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(i) Journal Article

Brown, S.J. & Duguid, P. Balancing act: How to capture knowledge without killing it. *Harvard Business Rev.*, 2000, **78**(3), 73-80.

Kumbhar, Rajendra. Academic library's responses to the emerging trends in higher education. *DESIDOC J. Lib. Inf. Tech.*, 2014, **34**(6), 477-85. <http://publications.drdo.gov.in/ojs/index.php/djlit/article/view/6878/4701> (accessed on 5 December 2014).

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(ii) Book/Monograph

Lancaster, F.W. & Warner, Amy. Intelligent technologies in library and information service applications. Information Today, Inc., Medford, NJ, 2001.

(iii) Chapter from a Book

Gupta, Dinesh K. A focus on customers: Imperative for managing quality in library and information services. In *Delivering service quality: Managerial challenges for the 21st century*, edited by M. Raghavachari & K.V. Ramani. Macmillan, New Delhi, 2000, 401-06.

(iv) Conference Paper

Huggett, Sarah & Lau, Georgin. Metrics in research evaluation. In *10th International CALIBER 2015: Innovative Librarianship: Adapting to Digital Realities*, 12-14 March 2015, Shimla, HP. 2015. pp. 12-20. <http://ir.inflibnet.ac.in/bitstream/1944/1841/1/2.pdf> (accessed on 15 April 2015).

(v) Report

Birkler, John; Smith, Giles; Kent, Gleen A. & Johnson, Robert V. An acquisition strategy, process, and organisation for innovative systems. National Defence Research Institute, RAND, USA, 2000. RAND-MR-1098-0SD.

(vi) Standard

Bureau of Indian Standards. Quality management and quality assurance standards, Part 3: Guidelines for the application of 180 9001:1994 to the development, supply, installation and maintenance of computer software (first revision). BIS, New Delhi, 1997. 32 p. 18/ISO: 9000-3 (Part 3)-1997.

(vii) Thesis/Dissertation

Dutta, Nandini. Changing ethos of library service in the new environment: A study of select special libraries in Delhi. University of Delhi. 2012. PhD Thesis. 372p. URL: <http://hdl.handle.net/10603/28343>

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