CHAPTER V
SUGGESTIONS AND CONCLUSION

5.1 Suggestions

All research work revolves around certain issues as per the perception of the researcher, so these issues need to be addressed with possible solutions. As we have discussed the issues in different heads the suggestions are recorded here. The present situation of different problems is due to lack of any monitoring agency about library development, so a strong agency is a primary requirement to look after the balanced growth of a college library. Similarly, till now there is no librarian representative in NAAC peer team for assessment and accreditation of colleges, inclusion of a librarian will help in evaluating the college libraries along with the other components of the colleges.

Physical facility

Physical facility covers here basically the library building and other required furniture etc. which is the key to the library development. There must be a standard maintaining body or agency to pass the library building structure and the furniture to be purchased for the college libraries either under supervision of the affiliating university or under states government. The affiliating university should set a control mechanism for library development along with the development of the colleges. While giving permission for enrollment of more number of students, the university should give direction to the college administration to increase the library facility to accommodate enhanced users so that it does not create problem to the college library. This can be achieved through physical monitoring of the libraries, fund utilisation, and their developments in respect to document collection, appointment of library staff, library automation and service organisation etc.

Library Collections:

As of now, there is a good mechanism of giving permission and affiliation to introduce a new subject or a stream in the colleges in case of library collection for the concerned subject or stream. But, still universities are silent about the library service area (Building) library staff,
library fund etc. University should include these vitally important items as the criteria of parameters for permission and affiliation.

**Library staff:**

All colleges are running short of library staff in respect of higher enrolment of student and document collection. Since, appointment of library staff is under the control of government of Assam, without ensuring appointment of sufficient library staff, universities should not allow the college authorities to increase student enrolment in the colleges. Similarly, Government of Assam should declare a library staff appointment policy keeping pace with the UGC norms. Appointment of Library Trainee/apprentice may be a solution to the shortage of library staff.

**Library Finance:**

The library financial management is so badly affected due to lack of proper financial management system that librarian being the secretary to the library advisory committee fail to know about the library budget, annual income and expenditure as revealed. In such a situation, there should be a monitoring body for financial implications in colleges either under control of the concerned affiliating university or under the Directorate of Higher Education. Similarly, there should be free flow of library fund as per the requirement of the library from government funding agencies through an annual budget.

**Library automation:**

It is seen that 4 colleges are still lagging behind in automating their libraries. Whatever, may be the cause, whether it is due to negligence of the library staff or due to college authority, the problem can be solved if Government of Assam or UGC provide sufficient fund for procurement of computer hardware, software, network infrastructure and for manpower training in a package etc. There is no mandatory requirement for attending ICT based trainings courses for skill development of library professionals for which a good number of library professionals are working without computer skill and without library automation. In this regards, instead of refresher and orientation courses, a longer duration computer course should be made mandatory as the promotional criteria for librarians in an institutions like INFLIBNET or NISCARE etc. On the other hand authority should also support in providing other facilities required for automation.
Library services:

Librarians are comfortable when the books and the library are used more and more, it is the human nature that the service provider do not hesitate to sit idle if there is less use of the books and the library. The intensity becomes more, if the librarian fails to get good and timely response from the authority if he/she desirous of organising new services. So, at present due to lack of a proper mechanism for development of libraries nobody knows who is doing what. To overcome this situations, there should be at least two librarian members in the library committee from neighboring colleges, so that, all the librarians can come together along with other members to take a right decision in favour of the library and service to users. Similarly, there must be a librarian representative in the college Governing Bodies so that he/she can rightly raise and resolve the issues in the governing body which comes under the purview of Governing Body only.

