CONCULSION
&
SUGGETIONS
CONCLUSION AND SUGGESTIONS

The globalization and application of new technologies in the field of higher education have brought dramatic changes. Universities are focused to expand their boundaries beyond nation. In response to the changes that have taken place in the higher education system, university libraries are trying to respond positively by developing basic infrastructure libraries are at the crux of insufficient funds, untrained/semi-trained staff, information computer illiterate users, etc. the UGC, the state governments and universities themselves have to take necessary steps to eradicate the problems and make the universities and their libraries fit to face the globalized higher education market.

Libraries need to sense, serve and satisfy the needs and expectations of the users and beyond that little extra to delight the users and win their loyalty. In order to remain ahead of the users paper based libraries must be modernized and networked to share the resources.

If quality exists in the library, and then library users will be happy and satisfied with the library collection, facilities, staff, services, products, procedures and processes and will use the library more. In other words library services have a positive correlation with satisfaction of user and satisfaction of user retention and further user loyalty on total benefits of libraries.
1. Hypotheses

The following hypotheses were formulated for the present research work:

1. The users mainly devote their time in locating and using reference material, textbooks and course material.
2. The users seek information about the library by consulting notice board and through verbal communication.
3. The users also consult the library for browsing of newspapers and magazines; they use the library for preparation competitive exams too.
4. Users spent time in the library for journal reading as well as for specialized reading.
5. The conventional sources of information are given more importance by the users of university library system as compared to non-conventional sources.
6. Circulation, reference and reprographic services have been given prime importance by the users.
7. The levels of usage of journals/periodicals vary in different category of users.
8. The users also experience some difficulties in obtaining information's such as poor services, inadequate services, no user-friendly environment, no helping attitude etc.
9. The users seek staff assistance in various services such as to locate the books, to search dissertations, to locate current periodical, for reference, for the use of library catalogue etc. The users get uneven staff assistance.

10. The university libraries provide orientation program.

11. Online-based information services are provided to the users in the university libraries.

12. The users come to know about the new arrivals in the library through the library staff, helping tools for the purpose and use.

13. The library acquires the publications on topics of users' specific in trust.

14. University libraries provide current awareness service, selective dissemination information, and translation; inter library lone and other modernized services.

15. Audiovisual services are provided the university libraries.

**Hypothesis. One**

The study is to identify the basic information needs of faculty members, research scholars, students and non-teaching staff. For this respondents were asked to indicate the number of books borrowed per month and their purpose of visit to the library, source of information about the library in both the universities.
It was observed that the main purpose of the library was borrowing documents for maximum users by 78.88% in Bundelkhand University. The main purpose of visit to the library of studying course material by 68.15% users in Jiwaji University. At the same time it was observed that use of reference material was given prime importance than research material in both the universities in Bundelkhand University and Jiwaji University (53.94%, 67.57%)

It was observed that borrowers of books are more in Bundelkhand University than Jiwaji University per month (78.60%, 51.20%) It could also be observed that an equal number of respondents borrow 1-3 books per month in Bundelkhand University and Jiwaji University (38.93%, 38.67%)

Thus, we can say the findings of the present study prove this hypothesis.

**Hypothesis. Two**

The study is to find out the information about the library in Jiwaji University is by consulting notice board for the respondent (55.39%). In Bundelkhand University the main sources of information about the library are through verbal communication (72.77%).
Thus, the second hypothesis of the present study is also supported by the findings of the study.

**Hypothesis. Three**

The findings reveal that the respondents visit library for browsing newspapers and magazines in Bundelkhand University and Jiwaji University (49.36%, 55.93%). For the purpose of preparing competitive exams very less respondents use the library in Jiwaji University (6.64%).

In this way hypothesis is accepted by the findings of the present study.

**Hypothesis. Four**

The study is to reveal the reading habits, type of reading material required and time spent by the users in locating the information.

It was observed that most of the respondents spent time in the library for 1-2 hours per week either for general reading or for specialized reading. Respondents (37.15%, 48.43%) in Bundelkhand University and Jiwaji University spent 1-2 hours per week on general reading, (41.22%, 48.04%) respondents use the library for 1-2 hours per week on specialized reading in the library.
It was observed that respondents gave least importance to textbook reading in the library.

