is that it is meant to primarily serve a limited number of users (may be affiliated or non-affiliated), generally pertaining to a specific area of study or discipline. While about competencies of the special librarians following characteristics listed by Rubin (2004) based on the studies of White seem relevant (p. 417):

- Generally involve the librarian researching and finding the answer for the client expecting to locate the answer with the librarian’s assistance; and

- Tend to give librarians a great deal of autonomy because those requesting the information are unfamiliar with the function of information centres

3. HISTORY OF SPECIAL LIBRARIES

The origin of the special libraries is traced generally to the founding of scientific and historical societies. Some trace the origin to the founding of the army library at the Military Academy in 1777 (US) while others trace to the mercantile and mechanics libraries of the 19th century. Legal and medical collections were some of the earliest special libraries. Libraries associated with commercial firms were founded around 1880s in US. Shera called the 20th century as an era of special libraries and special services (as cited in Singh & Kumar, 2005, p. 64). In the 20th century scientific, technological and industrial developments and the two World Wars led to considerable growth in the number of special libraries. This led to a special library movement and creation of the Special Library Association (SLA) in 1909 in USA and the Association of Special Libraries and Information Bureau (ASLIB) of UK in 1924. Since then special libraries have been growing in leaps and bounds due to rapid increase in the amount of information, continuing development in information technologies and the recognition of the importance of information for the organizational survival.
3.1. SPECIAL LIBRARIES IN INDIA

The history of special libraries in India can be traced back to the setting up of the library of the Royal Asiatic Society of Bengal in 1784. Few societies such as Bombay Natural History Society (1883) and scientific institutions such as, Geological Survey of India, Calcutta (1851), Agricultural Research Institute, Pusa, Bihar (1903), Forest Research Institute, Dehradun (1906), Indian Institute of Science, Bangalore (1909), National Institute of Sciences, Delhi (1935), Anthropological Survey of India, Benaras (1945) of pre-independence era had libraries that can be termed as special.

However, it was during the post-Independence period that development of the scientific, industrial and technical libraries got a momentum in India. The credit goes to generous state funding of scientific R&D in all the disciplines through the Five-Year Plans. The Council of Scientific & Industrial Research (CSIR) was established in 1961-1962 with 31 national laboratories (with libraries). It is noteworthy that the Indian Association of Special Libraries and Information Centres (IASLIC), a professional body of special librarians, was established in September 1955. Several medical research institutions, IITs and Agricultural institutions were set up throughout the length and breadth of the country for its scientific development. Few hundreds of special libraries emerged during this period. There were 744 medical libraries by the end of 1990s in India (Singh and Kumar, 2005, p. 37-56).

Besides scientific libraries, India also has libraries housing collections exclusively on culture and literature of the subcontinent. A series of institutions dealing with research in Social Sciences was set up and each developed quite rich and specialized collections. The Documentation Centres were also set up by the Govt. of India since 1950s which promoted scientific documentation in all areas of higher learning. In S&T, INSDOC (now NISCAIR) was established in 1952, NISSAT in 1977, DESIDOC in 1967. In Social Sciences the establishment of NASSDOC in 1969 was a landmark development (Singh and Kumar, 2005, p. 37-56).
4. CORE VALUES OF SPECIAL LIBRARY PROFESSIONALS

As explained in Chapter 4, values are the main constituents of professional and organizational ethos since these shape beliefs and also create ethical dilemmas. Values of all professional communities including the special library professionals are reflected thorough statements of core values/ethical principles, code of ethics, etc. of the professional associations and have also been identified by empirical surveys conducted on the particular community of professionals. Therefore, a comparative study of statements of core values/ethical principles, code of ethics, etc. of the professional associations has been undertaken.

4.1. VALUES/ETHICS STATEMENTS OF SPECIAL LIBRARY ASSOCIATIONS

Throughout the world there are various groups of special librarians with exclusive associations which are generally discipline specific such as of Medical librarians, Law librarians, Music librarians, etc. Some of the leading national associations such as, Medical Library Association (MLA), Canadian Health Libraries Association (CHLA), American Association of Law libraries (AALL), Association of Research Libraries (ARL) and Music Library Association (MuLA) have developed their own sets of core values/principles and even codes of ethics reflecting the unique features, responsibilities of the professional groups/disciplines they serve.

