Chapter 26
Impact of ICT on the Changing Roles of the Librarian, Other Library and Information Science (LIS) Professionals, and Managerial Change

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ABSTRACT

In the age of Information and Communication Technology (ICT), everything is available electronically or automatically, so academics and publishers believe that there is no role for the librarian in this age. However, the librarian plays a vital role in this age. e-Journals cannot be delivered directly to the users' desktop because there is a complex license agreement that has to be signed so that the title can be available throughout the campus. Beside this, librarians and other LIS professionals are responsible for building new generation digital library/Information Repository (IR) library, virtual library, automated library, etc. to serve the pinpointed information to the users in a smart way, and he/she plays an important role as search intermediary, as facilitator, as end-user trainer/educator, as website builder/publisher, as interface designer, as knowledge manager/professional, as shifter of information resources, as information architect, as information scientist, as information specialist/consultant, and as resource preserver.

Fast-paced change in technology, particularly the origin of ICT and social, political, economical change forced to managerial change in Libraries and Information Centres (LICs) is necessary for LICs to survive in the twenty-first century. In this context, managerial change towards structure, technology, task, people, library policies, objectives, and functions of information systems and processes of managerial change in LICs are discussed, and the chapter concludes that "Change Management" is the only feasible solution to overcome all the difficulties and problems created in the ever-changing environment for the overall development and progress of LICs in the ICT era.

NECESSITY OF LIBRARIANS/ LIBRARY AND INFORMATION SCIENCE (LIS) PROFESSIONALS

There are a growing number of academics and publishers who believe quite firmly that once the transition from print to electronic journals has been made—particularly within the Scientific, Technical, and Medical (STM) sector of the journal market—there will be no role for libraries in the scholarly communication chain. Electronic journals can be delivered directly from the publisher to the user's desktop. Such a scenario is certainly possible, but it is unlikely for a number of reasons. Even assuming that all academics and researchers had the technical expertise to deal with the range of hardware and software required to access a variety of relevant electronic products, individuals will not wish to purchase, out of their own pockets, the range of titles required for their research, and therefore some form of departmental/faculty or central purchasing will be required. Moreover, an individual academic will have scant regard that the titles they are interested in having delivered to their desktop may be of interest to other colleagues on campus. They will not want to read and sign a complex license agreement so that the title can be networked across the campus. Even if they did, who would be responsible for implementing the security requirements imposed by most publishers? Currently librarians perform a valuable service to the academic and research colleagues by facilitating quick and easy access to information. It matters little to the researcher that behind the scenes the librarians is dealing with selection, acquisition, licenses, hardware requirements, and software. What really matters is that relevant information is quickly and easily available to support research, teaching, and learning. In addition, librarians are currently playing a pivotal role in this process.

BUILDING A NEW GENERATION LIBRARY: NEED OF THE HOUR

Users expect libraries to deliver high quality, comprehensive, user friendly new generation services. As the world advances, the library must also evolve and redesign their activities in order to deliver high quality, need-based, and value-added services according to the expectations of today's library users such as automated library, computerized library, electronic library, digital library, virtual library, library without walls, and Internet library.

MAJOR CHALLENGES OF 21ST CENTURY LIBRARIAN

In a fast-changing, expanding diverse global digital information environment, libraries are facing a variety of complex challenges from multiple sectors of knowledge society in the 21st century. The major challenges are:

- Information explosion.
- Information and Communication Technology (ICT).
- Growth and usage of web resources.
- Use of digital resources.
- User's expectations.
- Virtual learning environment.
- Virtual educational institutions.
- Development of digital, virtual, and hybrid libraries.
- Online bookshops and information services.

These challenges have called for orientation, reengineering, transformation, and great changes in the information environment, library functions, and the roles of library and information service professionals.

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