Chapter III
CHAPTER- III

BASIC LIBRARY SERVICES

In the second chapter a picture has been presented about the growth and development of university libraries in Maharasthra. From this data the present position of university libraries can be understood in respect of the following.

1. Library Collection.
2. No of users of the Library.
3. Funding received for Libraries.
4. Infrastructure developed by the Libraries.
5. Library services given.
6. Other activities of the Libraries such as Library Science teaching and Librarians under whose leadership the libraries have made progress during the last two/four decades.

In this chapter a survey is taken about the basic library services given to the users by these university libraries so far. An attempt have also been made to discuss the issue of evaluation of Library Services and measurement of performance of library services and indicators which may be applied to decide the strengths and weaknesses of library services.
Basic Library Services include the following services for purpose of this study.

2. Reading Hall Service.
3. Home lending Service.
4. Overnight Reading Service.
5. Inter-Library Loan Service.

**Objectives of Library Services**

Objectives of library services can be explained in terms of Five Laws of Library Science enunciated by Dr. S. R. Ranganathan. (1)

For evaluation purposes, sometime it may be sufficient that evaluation data be anonymous but while for other purpose this may not be good enough. For example, material left on the table in a library may reflect the materials consulted in that library, but it is difficult to trace and tells us about who used them and for what purpose. It can be traced from the book card if the user writes his name on the book card but sometimes the user did not write his/her name and membership number on the card.

Randomized interviews with users using library materials within the library gives qualitatively different data that is essential in answering certain type of questions.
If carefully designed, collective studies, can provide more valuable information without disturbing the users of the system. A good example of this type of study is "document delivery test" (Orr, et al, 1968) (2)

BASIC LIBRARY SERVICES

Every library, whether it may be public library, college library or university library, provides basic services to their users. Basic services include enrollment of members, circulation of reading material, reading room facility, home lending service, inter-library loan service, document delivery service, consultation of catalogues, etc. While providing these basic services, the role of the librarian is most crucial and important. His approach must be always of positive nature and of giving helping hand to the users. These basic services are discussed here in detail.

LIBRARY SERVICES IN A CHANGING ENVIRONMENT

Library is a service institution. It is not a profit making institution. Its main aim is to give service to the readers of the library. Since the topic deals with the evaluation of library services, one must have the clear objectives of the library services in mind. While considering the objectives of the library services, a careful distinction must be made between long range objectives and short range objectives. The long range objectives are guided by the five laws of library science stated by Dr. S. R. Ranganathan. (3)
1. Books are for use.
2. Every book its reader.
3. Every reader his/her book.
4. Save the time of the reader.
5. Library is a growing organism.

The term book has been modified as document during the last two decades.

There are various implications of the five laws of library science and the services to be given by the library to the readers. The first law reflects that the books be accessible to the readers. Access to the treasures of knowledge available in the library. Access can not be denied to the readers. It also stipulates open access system in the library.

There are rare books, magazines, manuscripts and other reading material available in the library. It should be made available to the readers with adopting all security and safety measures carefully and preserve these documents in the library for the benefit of the next generation. In fact many librarians seemed to be more concerned with preservation than its use. The most obvious implication of the first law is that one must evaluate library collection and library services in terms of the needs of the users. Moreover it suggests that evaluation should be done subjective or impressionistic approaches. It also implies considerations of cost-effectiveness.
The second law stipulates that the librarian should make efforts to publicize the documents available in the library. To achieve this goal he should prepare a library catalogue providing all access points. He should classify all the documents bringing to the notice of the readers, the various facets of the subject represented by the documents available in the library. He should provide key-word index, prepare analytical entries and bring to the notice of the readers the contents of periodicals and other documents available in the library. Even these may be made available on Internet.

The third law stipulates book selection policy. We should develop the library collection in such a way that every reader will get his or her book. The librarian should, therefore identify the categories of readers, their age group, their educational background and their requirements. He should also keep in mind the future needs and provide for future development of the library. He should assess the requirements of the parent organization, in which direction the parent organization will have to develop their collection. The parent organization will be developing new courses. New topics will be incorporated in the existing curricula. He should also assess the requirements of research scholars and provide personalized service to them in the university. He should also study the projects that will be undertaken by the University Departments and provide for support to them. The collection should be developed in different languages - regional and international.