The Special Library Association (SLA), USA, is the umbrella association of special librarians having representatives from various disciplines and different countries including substantial following in India. SLA Vision, Mission and Core Value Statements were adopted in 2003 after a re-branding exercise of the association (“Branding,” 2003, p. 13). The statement lists five core values viz, Leadership; Service; Innovation and Continuous Learning; Results and Accountability; and Collaboration and Partnering.

In 2007 the SLA Board's Ethics Workgroup began analyzing the codes of ethics and guidelines to examine the basic tenets for professional conduct in cases of conflict. An Ethics Summit was held during the 2008 Annual
Conference. Finally, *SLA Professional Ethics Guidelines* was adopted in December 2010 which became public during the course of conducting the present research work. Efforts were made to integrate these guidelines during the process of research to some extent.

Websites of 24 library associations listed at the link for International library associations in the SLA’s website were all referred in October-November 2010 and many other websites of special library associations not listed there were also scanned for any reference to codes of ethics/ statements of core values or principles. Following are the observations in this regard:

- Most of the medical library associations of Europe or UK such as *European Association of Health Information & Libraries (EAHL)*, *Canadian Health Libraries Association (CHLA)* adhere to similar codes of ethics as that of the *Medical Library Association* of USA. The codes also state the principles on which the ethical conduct is based.

- Among the associations of law librarians, the statement of principles and core values of the *American Association of Law libraries (AALL)* has been found to be the most comprehensive. The *British & Irish Association of Law Librarians* had only a short mission statement.

- The *Association of Research Libraries (ARL)* has a detailed statement of guiding principles. The *Art Libraries Society of North America (ARLIS)* has short statements of mission and vision and the *Association of Architecture School Librarians (AASL)* has issued a statement of purpose. The *Association of UK Media Librarians (AUKML)* and *Victorian Government Libraries Association (VIGLA)* has no codes of ethics and simply and lists the aims of the Association.

Thus, a significant finding in this regard is that the associations of USA have the most detailed and comprehensive statements of values/ codes of ethics etc. as compared to that of any other country of the world. The Associations of UK like Aslib, CILIP, UK or Japan Special libraries Association or IASLIC have
no codes of ethics or statements of core values. Among English speaking nations such as Australia, Canada, New Zealand, South Africa, the chapters or divisions on special libraries have not issued any comprehensive statements.

A comparative study of the core values or ethical principles derived from the statements or code of ethics/principles/conduct of five leading associations of USA has been carried out. These five associations are - American Association of Law libraries (AALL), Medical Library Association (MLA), Association of Research Libraries (ARL) and Music Library Association (MuLA) and Special Library Association (SLA) has been carried out. Codes of the first two of these associations have been referred as specialized codes for special librarians by Preer (2008, p. 20 – 23). She has also included the statement of the Association of College & Research Libraries (ACRL), which has not been included in this study as it is a division of ALA. The derivation is done on the basis of textual analysis of emphasis in forms of headings or occurrences in the text of the term or its equivalent. The selection of the associations is based on the criterion of having detailed and comprehensive statements of values or principles compared to others (Table 5.1). The purpose is to identify a set of common professional values, if any. Another aim is to find out if there are any similarities of these statements and codes with SLA’s statements.
Table 5.1: Values/Principles of Associations of Special Libraries

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Values</th>
<th>SLA</th>
<th>AALL</th>
<th>ARL</th>
<th>MLA</th>
<th>MuLA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Leadership</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>2.</td>
<td>Service</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>3.</td>
<td>Innovation</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>4.</td>
<td>Accountability</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>5.</td>
<td>Collaborations</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>6.</td>
<td>Equal/Equality Access to Information</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>7.</td>
<td>Intellectual Freedom; Freedom of Inquiry/ expression etc./</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>8.</td>
<td>Privacy/Confidentiality</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>9.</td>
<td>Ethical Management</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>10.</td>
<td>Professional Integrity/ Reliability</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>11.</td>
<td>Comprehensiveness</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>12.</td>
<td>Preservation</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>13.</td>
<td>Operational effectiveness</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>14.</td>
<td>Information literacy</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

4.11. Common Professional Values/Principles of Associations of Special Libraries

A comparative analysis of the list of 14 values or principles of the six major associations listed in Table 5.1. reveals the following:

- Out of 14 values/principles only 5 occur in statements of three and more associations. These values are - Leadership; Service; Collaborations; and Equal/Equality of Access to Information.
- The value of Leadership is listed on the top by SLA and also appears in other statements.
• Other values are important but either occur in one or two associations only.

