Chapter 6

Conclusion and Suggestion
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6.1 Summary

The interpretation of the results obtained after the analysis in the previous chapter 5 based on the data collected from the surveyed universities has been summarized in this chapter, which match with the research problems and objectives, so as to derive reasonable findings.

6.1.1 Findings and Interpretation of Data

Findings and interpretation of the results are given below in the following points:

A) University Libraries

- Library Staff

In has been found in the table 5.1 and table 5.2 that no libraries have adequate number of professional staff to run the libraries smoothly. KKH Library has got 21 professional staff, whereas Rev. BMP Library is functioning only with 3 professional staff.
➢ Library Collection

The table 5.3 shows that all the university libraries have a good number of documents. Though Central Library, TU, has got a little bit less quantity of collection i.e. 46086. But they have got 781 E-resources D-base. Moreover, the numbers of computer terminals in the libraries are almost less in comparison to their registered members.

➢ Library Opening Hours

The opening hours of the libraries are not the same. As reflected in the table 5.4 each of them has different opening hours. Except LNB Library and Rabindra Library the other three libraries are kept open in all the week days. Working hours of Central Library, Tezpur University is maximum and minimum in Rabindra library.

➢ Library Facilities and Services

Table 5.7 shows that except Rev. BMP Library and Rabindra library, in other three libraries automated circulation system is there along with the OPAC.

Abstracting and Indexing services are not performed in any of the University Libraries.

Other services like CAS, reprography, reference, internet browsing are there. Only RBMP Library provides documentation services and Central Library, Tezpur University provides SDI service to its users.

No Publication, extension services are reported by these libraries. Only users' orientation programme given at the time of admission.
CD-ROM facility is available only in RMBP Library and Central Library.

➢ Other Information Regarding Library Services

Following are the findings obtained from the table 5.9:

a) All five university libraries follows open access system to facilitate the use of documents. But practically in has been observed that though the university libraries follows DDC classification system to classify the document, but the arrangement of documents are not convenient for the users. No doubt the shelves have been marked with the class numbers but the documents are not arranged properly in the shelves. The documents are found to be scattered in the stacks.

b) Stock verification and weeding out policy has not been adopted in any of the university libraries in Assam, except the LNB library has started the process of stock verification. Because of these, it is not possible for the university libraries to judge which books are most used and which books are used less or not used at all. So while purchasing the new documents there is a very chance to purchase again the books with the same title or subject.

c) It has been also observed that in all the university libraries the departments are vested the responsibility to select the books for the library in their respective subject or discipline. But interestingly while preparing the book list no students or research scholars are seen to be involved. Even some teachers are also not aware of the book selection policy in the university. As a result, the actual needs of the users remained untouched in this process. Even the librarians also do not have the power to choose the books for the
collection. Those who were dissatisfied with the collection pointed out the following deficiencies in the libraries:

i) Periodicals / journals are not enough in quantity

ii) There are numerous missing issues

iii) Emphasis is given only in some special subjects

iv) Inadequate number of textbooks and other important books

v) A sizable number of books are mutilated and some important books are missing

vi) Edition of the books are too old

vii) Reading materials are often found misplaced

➢ Library Facilities

Users are almost satisfied with the numbers of books issued and loan period to study at home which has been reflected in table 5.18 and table 5.19.

➢ Reading Facilities

The study table 5.20 shows that only 34.4% users are satisfied with the reading facilities in the libraries. Whereas the remainder group of users feel that the furniture, reading space, seating arrangement in different sections of the libraries are not up to date, so that they can use it. Specially electricity failure or interrupted power supply in summer cause a great problem in the libraries.
➢ Other Library Facilities

Following are the findings obtained from the table 5.21:

i) Regarding library cataloguing system 43% users are not satisfied with manual system. Whereas 57% are satisfied with OPAC system. In manual system they say either the cards are missing or some users do not know how to use the cards. Again 17% users feel that they are not compatible enough to work with the OPAC system.

ii) Regarding the printing facilities in the libraries 59.3% of users are dissatisfied. Since users are not allowed to take print out according to their needs; number of print out is restricted. Many of them are on the opinion that the Xerox facilities should be enhanced in the libraries.

iii) In case of internet browsing facilities in the university libraries 40.8% users feel that the connectivity, access and speed are satisfactory, but the number of terminals are not adequate enough to serve their needs. In average only 33.46% users are satisfied with these library facilities.