The fourth law of library science stipulates that while arranging the library collections and giving services to the readers, all attempts should be made to give the
service promptly and efficiently to the reader so that the readers as well as library staff will require minimum time for giving the service. This implies the saving of the time of readers and of library staff. Hence to compile up-to-date library catalogue, devising special classification schemes for newly emerging subjects, providing services such as current awareness service, Selective Dissemination of information service, xeroxing services and other services required for efficient management of the library. It also implies use of machines and information technology in the library. Network of telephone, LAN's and other means of speedy communication system and retrieval of information. In the evaluation process of the library services, the time of the user must be given sufficient weightage. Moreover, in the cost-effectiveness analysis of information services, all costs including all user costs usually be taken into account.

The fifth law takes into consideration the future developments that are taking place in the world and their impact. Space is the most important factor to be considered in the library. Therefore while providing more space for library, attempts will have to be made to save the space by using compact storage techniques, microforms, CD-ROM and connectivity to other libraries and other information centres in the town, where it is located as well as the other locations in the country as well as in the world. It also implies use of computers for libraries. It also stipulates that the University Libraries should undertake resources sharing programs and networking. There are many more implications of this fifth law. The new concept of TQM (Total Quality Management) has emerged and hence periodic studies of the services given by the libraries be undertaken and present system be augmented based on the feedback received from users.
This also stipulates that there should be greater interaction between Library staff and readers regarding effective use of library materials. Considering this feedback, the library has to modify or even throw out earlier outdated practices & procedures which become hurdle to give speedy services to the readers. For example the expansion of Internet, the databases made available on internet and the speed at which this data is available either in print form or non-print form at a cheaper rate has forced librarians all over the world to redefine library objectives, the procedures for acquiring documents and dissemination of information.

These developments have made an impact on library personnel and library education. We have to train skilled manpower to learn new techniques and tools developed all over the world in Information Technology. Librarian has to delegate the powers to his subordinates. The Librarian has to write down a detailed job description of each and every personnel of the library. He has to motivate the library staff to increase their productivity and efficiency. Finally he has to create public opinion to raise adequate finances for the effective management of the library. He has to convince to the decision makers to provide for its upkeep. While doing this he has to consider the development staking place in the world, and in his own country and society and specifically higher education.

In this connection University Librarians should study the papers published on the occasion of completion of 50 years of Pune University in the compilation entitled
"Higher education: Challenges and Visions" 1999. A summary of these papers and its implications have been discussed in chapter no. 6/7.

After discussing the implications of Five laws of Library Science on the library services to be given by the university libraries, let us discuss the need for evaluating or assessing the performance of library services. What is meant by evaluation or assessment? What is the purpose and need of evaluation/appraisal? Are there any methods or techniques or indicators or criterion to measure the performance of library services?

Generally the readers comment that library services are good or satisfactory or partially good or partially bad. Performance of a teacher in a university, in the annual self-assessment form, is also categorised in five categories.

a) Outstanding  
b) Very good  
c) Good  
d) Fair  
e) Poor

How can we arrive on such conclusions? Can this satisfaction or goodness be measured in quantitative form are the crucial problems posed by various library managers. It is very difficult to measure some of the quality aspects of the library services, however an attempt has been made to delineate these terms in the following paragraphs.
Evaluation: Definition and Nature

A typical dictionary may define evaluation as “assessing the value” of some activity or object. The Oxford English Dictionary (4) defines evaluation as “the action of appraising or valuing a calculation, or a statement of value! the action of determining the value of (a mathematical expression, a physical quantity etc.) or of estimating the force of probabilities, evidences etc.”

The Websters Dictionary of the English language (5) defines evaluation as follows: “Evaluation means to examine and judge concerning the worth, quality, significance, amount, degree or condition of appraise rate”.

Whether evaluation is a branch of research? Some say evaluation is an essential element of management. In short the result of evaluation may help the manager to allocate resources more effectively.

PRACTICAL NATURE OF EVALUATION

Evaluation is to gather data which is useful in problem solving or decision making process.

As Lancaster (6) states that “the operation of the library can be considered as essentially a marriage between the information resources and the personnel”.