• Professional associations of special librarians have given priority to values most significant or unique to the professions they serve.

From the above observations it can be inferred that though SLA’s value statements can be accepted as representing that of the wide group of special librarians but it is not comprehensive enough to accommodate the value systems of all other leading associations of special librarians of USA, which are quite independent of SLA.

4.2. CODE OF ETHICS FOR INDIAN LIBRARY PROFESSIONALS

The 1980s saw a sudden spurt in activities of ethical deliberations in India, the Indian Association of Special Libraries and Information Centres (IASLIC), took an initiative by organizing the 11th National Seminar on this topic in November 1984. In December 1988, a code of ethics was drafted and presented for comments in the meeting of the Joint Council of Library Associations of India (JOCLAI) at Calcutta. The draft prepared by Shri M.N. Nagaraj was circulated among professionals through “the instruments of newsletters of various professional associations” for seeking their views by 30th June, 1989 (“A code of Ethics”, 1988, p. 159; ILA Newsletter, 1989, p. 4). Since no feedback was received the draft was adopted by JOCLAI without modifications (Ref. Interview of ex-President, ILA, Prof. C.P. Vashishtha, interviewed on 9th March, 2010).

JOCLAI’s code has two parts i.e., the preamble and the main code. The preamble lists the objectives of the professional community related to educational, cultural and socio-economic roles of the library. It states the conviction of the professionals in democracy, following a socialistic pattern (“A code of ethics”, preamble, para 4). The second part of the code is activity oriented and offers specific guidelines to professionals for all the activities of a library ranging from collection development, proactive dissemination of information, to research and development of LIS. Table 5.2 lists significant
professional values derived from JOCLAI’s Code of Ethics by textual analysis based on frequency of word counts:

Table 5.2: Core values derived from JOCLAI’s Code of Ethics

<table>
<thead>
<tr>
<th>S.N.</th>
<th>Values</th>
<th>Frequency of word counts</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Service</td>
<td>8r. (c.1, 4, 5, 7(2r.) eq. c.- s.n.2, 3, 6)</td>
</tr>
<tr>
<td>2.</td>
<td>Education</td>
<td>3r. (pr. pa. 6, 7; c.-s.n. 8)</td>
</tr>
<tr>
<td>3.</td>
<td>Innovation</td>
<td>2r. (pr. pa4; eq.pr.pa7)</td>
</tr>
<tr>
<td>4.</td>
<td>Equality of access</td>
<td>2r. (pr. pa5; c.- s.n.2)</td>
</tr>
<tr>
<td>5.</td>
<td>Integrity</td>
<td>3r.(pr. pa8; eq. c.- s.n.4;5)</td>
</tr>
<tr>
<td>6.</td>
<td>Information Literacy</td>
<td>1r. (pr. pa6)</td>
</tr>
<tr>
<td></td>
<td>Leadership</td>
<td>3r. eq. (pr. pa1, pa6; c.-s.n.7)</td>
</tr>
<tr>
<td>7.</td>
<td>Professional Neutrality</td>
<td>1r. (pr. pa.5; c. – s.n. 4)</td>
</tr>
<tr>
<td>8.</td>
<td>Right to Intellectual freedom</td>
<td>1r.(pr. pa5)</td>
</tr>
<tr>
<td>9.</td>
<td>Accountability</td>
<td>1r.eq.(c.-s.n. 3)</td>
</tr>
<tr>
<td>10.</td>
<td>Efficiency</td>
<td>1r. (c. - s.n.3)</td>
</tr>
<tr>
<td>11.</td>
<td>Collaboration</td>
<td>2r. eq.(pr.pa1, c.-s.n.7)</td>
</tr>
</tbody>
</table>

c. = code; eq. = semantic equivalent, pa = para no.pr.=preamble; r. = occurrences

There might be differences of opinions regarding this inferred list of values since JOCLAI did not issue a specific list of core values. Again, as there was no empirical research available on core values of the Indian library professionals, the researcher did not have any other option.

