Literature Review

Literature survey is the documentation of a comprehensive review of the published and the unpublished work from secondary sources data in the areas of specific interest to the researcher. The library is a rich storage base for secondary data and researcher used to append several weeks and sometimes months going through Books, Journals, newspapers, Magazines, Conference, Proceedings, Doctoral dissertations Masters Theses, government publications and financial report to find information on their research topic.

Astrom Fredrik (2006) The background of the project is partly found in a long tradition within library and information science (LIS) of meta-analyses on the field, partly in a science studies discussion on research fields and their contextual relation to wider academia, fields of professional practices and professionalization processes. The general purpose of the project is to analyse the social and intellectual development and organization of LIS; and to investigate the impact of the close relation to the practice field, as well as the relation to the academic world in general. Based on the general purpose of the project and results and interpretations of the four articles attached to the thesis, three questions were stated for discussion in the thesis proper, concerning: the effects of a dual origin and LIS as a discipline, a field of research and a field of practice, the purpose of meta-studies and implications in terms of identity and perception of LIS; and competition and co-operation with other fields of research. Because of the heterogeneous nature of LIS, a variety of methods and materials was used in the different articles; and methodological issues on limits and bias in bibliographic databases – and the implications on the perception of research areas with varying publication and citation behaviour – were discussed. The analyses were performed against a theoretical framework, providing key organizational characteristics of scientific fields, relating to social intellectual and contextual aspects, in combination with theories on scientific and disciplinary development, professionalization and inter-disciplinarily; but also, for analytical contrast: alternate theories on the development of the sciences since 1945. LIS shows two distinct paths of development: research area developing out of other fields of research; and a disciplinary development originating out of the field of practice and institutions for educating practitioners. Analysing meta-studies of LIS, the picture of a field with a vague identity and a diverse self-understanding, even in terms of core characteristics, emerges. The relation to the wider academic community is characterized by diffuse boundaries towards, and competitions from, other fields of research. In general, LIS is a fragmented field with a multitude of wildly varying research areas; and with large variations in terms of organizational setting; which together with a vague identity and diffuse boundaries, as well as the close connections to the field of practice, might contribute towards explaining problems LIS have been experiencing, establishing itself in academia. However, there are also signs towards an integration of a number of LIS research areas, as well as an increase in interdisciplinary co-operation, contradicting theories suggestion a further fragmentation; and supporting ideas on the sciences developing towards e. g. inter-disciplinarily and applicability of results.

Ahlan Abdul Rahman, Arshad Yusri (2004) Malaysia IT outsourcing (ITO) practices have been around after the Kodak effect but was not widely publicized until massive public sector computerization projects and automation of financial systems after Asian financial crisis in 1997. Thus, many service providers, including world-class firms, providing ITO business models can be found in operating in Malaysia. ITO models evolve from traditional to innovation phase in 2010 onwards. One of the innovative models in Malaysia is the global offshore service
delivery model which is based on four pillars, namely: Experienced Leadership; Global Best Practice; Human Capital; Domain Knowledge. To be able to compete globally, Malaysia has equipped its companies with higher capabilities and competencies via international certifications and continuous skills developments. Several advantages proposed by Malaysia include: economic stability, political stability, multi-lingual, world-class infrastructure, affordable lifestyle, value propositions and many others. In this paper, we present the detailed views of a senior executive management on two open-ended in-depth interviews and one CEO roundtable discussion.

Ali Sikandar and Khan Siffat Ullah (2014) CONTEXT: Software outsourcing partnership (SOP) is a relationship between client and vendor organizations for shared goals. A SOP is different than ordinary outsourcing contractual relationship. Usually a successful outsourcing relationship may lead to outsourcing partnership.

OBJECTIVE: The objective of this research is to identify factors via systematic literature review (SLR), that are significant to be developed by outsourcing vendor organization which lead them to convert existing outsourcing contractual relationship into outsourcing partnership with client organization.