➢ Library Services

In the study table 5.22 shows that 60.3% of users feel Reference service provided the libraries are not adequate, 61% are not satisfied with the referral services, 48.8% users feel instructional services to use the library are not enough. Even 84% users are dissatisfied with CAS and 89.4% users were not aware about the SDI service in the libraries. 63.4% users of the university libraries do not find
the arrangement of the documents in the libraries convenient, as books and journals are found misplaced in the stacks, even sometimes the library staff also failed to trace them. The users also opined that they are not informed about the new facilities or services of the libraries regularly.

Overall 58.9% of users are not satisfied with the library services, probably one of the reason for less use of library resources.

➢ General Comments

Following are the findings obtained from the different under general comments:

i) Environment: Table 5.23 says that 46% of users feel that the environment of the libraries are good. But other 54% users feel that it is not good enough. The noise pollution due to the concrete floors, when people walks or drags chairs, sounds from peoples talk also effects the environments of the libraries.

ii) Assistance from the staff: In table 5.24 it is found that 42.4% users are satisfied with the assistance from the library staff but others are not. This is because of shortage of professional staff, full assistance could not be provided to all users at all time.

iii) Attitude of library staff: From table 5.25 it can be seen that 46.5% users are satisfied with or feel good about the attitude of library staff and 36.4% users are partially satisfied with and only 18.9% users are not satisfied with the attitude of the library staff. At all time the users can not be provided the
quality services due to lack of infrastructural facilities and professionally qualified staff.

➢ Updated Book Collection

From table 5.26 in the study it has been observed that 58.1% users feel that the book collection of the libraries are not updated. Though the quantity of books are satisfied, mostly outdated and irrelevant books are occupying the stacks even in multiple copies. Most of the books are of older edition. Textbooks are not enough for each student, their numbers should be increased.

➢ Updated Journal Collection

Only 22.1% of users are satisfied with the journal collection of the libraries. Others i.e almost 78% of users are not satisfied with the journal collection, which have been reflected in the table 5.27. The numbers of journals are not enough. Though e-journals are there, but most of the important journals are not available in full text, only abstracts are there. Even many users said that they are not enough compatible to browse these e-journals, and some of the users find these e-journals very much complex in nature. The printed journals subscribed in the libraries are also not found completely, there are lots of missing issues, Again some of the users opined that the journals procured in the libraries are not enough because these do not covers all the subjects or only a few disciplines are given more interest while subscribing the periodicals.
General Views for the Libraries

Following are the findings obtained from the table 5.28:

i) Rules and regulations: Only 33.5% users feel rules and regulations are flexible and the others feel them rigid.

ii) Participation in the Book Selection: 75.9% users say they have no role in book selection in university libraries, even only 18% of surveyed teachers opined that they are involved in the book selection process. That means that a very few selected people are involved in the book selection process. HODs are amongst them. So, naturally biasness may occur in the book selection process, which benefits only a selected group of users in specific fields.

iii) Recommendation for book/journals: only 10.8% users say that they have recommended books/journals. Interestingly some users even are not aware about the fact that they can also recommend documents for the libraries.

iv) Need of library in future study: 50% student users feel the need of library resources for their future study, whereas other 50% are not. In average also 40.5% users feel the need of library for future development in their academic career.

v) Essentiality of library for course completion: 33.5% users have agreed that library is essential for completing the courses in the universities. Whereas 37.5% opined for its partial need. But 29% users feel that it is possible to complete a course successfully without consulting the library resources.
vi) Overall rating: In general 46.8% users are in the favour of the fact that libraries are providing good services whereas 34% are in partial satisfaction and 29% are not satisfied with the performance of the libraries.

