PREFACE

The new millennium has appeared with lots of possibilities and problems for the profession of Library Service due to advancements in the realm of Information and Communication Technologies (ICTs). The changes at operational levels in libraries are widespread and much analyzed and researched. These technological and accompanying socio-economic changes also have far-reaching impact on the character, value structure and beliefs of the professionals. The global level accessibility of 24/7 of hitherto unimaginable quantum of information resources have made revolutionary impact on both the profession and the professionals as the relevance of their role is being questioned all over the world. These developments at the psychic and ethical levels of the community require to be understood to meet the challenges of the times.

In view of these developments a study of ethos of the Library Service in both its professional and organizational manifestations seemed essential. It became all the more urgent as value systems, beliefs and dilemmas are rarely studied in India. The dominance of a positivist approach to research in LIS in India does not provide an atmosphere suitable for interpretive or qualitative research. Therefore, studies in experiential concepts such as culture, ethos, value systems, beliefs, professional dilemmas and research based on content or literary analysis are rarely undertaken.

The present study Changing ethos of library service in the new environment: A study of select special libraries in Delhi is the outcome of a realization of the need of a comprehensive study to address the issues related to the character, values and beliefs of the profession. This study covers both the dimensions of ethos as it explores the professional ethos of a select community of special library executives of Delhi and also analyses in-depth its manifestations in organizational ethos through two case studies of special libraries. The whole study is divided into the following seven chapters:
Chapter 1: Introduction presents the background of the problem studied, the objectives of the study, research questions and hypotheses. Limitations of the study and operational definitions of the core concepts are also provided in this chapter.

Chapter 2: Review of Literature is a comprehensive survey of interdisciplinary Indian and international literature on ethos and related concepts such as ethics, values, ethical dilemmas etc.

Chapter 3: Research Methodology explains in details the quantitative and qualitative methods applied to study the experiential concept of ethos.

Chapter 4: Ethos of Library Service: A Conceptual Framework explains the concept of ethos, its evolution through history and various approaches to study of ethos in LIS. This chapter also introduces various theoretical frameworks applied for research of ethos in other professional disciplines.

Chapter 5: Construction of Ethos for Special Library Service explains the formation of ethos in the context of special librarianship. This chapter provides a brief history of the development of special libraries in India and abroad. It mainly explains the process of identification of a set of core values for special library professionals on the basis of literature review and survey of codes of ethics/statements of core values, etc. issued by various associations of special library professionals and Indian association JOCLAI.

Chapter 6: Data Collection and Analysis, this chapter is in two parts. The first part deals with the survey of library executives of select special libraries of Delhi for understanding professional ethos. It describes various techniques adopted for collection of data and problems faced in applications. The second part presents the analyses of case studies of the two special libraries, NASSDOC and NCERT.

Chapter 7: Findings, Suggestions and Areas of Further Research presents the findings of the survey of the special library executives for professional ethos as well as a comparison between the two case studies. It also provides recommendations and identifies areas of further research for future.