METHOD: SLR will be used for the aforementioned objective. SLR is based on a structured protocol and is more thorough than ordinary review.

EXPECTED OUTCOMES: We have developed a SLR protocol for the SOP and are in the process of implementing the protocol. The anticipated outcome of this review will be a list of critical success factors (CSFs) and critical risks (CRs) which can have a positive or a negative role in building or converting the existing outsourcing relationship into outsourcing partnership. The ultimate aim of this research is the development of SOP Model.

Aris Syaripahruziainis, Arshad Noor Hebian and etc (2009) The bandwagon effect of Kodak and IBM agreement has lead to more organizations to involve in IT outsourcing. Even though that is the case, IT outsourcing is not a panacea. Many researchers have been trying to come out with ways to effectively manage IT outsourcing. Some of them are anecdote, some with theoretical foundations and some are supported with experimental results. Still, there is a need to explore what is currently being a practice so as to identify the weaknesses and vulnerabilities. As a developing country, the acceptance towards the effectiveness of theory to support IT outsourcing remains a question. Therefore, besides assessing best practices, this paper also reviews the practices of three theories namely Transaction Cost Theory, Relational Exchange Theory and Agent Theory. In order to achieve the objective, exploratory, qualitative research method was used in this study. Nine organizations were selected as a sample. The result of the research shows that even though there are proper guidelines available, some of the organizations omit some important steps. More shocking, some organizations deny the importance of adapting theories in current IT outsourcing practices. As a consequence, some organizations encountered difficulty in managing their projects. For future works, the weaknesses and vulnerability of current practices will then be enhanced and a framework for managing IT Outsourcing will then be proposed.

Brown Fiona (2013) Since 2009, a number of large and leading UK law firms have outsourced their in-house law library and research service to outsource service providers. Integreon, the leading provider of these services in the UK, commenced operations in Australia in 2011. Since that time, a number of other providers of outsourced law library and legal research services have attracted a number of top-tier Australian law firms as clients. These outsource
providers are not currently providing law library and legal research services to Australian law firms, however the possibility that they might do so in the future, means that the UK experience with law library outsourcing is relevant and significant to Australian law firms and law librarians

Ball David, Barton David and etc. (2002) Outsourcing is a controversial issue with redundancy implications for library staff. Outsourcing is a frequently misused and misunderstood term and some disagreement can be traced to different definitions (Appleby, 2000). Lund (1997) used “outsourcing” to mean that someone who is not on the university payroll manages the whole or part of a university library function, employing their own staff and assets. Outsourcing describes how services are obtained. Although the term and its practice have been more prevalent in business, library outsourcing has recently become a persistent and controversial topic among librarians. Outsourcing is a process in which a company delegates some in-house operations and processes to a third party. It is a contracting transaction through which one company purchases services from another, keeping ultimate responsibilities for the underlying processes.

BA©nauclaireaLiseBordeianuSever(1999) The current library outsourcing debate began in 1993 when Wright State University completely outsourced its cataloguing operation. It reached a new high in 1995 when the Hawaii State Public Library System decided to outsource its selection, cataloguing, and processing functions to Baker & Taylor, its online journals to Information Access Company, and its automation to Ameritech. A steady stream of articles and a handful of books, covering theoretical and ethical issues, as well as the practical aspects of outsourcing, have appeared in the last decade. This bibliography addresses the broad issues of outsourcing, especially in academic libraries. Outsourcing of public, special, and federal libraries is covered only tangentially. The list is divided into four sections: books on outsourcing in libraries; general articles on the history, theory, and impact of outsourcing on libraries and librarianship; opinion pieces; and articles that relate to individual libraries’ experiences with outsourcing.