Most remarkable characteristics of JOCLAI’s code are its contemporaneity and universality as it does not categorise library professionals according to types of libraries and has been able to present a balanced statement applicable to any library location. Farsightedness of the drafters of the Code is evident in laying emphasis on the value of Innovation (“A code of ethics”, Preamble, para 3), a millennium end concept, that was incorporated in SLA’s core values statement in 2003.

Due to unknown reasons this code has almost gone into oblivion, except occasional mention in the Indian library literature. The leading library Associations viz, ILA and IASLIC did not make any efforts towards its publicity. There is an insignificant mention to this code in the webpage
Professional Status on IASLIC website. IASLIC takes all the credit for formation of JOCLAI that “formulated the code of ethics for the library profession in India” (IASLIC Website, n.d., Professional status). The text of the code is not available on any of the Indian Associations’ website and not displayed for public in the offices of the Associations except that of the Delhi Library Association.

Literature review reveals that the existence of the code never registered globally. As is clear from the World Report 2003 of IFLA/FAIFE on its website which mentions that “The Indian Library Association does not have a code of ethics and does not intend to adopt one within the next two years” (p.111). However, in the World Report of 2005, the same statement is repeated but with a promise for the future – “The Indian Library Association has not adopted a code of ethics, but it does intend to do so in the next two years.” (p. 177). Surprisingly, the latest World Report of 2007 does not even carry the country profile for India. However, in 74th IFLA General Conference and Council, a paper presented by Kaur (2008) reads, “The JOCLAI meetings take place during the national meets of each IASLIC and ILA. It has also formulated a Code of Ethics for the library profession in India” (p. 7).

4.3. SPECIAL LIBRARY PROFESSIONALS AND GENERAL CODES/STATEMENTS

Another dimension of a special library professional’s ethos is his or her relationship with the general library professional community to which he or she belongs by default. Infact SLA desisted from issuing any statements regarding ethical conduct or core values for a long time since the American Library Association already had one code applicable to all the categories of libraries. To understand the ethos of special library professionals of any country, it is necessary to study the statements related to values/ethics issued by the general professional bodies.

In this context Froehlich’s (1997) observation, “It is impossible to write a code that would apply to all kinds of libraries . . .” (p.4) needs to be also kept in mind
and findings of empirical surveys have to be also taken into account for better understanding of professional value priorities in any geographical location.

4.4. **EMPIRICAL SURVEY ON LIBRARY PROFESSIONALS’ VALUES**

Derivation of shared core values from statements issued by professional associations has been supplemented with findings of empirical surveys undertaken at regional and national levels in the West for determining core professional values or ethical principles. The review of literature in Chapter 2 reveals that the surveys of a group of scholars Dole, Hurych, Koehler and Wall (2000) are truly international in coverage. Koehler et al’s (2000) is a cross-national empirical survey of ethical values of librarians of 59 countries (excluding India) around the globe (Shachaf, 2005, p. 517). In three international surveys Dole, Hurych and Koehler adopted the same methodology, same set of values and almost similar findings (Dole and Hurych, 2009, p. 450). Koehler’s et al (2000) survey covered all the categories of librarians, 29.63% of their respondents comprised of special librarians (includes Govt. libraries also) and it provides significant insights for construction of ethos of special library professionals.

Koehler et al (2000) adopted a multiple perspective to identify the set of shared core values of library and information professionals; and tested the hypothesis that role, rank, training, gender and profession influence one’s particular set of ethical values. The authors listed a set of eleven core values on the basis of analysis of formal statements of core values of the American Library Association and IFLA and review of other empirical works. These values are - *Service; Equality of Access; Information Literacy; Intellectual Freedom; Preservation of the record; Literacy; Professional Neutrality; Diversity of Opinion; Confidentiality; Cultural Diversity and Copyright* (Koehler’s et al, 2000, p. 498).