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PURPOSE OF EVALUATION

There are several reasons why the library managers may wish to conduct an evaluation of the services that library is providing to their users. One of the simple reason is to see what extent or what level of performance of the services are now operating, how these services are effective to the users.

The another reason may be to measure the cost effectiveness of the service. If changes are to be made frequently, the effect of the service provided can be measured. The second reason may be to compare the existing library services to other library services which are providing to their users effectively, so that the lacunae can be found out in the existing services and services can be improved in a better way.

The third reason may be to identify possible sources of failure or inefficiency in the service with a view to improve the performance of the service in future. The main purpose of evaluating the services of the library are to take into consideration of the benefits of the user and to raise the standards of existing services. Hence it is an important exercise, unless conducted with specific objectives in mind, to identify the services and suggest some measures to improve its performance.

If an evaluation of any kind of system or service is undertaken, it gives the answer to the following questions.
1. How **well** is the system or service functioning?

2. Can the system or service be **improved**?

3. How may it **best be improved**?

The first question relates the present performance level of the system which may be answered by macroevaluation.

The other two questions can answer more detailed level of evaluation namely microevaluation. It involves analytical procedures where the major failure can be identified.

**NEED FOR EVALUATION**

It is a fact that evaluation is an essential element in the successful management of any discipline. Even in any profit making organisation or industry, every year they evaluate their services and quality of products, their sale as compared to others and take the appropriate decision to improve the quality of a product, to improve the service and how can it will be provided to their user effectively if it is a service oriented organisation.

As Lancaster (7) mentioned in his book that Ranganathan’s fifth law provides the major justification for evaluative activities. Hence library must be evaluated not only in terms of “how it is doing” but in terms of “it is doing what it should be doing”.
The evaluation process is not an end in itself. While evaluating any kind of service of the library or services of the library as a whole, evaluator must perform with definite objectives in mind and the study should be so designed to answer certain specific questions and gather data, which will allow to improve the better services or improvement in the existing services.

**EVALUATION METHODS**

As we have seen that evaluation of any type of library services which are useful to improve the existing library, the methods adopted are also most important.

An evaluation of an information service may be subjective or objective. Subjective studies are based on opinions, interviews etc. These studies are not without value because it is most important to know how people feel about service but an evaluation is of most value if it is analytical and diagnostic, find out how the service might be improved. Hence it is difficult to take the base of this type of study which is based on the opinions. The result of this type of study is objective and should be quantifiable.

The real users of the library can be involved in evaluation studies. The evaluator can try to get all the users to participate in evaluation study voluntarily or the evaluator can use random sampling method to focus on the group of representative users. It is better
to get the reliable data from the few users using random sampling techniques than to gather less reliable data from many users.

With this discussion, the data collected from University Libraries in Maharashtra regarding the basic library services offered by these libraries is presented in this chapter. In presenting and analysing such data, an attempt has also been made to point out the strengths and weaknesses about these services, with suggestions to improve these services.

Membership of the Library.

Library is an important component of education system. Hence the readers rely on library services for their educational and research activities. It is therefore, essential that all the students enrolled in the university for different courses become members of the library. Similarly all the teachers of the university should be members of the University Library. The membership should be 100%.

From the data collected, it is noticed that no university library has made an attempt to enroll all the students and teachers of the university as their members. There is an exception. Nagpur University Library in its annual report in the year 1996-97 has made the following statement. (8)
Due to increase in membership fee and library deposit amounts, there has been a fall in the membership of the library during the last two years. Only 36 percent of the faculty and 46 percent of postgraduate students are members of the University Library; which suggest the need for special efforts to mobilise membership. Librarian is planning to better the situation."

Similarly it is noticed that this data is not included in any of the annual reports of the university libraries in the Maharashtra.

**Basic Library Services**

Let us study some of the terms used in circulation as defined by Harrod’s Librarian’s glossary. 5th ed. 1984.

**Circulation Department**

The American term for the department of a public library which lends books for homelending. Called a “Lending Department” in England.

**Circulation Work**

The American term indictating the work of a department issuing books for homelending.

**Circulation Statistics**

A record of the number of books circulated (issued) for homelending.
Circulation Record

A record of the books issued for homereading.

Circulation

The total number of books issued from a library in a given period.