Cooke Fang Lee, ShenJie(2005) HR outsourcing as an organizational strategy has increased substantially over the last decade. However, this trend has attracted little academic attention regarding how outstanding decisions are made, the manner in which these decisions are implemented, how outsourcing effectiveness is measured, and its impact on organizational performance. In this article, we provide a critical review of the reasons for, the processes involved in, and the perceived effectiveness of HR outsourcing for the role of the HR function and for the various groups of people affected by this strategy. We argue that organizations should apply both the resource-based view and institutional theory when making outsourcing decisions.

Gary Ram Gopal, TamarkarRajanish, etc. (2009) The craze for PhD. in library science is growing rapidly in India, the main reason being that today most of the universities are demanding a doctoral degree for library and information science faculties as well as for senior professionals in university and other higher educational and research libraries. This led to an increased research activity at various library schools in India. The present study investigates the rate of successful doctorates awarded by the Indian universities in the field of academic library. The data of the doctoral research in Library Science in Indian Universities has been analysed chronologically, subject wise, guide wise, university wise and language wise.
Gupta Atui, Gravley Gretchen (2004) OUTSOURCING endeavours in almost every industry are increasingly growing and the industry of higher education only continues this trend. One exemplifying factor of outsourcing growth is simply proven by the literature and research expansion regarding the subject. Another proving factor is the practice of outsourcing itself and the consideration of practice in activities that once would have never had been considered for contracting. This paper focuses on outsourcing at four-year United States institutions of higher education. First in the literature review the topics of economic issues, outsourcing campus functions, outsourcing criteria, campus culture, and the future of outsourcing are explored while considering higher education at four-year institutions. Next, hypotheses are drawn based on literature review. Finally, in conclusion a framework and matrix are developed in an attempt to assist institutions in outsourcing decisions.

Graves Karen J., Martin Elaine R. (1998) Organizational changes such as downsizing, reinventing the organization, mergers, and customer-focused services are buzz words for the 90’s. One way that organizations are dealing with change is by re-engineering. Re-engineering is reinventing the way one does business, by stepping back and examining values, goals, and the system processes used to meet these goals. Process redesign is often an outcome of this evaluation. However, the customer remains at the centre of each process, with systems being redesigned to meet customer needs and demands. At the University of Illinois at Chicago-engineering began by examining the Technical Services processes, but re-engineering has also had a major impact on Public Services offered to library patrons. This paper will describe two of these re-engineering projects: access to electronic reserves and access to full-text journals. Issues related to these projects such as staff involvement and training, equipment, copyright, and user reactions to these new services are discussed.

Jensen Paul H., Atonecash Robin E. (2004) Outsourcing the provision of traditionally publicly-provided services has become commonplace in most industrialized nations. Despite its prevalence, there still is no consensus in the academic literature on the magnitude (and determinants) of expected cost savings to the government, nor the sources of those savings. After articulating the differences between outsourcing and privatization, this article considers the arguments for (and against) outsourcing and then examines the empirical evidence pertaining to whether any observed savings occur and whether they persist over time. In addition, we examine the existing evidence for the “redistribution hypothesis” and the “quality-shading hypothesis”, which critics have used to argue that outsourcing may result in lower government expenditure, but it does so by lowering wages and conditions for employees and lower quality services. Finally, we consider the impact of contract design on outsourcing outcomes. While the nature of the risk-incentive trade-off is well-known in the contract theory literature, some new empirical work has explored the application of this framework to outsourcing in order to understand the impact of the risk premium on outsourcing outcomes.

Kaganoff Tessa (1998) Discussion about the condition of higher education in America increasingly focused on rising costs. The academic literature and the popular press are filled with commentary about the public’s concern about the rising cost of college. At the same time that costs are increasing, public sector financial support for higher education is decreasing, putting more pressure on higher education institutions to make changes. As institutions of
higher education have come under increasing pressure to cut costs, the need to understand the impact of cost-cutting initiatives already under way has become more important.

