

## **ABSTRACT**

*The study is an investigation about the Impact of Information Communication Technology (ICT) for information access in Special libraries with special reference to Assam: a study. The present study demonstrates and elaborates the primary way to learn about ICTs, the purpose of using ICT enabled library services, to assess to what extent users are utilizing ICT based library services and facilities, various aspects of Internet usage and problems faced by the users in using the ICT in libraries. The thesis also determines the satisfaction level of users regarding library services, online database services and infrastructure facilities. Suggestions have been given to make the service more beneficial for the library users of Special Libraries of all over Assam.*

*Computing technology, communication technology and mass storage technology are some of the areas of continuous development that reshape the way libraries access, retrieve, store, manipulate and disseminate information to users. ICT has impacted on every sphere of Special library services. ICT has brought unrivalled changes and transformation to library services, in the area of library services, such as OPAC, user services, reference services, bibliographic services, current awareness service, document delivery service, inter library loan, audio visual service and users requirement can be provided more efficiently and effectively using ICT, as they provide convenient time, place, cost effectiveness, faster and most-up-to-date dissemination.*

*The change from print to digital information has a high impact on all components of the library system globally especially in the users, services and the staff. Though information is considered as an important resource, the use of ICT tools to collect and disseminate information has been in a slow pace in majority of the special libraries in India. This may be due to various factors like insufficient funds, inadequate trained staff for handling*

*computers and software packages, administrative concerns etc. In Assam, automation has been initiated in almost all libraries using library automation software and is under different stages of completion. It is important to evaluate whether progress in ICT has had any impact on the library profession in these highest educational institutions. The aim of the study is to assess whether the impact of information communication technologies have any influence on the development of Special libraries in Assam. The total respondent of the study is 70 out of 170 questionnaires. Thus the respondent rate is 41.10% including the permanently employed professional library staff in libraries and users of the institutes'. The questionnaire method was adopted for collection of data for this study, supplemented by interviews of Librarians to gather additional information.*

**Keywords:** Information and Communication Technologies (ICT), Special Library, Library services, Assam.