Introduction

Library and information centres being a part and parcel of an institution in modern era. It needs outsourcing in various aspects like human resources, reading material (in private and non private forms) various IT services related to library as well as data bases and data banks. After having examined all pros and cons the Industry had enough courage to go about outsourcing information.

Information has a value. We can calculate the processing cost of Information in terms of the time involved in obtaining, recording and retrieving it. This would involved the cost of materials, equipment and consumables. Information is nothing but in simple words the knowledge acquired by man. The value of information would vary from market to market, field to field and even beyond that country to country. With globalization the open policy market has been given rise to multiple opportunities across the glove.

This has helped to overcome an employment problem to a certain level. This has been applied to balance all that is un skilled, semi skilled, and the skilled labour. However outsourcing has to deal greatly with the sensitive data information, confidentiality of the principal that is the outsourcer. Therefore vendor selection is the most important aspect while deal finalization. Vendor must necessarily have required skill, equipment and importantly trust worthiness.

Outsourcing of library and information service go back over a century e.g. catalogue cared from the library of congress. Library and information services involved caring out routing books, servicing task such as labelling, plastics jackets etc. They make use of per-selection of books for inspection or approval. In the UK library services outsourcing has been its practical application in regard to its usefulness accompanied by cost effectiveness.

In our country phenomenon of outsourcing is known to all in service sectors like library. In this light in developing district like Sindhudurg outsourcing of information for academic libraries may find great scope. The functioning of academic libraries in a traditional way which has got its own limitations. That pose hindrances to come at par with competitive world. In today’s world the things are changing at rapid pace. In present era without outsourcing in academic libraries would greatly affect developing of teachers, library staff, students and setting them at par with their counter parts in open market compilation.

Thus outsourcing information in library services comes with a greater advantage of knowledge acquiring, developing and setting those involved in the main stream of competition. This would help all those involved to find out various opportunities in open market. This however would have to deal with problem of loosing direct connection with the reader. The direct link between library & reader should not get lost.

The Need for Outsourcing

Process of outsourcing is more significant in relation to services, space, and manpower and cost effectiveness.
In libraries, services like data entry, employee database, housekeeping, customer support are the basic fields. Ultimately outsourcing reduces the burden of managing a large workforce and extending them the various benefits. In fact most of the top institutions prefer low-cost destinations like India for their outsourcing needs, whether BPO or other, as they can cut back on a lot of overheads like worker benefits, maximum working hours etc.

**Generations Of Outsourcing Used in library and Information Science**

Outsourcing is a name for the old practice of Contracting Out which means some service or activity performed by person or organization that are not part of an organization. ‘Outsourcing’ ‘Privatization,’ and contracting Out’ terms are often used interchangeably because each term reflects organization interaction with vendors in different aspects. A variety of definitions associated with these terms are available in business literature. However, the important difference between outsourcing and privatization is that in privatization control over a service is transferred but control including governance and policy setting, is not transferred.

Paul Hoffert (1998) describes “Outsourcing as having created a new mindset that focuses on the talent-for-hire, reminiscent of the middle ages. In those days, trade people travelled from town to town, selling their crafts and services to a variety of clients. Today the talent-for-hire is just as likely to travel to the job virtually, as to travel physically, but the concept is still the same.”

Over the years, the meaning of the term ‘Outsourcing’ has undergone a lot off change which has taken a new connotation in today’s scenario. It is growing and moving from time to time through waves of outsourcing globalization, social networking (crowdsourcing) to cloud computing (cloud sourcing). Like many other long-lived phenomena, the concept and applications of outsourcing are basically continually evolving in both the corporate and public sector.

**a) FIRST GENERATION:** First generation of outsourcing was typically all about cost saving-finding someone who could do the same job better, faster, cheaper, or all three. However, service providers covered the period from 1970 to 1990. 1st generation outsourcing characteristics included: mostly outsourcing of peripheral activities, cost saving, limited vendors, immature market, little integration and little focus on customer satisfaction. In libraries, outsourcing was related with stationary and inter library plan, translation and bibliographic services.