KermicTibor (2006) Purpose – The purpose of this study is twofold. The first is to provide a structured review of the vast amount of outsourcing literature that has accumulated in the past two decades using a decision support framework. The second purpose is to statistically analyze the contents of the studies to identify commonalities as well as gaps, in order to suggest directions for future research. Design/methodology/approach – The contents of more than 200 publications are analyzed using a variety of approaches. A decision support framework is used to first classify whether the studies address outsourcing benefits, risks, motivations or factors. Next, each classification is further described by the type of benefits, risks, etc. Additional relevant contents such as type of organization, and the location of the outsourcing practice are also considered. Multivariate analyses consisting of cross tabulations, chi-square testing and cluster analysis are used for categorizing the studies with the aim of identifying relationships among the studies which are not apparent when they are considered individually. Findings – A number of trends and relationships are identified. For example, most studies focus on US for-profit organizations and are typically theoretical, discussing benefits, risks and motivators. On the other hand, the research on outsourcing practices of non-profit organizations, where objectives for outsourcing are typically politically driven, is found to be scarce. Furthermore, the results of the cluster analysis indicate that the studies can be grouped into six clusters where the five small clusters are characterized by strong relationships with a few variables while the large cluster is characterized by variables that are not addressed in the studies. Practical implications – Outsourcing has become commonplace in today’s businesses. In addition to outsourcing in profit seeking organizations, there is considerable outsourcing effort in governmental and non-profit organizations also. It is not easy for managers who are exploring outsourcing opportunities for the very first time and academicians who want to build upon existing studies to search the literature to find what they are looking for. This study addresses this difficulty by providing different classifications of the literature based on a variety of research criteria. Originality/value – This study is a first attempt to organize the outsourcing literature using statistical as well as decision support tools. Using cluster analysis and discriminant analysis to explore the relationships among the contents of the studies is a new approach.

Li Meng, Li Dong (2009) with the development and penetration of business information systems, information systems outsourcing (IS Outsourcing) has attracted more and more interests from both managers and IT vendors. Meanwhile, there is an increasing number of theoretical research papers in academic journals. This paper reviews major theoretical research papers in this area and classifies them from the perspectives of research topics, research methods, journal categories, and theoretical foundations. Based on this review, we propose some directions for future research in IS outsourcing.

Okogwu Flora (2013) The economic recession witnessed globally in the late year 2000 affected almost every sectors of the economy. The library was not left out. In order to survive and to remain relevant in the system, following the reduction in the financial allocation of the libraries, libraries opted for a way out. This calls for the introduction of outsourcing in the library system. This study reviews some of the library services that are been outsourced in order to save cost and improve operational efficiency. It went further to investigate on the reasons why libraries outsourced their services thus allows the library to refocus upon its core businesses or
services and re-engineering its business processes. The researcher went further to x-ray the shortfalls associated with outsourcing of library services.

Qiu Chunlan, Xiao Yonglin (2008) Focus shift and outsourcing in university libraries’ acquisition and cataloguing, which are the trends of re-composition and optimized allocation of social resources in market mechanism, will help to improve the quality of document construction as well as the efficiency of acquisition and cataloguing and allocate human resources in a more reasonable way. Nowadays, outsourcing of books has become usual practice in libraries. It should be the future focus to construct scientific and reasonable collection structure, acquire books in different channels, forms, and at different levels and to extend acquisition and cataloguing services.

Ramos Sabat, Marian (2004) The article reflects on outsourcing library technical services operations in academic and special libraries in Metro Manila. According to the report, the outsourcing initiative aims to: enhance effectiveness by focusing on what the library do best, transform the library/organization, provide professional cataloguers with more time for public service duties, streamline library services, reduce the number of on-the-job injuries, increase product and service value, reduce backlogs, and customer satisfaction.