They conducted a simple preference survey of 1893 librarians worldwide in which library professionals were asked to rank three most important values
listed in the survey. Various categories of librarians from special and other libraries such as, Government, Law, Medical, National, etc. have more or less similar priorities of values as per the findings of the survey.

Overall, the three most rated values are - *Service, Equality of Access and Information Literacy*. The other three values, next in the list of priority according to their findings are - *Intellectual Freedom, Preservation of the Record and Literacy*. They found that there is differentiation of values among the librarians and information professionals. This differentiation is a function of roles and responsibilities of various professions and also cultural contexts. Among library professionals the differences are generally in preferences of values (Koehler et al., 2000, p. 502-503).

### 4.5. CORE VALUES OF SPECIAL LIBRARY PROFESSIONALS IN INDIA

In this study, two sets of professional values have been identified for the special library professionals of India. Firstly, a set of common professional values that they profess being member of the community of library professionals. This set of values is based on empirical surveys and studies of codes or statements of associations, both international and national, as discussed above. Secondly, an exclusive set of core values for special library professionals based on SLA’s statements.

The basic set of core values for the Indian library professionals has been developed from the values derived from the JOCLAI’s Code of Ethics issued in 1989 (Table 5.2). Due to absence of any empirical survey of core values in India, JOCLAI’s list of values was compared with the top values identified by Koehler et al’s (2000) survey. However, there is an unintentional Western bias in Koehler et al’s (2000) sample selection which is perhaps unavoidable in any work of global scale. It is notable that their list of top values is almost similar to that compiled by Shachaf (2005) who adopted a different method of comparison of 28 codes of ethics of library associations across the globe. These comparisons of various studies on core values indicate that core values
cherished by the special librarians are shared by all other categories of library professionals all over the world at present and also establishes relevance of JOCLAI’s code.

A comparison of the set of derived values from JOCLAI’s code with Koehler et al’s core values showed lots of similarities in the two sets of values. The final list of shortlisted common core values was compiled by merging both the lists of JOCLAI’s and Koehler et al’s that included four values, viz, Service, Equality of Access, Information Literacy and Intellectual Freedom common to that of JOCLAI’s code and Koehler’s list of top six values. The fifth top value of Koehler’s list, i.e., Preservation of the Record, does not occur in JOCLAI’s document but was included in the list due to its currency during the 21st century. Koehler’s final ranking was followed in the listing of values. The sixth value in Koehler’s list is Literacy, since this value is not of much relevance to Special Libraries, the same was excluded from the list. In its place the value of Integrity has been included that figures prominently in the preamble of JOCLAI’s code due to the strong moral overtone of the document. Finally, the following six most common professional values have been identified for the Indian library professionals.

In addition to this, SLA’s four Core values taken from its Vision, Mission and Core Value Statements have also been included separately in the survey of core values of the professionals as they represent the New Age or New Public Management (NPM) values and principles due to induction of private sector management or corporate values in public sector. The comparative statement of core values of associations of special libraries, other than SLA, in section 5.1. above also indicates high frequency of occurrences of at least two (Leadership and Collaboration) of SLA’s values. These core values have been applied for studying both professional or organisational Ethos following Rubin and Froehlich’s (1996) approach of fusion of both the dimensions of Ethos.

Following is a descriptive note for each of the listed values. In the discussion below relevant statements from JOCLAI’s code have been quoted. For
understanding international perspectives references from SLA’s statements and ethical guidelines have been given along with that of ALA’s as members of SLA also owe allegiance to the general national body of librarians of USA.

4.51. General Professional Values

i. Service

Service is undeniably the foremost core value of librarianship but perhaps most difficult to define. As Gorman (2000) points out, “Librarianship is a profession defined by service. Every aspect of librarianship, every action that we take as librarians can and should be measured in terms of service” (p. 75). He defines Service as an “effort inspired by philanthropic motives or dedicated to human welfare or betterment” (p.74). While altruism may be best practiced in public libraries, Gorman (2000) explains that in all libraries Service should be driven by humanistic values and not by materialistic values (p. 87). Preer (2008) believes that the concept of Service is continuously expanding and “any code merely captures the ethical obligations of the moment and represents an incomplete definition of Service” (p. 27). She further clarifies that the interpretation of the value of Service is determined by institutional mission, collections and clientele (p. 28). She finds ALA’s motto as the most appropriate definition of Service for all libraries, i.e., “the best reading for the largest number at the least cost” (p. 28).