Circulation Desk

The area of a library in which the staff handle the loans procedure. Also called counter.

Circulation service

The basic library services that are necessary in every university library are in the field of Circulation of reading material either for homereading or consultation in the library premises. The rules for circulation of reading materials also vary from library to library. Another basic service is reading facility within the premises of the library. This is the basic requisite for circulation activity in a country like India. These services are dependent on each other.

The circulation statistics of all the non-agricultural university libraries in Maharashtra have been collected by sending the questionnaires to all these libraries and from the annual reports of the respective universities. The circulation statistics is presented in table No.1.
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>University</th>
<th>No.of books &amp; periodicals issued for</th>
<th>No.of days library open during the year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>94-95</td>
<td>95-96</td>
</tr>
<tr>
<td>1.</td>
<td>Mumbai</td>
<td>145515</td>
<td>156064C</td>
</tr>
<tr>
<td></td>
<td></td>
<td>60948</td>
<td>43882H</td>
</tr>
<tr>
<td>2.</td>
<td>Nagpur</td>
<td>-</td>
<td>9000C</td>
</tr>
<tr>
<td></td>
<td></td>
<td>-</td>
<td>6950H</td>
</tr>
<tr>
<td>3.</td>
<td>S.N.D.T.</td>
<td>42261C</td>
<td>47013C</td>
</tr>
<tr>
<td></td>
<td></td>
<td>70564H</td>
<td>72238H</td>
</tr>
<tr>
<td>4.</td>
<td>Pune</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>BAMU,</td>
<td>55000</td>
<td>58658</td>
</tr>
<tr>
<td>6.</td>
<td>Amravati</td>
<td>14852</td>
<td>15498</td>
</tr>
<tr>
<td>7.</td>
<td>NMU, Jalgaon</td>
<td>26314</td>
<td>29433</td>
</tr>
<tr>
<td>8.</td>
<td>Shivaji, Kolhapur</td>
<td>109664</td>
<td>117139</td>
</tr>
<tr>
<td>9.</td>
<td>SRTMU, Nanded</td>
<td>9013</td>
<td>13141</td>
</tr>
</tbody>
</table>

H = Home lending  
C = Consulted in the library

From the above table it is observed that books and other reading materials were consulted in increasing number in the reading hall within the premises of the library. These libraries are University of Mumbai, Jayakar Library, University of Pune. However
more books are issued for home reading as compared to the books consulted in the library in some of the libraries, such as Barr. Balasaheb Khardekar Library, Shivaji University. The following university libraries have not maintained the data separately for books consulted in the library and books issued for home-reading, however more books are issued in BAMU library for home reading and consultation in the library as compared to Amravati University Library and North Maharashtra University library. The reason may be these libraries are established within this decade. Hence the number of courses, number of registered borrowers are also less. the collection of the library is also less. One of the important reasons may be that both the university libraries are far away from the city. The following table shows progress of the university libraries and their collection and use of libraries.

**Table No 2**

Showing the collection, no. of readers, volumes circulated and average issue.

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>University</th>
<th>Collection</th>
<th>No. of Readers</th>
<th>Circulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mumbai</td>
<td>6,46,943</td>
<td>12,244</td>
<td>2,53,000</td>
</tr>
<tr>
<td>2</td>
<td>Nagpur</td>
<td>3,20,348</td>
<td></td>
<td>7,372</td>
</tr>
<tr>
<td>3</td>
<td>S.N.D.T.</td>
<td>3,07,227</td>
<td>8,202</td>
<td>3,61,781</td>
</tr>
<tr>
<td>4</td>
<td>Pune</td>
<td>4,11,606</td>
<td>8,372</td>
<td>6,65,343</td>
</tr>
<tr>
<td>5</td>
<td>BAMU, Aurangabad</td>
<td>2,98,000</td>
<td>1,544</td>
<td>75,243</td>
</tr>
<tr>
<td>6</td>
<td>Amravati</td>
<td>52,398</td>
<td>3,109</td>
<td>14,966</td>
</tr>
<tr>
<td>7</td>
<td>NMU, Jalgaon</td>
<td>11,634</td>
<td>1,184</td>
<td>33,120</td>
</tr>
<tr>
<td>8</td>
<td>Shivaji, Kolhapur</td>
<td>2,36,975</td>
<td>3,803</td>
<td>1,25,514</td>
</tr>
<tr>
<td>9</td>
<td>SRTM, Nanded</td>
<td>15,821</td>
<td>374</td>
<td>29,078</td>
</tr>
</tbody>
</table>

Note: This data relates to the year 1996-97 collected from annual reports of the University.
DISCUSSION

What criterion should be adopted for evaluating the circulation service. From the above, following criterion can be applied to measure or evaluate the circulation service.