Roy Debopriyo, Grice Roger (2010) Outsourcing of Information Technology (IT) and Information Technology Enabled Services (ITES) has taken the world by storm, and India is leading the pack with its skilled, inexpensive, and English-Speaking labour force. The rate of outsourcing of technical writing projects to India is increasing up new hubs. Yet, the realistic advantage behind this outsourcing of writing project to India remains a controversial topic in corporate circles across the United States. The central argument remains that technical writing projects should be handled in the United States as there is enough expertise to do so or should be outsourced to a country where English is the first language. While India’s Expertise and achievement when it comes to the use of English language is well documented and appreciated the world over, the face remains that most of the technical writing academic program to support the industry potential. Whether the quality of output suffers as a result is something that still remains unanswered.

Roth Patrick, Daniels Jeffrey D. (2013) Doing more with less is a challenge facing all libraries. Staff sizes are trending down while technical services work load remains the same or is increasing; at the same time, there are new and emerging areas of focus for libraries. Grand Valley State University Libraries have made a commitment to exploring any opportunity to outsource or streamline workflows. Presenters will discuss specific examples that utilize outsourcing opportunities as well as batch processing to keep up with the work demand and benefit the library. Positives and negatives of these experiences will be explored. Factors to be discussed will include cost, staff time, quality of work, vendor, platform, and access issues. The audience can expect to learn what factors to consider in exploring outsourcing opportunities and how to identify the appropriate ways to streamline workflows through batch processing. The experience of the presenters will hopefully help others as they weigh these considerations.
Rashid Nasir, Khan SiffatUllah (2012) Global software development (GSD) is a modern business strategy for the development of high quality software. The main reason for selecting GSD or offshore outsourcing technique include faster development, reduced cost and access to large pool of skilled manpower. In today’s world of engineering development, most of the outsourced projects suffer from unwanted threats called risks that can badly affect the cost, quality and schedule of the critical projects. Appropriate measure should be planned for the successful offshore development outsourcing projects.

Singhal Piyush, Agarwal and etc. (2011) In order to be more efficient, firms have adopted strategies such as outsourcing, global partnerships and lean practices. Although such strategies have tremendous abilities to improve the efficiencies but simultaneously they make the firms vulnerable to market uncertainties, dependencies and disruptions. Moreover, natural calamities and manmade crises have also put negative impact on strategic, operational and tactical performance of supply chains. These factors have triggered the interest of academia and industry to consider the risk issues as prime concerns. To capture the more fine-grained elements of diversified risk issues related to the supply chain we employ a multi-layered top town taxonomy to classify and codify the literature and put forward the probable dimensions for future research. We further study the pool of SCRM literature focusing on coordination, decision-making and sector-wise SCRM implementation issues and derive relevant propositions.

Sato Sho, Itsumura Hiroshi (2009) In recent years, academic libraries in Japan have increasingly been outsourcing functions. Authors have revealed regional differences in the state of outsourcing in academic libraries in former research. We wanted to determine if these differences were due to regional differences in library & information education so we tested this hypothesis. Method. The authors sent a questionnaire to 704 academic libraries asking which of their services were outsourced and received 358 responses. We calculated the survey results regionally and compared them with some indicators like the number of people who acquired librarian certification, the number of universities that offer library certification courses, the number of universities, and the population density. Results. There were significant correlations within regions between the state of outsourcing, particularly of public services, and the number of those who acquired library certification, the number of universities that offer library certification courses, and the total number of universities. Conclusion. There is a correlation between the state of outsourcing in academic libraries and the state of library & information education. In a region that has many people with library certification, and many universities that offer library certification, academic library outsourcing will be widely used. There is little equality in the state of library & information education by region and it is possible that an over-supply of library & information education degrades the status of librarians.