In this way hypothesis four is supported by the findings.

**Hypothesis. Five**

The findings reveal that, among the type of reading material / type of information resources textbooks have received highest rating among the respondents of Bundelkhand University and Jiwaji University 46.31%, 65.62% respondents reported strong reliance on this information source. “Journals and periodicals” was a second ranked priority of source of information by 22.39%, 36.17% in Bundelkhand University and Jiwaji University.

CD ROMs, Doctoral dissertations, Newspapers files received 3rd, 4th and 5th priority respectively among the respondents in Bundelkhand University and Jiwaji University.

It was found that among both the university Bundelkhand University and Jiwaji University maximum number of respondents (40.45%, 30.46%) indicated that they spent 30-60 minute in the library for the study. (23.15%, 34.76%) users in Bundelkhand University and Jiwaji University reported that they spend more than an hour in the library. Very less respondents in both the universities spent 5-20 minute in the library.
Thus, the hypothesis five is accepted.

**Hypothesis. Six**

The study is to ascertain the services required by the users, usefulness of various services.

It was found that among six channels of information services such as circulation service, reference service, indexing service, abstracting service, reprographic and current awareness service. Reprographic service is very useful services for the users of Bundelkhand University than Jiwaji University (57.25%, 26.17%). Circulation Service, and Reference Service, has been given the 2nd and 3rd priority respectively in Bundelkhand University but in Jiwaji University. Reference Service, and Circulation Services have been given 1st and 2nd priority. Circulation service is little useful (15.26%) users in Bundelkhand University, where as it is little useful for 40.26% in Jiwaji University From the observation we found that circulation, reference and reprographic services are more utilized in Bundelkhand University than Jiwaji University.

It was found that there are more users in circulation service in Bundelkhand University than Jiwaji University (79.13%, 55.07%) and vice versa for reference service by (62.06%, 67.57%)

Thus, the finding of the present study is proved this hypothesis.
Hypothesis. Seven

This study reveals the purpose of usage journals/periodicals, their frequency, access and various methods of accessing periodicals information.

It was found that among various purposes for updating knowledge research work, teaching work, general awareness etc. equal no. of users in Bundelkhand University and Jiwaji University browse journals for updating knowledge and for teaching work. There is very slight difference in the users of Bundelkhand University and Jiwaji University who browse journals for research works and general awareness.

1-2 periodicals are browsed by the users daily and monthly in Bundelkhand University and Jiwaji University by the equal number of users there is no much difference among the users in Bundelkhand University and Jiwaji University who browse 1-2 journals weekly, fortnightly.

At he same time there is no much difference among the users who use 2-3, 3-4, 4-5 and 5-above periodicals/journals in both the universities daily, weekly, fortnightly and monthly.

We can assess the difference between the two universities for frequency using periodicals from the table no. (12).
35% users in Bundelkhand University observed it that browsing into the periodical ranked 1st and it is only 30% in Jiwaji University. In Bundelkhand University the users (8.14%, 6.87%, 9.16%, 4.58%) gave 2nd, 3rd, 4th, 5th priority for browsing. In Jiwaji University 10.15%, 5.85%, 14.66% users gave 2nd, 3rd, 4th priority for browsing.

The hypothesis seven is fully supported by the findings of the present study.

**Hypothesis. Eight**

This study reveals the difficulties that users experience in obtaining information in the library.

It was found that the respondents in Bundelkhand University and Jiwaji University expressed the feeling that library services are very poor by 3.81%, 9.31%.

Some respondents in Bundelkhand University and Jiwaji University also felt that the library services are inadequate by 25.19%, 21.09%. In Bundelkhand University most of the respondents reported that they could not find library environment user friendly by 52.92% but in Jiwaji University only 12.5% respondents found the same. So, we can say that in Jiwaji University, library staff has more co-operative and helping attitude for the users to get their required information than Bundelkhand University.
Hypothesis eight is accepted by the findings of the present study.

**Hypothesis. Nine**

The study is to put greater emphasis on the development and improvement of various services provided to the users.