So, from the table it is reflected clearly that almost one third of the surveyed users are satisfied with the library activities, the other one third users are partially satisfied and the last one third users are not satisfied with the performances of the university libraries of Assam.

6.1.2 Objectives Achieved

Keeping in view the issues of role of library professional for effective use of library resources in university libraries of Assam, it has been proposed to study the area with a few basic objectives. These objectives are given due consideration while preparing the thesis, the way the objectives are studied and results received are stated here as follows:

Objective 1: To identify the reasons why some books are not used at all in the university libraries.

Several reasons have been identified during the study regarding the non use of library resources or books in the university libraries.

It has been observed in Table 5.9 that none of the university libraries have taken till date any stock verification process or do they have any weeding out policy.
So, they do not know which books are used much and which are less. Even lack of weeding out policy results in the fact that the unused and irrelevant books are occupying the stacks of the libraries. If it had been done then the librarians or library professionals would definitely be able to know that, some important books are there in the libraries which are not being used or some books are there in the libraries which are totally unused or irrelevant.

In Table 5.9 it has been also reflected that in university libraries the departments are the main selector of documents. From users survey in Table 5.28, it has been found that no students, research scholars are involved in the process of book selection, even only a portion of teachers community are involved. So, without considering the needs of all groups of users these selected groups of people select the books to be purchased in the libraries according to their own choice and logic. The Books purchased in the above system are found mostly to be irrelevant and outdated, so they remain unused. This point has been supported by the findings of the Table 5.17, where it is observed that 70.9% users are not satisfied with the collection of books and journals in the libraries.

One of the major reasons for non use of library resources is that the users cannot retrieve the documents in the library stacks. Table 5.21 shows 43% users are not satisfied with the manual library cataloguing system. Only 57% users are happy with the OPAC system in the libraries. In manual system the users find many entries or cards are missing though the existences of documents are there in the libraries. In OPAC also all entries are not up to date, so it becomes difficult to trace the
documents in the shelf. Table 5.22 says that in reference section the users find hard to retrieve the information from the documents. Even some users do not know how to use these reference books or tools to retrieve necessary information. Many documents are misplaced and the arrangement style in these sections the users find most inconvenient, as a result most valuable or costly documents purchased in the libraries remains unused from the time of its inception.

**Objective 2: To know whether the books or documents available in the libraries do cater to the actual needs of the users.**

Following observations and results from the survey and data tables it is found that the documents or books available in the libraries do not cater to the needs of the users.

The analyzed result from the Table 5.17 shows clearly that documents collections in the libraries are not adequate. 70.9% of users are not satisfied with it. The quantities of journals or periodicals are not enough for the users. Many journals are there with numerous missing issues. Even the important books in the libraries are mostly mutilated and misplaced or missed. This fact is also supported by the results of Table 5.26 and Table 5.27, where 58.1% users feel that the book collection of the libraries are not updated and 78% of users are not satisfied with the journal or periodical collection in the libraries. Table 5.27 also reflects that though e-journals are available in the libraries, but many users do not find them convenient to use. Some users even do not know how to search these or how to extract the articles from the journals in the web.
Again in Table 5.28 it has been observed that 75.3% users say they have no role in book selection process of the university libraries. So, the documents which are more important for students or research scholars and even for the teachers also are not properly included in the list of documents to be purchased in the libraries. As in many cases HODs are the selectors of the books for their respective departments, it has been reported that naturally biasness may occur in the selection of documents due to their own interest of fields and subjects. Hence the remaining groups of the departments feel deprived of the newly procured books in the libraries.

