Abstract
TERI University Library is an excellent example of knowledge creation, application, utilization and the fifth law of library science, “A library is a growing organism”. Considering the pace at which the TERI University Library has grown from an information storehouse to the present digital-oriented resources and services. The contributions of information services symbolize raw knowledge capital as an outcome from a university environment in the knowledge based society.

TERI University Library has the potential, capacity, infrastructure, organizational structure and vision to keep on growing and promoting knowledge resource centre and services. Several electronic information services are customized for the benefit of faculty, PhD scholars and students with a certain degree of excellence, which other academic libraries can emulate for Knowledge Sharing, ICT Management, Digital Repository, Electronic User Education and Orientation Programmes, Library-Faculty-Students Relationships and User-Centric Services and provide accurate, timely, and relevant information services at all times.

Introduction
Dr S.R. Ranganathan defined the five laws of library science, focusing especially on the fifth law, which said, “A library is a growing organism”. There couldn’t have been a truer definition of a library, considering the pace at which libraries have grown as information storehouses, around the world, from being paper-dependent to the present digital-oriented. The vision is to develop a 21st Century world-class knowledge resource centre that can play a pivotal role in spreading library awareness among masses through a focused approach.

Continuous changes in the field of IT and telecommunication networks enabled the librarians throughout the world to meet the challenges of ever-increasing bulk of documents, electronic environment, growing demands of increasing numbers of users and the multifaceted user requirements. How effectively and efficiently are the libraries performing would obviously depend upon how best they have approached the task of establishment of electronic information centre, reinvent programmes and services to match the evolving needs, skills and goals of the clients. An in-depth study on procedures adopted by TERI (The Energy and Resources Institute) University Library in collection development, processing, storage, information retrieval and circulation systems is presented here to highlight its contribution towards the society.

This study is based on the views and opinions generated from students, faculty, staff and other external users alike, whether their needs are being met? The findings are critically analyzed and compared to chart the pattern in which information is made available. Consequently, the study hopes to extensively contribute to the functioning of modern academic libraries. In the process, it will suggest a model library management system prevalent in TERI University library, which other academic libraries can emulate.

The data for study have been gathered with the help of questionnaires and personal interviews. The study covers the introduction and the analysis of the questionnaire, focusing on students and faculty members of the university. The concluding part evaluates the findings and makes certain recommendations. After summarizing the observations it concludes with a discussion on possible future trends. The objective of the study is to get feedback on current services and to help in planning future services as required by students and faculty and to find ways for optimizing the use of library resources through a clear cut and well articulated approach.
The TERI University was established and constituted in 1998 and was granted ‘Deemed-to-be University’ status by the University Grants Commission, Government of India. Backed by deep rooted and highly experienced research teams and eminent scientists at work in TERI, the University helps the students gain a fresh perspective for the earth and its resources. It aspires to contribute globally by serving society as a seat of advanced learning. The University has committed itself to academic excellence and aims at providing an environment that will encourage both personal and intellectual growth through teaching, creating, and sharing knowledge.

The TERI University offers world-class research facilities to students with its state-of-the-art infrastructure and well-equipped library and laboratories. The University and Institute collaborate in research and projects; undertake joint studies; and offer mutual support for seminars, symposia, and conferences on subjects of theoretical and practical relevance. TERI has 25 years of research experience and ample case studies, a legacy that is passed on to the TERI University; thus the experience of researchers is translated into unmatched learning for the students.

Apart from doctoral research, the TERI University provides opportunities for M.Sc. degree programmes in various fields and subjects like Environmental Studies, Natural Resources Management, Water Resources Management, Geoinformatics, Plant Biotechnology, and an MBA programme in Infrastructure. All study programmes provide students with a holistic perspective of the subject at hand, and have a wide approach to encourage interdisciplinary learning. Classical pedagogical tools are richly supplemented by field visits and the study of hands-on applications. The University provides the very best in equipment and instruments, including state-of-the-art computer hardware and software, a GIS laboratory, videoconferencing facilities, and one of the most comprehensive libraries in South Asia’s on energy and environment.

TERI University has academic collaborations with several select foreign universities, which provide for joint curriculum development and exchange of faculty and students. Top performers in the Master’s programmes get an opportunity to carry out their major project at Yale University, USA, which is entirely funded through a collaborative tie-up with the V Kann Rasmussen Foundation. In the year 2003, TERI University signed an MoU with Donald Danforth Plant Science Centre, USA. In 2005, the University entered into another MoU with the University of Nottingham, UK. In 2007, TERI University signed MoUs with Michigan State University, USA, and New South Wales University, Australia. In 2008, TERI University signed MoUs with University of Iceland, Iceland, North Carolina State University, USA, and Brandeis University, USA.