JOCLAI’s code states in clause 4, “Library and information professionals must keep Service orientation in their professional work” (“A code of ethics”, 1988, p. 170). SLA’s Core value statement places Service at the second place and defines it as “Responding to our clients' needs, adding qualitative and quantitative value to information services and products” (SLA Vision, Mission and Core Value Statements, para 4). In view of varying interpretations of the term Service, SLA’s definition has been adopted in this study.
ii. Equality of Access

Equality of Access is an age old concern of all libraries and the issue has gained lots of significance since the Internet has now emerged as even greater tool for democratization than the libraries. Equality entails unconstrained and free access. It is a condition of absence of discrimination on the basis of gender, caste, creed and economic status. Right to Information is a fundamental right in most of the democratic countries and its corollary is Equality and also equity of access, i.e., fairness in access.

In JOCLAI’s Code of Ethics clause no. 2 upholds the value of Equality of Access “ Library and information professionals must be governed by the democratic principle of giving every user his/her opportunity to access to information resources and make special efforts to keep their interests growing towards further developments” (“A code of ethics”, 1988, p. 170). The same principle is also highlighted in para no. 5 of the preamble of JOCLAI’s code.

iii. Information Literacy

The term Information Literacy was coined in 1974 by Paul Zurkowski (Crawford, 2011, p. 257). Information Literacy is generally defined as “the ability to access, evaluate, organize and use information from a variety of sources” (Nwezeh, 2011, p. 185). Libraries have always played a key role in promoting general literacy, i.e., learning to read and write that leads to lifelong learning. According to Gorman (2000), it is a goal to be pursued by all libraries (p. 124). Information Literacy, earlier known as User Orientation or Education, has gained more significance due to rapid growth in global availability of information in electronic media in the public domain. “Information Literacy combines a number of literacies, such as computer literacy, library literacy, internet literacy, media literacy, research literacy, and critical thinking skills” (Nwezeh, 2011, p.186). Generally, library associations such as JOCLAI and SLA combine librarians responsibility to facilitate lifelong learning education and Information Literacy (“A code of ethics”, Preamble, para 6; SLA professionals ethics guidelines, Sec.2, para 6.).
iv. **Intellectual Freedom of Expression**

The *Intellectual Freedom* is used to describe “the state of affairs in which each human being has the freedom to think, say, write and promulgate any idea or belief” (Gorman, 2000, p. 88). *Intellectual Freedom* is an inalienable human right that lies at the core of social equality and democracy. It is best understood as absence of censorship. ALA states, “We uphold the principles of *Intellectual Freedom* and resist all efforts to censor library resources” (ALA, 2004, Core Values of Librarianship).

The concept of *Intellectual Freedom* is supported universally, however, ALA’s stand on censorship is not shared by others. For example, SLA’s Core values statement does not list this value but its *Ethics Guidelines* focus on activities related to *Intellectual Freedom*, such as, balancing intellectual property rights of the employers, clients and competitors. In India, in the preamble of JOCLAI’s code of ethics upholds censorship clearly. The para 5 of the code states “Believing that in our democratic society, following a socialistic pattern, every citizen has the right to *Intellectual Freedom* and the freedom of access to undistorted, unbiased information, irrespective of his educational, cultural level, political affiliation, caste, creed, religion, age or sex and what we are committed to foster readers’ rights to read as they please, only except such material which are covered by censorship regulations imposed by law” (“A code of ethics”, 1988, p. 170). Protecting the *Intellectual Freedom of Expression* also entails the constitutional right to protect other’s expressions through copyright and fight against plagiarism.

v. **Preservation of the Records**

The value of *Preservation* has been the most cherished one for library professionals since it defines one of the core activities of their service. However, till digital *Preservation* raised several complex issues, *Preservation* as value was relegated to the background by the special library professionals who generally looked down upon the preservative role of the library
professionals. Therefore, the value of *Preservation* does not figure prominently in the ethical statements of SLA or JOCLAI. But it is notable that the value of *Preservation* was ranked among top five values in the survey conducted by Koehler et al, (2000) (p. 499). While ALA categorically states “The Association supports the *Preservation* of information published in all media and formats. The association affirms that the *Preservation* of information resources is central to libraries and librarianship” (ALA, 2004, Core values of Librarianship, para 10).

