CHAPTER –I

RESEARCH DESIGN

1.1. Introduction

We, the Librarians, are primarily concerned with the best possible services to the users. The real limit of the library and information centers is the ability of making the users capable to assimilate the information, which is brought to them. It indicates that information should be precise, timely and in usable form. User may feel harassed and bothered if he/she does not get his required information in time. A well-equipped library can only serve the users to their high expectations. Exponential growth of information has made drastic changes in organisation and management of library resources and services. The changes are mainly

- Libraries from the custodian of books, to service-oriented information providers.
- From one medium to multiple media.
- From own collection to Global reach.
- From good time to just in time.
- In-sourcing to out-sourcing to expedite the services.
- The user goes to the library but now the library should go to the user to cater to the needs of the users.

So, in such a changing situation of libraries, a great change has to be made in the mindset of the library authorities of this time. It may be changed in technological input, organisation of services, acquisition of resources, or anywhere it is possible.

The modern library is a multifaceted learning center and is called cybrary which accommodate different types of learning activities, reading books, watching videos instructing from computers and the web and conferencing interactively (Boone, 2001). Structurally, a modern library need not only to accommodate these new demands but also to attract and retain users which emphasises to have more useable area over storage area, more reading area, gathering places, spaces for individual and collaborative work through cafes, computer networks and centralised information points. It may simply be stated that a modern library is a technically enhanced “Teaching - learning center” with a variety of electronic resources to encourage user-initiated learning. The new paradigm is Library 2.0 which is totally web based and interactive system for
library services. The very basic question is- how far we are ready to meet the challenges of library 2.0 at this juncture?

1.2. **Description and analysis of the title**

Every research work needs to be limited by a set of parameters to complete in a specified time frame and cost. In the title “**College library effectiveness study with special reference to the colleges of Tinsukia and Dibrugarh districts**” there are three major concepts i.e. College Library, Library effectiveness, and ‘Tinsukia and Dibrugarh districts’ which reflect such parameters to limit the scope. Here the concept ‘college library’ represents the class of libraries which belong to the colleges only. A College Library is the property of a college that serves as the instrument of instruction in tertiary education.

On the other hand, only those colleges that are exist within a geographical boundary i.e. ‘Tinsukia and Dibrugarh districts’. So, this is a study relating to the college libraries of Tinsukia and Dibrugarh districts. There is nothing critical to understand the above mentioned concepts. Anybody can understand and the researcher feels no importance of describing these in details.

The core concept, around which the whole research work is designed, is “Library effectiveness”. Here the concept library represents the most general sense for which it is used i.e. “a building in which a collections of books, taps, newspapers, etc. are kept for people to read, study, or borrow,”(Oxford Advance learner’s Dictionaries, 2000, 740). It is necessary to discuss the concept “Library effectiveness” which drives the researcher to take this piece of research work in action.

1.3. **Library effectiveness**

The term “effectiveness” is used in many disciplines in different senses. The dictionary meaning of the term is ‘the quality of being effective’. According to business dictionary.com “The degrees to which objectives are achieved and the extent to which targeted problems are solved”.

<www.businessdictionary.com/definition/effectiveness.html#ixzz4DnxM2D8W>
In management, effectiveness relates to getting the right things done. Peter Drucker reminds us that effectiveness is an important discipline which can be learned and must be learned. The word effective is sometimes used in a quantitative way, i.e. being very or not much effective. However, it does not inform the direction to which positive or negative and the comparison to a standard of the given effect. Fraser (1994) defines effectiveness as a measure of the match between stated goals and their achievement. It is always possible to achieve ‘easy’, low-standard goals. In general effectiveness is the power to make an effect or produce a desired result.

The concept of “library effectiveness” is derived from the concept of organisational effectiveness. It is not an isolated concept from other areas. Organisational effectiveness is one of the central themes in management and management research. Organisational effectiveness can be called as the goodness of an organisation. The library being an organisation is under the same conceptual dogma. Childers (1989) and others view and analyse organisational goodness or effectiveness to answer three basic questions i.e. –

- “What is an effective organisation?
- How do we know effectiveness when we see it?
- What makes an organisation effective?”

Analysing the questions he derives these into research terms as follows-

- “The definition of the concept of organisational effectiveness
- The development of measures of organisational effectiveness
- The identification of the determinants/factors of library effectiveness”

Similarly, effectiveness can be viewed in case of different libraries as organisation.