1. **Number of registered borrowers of** the library. Percentage of enrolled students to registered borrowers of the library.

2. **The rules to become a member of the library whether flexible.** More the borrowers more the circulation.

3. **The collection whether useful** for the prescribed courses and research. Availability of multiples copies.

4. **Method of charging and discharging of documents whether easy and simple** from the point of users and the staff.

5. **Time required to find** the required material.

6. **Library catalogue whether up to date and easy to understand** by the reader.

7. **The attitude of the library staff whether positive and helpful.**
Consultation of books in the library

(Q.No.6)

The question was asked regarding issuing of books, for consultation in the library per day and per year. From the data collected, it is noticed that 300 and more books are consulted per day at the SNDT, Pune and Amravati University libraries. Maximum 500 books were consulted per day at the Mumbai University Library. Remaining four university libraries viz. Nagpur university library, Dr.B.A.M.University library, N.M.U.Library and SRTMU library, the number of books consulted in the library are below one hundred per day. About 170 books per day are consulted at the Shivaji University Library.

Criterion to be applied for evaluation of library consultation/Reading in library service:

1. Availability of the required documents in the library.
2. Quality of reading materials in the library.
3. Quantity of collection / Multiple copies.
4. Reading habits of the users.
5. Helpfulness of library staff in locating the documents.
6. Issue methods used in the library.
7. Shelf arrangement, guide boards used in the library.
For university education, it is desirable that the post graduate students, besides reading textbooks, read non-textbooks to supplement textbook reading. However, data regarding reading of non-textbooks/prescribed reference books reading is not available in any of the university libraries. After interviewing some of the students it is revealed that they rely mostly on textbooks prescribed for studies by the university authorities which are more than 10 per paper. Hence it is not possible to read books beyond textbooks. In India, we do not have textbooks produced, based on curriculum designed by Board of Studies. Hence, various chapters from different books are prescribed for reading.

**Suggestion**: It is therefore essential to produce quality textbooks to suit the needs of the students in India.

Number of students suggested that a special scheme for classification of books be designed to classify textbooks. All the books prescribed for one course/paper be organised at one place for quick retrieval. The class numbers also should be short to include broad subject field and should include Author’s name.

**Suggestion**: Hence it is suggested that easy to handle classification scheme be designed for textbooks and all the books prescribed for one course, say, MBA be brought together paperwise.

To a certain extent, the course material produced by Indira Gandhi National Open University fulfil the expectations of the students. However, these textbooks have been written according to curriculum of the IGNOU. But these are not easily available to students of other universities. Efforts be made by the university authorities to make
available these course materials to all the students. Every student should possess the set of course materials throughout his studies.

The next question was asked regarding issue of loose issues of periodicals and bound volumes of periodicals. It is observed from the data collected that loose issues of periodicals are made available for consultation within the library premises for all readers. However these are issued only to faculty members for home reading by four university libraries viz. Mumbai, Pune, SNDT and BAMU. Five university libraries viz. Nagpur, Shivaji, Amravati, NMU and SRTMU do not issue loose issues of periodicals to their readers for home reading but make available for consultation within the library premises.

Question No.6.3 to 6.13 were asked regarding home lending service. The books are borrowed by the readers according to the existing rules of the library with modifications made from time to time. Out of nine university libraries, seven university libraries are using Brown issuing methods with modifications for quick issuing of reading material. Important drawbacks of the Brown system is that you can not give information about the book issued, to whom it is issued and when it will be returned, on what date it is issued. These drawbacks have been removed by designing local two card system by Pune and SRTMU university libraries. These schemes answer the queries of readers regarding books issued. It also helps to know that how many books the reader has read during the year. The question was also asked how much time is required for borrowing a book. Two university libraries viz Shivaji and SRTMU library mentioned that they
require one minute for issuing a book whereas other seven universities informed that they require two minutes for issuing a book.