Structure of the TERI University
The University has two faculties: the Faculty of Applied Sciences and the Faculty of Policy and Planning. Besides the teaching staff of the University, the research staff of TERI with Ph.D. qualifications and rich experience of working on projects in various areas are adjunct faculties. The centres and departments under each faculty, at present, are as follows.

Faculty of Applied Sciences - The Centre for Bioresources and Biotechnology is dedicated to promoting and advancing innovative research, with an emphasis on the management of plant and microbial bioresources. The Centre for Energy and Environment is engaged in research in the broad area of clean technologies to achieve energy efficiency and minimize adverse environmental impacts. The Department of Natural Resources aims to advance and impart knowledge about the environment and natural resources, including their characteristics and dynamics, their economics and societal value, and their management.

Faculty of Policy and Planning - The Centre for Regulatory and Policy Research seeks to undertake research into current understanding and implementation of policies and regulation to encourage sustainable development. The Department of Policy Studies offers programmes contributing to expertise and academic excellence in public policy and regulatory practice.

Academic programmes - At present, the TERI University offers the following programmes: PhD, MSc (Environmental Studies), MSc (Natural Resources Management), MSc (Water Resources Management), MSc (Geoinformatics), MSc (Plant Biotechnology), MA (Public Policy and Sustainable Development) and MBA (Infrastructure). Besides these, postgraduate diploma programmes are offered in Geoinformatics and Regulations in Agricultural Biotechnology.

The Academic Council, chaired by the Vice Chancellor, decides the academic policy of the University, approves the curriculum, courses, and examination results and appoints committees to look into specific academic matters arising from time to time. The Finance Committee renders financial advice. An Advisory Committee under the chairmanship of a nominee of the University Grants Commission advises the University on matters related to its academic planning and growth. TERI University’s Chancellor, Dr R K Pachauri, has been awarded the Nobel Peace Prize for 2007. The British weekly journal Nature has named Dr Pachauri as ‘Newsmaker of the Year’, lauding Dr Pachauri’s efforts in raising awareness about climate change.

The University provides a stimulating interface among over 800 enthusiastic students and 70 faculty members, whose work has been recognized by the scientific community. The Ph.D programme of the University commenced in 2001. Eighteen Doctoral
degrees have been awarded and four students have submitted their theses. M Sc programmes commenced in August 2003. So far, 100 plus students have been conferred Master's degree. Over forty students have completed the M.A. (Public Policy and Sustainable Development). Forty MBA (Infrastructure) students have completed requirements for the award of the degree.

**New campus:** The TERI University has shifted to its new campus located at Vasant Kunj in South Delhi. The campus was inaugurated by Her Excellency, The President of India, Shrimati Pratibha Devisingh Patil in September 2008. The campus has been planned to provide a setting that enhances learning and is a showcase of the concept of modern green buildings. Well-equipped classrooms, library and laboratories enable students and faculty to access the latest information and encourage research. The campus is aesthetically designed with several features of passive solar design, energy efficiency, and water and waste management systems.

The Library at TERI University is modern and well-stocked, and disseminates various information services. It supports the academic and research programmes of TERI University by meeting the information requirements of students, Ph.D. scholars, scientists and institutions in India and globally. The library’s services are offered electronically, in an IT-enabled, wi-fi campus and library, CD-ROM collections of bibliographic and statistical resources, Internet connectivity for accessing worldwide scientific information and databases, audio and videos.

It is the constant endeavour of TERI University Library to make the repository easily accessible for meeting the information requirements of all its students and faculty. A high level of user satisfaction in terms of quality of information services and resources is maintained through periodic user surveys. On an average over 5000 students and faculty use the library every month. Institutional memberships of select libraries have been obtained in order to provide access to their resources. TERI University Library has partnerships with international libraries to access material in respective fields of specialization. The library provides various information dissemination services and plays proactive role by providing user alert services and reach out through regular orientation programmes for users and newcomers.

The library organizes seminars, workshops, talks from foreign Universities which are very beneficial to students and faculty. It conducts library tours briefing visitors on major services provided by Library. The library organizes book fairs and book exhibitions, which attract large number of faculty, students, neighbouring institutes, renowned publishers and booksellers. It creates awareness through personal interactions with users, and takes regular feedback from the faculty and students on its new services.