It was observed that maximum users need staff assistance to locate books and for reference sources in Bundelkhand University by 25.95%. It means there is no proper arrangement. So, users face many problems to locate these sources. In Jiwaji University 28% of users take staff assistance to locate books. Users who need staff assistance to search dissertations, to locate current periodicals for reference source and for the use of library catalogue in Jiwaji University by 7.03%, 10.15%, 11.71% and 9.76% respectively. In Bundelkhand University 13.23% of users take staff assistance to search dissertation. There is no proper maintenance of library catalogue in Bundelkhand University, so this a drawback for the users.

It was found that there are more users in Bundelkhand University who get often staff assistance than Jiwaji University (29.77%, 13.28%). Respondents (25.19%, 17.96%) in Bundelkhand University and Jiwaji University get staff assistance only some times. 20.31% and 9.66% of users rarely get staff assistance in Bundelkhand University and Jiwaji University. In Bundelkhand University
10.68% of users never get staff assistance, where as 2.34% in Jiwaji University.
Thus, the hypothesis nine is supported by the findings.

Hypothesis. Ten

From the findings it is observed that respondents who need library orientation program are more in Bundelkhand University than in Jiwaji University by 60.05%, 53.90% respectively.

Thus, the hypothesis ten is rejected.

Hypothesis. Eleven

The study is to determine the usefulness of online-based information services for retrieval of required information.

It was observed that users using on-line based information services are more in Bundelkhand University than in Jiwaji University (40.20%, 31.64%). At the same time 59.79% of respondents in Bundelkhand University responded that library does not provide on line services, where as in Jiwaji University’s 68.35% users gave the same statement.

The findings of the present study disapprove this hypothesis.
Hypothesis. Twelve

The study is to make aware the users about newly arrived study material in the library.

Maximum number of users in Bundelkhand University gets information through the librarian/library staff by 43%. 10% more users in Bundelkhand University reported that they find list of additions of new publications than the Jiwaji University by 14.06%. In Jiwaji University 34.76% of users get information through other students/research scholars/teacher, where as in Bundelkhand University by 26.97%. Respondents in Jiwaji University who get information through display in the library and by library catalogue are by 7.42% and 10.93% respectively. In Bundelkhand University the feedback is nil for the library catalogue because there is no proper maintenance of catalogue system.

In this way hypothesis twelve is accepted.

Hypothesis. Thirteen

From this study it is observed that users (37.91%, 61.32%) in Bundelkhand University and Jiwaji University try to acquire publications of their specific interest in the library. At the same time respondents (62.08%, 38.67%) in Bundelkhand University and Jiwaji University said that library do not purchase their recommended
books. In Bundelkhand University library acquires only those publications, which are recommended by the faculty.

Thus, the hypothesis thirteen is rejected.

**Hypothesis. Fourteen**

It is evident from table 10 and 11 that in Bundelkhand University and Jiwaji University, library does not provide current awareness, selective dissemination information, and translation; inter library loan and other mordancies services.

Thus, the hypothesis fourteen is rejected.

**Hypothesis. Fifteen**

In Bundelkhand University and Jiwaji University, library does not provide audiovisual services.

Thus, the hypothesis fifteen is disapprove.
2. CONCLUSION

1. The respondents are anonymously said that they mostly use the library for borrowing the documents, for reference materials and to read Newspapers and Magazines.

2. Faculty members rely more frequently on consulting research material, and postgraduate students gave importance to competitive exams as well as for studying course materials.

3. Faculty member's use both formal as well as informal sources more than the students.

4. Formal sources continue to be the dominant sources of information therefore faculty and students continue to use formal sources more frequently than the informal ones.

5. Maximum faculty members seek information regarding library material through verbal communication and then followed by information from colleagues.

6. Maximum numbers of faculty members and students resolved that they seek information in order to keep abreast of knowledge as well as to upgrade themselves in their field of activity.

7. Maximum number of users in both the universities borrows 4-6 books per month.

8. Maximum Faculty members borrow 7-9 books; maximum Post Graduate students borrow 4-6 books per month.
9. The evidence of study reveals that maximum number of users in both the universities spend time 1-2 hours on general reading, and on specialized reading followed by 3-4 hours and above 4 hours on text books reading.