Comment

A number of drawbacks in the existing issue record maintenance system have been found. To overcome these drawbacks some have suggested computerization of issue system. In computerization some operational questions have been posed. The requirement of a signature for books issued and giving the receipt for books returned is a ticklish question. Some legal questions arise in this respect. Whether the signature is compulsory? Whether an alternative can be found out? National Chemical Laboratory, Pune has found out the following alternative.

1. They issue books on the computer, print out the issue slip and obtain a signature on the issue slip.

2. This issue slip is returned when the book is returned.

However during this survey, it is found that university libraries in Maharashtra have to start use of computer for issuing books. The Pune University Jayakar Library has started use of computers for issuing text books in English language except books in Devanagari script using Libsy’s software, from December 1998. Manual records are also simultaneously maintained.
The question was also asked whether there is a queue for issuing of books on the counter. It is observed from the data collected, that there is a queue for borrowing books on the counter at the Universities of Mumbai, Pune, SNDT, Shivaji University, and BAMU. At four university libraries there is no queue for issuing of books on the counter at Nagpur, Amravati, NMU and SRTMU. The reasons for long queues are that the student population is more and the issuing procedure is lengthy and time consuming.

The next question was asked whether lending service of the library is satisfactory. It is revealed that out of nine university libraries, seven university libraries have found their lending service satisfactory. Two university libraries Pune and Amravati feel that their lending service is partially satisfactory. It was further asked whether library use bar code system for issuing of books. No university library is using bar code system for issuing of reading material. However Nagpur university library proposes to use bar code technology in the near future. The infrastructure is ready and it proposes to apply this system.

The next question was asked regarding whether lending rules do not put barriers to the users and therefore no need to amend the rules. It is observed that there are no barriers of lending rules for the users. It was further asked which type of document are issued for home reading to the user. It is found that text books are issued by all the university libraries but bound volumes of periodicals and theses and dissertations are not issued for home-reading. However Pune, BAMU, and Shivaji university issue theses and dissertations to faculty members if there are two copies of the thesis in the library.
However all types of reading material is made available in the library premises for consultation.

2. Reading Room service

All university libraries have constructed spacious reading rooms or halls set aside for the reading of periodicals or books for their readers. Many university libraries have more than one reading hall. The readers can borrow books for consultation within the library premises as well as to read their own books and other reading material in the reading room. This facility is available for the readers from morning till midnight in the university libraries. Some university libraries in India like Aligarh Muslim University Library are providing reading facility to their readers for twenty four hours throughout the year. It is a prime objective of the university library to make available documents within the premises of the library for study and research. The foremost service required by the students, teachers and research scholars is to provide a facility for reading in the library premises for longer hours in all the days or for the maximum number of days of the year.

Besides the reading hall, additional space has also been provided in the periodicals section, theses and dissertations collection, manuscripts collection and other special collections in the library.

Mumbai University has separate reading hall for both the campuses i.e. Fort Campus and Vidyanagri/Kalina Campus. Both the reading halls are kept open from 9-00
a.m. to 7-00 p.m. throughout the year. There is a holiday on second Saturday. Reading Hall was kept open on Sundays and holidays from September to May end during the examination session. The timing of both the reading halls will be extended upto 10 p.m. at night during the examination session. The students who are living in the university hostels mostly take the benefit of this facility. For other students who are living outside the campus it is difficult for them to get buses and railway trains after 10 p.m. at night.

The Jayakar Library of University of Pune has constructed a reading hall to seat more than 200 students at a time with a mezzanine floor and local lighting system for night reading in 1958. With the increase in number of students demand for more working hours was made by the students from time to time. In 1991 there was an agitation of students to keep the reading hall open from 8 a.m. to 12 midnight. The then Librarian interviewed a number of students and tried to understand causes behind the agitation. From the interviews, it revealed that number of students living in the hostels increased as compared to the earlier decade. Similarly the university authorities permitted four students to live in one hostel room leaving no peace for individual study. As a result the students demanded more space and time of the reading hall. This agitation gave movement to keep the reading hall open even in the Diwali festival as well as in summer vacation. The university authorities accepted this demand and kept the reading hall open upto 12 midnight on all days and for 12 hours on sundays and university holidays but with a special clause, not to appoint any additional staff for this purpose. This resulted into rethinking in library operations and continuous dialogue and discussion with
students, staff members and student union. These discussions were fruitful and a new scheme was started. The scheme involved was closing the reading hall at 6 p.m from inside the library and opening the door of reading hall from rear entrance of the reading hall. The books reserved for reading in the library were issued for overnight reading to the students who want to read these books after closing of the main library at 6.00 p.m.