In Table 5.3 also it has been reflected that the number of computer terminals in the libraries for browsing internet are less in number in comparison to the total number of registered members in the libraries. That means the users do not get enough chance or time to use the e-resources too. The same fact is supported by the results of Table 5.21, where only 26.7% users feel that the numbers of computer terminals are adequate; majority of the users feels these are not adequate at all. Duration of library use by the users in Table 5.15 also reflects that the users do not get the documents they require for their study and research work. Hence they spent less time in the libraries.

**Objective 3 : To find out whether the facilities and environment of the libraries are conducive for the users.**

Observation has been made from the Table 5.15 that majority of the users remain in the library for less than one hour. Table 5.14 also reflects that only 16% of users come to the library for studying course materials, whereas 23% users come to
the library only to avail the borrowing facility and 14.5% users come to use the internet browsing facility. These points indicate that either the users are not satisfied with the library services or facilities, or they do not find the environment of the libraries conducive. May be the users do not find the library enough to fulfill their needs. Table 5.20 also shows that only 34.4% of users are satisfied with the reading facilities of the library. The remaining percentages of users feel that the furniture, reading space, seating arrangement in different sections of the libraries are not up to the mark for their proper use. Specially in Assam the power failure causes great trouble in the reading facility for the users.

Regarding the other facilities in the libraries the users opined their responses as follows. 59.3% of users are not satisfied with the printing facilities they get. In Table 5.21 it has been reflected that photocopying facilities are not enough for the users. In the same table it also found that the users are satisfied with the internet browsing speed, access and connectivity facilities, but the number of computer terminals are not enough to cater to their needs. In average 33.46% users are satisfied with the library facilities. Observation from the Table 5.22, regarding the different services provided by the libraries show that 60.3% users do not feel reference service provided by the libraries are up to the mark. The other extension services like CAS, SDI, indexing services, abstracting services are not adequate in the libraries. It is also supported by the findings of the library survey results found in the Table 5.7. In Table 5.9 and Table 5.22 the results reveal that book arrangement in the libraries are not satisfactory. Books are found to be misplaced or they are not
managed in the shelves properly. These results in difficulty to trace the books in the shelves. Though 46% users say library environment is good for them, but 54% users feel that it is not conducive at all. Noise pollution in the libraries spoils the reading environment in the libraries. Some users feel the rule and regulation of the libraries are also not flexible. So it shows the facilities and environment of the libraries are not conducive.

**Objective 4 : To know whether the students of the universities consider the library as an essential part for their future academic career development.**

The result from the following observations will help to examine this objective of the study.

In the Table 5.13 it has been found that only 40% of the surveyed student user group visits the library regularly. In average 33.8% users visit the libraries regularly. Table 5.14 also shows that only 16% users come to the library for studying course materials. This reflects a few users use the library regularly for their future academic career needs.

The same fact has been supported by the results found in the Table 5.28, which says only 50% of students feel that library resources can help them for their future study. In average 40.5% users say they need library resources for their future study. Again in average only 33.5% have opined that library resources are essential to complete the courses in the universities. Interestingly 29% of users feel that there is no need of library or library facilities to pass out successfully in the university courses, and 37.5% opined that they need these facilities partially.
So, from the above results of the analyzed data it can be concluded that many of the users of the universities in the present day do not think that library resources are essential for the development of their future academic career.

**Objective 5: To know about the measures those have been taken by the libraries to make the users aware about the availability of resources for their effective use.**

The following results and findings from the study will help to examine the above cited objective.

It has been clearly reflected in the Table 5.9 that other than users orientation programme, no activities or services are performed in the libraries to make the users aware about the library resources. No services are there to show or to instruct the users how to use different tools or handle different types of documents in the libraries. Table 5.22 clearly shows that 48.8% users feel that instructional services provided by the libraries are not adequate. 89.4% users are not aware about the SDI services and 84% users do not know about the CAS. Table 5.24 shows that the library professionals or library staff are providing good assistance to the users but due to shortage of qualified staff it is not possible to provide assistance at ease to every user at any time. Even the professional staff do also have the attitude to serve the users but infrastructural deficiency bar them in providing services to the users at the right time. Table 5.1 and Table 5.2 shows that all the universities are running through a acute shortage of professional staff. Still the library staff are running these university libraries. Though the libraries have the plans and willingness to provide
better services and Programmes to make the users aware about the resources and their proper use, but these obstacles prevent them from doing so.