10. The users mostly rely on books, periodicals, respectively in both the universities and these sources received 1st rank in order of preference of sources those were used.

11. Least utilized material is map.

12. Maximum number of faculty members use books, periodicals which had been ranked 1st in both the universities followed by Post Graduate students.

13. Newspaper are mostly browsed by the faculty members and Doctoral dissertations are browsed by Post Graduates, Research Scholars and faculty respectively in both the universities and had been ranked 1st.

14. CD ROMs are used mostly by Post Graduate and Faculty in both the universities and ranked 1st.

15. Maximum users spent 30-60 min., more than 60 min. in both the universities.

16. Maximum number of users are interested in circulation, reference, reprographic services respectively in both the universities.

17. Maximum faculty members gave positive reply than Under Graduates and Post Graduates towards organizing orientation program.
18. Circulation, Reference, Reprographic services have been given prime importance by Faculty, Post Graduate and Under Graduate users.

19. Online search service for journals and full text are very poor in both the universities.

20. Maximum respondents with respective service provided by the library ranges from little useful to very useful in the sense of partially satisfied to satisfied.

21. Circulation, reference, reprographic services are very useful for maximum under graduate, post graduate users, where as for same faculty users these services are little useful in both the universities.

22. The users in both the universities stated that they reliance on periodical information and maximum number of users browse into the periodical information monthly rather then daily, weekly, fortnightly.

23. The users in both the universities stated that the methods of accessing periodical information is browsing, indexing /abstracting periodical, citation article and rank priority was given 1st.

24. Maximum respondents in both the universities reported that their mode of access to journals was through the membership in the university library.

25. More than 45% of users in both the universities stated the collection in the library is adequate.
26. More than 45% of users in both the universities are satisfied with the environment in the library and reply positively for eco-environment, which was stated as user friendly.

27. Maximum respondents stated that staff assistance in locating the information is not required but a few said that the assistance of the staff needed to locate books and for reference material in both the universities.

28. The respondent’s reaction for finding answer their queries was ranging from often, some time, rarely (i.e. they get answer their queries) in both the universities.

3. SUGGESTIONS

1. Display of New arrivals
   Display or exhibition of new arrivals acquired by the library has to be introduced

2. Orientation program for users
   i. New comers to the library generally show their ignorance about the library resources. Libraries should start up orientation programs for new comers to introduce them to the library, to make them familiar with the collection in various subjects, the procedure to locate and get the books issued so as to provide better access to the library stock and services.
ii. To make the users well versed in surfing and browsing the Net. Short-term courses or workshops and training programs should be conducted. This will help the users to know various developments and search techniques for accessing the desired online information.

iii. It is suggested to convince users about their "right for information" and imparting training in the methodology of developing strategy for information.

3. Financial Crunch
   i. As the libraries face problems of financial crunch, all the required book material cannot be purchased. But selected, latest reference material and journals relating to research are a must.

   ii. The foreign journals are very costly. Most of the foreign journals are recommended by the departments in the field of Science and Technology and Life Sciences, which are not subscribed due to lack of funds, so the grant of periodicals should be increased, recommend most of the foreign journals.

4. Online Facility

   Online should be provided to all the users' category. This is a matter of concern, as presently, electronic information sources and the Internet services are
considered extremely important tools for all users’ category.
Bundelkhand University has acquired VSAT connectivity from ERNET India housed in the central library. There is one computer lab also located in the central library with several nodes, which is providing centralized Internet facility to only faculty. This facility should be extended to all the departments of the university through campus networking, so that more and more faculty as well as the students and other users can make use of it.

5. Orientation Program for Library Staff

i. Technical process and services have to be improved by employing adequate number of qualified professionals in the library. The non-professionals are to be technically trained to enable them to do technically works and services.

ii. The library in general periodical section in particular must have efficient and well-qualified staff with attitude and motivation to deal with various problems of the periodicals and to serve various kinds of users needs and requirements.
6. **Development of the Staff Services**
   The library may encourage and support local conferences, seminars and workshops.

7. **Library Rules and Regulations**
   Library rules should be made simple and easy to follow. Strict rules are to be relaxed to avoid unnecessary problems to users.