Special toilet facilities were constructed and approach road was also constructed for night time. All the reference books from the reading hall were removed so that there will not be any misplacement or page tearing of the documents by the students. This scheme proved to be successful. It has achieved three objectives.

1. To keep the reading hall open from 8 a.m. to 12 midnight.

2. To keep the reading hall open on Sundays and University holidays.

3. No additional staff required. Only one peon attendant was sufficient to manage activities in the reading hall, besides the watchman from security system.

**Reading facilities during Diwali vacation**

There was constant demand for keeping the reading hall open during Diwali festival. The library staff members were reluctant to attend the duties during Diwali festival. There was further dialogue and discussions with the students. This resulted into
designing a new scheme which facilitated keeping the reading hall open without library staff. The reading hall was entrusted to representatives of students and kept open for 24 hours on the condition that no chairs and lamps will be removed from the reading hall and discipline will be maintained during these days.

The library staff members issued four books per student for reading in the reading hall during these days and these books were to be returned after the vacation. Students gave very good response to this scheme. Therefore, it is possible to open the library as well as to close the library in time. University appointed one watchman for attending the reading hall duty at night time during these days and no loss was found to the library property.

The Librarian thanked the student representatives for their co-operation. The student representatives felicitated the library staff for understanding their requirements, demands, problems and coming out with a possible solution.

Considering the increased strength of the students, the Librarian submitted a proposal to construct a separate reading hall for the students during the VIth five year plan. M/s Shirish Beri, Architect, Kolhapur came out with a noble plan of the reading hall to keep it open for 24 hours. The building was completed and the reading hall was declared open for the students on 14 November 1994. This necessitates to establish separate text books collection wing. All the text books and recommended books prescribed for studies at the university post-graduate courses were separated and
arranged on the ground floor of this building. Books were issued from this wing to the students which they could return in the same premises. A separate entrance was provided at the rear of this building so that on Sundays and holidays, students would come to the reading hall with their books, read and go home after their studies. Library staff was provided on Sundays and holidays. The watchman of the Poona University security system watched the students activities.

From these discussions:

1. It is proposed that every University library should have a separate reading hall for reading.

2. This hall should be detachable from the main building of the library with convenient toilet facilities, both for ladies and gents students.

3. It should be kept open for maximum number of hours even 24 hours.

4. This should require minimum staff or even no library staff on special occasion for its management.

5. Text books and other reading materials required by students be made available to them as and when required.
6. An easy to handle classification scheme should be adopted for classification of
text books in the university library. Even the Earn While Learn students could
manage this collection.

PERFORMANCE MEASUREMENT

What criterion should be laid down for measurement of performance of this
service. From the study, it is submitted that the following criterion can be laid down for
measurement of performance of this service.

1. Attendance in the Reading Hall during the working days, Sundays and Holidays.

2. Complaints or demands received from the students and the action taken by the
librarian for redressal of grievances.

3. Mentality to change and modify existing procedures.

4. Mechanism to receive feedback and its evaluation.

5. To forecast the future developments and plan for the future.

6. To take the students in confidence and entrust them responsibility.

7. Liaison with University authorities to provide funds as well as freedom and
security to the librarian.
In the year 1997, the librarian received oral feedback from the students. This testifies that this service has been appreciated by all the students of the Pune University.

In this stage, it is suggested that the following scheme be adopted by academic libraries in India especially in Maharashtra state, for design of reading hall.