Great emphasis is given to the publicity about the electronic library resources and services and promoting library cooperation and tie-ups with foreign universities for on-line resource sharing. The survey revealed that the library users are very satisfied with the selective and tailor-made dissemination of information. The majority of the users appreciate electronic alert services and feel that the proactive role played by the library is highly valuable. Students and faculty feel that adequate publicity is given about electronic and print collection to improve their usage. Users’ suggestions are invited which are analyzed to continuously improve the services.

The Web-enabled integrated library system (Libsys) facilitates access to a wide range of resources and e-services available to users on their desktops. The digital library (DL) provides quality content and value-added services. The DL provides access to several significant databases, which include JSTOR, Prowess, and Science Direct; various portals such as Indiastat.com, Indiapetro.com, India Trades, and Infraline.com; government documents; reference documents; annual reports; newsletters; TERI University Ph.D. theses; and current and archived in-house journals.

Information resources and services available to users through Digital Library include:

- Journal content alerts that provide access to the contents pages of journals received
- Access to catalogues of about 1000 libraries of national and international repute
- Access to websites of other universities/institutes for latest publications, ongoing projects, and relevant emerging research topics.
- Forthcoming events, recent additions, e-resources and websites of relevance
- Daily news headlines are customized and made available through the DL
- Access to international news/information from online sources
- Course, Syllabus, Subject-Specific information service to students and faculty in the form of exhaustive literature searches from books, journals and online resources
- Management of in-house databases of forthcoming Conferences, Scholarships
- Digitization of in-house resources. The digital collection has been consolidated using an open source DL software. The collection facilitates search by title, author, subject and publication date.

**Outreach and networking activities**

The TERI University Library regularly conducts induction programmes and customized orientation
programs to make the in-house users aware of the various services and resources available in the library. The library organizes workshops, lectures and training programmes and promotes usage of library through following services:

- User education and orientation programmes
- Linkages for resource sharing
- Information exchange programmes with overseas universities
- Partnering to strengthen mutually fruitful collaboration
- Information dissemination and Alert services
- On-line services/ resources, e.g. journals content alerts
- Access to university libraries of national and international repute
- Tracking information for call for papers and new sponsored programmes by foreign universities.
- Updating users on latest scholarships/fellowships/placements.
- Monitoring and announcing catalogues of publishers and online databases.

**Specialized proactive events to reach-out**

- Book fairs to attract large number of faculty, students, neighboring institutes, renowned publishers and booksellers
- Organize seminars, workshops, talks from foreign universities which are beneficial to students and faculty
- Library tours briefing visitors on major services provided by Library.
- Monthly library committee meetings and book exhibitions
- Create awareness through personal interactions with users, through notice boards, new arrivals, forthcoming events, alert services.
- Regular feedback from the faculty and students on the new services

The recent survey revealed that among all the library services, electronic resources and services are most popular. Majority of the users came to know about recent information through electronic alert services. The library users were satisfied with the selective dissemination of information. The survey revealed that the users feel that the proactive role played by the library in providing these services is very positive. Adequate publicity is given to facilitate usage of information services and facilities. Students and faculty of TERI University frequently use the on-line resources and new students find orientation programmes for users very helpful.

The following comments are received: the staff is obliging, supportive, efficient and courteous, able to get help whenever needed. On the basis of users’ response some of the important findings and plan of action are:

- The need for subscribing to more on-line journals and databases.
- Suggestions to strengthen the library collection in some areas.
- Greater emphasis needs to be given to latest reference books.
- Promote resource sharing

**Conclusion**

TERI University Library is the excellent example of knowledge creation, application, utilization and the fifth law of library science, “A library is a growing organism”. Considering the pace at which the library has grown from an information storehouse to the present digital-oriented growing library. The vision is to develop a 21st Century world-class library that can play a pivotal role in spreading knowledge resources awareness among students and faculty through a focused approach. The contributions of information services symbolize raw knowledge capital as an outcome from a university environment in the knowledge based society.

Proactive services provided by TERI University Library have helped in expanding the activities and new partnerships are being forged. The Library professionals strive to fulfill their duties through dedicated professionalisms, cutting-edge technology, and strategic outreach activities. Apart from providing services to TERI University internally, it also provides consultancy to external users by addressing their information related needs.

TERI University Library’s growth and evolution and the clarity of directions that the library professionals realize must be pursued, with the support it receives from across the globe. It has the potential, capacity, infrastructure, organizational structure and the vision to keep on growing and promoting the following key information components and services:

- Knowledge Sharing
- ICT Management
- Digital Repository
- Electronic User Education and Orientation Programmes
- Library-Faculty-Students Relationships
- User-Centric Services

Several electronic services are customized for the benefit of faculty, Ph D scholars and students with a certain degree of excellence, which other academic libraries can emulate to provide accurate, timely, and relevant information services at all times.