8. **Cooperation among the Staff**
   There should be proper coordination between the library staff and librarian.

9. **To instigate in trust towards library in the minds of users**
   It is recommend that librarian should take necessary steps in converting non-users to regular users of the library by publicizing.

10. **Sources of Finance**
    Efforts to improved sources of income of library are in coursed. The grant from UGC should be increased for both books and periodicals.

11. **Resource Sharing**
    i. One library cannot fulfill the information needs of its users fully. Therefore resource sharing is very essential amongst libraries with the advent of computer
networking, Internet and electronic sources the concept of resource sharing is changing. Libraries can share their licensed electronic sources with the permission of publisher. Libraries can send Scand pages of printed materials through E-mail on the argent requirement of users.

ii. The goal of resource sharing is to maximize the availability of materials and services and initially it was limited to inter-library loan facilities only, but now a days it can be done through library networks which are available i.e. NICNET, INFLIBNET, DELNET.

12. **Staff Assistance**

The librarian and library staff should be eager to help. If they face any difficulty for the non-availability of required reading material, the library staff should helps the users.

13. **Desirable Services**

i. Due to the enormous growth of scientific and technical literature, users find it difficult to cope up with literature.

ii. It is more and more difficult for them to keep them selves up-to-date and well informed in the fields of specialization.
iii. The users at least need to be informed about the recent developments.

iv. Dissemination of information will keep users well informed and up to date in their fields of basic interest as well as in the related subjects.

The current awareness service (CAS) and selective dissemination information (SDI) service keep the users continuously informed of new literature/information published in his/her area of interest, so that they can keep abreast of latest developments, and to arrangements should be made to provide these services.

v. It is observed that almost all the respondents of both the universities have stated that they require indexing and abstracting services for their study, research and teaching purpose.

vi. Alerting and referral services should also be given to the users.

viii. Advisory services should also be given to the users.

14. Importance of Users' Needs

i. To make library services fully effective, users' needs are premier as is said by Dr. Ranganathan "to provide right information to right person at right time". So, users'
needs and expectation must be taken in to right perspective.

ii. A user focused collection developments; works, techniques and services are to be followed.

15. **Library Manual**

A library manual should be prepared and circulated among all the library users.

16. **Processing of Books in Time**

The provision should be made in the library that the book should reach in to the shelf should be received from the subscriber or the bookseller with in twenty days, after completion of all the formalities.

17. **Library Catalogue**

i. Library catalogue is an active tool for searching the books and document in the library. So, as proper searching catalogue of books must be provided as it is one of the most easily searchable tools.

In Bundelkhand University users are very disappointed with the library catalogue. Therefore, it should be suggested that library catalogue should be updated and library should develop a computerized system for documents.
18. Weeding Out
Weeding out of old and little used documents improve the quality.

19. Reprographic Services
Photo copying service in the library will increase the use of library resources as photocopies of the required material can be provided to users on necessity As in Bundelkhand University as the library does not have own Xerox machine. The reprographic service is not provided satisfyingly for the users. So, it is necessary for the central library to own Xerox machine to provide reprographic service to the maximum level to satisfy the users.

4. SUGGESTIONS FOR FURTHER RESEARCH

Further study of information needs and users must be alone which is focused on information seeking and role of libraries as one of many information providers. In order to gain proper and genuine understanding of the information requirements and user pattern of information sources of faculty, students, research scholars and non-teaching staff of both the universities, it is suggested to undertaken a further study by denying the scope of investigation covering a large population of faculty, student, research scholars, and non-teaching staff in both the universities. Further it will also be a work
excise to study the information sources of faculty, research scholars, non-teaching staff who work in the other universities of the state U.P. and M.P. At the same time a comparative study of the information require and use pattern of information sources of faculty, students research scholars, and non-teaching staff of the other universities of U.P. and other state may be drown in further researches, that may continued significant result which may be subsequently be utilized for developing need oriented information system with right unrest. Further study should be conducted include development of more sophisticated measurement instruments which would reliable determine the extent of reliance on information source other than those mentioned in the study. A sincere effort should be made evaluate and reevaluate the concept of such pattern and information use.