**vi. Integrity**

The term *Integrity* connotes “consistency, dependability and reliability” (Ferris, 2008, p.180). *Integrity* is relevant to all spheres of activities in the library. It emanates from motivation of action from personal or professional values rather than rules. *Integrity* should be generated from the positive attitude towards rules rather than from scare of punishment (Drinan & Gallant, 2008, p. 132). The preamble of JOCLAI’s Code of Ethics states “membership in our profession carries with it special obligations to maintain the highest level of personal integrity and competencies” (IASLIC, 1988, p. 170). SLA’s ethics guidelines place integrity on the top with the statement “Act with honesty, fairness and in good faith in serving and providing value to their employers, clients, and vendors” (SLA Professional Ethics Guidelines, para1).

4.52. SLA’s Core Values

**i. Leadership**

*Leadership* is traditionally perceived as a unitary concept related to the top executive who leads from the front. In contemporary times, effective leadership is seen as a process created by an individual rather than dependent on their personal qualities. Thus, there is a definite de-emphasis of control and a shift towards participative management and distributed leadership, where staff of all levels are empowered in their roles (Roberts & Rowley, 2008, p.7) Professional *Leadership* has another dimension of leading in information
service, that the organization can offer in its field or discipline. SLA’s statement of core values places Leadership as the top most value, explains, “Strengthening our roles as information leaders in our organizations and in our communities, including shaping information policy” (SLA Vision, Mission and Core Value Statements, para 3). JOCLAI’s code highlights the role of library professionals in the preamble para 5 “to guide lay public in their use of the library’s resources, to enlarge their mental horizon …” (“A code of ethics”, 1988, p. 169).

ii. Innovation

Innovation “changes the way we can do what we want to do and that adds value to our lives” (Rowley, 2011, p. 253). In early 1990’s “Innovation was touted as the differentiator that will lead to the next level of competitive advantage” (Dobni, 2008, p. 539). At organizational level Innovation supports behaviours that value creativity, risk taking, freedom, teamwork, be value seeking and solutions oriented, communicative, instill trust and respect. Rigidity, control, predictability and stability hinder Innovation (Dobni, 2008, p. 544). SLA’s core value statement describes the value of Innovation and Continuous Learning as “Embracing innovative solutions for the enhancement of services and intellectual advancement within the profession” (SLA’s Vision, Mission and Core Value Statements, para 5). Interestingly, Innovation figures quite prominently in JOCLAI’s code of ethics. In its preamble it states “We….. aware of the fact that this role, modified from time to time with the introduction of new Innovations in information techniques and the overall development of our technological society, will continue in the foreseeable future” (“A code of ethics”, 1988, p. 169).

iii. Collaboration

Since a long time libraries have been collaborating to develop collections, deliver services, automation and now to build digital libraries. Evans placed Cooperative Collection Development (CCD) in the professional canon of librarianship (Burgett, Haar & Phillips, 2009, p. 1). Later the term
Collaboration replaced Co-operation to imply Co-operation with a human dimension. According to Burgett, et al. (2009), the librarians’ attitudes and commitment can only lead to successful Collaboration projects (p. 4). Co-operation, co-ordination and resource sharing in any form leads to minimize duplication, save resources, space, and expenses. SLA’s core values statement explains Collaboration as “providing opportunities to meet, communicate, collaborate, and partner within the information industry and the business community” (SLA Vision, Mission and Core Value Statements, para 7).

iv. Accountability
Accountability is one of the most important values, closely related to the traditional value of integrity and is generally associated with the private sector that has been adapted in public sector management. SLA’s statement of Core values states “Delivering measurable results in the information economy and our organizations. The Association and its members are expected to operate with the highest level of ethics and honesty” (SLA Vision, Mission and Core Value Statements, para 6).