5.2 Conclusion

The study has explicitly explored the status of the college libraries of Tinsukia and Dibrugarh districts that it is neither most satisfactory nor unsatisfactory. The evaluation of college libraries are carried out based on two different criteria i.e. 1) delineating the available facilities and services in the libraries which are later compared the norms and standards. 2) Conducting a user’s satisfaction survey. Organisation of library services is based upon four strong pillars; like enough library space to organise library resources and services; enough library collection to fulfill the needs of the users; enough library staff to serve the users as per their requirements, and enough library fund to acquire all the above three as mentioned earlier. A library suffers tremendously at any shortage of any one of these four primary requirements. The study has unfolded the current status of these four factors of the libraries in question.

The organisation of services is the responsibility of the library staff if all the above primary requirements are fulfilled then it is easy to achieve these. The factors like expertise and positive intention of the library staff play an important role in organising services. Similarly, librarian should be supported for all developmental activity of the library. It is revealed from the study that librarians do not get any independent working environment since their works are regulated by the space, document collection, support staff, and required fund. On the other hand, positive
intention of librarians to well-organised services is a psychological characteristic which is highly influenced by all the factors mentioned above. Any hindrance from the top management demotivates in developing positive organizational culture. As a result the users become victim of the situations. In this situation neither the professional staff nor the users are getting satisfied even it reduces job satisfaction of the library professionals.

Now-a-days, use of computer in the library activities has extensive impact not only in organisation of services but also in achieving higher library effectiveness. Information regarding library automation activities and procurement of electronic resources, development of network infrastructure, and access to N-LIST resources are encouraging in some of the colleges; whereas some colleges are still lagging behind. It is imperative to take necessary steps towards upliftment of the college libraries from this current state.

The aggregate result of users’ satisfaction survey reveals that libraries are exciding the minimum expectations of the users but fail to serve to the maximum extent. All remains within zone of tolerance which signifies that there is nothing adverse or admirable about library services of the said colleges. The superiority gap is greater than the adequacy gap which indicates that much improvement required for the utmost satisfaction of the users. As dimension the locally important services are playing important role in satisfying the users. Similarly, out of the 5 satisfactory services 3 are from the dimension “Affect of Service” and relating to the personality traits of the library staff. So, behavioral manifestation of the services has utmost importance in user satisfaction. “Information control” shows least importance in user satisfaction as dimension. Among the 5 services which needed most improvement, 3 are from the dimension “Information Control” and dimension “Library as place” is not considered for urgent improvement, which indicates that existing libraries as place satisfying their needs but may not be comfortable. Regarding 5 most important services (what matters most) i.e. convenient library hours, library orientation, Library space and library as a quiet place, and availability of needed information have utmost impact on library services. There is variation in information literacy out come and general satisfaction surveys with dimensional measure of effectiveness for different colleges. Finally, we could able to produce a list of libraries with relative ranking where Doomdooma college library stood first and followed by Tinsukia College, DHSK College, MDK Girl’s College, Digboi College library etc. in the list of top 5 college libraries.
College libraries have a pivotal role in transmission of knowledge and information for higher education. Evaluation of libraries is necessary for enhancement of their performance. There are several methods of evaluation of libraries. Here the method for evaluation is based on the library facilities and services provided by the colleges and user satisfaction survey. College libraries are transforming from paper based static environment to automated, electronic and web based dynamic environment. For better performance of a library it is necessary to know the desire of the users. Unless, we know what the users want from the library it is useless to design this and that services. So, user’s satisfaction study is one of the necessary steps to adapt a changed in information environment. Periodical evaluation of the library performance will give better result towards user satisfaction. Keeping all this in mind, this piece of research work has been undertaken and the work that had been done is reported here to fulfill the need for the doctoral thesis of the researcher’s Ph.D. programme.

5.3 **Scope for further study**

1. Annual benchmarking of performance of the libraries to record the growth of the library.
2. It is necessary to establish and isolate the responsible agencies or factors by going through detail study of each and every parameter of the library for different issues.
3. It is also necessary to study the attitude of the library professionals towards users’ services.
4. Similarly, the attitude of the college principals has great impact on library development and that can be studied.
5. Libraries can be evaluated using other method like Return on Investment, Balance score card, or Outcome based performance of the library.

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