**b) SECOND GENERATION:** second generation outsourcing became strategic – with a much higher focus on core competencies and achieving objectives. It covered the period from 1990 to 2010. 2nd generation outsourcing characteristics included: near core and core activities are also outsourcing, multiple vendors, mature market, enhanced integration and major focus on organization’s performance. In respect of libraries it was related with photocopying, document delivery and e-sharing of e-resources.

**c) THIRD GENERATION:** Third generation outsourcing covers the period 2010 onward. This generation of outsourcing varies from the past because it is totally based on cloud computing. 3rd generation non-core activities, multiple vendors, mature market, virtual integration and major
focus on organizational goals. In libraries it is related with data bases, digital repagination and coloured computing too.

**Basic Concept of Outsourcing**

In simple word, outsourcing is delegation a task to an outsider (means a vendor/organization/individual). In simple words it is just a contracting transaction whereby one organization hires services from vendor while retaining ownership and responsibility for the underlying processes; the organizations clearly mention in the contract what they want and how they want the work performed by vendor. The term Outsourcing is a combination of three terms “outside”, “using”, which means going outside the organization to use the resources of others. Outsourcing is the strategic use of outside resources to perform certain task which are traditionally handled by internal staff using internal resources. Outsourcing is a strategy by which an organization contracts out some functions to specialized and efficient service providers/vendors.

Organizations have always been hiring contractors for particular types of work and form long-term relationships with those who had capabilities to supplement the organization resources. It is not a novel concept and has existed for decades, especially in the corporate sector as a means to reduce costs.

**Definitions of Outsourcing**

- Wagner (1992) stated “outsourcing is the transfer of an internal service or function to an outside vendor.”
- James and Widenbaum (1993) opined that, “outsourcing is not a new concept; it is simply another name for the long standing practice of subcontracting production activities.”
- Chase, Richard. B., Jacobs, F. Robert., Aquilano, Nicholas. J. and Agarwal, Nitin (2006) defined, “Outsourcing is an act of moving some of a firm’s internal activities and decision responsibilities to outside providers.”

**Nature of Outsourcing in libraries**

**Catalogue card production**

University libraries that still engage in catalogue card production should consider outsourcing it. Libraries with card catalogues may have a backlog of card production or poor quality work.

**Book pockets, book card, borrowers’ tickets**

Some university libraries maintain a bindery and book repair unit. Some libraries have had problems with this unit becoming corrupt, using facilities, material and time to engage in the
private business of binding, enriching them to the detriment of the library while at the same time collecting salaries and allowances. Outsourcing is a cure for that kind of corruption.

**Photocopying**

Most libraries have photocopying services. When the machines break down, library staff must solve the problem, money generated from this service may be diverted to other activities instead of replenishing the photocopying servicing and maintaining the photocopier and buying toner. University libraries should outsource this service. A business partnership should be engaged and allocated space within the library or its vicinity, to photocopy library materials at reasonable cost to the user.

**Indexing and abstracting**

Indexing and abstracting are indispensable for navigation complex information. Most libraries do not have the resources to provide indexes and abstracts for their collections of periodical literature and similar material. Due consideration should be given to the issue of outsourcing indexing and abstracting, and the production indexes and abstracts.

**BENEFITS**

With the help of outsourcing institution like libraries can provide more services to its readers with minimum man power, space and it could save time, efforts and money too.

In all this scenario outsourcing in collage libraries in sindhudurg is to be studied under the topic selected for research.

**Statement of Problem**

Outsourcing is a modern concern which is a necessity of the present era. Special in IT age to provide rapid change service with the help of least man power and least space is the basic idea behind outsourcing it also helps in saving money, time and efforts. In this light now a day’s institution like libraries are preferring outsourcing in respect of data collection, data banks, data bases and other information resources to promote their library services. Taking it in to consideration the scope and limitations researchers has taken the problem for research which is “TO STUDY OF OUTSOURCING BEING USED IN COLLEGE LIBRARY IN SINDHUDURG DISTRICT.”
Sindhudurg is a southern of Maharashtra state where higher education facilities are at primary stage. Therefore it is the effort of the researcher to find out the situation of college libraries in sindhudurg district.