Sweatband James H. (2001) While a considerable amount has been spoken and written about the subject of outsourcing, or contracting out, of technical services in libraries, there is little consensus on even the definition of the phenomenon, or its history. The available research shows that arguments in favour of outsourcing are based on supposed cost and time savings, while opposition tends to emphasise quality issues. Evidence as to whether outsourcing in general in fact saves money or time tends to be spotty, while there is some data supporting concerns about a decline of quality in many outsourcing projects.
Sweeney Edward, O’Riordan Aoife (2006) Outsourcing, or off shoring as it is now known, has been around for many decades. In the beginning it was only the very peripheral activities that were blue-collar (lower skilled) work outsourced, but this is now all changing with the outsourcing of white-collar jobs. Historically outsourcing was used when organisation could not perform to world-class excellence in all sectors of the organisation due to incompetence of staff and/or management, lack of capacity, financial pressures, and/or technological pressures. The research currently underway is initially focusing on a literature review of current outsourcing applications in the market place and what impact outsourcing has on business performance. This paper will present the finding of the initial literature review. It will also discuss the methodology being followed to explore the Irish Industrial Sector.

Smith Andrew W., Meenderink Karen etc. (2014) Outsourcing is an arrangement where one organisation provides services for another that could also be, or usually have been, provided using internal resources. Outsourcing is a trend that is widespread in business functions such as finance, information technology, human resources, legal, tax and company secretarial services. Reasons why companies may choose to outsource fall into two categories: strategic and tactical. These include better use of internal resources, access to specific expertise and reduced costs. The decision to outsource is not without risks – these include hidden costs and lack of company and outsourcing organisational fit. There are advantages to outsourcing and these must be measured against risks and governance issues. Challenges may present themselves along the way and key questions should be posted from the start, such as how the service level agreement (SLA) can be resourced, budgeted, delivered and how it will be assessed and managed. The SLA should be analysed throughout the lifecycle to ensure any challenges can be overcome.

Tsiang Amy (2006) Cataloguing outsourcing is a heated topic in library services. From time to time, many different opinions are voiced by library professionals. Those in favour regard cataloguing outsourcing as a trend in future library services, and those who are opposed see it as a threat to the library profession. My purpose in this article is to share our experience at UCLA in outsourcing of cataloguing backlogs, discuss the advantages and problems of our practice, and then raise some issues for discussion.

Ugah Akobundu Dike (2010) Outsourcing is a controversial issue with redundancy implications for library staff. Outsourcing is a frequently misused and misunderstood term and some disagreement can be traced to different definitions (Appleby, 2000). Lund (1997) used “outsourcing” to mean that someone who is not on the university payroll manages the whole or part of a university library function, employing their own staff and assets. Outsourcing describes how services are obtained. Although the term and its practice have been more prevalent in business, library outsourcing has recently become a persistent and controversial topic among librarians. Outsourcing is a process in which a company delegates some in-house operations and processes to a third party. It is a contracting transaction through which one company purchases services from another, keeping ultimate responsibilities for the underlying processes.

Vani Shailesh B. (2013) As a management practice, it has probably been in existence for over 200 years, but during the last 20 years, with the support of academics, consultants and industry forums, it has developed into a popular strategic management initiative. Quinn stated, “Outsourcing is one of the greatest organizational and industry structure shifts of the century.”
Willett Charles (1998) Based on a talk given at the ALCTS/CMDS meeting at ALAMidwinter 1998, argues that outsourcing approval plans to vendors creates a prejudice against the alternative press. Business is guided by the interests of corporate America rather than those of providing exposure to all points of view. Argues that as the last truly free public space in America, library managers have a duty to make alternative materials available for use and to secure the independence, integrity and accountability of America’s libraries.

Woods Guy (2007) In the 1970s and 1980s the reduction of trade barriers and developments in transport exposed manufacturing jobs to international competition. Now developments in information and communications technology (ICT) are exposing service based jobs to the same competitive forces. This has created a great deal of concern about the loss of service based jobs to overseas markets. Reports now regularly appear in newspapers and journals about this issue. A survey of the Parliamentary Library’s database of newspaper articles1 revealed 264 articles on this subject in Australia’s major newspapers in 2006. This issue was also the focus of a Parliamentary Library research brief in 2005, which examined the issues involved and the pros and cons of offshoring.2