Preface

There is several information revolutions starting from 6000 years ago when writing was invented followed by invention of written book in 1300 BC, and invention of printing press in 1455 AD called the “document revolution”. The great information revolution started with the establishment of organised academic institutions, and the libraries. But, the greatest revolution called “information revolution” started during 1960’s and still continuing with a higher momentum which have revolutionised every sphere of our day to day activities. Use of computers in information processing has created such a momentum to the revolution that; it grows like an atomic explosion.

The last two decades have witnessed unprecedented revolution in all spheres of human civilisation- economy, polity, knowledge, technology, commerce, culture, and values. It is most challenging task to uplift the competitive strength and the standard of Indian higher education system today to desired level. Borderless flow of knowledge, technology, human have made our education system to thrive with radical changes. In such a situation present day librarians have to manage a heterogeneous group of documents and more technology savvy users which become a challenging task.

Library is a service organisation. The library effectiveness is the measure of service quality provided by a library on the basis of the degree of users’ satisfaction. In other words, it is the evaluation of the performance of the library, to say how well is the library services in question. Libraries are service organisations charged with the responsibility of providing various information and documentation services using various tangible resources and intangible services. So, effectiveness is concerned with the quality of the library.

How the users of the college libraries of Assam get satisfied from the existing services is a matter of study because many recommendations of various commissions and committees or UGC have not yet implemented for which the users may get deprived of better library services and reading necessary for their intellectual growth and quality education. No report is available till to-day about the working conditions of the libraries, the effectiveness of these libraries, the level of satisfaction of the users etc. So, this study is designed to evaluate the college libraries of
Dibrugarh and Tinsukia districts as a sample of college libraries of Assam. The conditions which are prevailing in the college libraries of Dibrugarh and Tinsukia districts are equally true for college libraries of other districts too, since all are under the umbrella of the same administration.

The basic parameters of the study are based on- 1) to know the library facilities and services of the colleges and comparing with library standards, and 3) User satisfaction study.

This study reveals the present status of the library service quality in the provincialised colleges of Tinsukia and Dibrugarh districts. A comparison of the effectiveness of the colleges is given and the colleges are ranked based on their individual performances in different quality dimensions and overall. Finally, the factors affecting the library effectiveness have been discussed as revealed in the study. The work is subdivided into 5 chapters covering- Research design, Literature review, Data analysis and interpretation, Summary and finding, Suggestion and conclusion.

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