6.1.3 Hypotheses Tested

The hypotheses formulated while identifying the objectives of the study are tested as follows:

**Hypothesis 1: The document selection process is not taken seriously in the University Libraries.**

After examining the Objective 1 and Objective 2 in the study, based on the surveyed data, it has been proved that the book selection process of the university libraries are not done properly. The collections of theses libraries have failed in fulfilling the needs of the users. Students, research scholars are not involved in the book selection process. Even the libraries do also have a little role in it. The out dated collection, insufficient journals and unused documents of the libraries clearly proves that this Hypothesis is positive one.

**Hypothesis 2: The extension services applicable for the Academic Libraries are also not properly followed.**

Examination of the Objective 3 and Objective 5 proves that the extension services applicable for the Academic libraries are also not properly followed. Thus this Hypothesis is also proved as positive.
Hypothesis 3: No proper programmes or steps were taken by the Libraries to make the users aware about the information available in the Library and the proper way to retrieve them.

In examining the Objective 5 and Objective 4, it has been found that, no proper steps or programmes are initiated in the university libraries of Assam to make the users aware about the library resources available and no action have been taken to train the users how to retrieve properly the existing resources in the libraries, which can make effective use of these resources. So the 3rd Hypothesis is also proved to be positive.

6.2 Suggestions

In order to make the library resources most effectively used in the university libraries of Assam and the role to be played by the library professionals the following suggestions have been put forward. The suggestions are grouped into specific area of study i.e. Library Professionals, Library Resources, Library Services.

▶ Library Professionals

1. More professional staffs should be recruited so that different sections of the library can be supervised and managed by professionals at least under one person. But surprisingly Rev. BMP Library of AAU, Jorhat which having
1,60,000 numbers of documents, the whole library is taken care by 3 professional staff only.

2. Inservice training for the professionals should be a regular feature.

3. Like the other private organizations there should be motivation programme for the staff who would really do the works as per requirements. A degree from a university may not be good criteria for serving the library, so he/ she needs to be motivated, trained and so that sense of belongingness about the library will be developed.

4. Steps or measures should be taken by the library or library professionals so that the users should feel that they are to get a lot from the library in regard to their academic activities. Pressure from the users should come off and on for the recent and presently available documents.

5. Library professionals along with the management authority and teachers community of the university should take proper steps so that students should feel that they have a sacred responsibility for getting themselves involved in the book selection process done in their departments and they should made to put suggestion by acquiring different information about the documents from different sources and these should be submitted to the Head of the departments for onward process.

6. Students should be encouraged to make it a habit to search in the internet and thereby books/ information not available in his/her university can be procured from other sources.
Library Resources

1. University libraries should have a well-drawn up acquisition policy with the involvement of the users of different categories to build up a really representative collection of documents or periodicals useful for education and research.

2. Library and Library Committee should always think only such materials should be procured which would be used at the present or likely to be used in the anticipated future. So, the person responsible for selection of books should be more strictly instructed to avoid duplication of books and also not go for less used books.

3. A good number of journals and periodicals for the emerging subjects should be must. Duplication of the journals subscribed by different departments in the university should be avoided. Reminders should be timely dispatched for journals not received.

4. University libraries should be further linked to various local, national and international network systems for the sharing of the resources of different libraries.

Library Services

1. Technical staff should adopt method that ensure organization of materials in the library in a manner that is most helpful to the users in gaining access to
documents that are new. This can be done by proper classification and cataloguing.