The effectiveness can be measured on the basis of the degree of satisfaction by analysing the gap between users’ expected and perceived services. 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 quality concern of the library. It implies that, the quality of a library can be evaluated by measuring its effectiveness on its users.
1.4. **A brief description of Dibrugarh and Tinsukia districts**

The development of Dibrugarh as district headquarter was because of the British invasion in the year 1826 following the Yandaboo Accord. They have selected this place as the hub of activity for administrative and business purposes in the North East India. Dibrugarh was the headquarter of earlier Lakhimpur district since 1842. Dibrugarh and Tinsukia both the districts are separated from the Lakhimpur district. The Dibrugarh sub-division of Lakhimpur district is separated in the year 1971 and later Tinsukia sub-division of Dibrugarh district is also separated to a full-fledged district in the year 1989 respectively.

Historically Dibrugarh is known for Dibarumukh as an encampment of Ahom’s during Ahom-Chutiya war. Dibrugarh is a composite word of the words ‘Dibru’ and ‘Garh’ where Dibru means blister and Garh means Fort. It is believed that the word Dibrugarh evolved either from the Dimasa word “Dibaru river or from the word Dibru. When the British came to this region, they constructed a fort on the bank of the river Dibaru and for that the place might have become Dibrugarh.

On the other hand, Tinsukia has its different history. It was the capital of Mattock Kingdom originally known as Changmai Pathar and Bangmara. Mattock king Sarbananda Singha had established the kingdom during later part of 18th Century. The place is known as Tinsukia because of the triangler pond e.g. Tinicukiya Pukhuri or Tinikoniya Pukhuri dug by Gopinath alias Godha Baruah the minister of the king Sarbananda Singha. While setting up the Dibru-Sadiya Rail lines in 1884 by the British the rail station setup nears the “Tinicukiya Pukhuri” was named as Tinsukia and since then the place becomes popular as Tinsukia.

As adjacent districts, both the districts have similar environmental, climatic, demographic, and economic conditions. Tea gardens, Oil wells, forest products and other agricultural products are common in both the districts. But, Tinsukia has got the pride of being the highest producer of orange, tea, coal and bears the oldest Oil Refinery of Asia and third in the world.

1.4.1. **Demographic information of Dibrugarh and Tinsukia districts**
As per 2011 census report, Dibrugarh had the population of 13,26,335 of which male and female are 6,76,434 and 6,49,901 respectively. Population density of Dibrugarh district is 392 people per sq. km. and growth rate is 11.92%. Average literacy rate in Dibrugarh is 76.05% as well as male and female literacy is 82.82 and 68.99 respectively. Out of total 13,26,335 populations 81.62% rural and 18.38% are urban dwellers. Average literacy rate in rural and urban areas 72.75% and 90.11% respectively. Total Land area of the district is 3381 square kilometer. On the other hand Tinsukia is considered as the regional business hub in Assam for the Indian states. It is situated at the eastern most boarder of the Indian sub-continent. District is rich in natural resources. Total Land area of Tinsukia district is 3790 square Kilometer. As per 2011 census report, Tinsukia had population of 13,27,929 of which male and female are 51.22% and 48.78% respectively. The population growth rate is 15.47%. Again, out of 13,27,929 total population 80.06% are rural and 19.94% are urban population. Average literacy rate of Tinsukia is 69.66% where male and female literacy are 77.19% and 61.73% respectively. Literacy rate in rural is 65.05% and in urban 87.22%.

1.4.2. **Primary and Secondary Education Scenario**

The academic institutions in Dibrugarh and Tinsukia districts have variations in distribution, while Tinsukia shows only existence of a few colleges, Higher Secondary Schools, ME Schools, LP Schools but, Dibrugarh district shows, apart from these categories, existence of University, Medical College, Engineering Institute, Research Institute etc. While, Dibrugarh district has 1605 numbers of primary level educational institutes but, Tinsukia has only 1143 numbers. <www.deeassam.gov.in/information/on/blockwise.pdf>. The secondary level educational institutes in Dibrugarh district are 198 against 27229 student enrolment and in Tinsukia district 151 institutes against 24154 student enrolment. Similarly, there are only 44 higher secondary level academic institutions with an enrolment of 11842 students in Dibrugarh and 43 institutes with 12079 student enrolments<www.rmsaassam.in/semis_statis3.html>.

1.4.3. **Higher Education Scenario**
Prime concern of the study is the college libraries of the districts so, a detail account of the higher education institutes are tabulated below to know the academic scenario of the districts.