5. ETHICAL DILEMMAS OF SPECIAL LIBRARY PROFESSIONALS
Dilemmas as result of conflicts of values are significant components of Ethos. Froehlich (1997) who has used the term Conflicts for ethical Dilemmas, treat Conflicts among personal, professional, organizational and cultural values as inevitable but has related those to dysfunctional organizations, professions or societies thus not conducive to ideal Ethos (p. 80). The typologies of Conflicts or Dilemmas according to Froehlich (1997) are - Tensions between self and organization; Tensions between the profession and the organization; Tensions between self and the profession; and Tensions within ethical factors within an organization (p. 81). According to Froehlich (1997), an ideal Ethos should not segregate sets of values for different areas but a “harmonization of most of the values of self, organization, profession and environment, including the society in which they live” (p. 80).
While few of the conflicts are general for all the librarians, the ethical dilemmas of a special librarian are further accentuated due to her/his dual identity. Preer (1991) observes “What makes special librarians unique in the profession is that their libraries promote the goals of another profession or organization”. She uses the term *Tensions* to denote the conflicts that a special librarian faces in making choices in various areas. Preer (1991) identified following three areas of *Tensions* (used for *Conflicts*) in special librarianship (Preer, 1991, p. 13):

- **Public/Private:** The tension between a generalized duty owed to society or the profession vs. the specific private duty owned to a particular library organization
- **Universal/Particular:** The tension between a general principle and the interpretation of that principle in a particular setting or situation and
- **Principle/Practice:** the tension between the ideal of principle and the reality of practice.

Preer (2008) has further clarified the value framework for ethical *Dilemmas* in her recent book *Library Ethics*. The *Dilemmas* are explained in terms of four core values that she terms as “hallmark of our professions that cut across all areas of specializations” (Preer, 2008, p. xiv).

Generally, the following ethical issues have been identified as sources creating *Dilemmas* irrespective of categories of libraries – Censorship; Intellectual Freedom; Confidentiality; Intellectual Property Rights; fair use; cost of information, etc. (Miltenoff and Hauptman, 2005; Buchanan and Henderson, 2009). It is noteworthy that White discussed about ‘dilemmas’ of special librarians as early as in 1969. He traced the source of dilemmas to the emergence of information science and scientists who were posing as threats to the special librarians.

SLA’s *Professional Ethics Guidelines* offer an important advice to the special library professionals that is difficult to follow in reality, i.e., “Avoid conflicts of interest while in the performance of their work” (SLA Professional Ethics
Guidelines, para 8). The guidelines repeatedly place the interests of the organizations where the professionals are serving above those of the clients (term used for users). For example, “…provide their employer, organization, or clients with the highest level of service, by delivering the best sources and services possible within organizational constraints” (SLA Professional Ethics Guidelines, para 2).

“Respect the intellectual property of their employers, clients and competitors, and within the legal and ethical constraints of the organization, inform their clients or employers of potential legal and ethical violations in the provision of sources or services” (SLA Professional Ethics Guidelines, para 4).

This approach is undoubtedly quite pragmatic but it overlooks the deeper personal conflicts among professionals in cases of conflicts between core professional values and organizational rules and goals. In for-profit special libraries there may be no apparent conflict in this regard but in all other libraries which are public funded the professionals face this dilemma. It is remarkable that JOCLAI’s Code clearly states “Personal philosophies and attitudes should not interfere with those of the institutions and professional organizations” (IASLIC, 1988, p.170). But it is silent about line of actions in case of conflict between professional values and that of the institutions/organisations. The clause 7 of the Code shows a tilt towards the interests of the professional organizations, e.g., “Library and Information professionals should aim at the development of their organizations and take pride in the professional ethos, activities and service” (“A code of ethics” IASLIC, 1988, p. 170).

6. CONCLUSION

This detailed discussion as above on the concept of ethos provides the conceptual base to the quantitative research of questionnaire survey and qualitative research techniques of case studies undertaken for this research. A set of core values shared by the whole professional community has been identified on the basis of the literature survey and the content analysis of
aspirational statements issued by associations of library professionals. While another set of values uphold by the professionals working in special libraries has also been identified. The denotation and connotation of each value has also been defined to enable construction of the ethos of special library professionals as a foundation for the survey and case studies undertaken.
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