2. Regular shelf rectification should be there to increase the use of existing library resources.

3. Regular updating of the library catalogue is also essential for better collection use.

4. Weeding out policy of old and little used documents should be implemented to improve the quality of collection.

5. Proper arrangement of books in the shelves, based on the most helpful scheme of classification should be practiced.

6. Information about various services offered by the library should be brought to the notice of the users, through brochures, book jacket display etc.

Recommendations

Some recommendations are given below for effective use of library resources to be followed by library professionals:

A) Traditional services of the library are to be followed strictly as given below:
   a) Matching the readers with their required documents are to be strictly followed.
   b) For the fulfilment of the 4th Law enunciated by Dr. Ranganathan should be strictly implemented by following the fast document delivery system for quick and prompt information services.
c) SDI, CAS, Documentation, Abstracting and Indexing services are to be resorted to help the readers in their search for information.

B) Some steps which will be more fruitful for the libraries in order to have the effective use of library resources and services are enumerated below:

a) Arranging book talk with the knowledge of the authority, where, besides Library Science Professionals, some other persons having expertise in the subject may also be requested or invited to give their valued suggestions.

b) Provision of Advertisement, inside the library with the caption of recent arrivals, with the caption of if you do not read you will lose a lot; it is must for you, Treasure of knowledge etc. along with the book jacket display.

c) User Guide is a very essential and effective tool for the library for helping the users in getting their information and as well as for the proper use of the library resources. So it should be compulsory in the library.

d) Involving faculty members in the departments to encourage and teach the students how to make the effective use of the library resources, for the curricular as well as knowledge development with the consent of Authority. Moreover, this should be decided in the Academic Council.

e) Literature review and physical bibliography about the documents should be there to help the users to know more about the available documents in the respective fields or subject.
f) Assignment should be given to the students on their topics in such a way that they have to consult different books for analysis, abstract and citation.

g) New arrivals and developments should be brought to notice through the faculty members to the students.

h) Through home page of library websites also users can be made aware about the recent arrivals or books newly added to the library.

i) While arranging different seminars and workshops it should be made mandatory to prepare bibliography on the subject, which have been discussed and deliberated in the seminar.

j) A subject bibliography should be prepared by engaging limited number of students under the guidance of the competent teacher. In this respect library personals may render useful service to this.

k) The syllabus makers should be cautious enough in incorporating some of the basic features in the syllabus, so that students cannot think of securing good marks without consulting library documents. Then the library can guide them in their mission.

6.3 Conclusion

The changes in our education system are taking place in a rapid pace. The traditional classroom teaching education system is gradually moving towards the modern trends of education imparting systems like distance learning, online courses.
and virtual classroom etc. These are the results of technological development and the society's growing accessibility to information through ICT. These changes have also changed the students' perceptions about the library facilities and services. The libraries and library professionals have to adapt and change to maintain their relevance in the modern society, and to cater to the needs of the users.

Now a days, the academic libraries specially the university libraries are focusing more in meeting the needs of the users. The impact of the services of these libraries can also be measured through the use of the library resources and the number of users. For the optimum utilization of the resources, the libraries and library professionals have to adopt all possible measures relevant to the needs of hour. By considering the anticipated needs of the students, research scholars and teachers; the libraries and library professionals have to follow a competent as well as a strict book selection policy, which should be a round the year programme. After all the strategic plans and programmes of the libraries are desired to evaluate critically from time to time for examining impact on library services and its further enhancement for the effective library services.

6.4 Future scope of study

The topic chosen for the research programme demands a high level enquiry into the needs of the user as well as management of the library materials to be kept ready for the users.
This is no doubt a pioneering work and challenging one in so much so that the authorities had spent hundreds and thousands of rupees per year thereby it cost a good part of public fund.

My attempt no doubt has brought some feasible plans and policies of the libraries but I fervently hope that the future research workers may take help of this work in giving guidance for their works made for research and reference by adopting different methods and methodologies.