<table>
<thead>
<tr>
<th>Sl. no.</th>
<th>Features</th>
<th>Dibrugarh</th>
<th>Tinsukia</th>
</tr>
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</table>
| 1.      | Number of Higher educational Institutes | University - 1  
General Colleges - 20  
B.Ed. college - 3  
Law college - 3  
Medical college - 1  
Engineering institute - 1  
Others - 3+  
Research Institute - 2  
Total - 36 | General Colleges - 13  
B.Ed. college - 2  
Law college - 1  
Research Institute - 1  
Total - 17 |
| 2.      | Student enrolment in Higher Education Level | University - 2354+  
Colleges - 10779+  
Medical College - 411  
Others - data not known | Colleges - 10538  
Others - Nil |

Table 1.1: Numbers of Higher education Level academic institutions.

1.5. Causes of selecting Dibrugarh and Tinsukia district for the study

Every research work is bounded by some logical parameters for timely submission of report. For survey type works geographical boundaries are most widely used parameter for limiting the population to a justified amount. Similarly, for comparison of similar data collected from diverse environment may help in drawing better inferences. Library effectiveness is a subject of study which may be influenced by many different factors like environment of a particular place; inter institutional influences on the users etc.

On the basis of these logical parameters the researcher had decided to select Dibrugarh and Tinsukia district as the geographically boundary for the study for following reasons-

1. Since this is a survey work, to limit the population to a justified amount, only these two districts are selected.
2. Tinsukia is the home district of the researcher and Dibrugarh is adjacent to it, which helps in data collection for limiting the time and cost of research.
3. Both the districts represent to different environment where Dibrugarh has diverse academic environment than Tinsukia for following reasons-
   a. Average literacy rate is higher in Dibrugarh than Tinsukia.
b. More and diverse academic institutions in Dibrugarh than Tinsukia.
c. Student enrolment ratio is higher in Dibrugarh than Tinsukia.
d. The academic environment of Dibrugarh district is under the influence of the Dibrugarh University, Assam Medical College, ICMR, etc. but Tinsukia has got only the provincialised colleges of the district. (Demographic data above)

So, significantly one district is different from the other and may have influence upon college library effectiveness. On the basis of these parameters these two districts are selected for data collection for this piece of research work.

1.6. Area of study

The library being an organisation is under the same conceptual dogma of organisational effectiveness and the methodology available for organisational effectiveness research is equally applicable to library effectiveness study. Library is an organisation or institution which exists to render services to its users. The effectiveness is measured on the basis of the degree of satisfaction by analyzing the gap between the expected level of services and perceived level of services of the users. 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 quality concern of the library. It implies that, the quality of library can be evaluated by measuring its effectiveness to its users.

This study reveals the present status of the library service quality in the provincialised colleges of Tinsukia and Dibrugarh district. 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.

1.6 Statement of the Problem

In spite of all the developments in the field of library and information science, information technology, and information communication technology; with some exception the condition of college libraries in Assam is not satisfactory. The recommendations of various commissions and
committees have gone in vain because of negligible efforts for improvement of library services in the state. As a result, users are deprived of better library services and reading necessary for their intellectual growth and quality education. Assam as one of the backward states of the country the condition is more deteriorating. So is the case for the college libraries of Tinsukia and Dibrugarh districts. 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 government.

The basic parameters of the study are – 1) Comparison of library facilities with library standards, 2) Librarians efforts to achieve the goals of library in academic pursuit, and 3) User satisfaction study. No-body knows how much good or bad these libraries are! No study has been reported so far to evaluate these college libraries. So, no suggestions or recommendations have been made for improvement of libraries. To identify the issues and challenges of library management, different situations are analysed from the collected data for the objective 1 and probable solutions are accorded in suggestions.

1.7 Objectives of the study

The aims and objectives of this study are as follows-

- To attempt an evaluative study of provincialised colleges of Tinsukia and Dibrugarh districts regarding their collection, staff, library budget, availability of infrastructure facility, library automation and services based upon the norms set and standards.
- To attempt a user satisfaction survey to evaluate the performance of the libraries from user’s point of view.
- To study the issues and challenges associated with library effectiveness.

1.8 Hypothesis

There are two hypotheses, these are -

H1: The services, provided by the college libraries of Tinsukia and Dibrugarh Districts are greater than the minimum expectations of the users’ in achieving the goals of higher education.
H2: There is no difference between the users desired level and perceived level of services offered by the College Libraries of Tinsukia and Dibrugarh districts, which leads to higher level of user satisfaction and library effectiveness.

1.9 Research Questions

The researcher feels it necessary to look into the matter that-

- How effective is the services of the college libraries of Dibrugarh and Tinsukia districts?
- If effective, to what extent?
- If not effective, what are the problems behind?
- Whether all libraries are equally effective?

1.10 Scope of the study

The present study is an attempt to evaluate the status and functioning of libraries of provincialised colleges of Tinsukia and Dibrugarh districts. As the researcher unable to find out any report of evaluation regarding college libraries, it is felt to evaluate the status of the college libraries of the region. The variables of the study are- Resources (Collection), Library services, Infrastructure (Physical Facility), Finance (Budget), Staff (Human Recourse), Library automation and User satisfaction etc.

The sample for the study has been drawn from the provincialised and accredited colleges by NAAC of the Tinsukia and Dibrugarh districts. These libraries are expected to fulfill minimum standard of library services for their ratings by NAAC. There are 20 colleges have been accredited so far by NAAC from these districts and there are 19 provincialised colleges and all are considered for data collection. How well are the provisions of library facilities and services to satisfying the educational objectives is the scope of the present study.

1.11. Research Methodology

- To fulfill the targets of the objective-1, a survey questionnaire is designed through which the primary data regarding collection, staff, library budget, physical facility, library automation and available services is collected. The questionnaires are distributed to the
librarian/library-in-charge of 19 numbers of colleges and collected back for analysis. To compare different components of the libraries in question, UGC norms and Bureau of Indian Standards (BIS) are taken into consideration.

- To achieve the goal for the **objective-2** another primary set of data needs to be collected from library users. With the help of this primary data the level of satisfaction of the users or the degree of library effectiveness or the quality of library services can be measured. These data give the actual picture of the library services prevailing in the said colleges. For this purpose the method of service quality assessment by the users is taken into consideration for use, based on disconfirmation theory to judge the users satisfaction. In this method the difference between the users’ expectations and perceptions are measured to evaluate service quality. LIBQUAL+ is the most popular method for users’ satisfaction survey to determine library effectiveness. Necessary modifications are made to the LibQUAL+™ instrument for data collection.

- To identify the issues and challenges of library effectiveness based on the collected data for objective-1 are considered.

1.13. **Limitation of the Study**

The study is limited to the following areas only

a. Geographically the study is limited to the NAAC accredited and general colleges provincialised prior to 2012 only. It does not cover the non-provincialised/ venture colleges, all professional colleges like- law college, B.Ed. College, medical or paramedical colleges and the research institutes.

b. The most difficult part experienced during course of study was that, UGC standards are not properly structured and updated, whatever standard rules we have it is also not followed in designing and developing college libraries and their services. So, while comparing library facilities and services with standards only ‘space user ratio for reading room’, ‘staff user ratio’, ‘books user ratio’ and ‘journals per department ratios’ are considered.

c. To provide comments about the extreme conditions (best or worst) of the libraries of their colleges one open comment box was provided in the LibQUAL+ questionnaire, but very
small number of comment are received, even in some college without comment; so, analysis for the comments is not provided in the thesis.

1.14. **Chapter Plan**

The study titled “College library Effectiveness study with special reference to the colleges of Tinsukia and Dibrugarh districts” is divided into 5 chapters as shown below.

**Chapter 1 : Research Design**: In this chapter the topic of the study is briefly discussed defining the major concepts of the topic. Moreover, discussion have been made for other related topics like- the geographical area and its academic environment, causes of selecting the topic, area of study, statement of the problem, the objectives, hypothesis, research question, scope, methodology, limitations and the chapter plan.

**Chapter 2 : Literature Review**: Literatures on the study are scanned in different sources and streamlined under different heads like- Role of libraries in college education, Library effectiveness, Quality indicators, Evaluation of college library, Purpose, Method, etc. LibQUAL+® method, Library standards etc. The literatures are arranged chronologically in every group.

**Chapter 3 : Data Analysis and Interpretation**: The analysed data are presented scientifically and interpretation is also given along with it. Basically, the presentation and interpretations are discussed under the heads- **General characteristics of the colleges, Library** facilities and Services, **Users’ satisfaction Survey**, The population and its characteristics, Survey administration, Information use habits of the respondents, Core questions summary for individual colleges, Aggregate results of the core questions, Dimension wise comparison of satisfaction levels, General satisfaction survey, Information literacy outcomes.

**Chapter 4 : Findings**: In this chapter the findings of the research work is recorded head-wise. The different heads are “Summary and Findings”, findings of physical facility and services, findings of user’s satisfaction survey, and findings of issues and challenges, testing of hypothesis, answer to the research questions.
Chapter 5: Conclusion and suggestion: In this chapter a general conclusion of the whole research work is given. The suggestions, recommendations and scope for further study have been put forwarded.

With this plan of action this work is carried out and presented in his thesis as per the chapter plans.

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