**Reading Hall Design for tropical countries.**

One of the famous experts in library buildings design Mr. Thompson gave a lecture in the Department of Library and Information Science, University of Poona in the year 1970. In his lecture he presented a study on library building design in tropical countries. He stated that there is enough sunlight for more than 12 hours in our country. Secondly what the students require are clean, neat and quiet place to sit and read. There is no necessity of electricity nor fan. Therefore we do not require RCC structure design for Reading Hall. The structure should have enough windows for sunlight to come in as well as fixed chairs. The height of the hall be kept about twenty to thirty feet high from the ground. This building should be surrounded by trees with great height. Such building can be constructed with lowest cost. There is enough space in India. The flooring may be rough shahabad and this can be constructed within 3 to 6 months period. This will be the requirement of majority of the students when they do not have enough space to study. (9)
The design and scheme of constructing the reading hall is economical and efficient for university libraries and college libraries in India. We should look into this suggestion and specifically requested to modify their design. Alternatively one of the classrooms of the University department which is vacant after 6 p.m. be utilized for reading at night. This arrangement will be economic too.

The reading room facility is a common facility in each university library. However the seating capacity may differ from university to university. Timing of the Reading hall: It is observed from the data collected, that the timing of the reading hall of Jayakar Library, University of Pune and Barr.Balasaheb Khardekar Library, Shivaji University are from 8.00 a.m. to 12 midnight and 6.00 a.m. to 12 midnight respectively. However Mumbai University library, S.N.D.T. Women's University Library provide reading facility from 9.00 a.m. to 7.00 p.m. while Nagpur University library, Amravati University Library provide reading facility from 8.00 a.m. to 8.00 p.m. regularly and extended the reading hours during the examination period from 9.00 a.m. and 10.00 p.m. Swami Ramanand Teerth Marathwada University Library and Babasaheb Ambedkar Marathwada University library provide reading facility from 10.00 a.m. to 6.00 p.m. and 9.30 a.m. to 7.30 p.m. respectively. North Maharashtra University Library provides reading facility from 8.30 a.m. to 7.30 p.m.

It is observed that almost all the university libraries provide reading room facility from morning to evening and extend to night time during the examination period. All university libraries are having separate reading hall with more than 200 seating capacity.
except North Maharashtra University Library and Swami Ramanand Teerth Marathwada University library. The reason is that both the university libraries were established after 1990, however both the university libraries have planned a separate library building. The plan of the library building has been designed by the same Architect. At present both the university libraries do not have a separate reading hall.

It is also observed that the reading hall of Barr. Balasaheb Khardekar Library, Kolhapur was managed by 8 students assistants from 1981 under “Earn while Learn scheme” under the supervision of an Asstt. Librarian and this practice has been continued till today with smooth functioning.

DISCUSSIONS

1. Cumulative circulation data do not give a complete picture of library collection’s use. It is important in academic and research libraries to collect the data according to the subject, so that library can concentrate the subjects which are not in use and may find out the lacunae and gaps in the system.

2. Some of the university libraries cannot extend the reading hours up to midnight for lack of adequate staff and other reasons.

3. Every library should maintain the circulation data systematically. If the circulation system is automated, naturally the computerised system will generate data essential for further analysis.
Opening Hours

( Q.No.7 )

The readers services are concerned with the library opening hours. It should be more appropriate to say that library services are more affected by the opening hours of the library. "Books are for use" and "Every reader his/her book" implies that library has to keep its doors open for maximum number of hours for the users of the library. It is generally found that the university libraries are kept open for about Ten hours a day, it is obvious that longer the working hours of the library the greater shall be its use. To implement this policy, additional staff is required which is not sanctioned for the last two decades.
Table

Showing number of opening hours of the university libraries in Maharashtra State.

<table>
<thead>
<tr>
<th>Name of the University</th>
<th>Total Reading hours</th>
<th>During session</th>
<th>During exam</th>
<th>During vacation</th>
<th>Timing</th>
<th>During session</th>
<th>During exam</th>
<th>During vacation</th>
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</thead>
<tbody>
<tr>
<td>Mumbai University</td>
<td>10</td>
<td>13</td>
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<td>9 a.m.</td>
<td>9 a.m.</td>
<td>to</td>
<td>10 p.m.</td>
<td>-</td>
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<td></td>
<td>9 a.m.</td>
<td>to</td>
<td>7 p.m.</td>
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<td>10 p.m.</td>
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<td></td>
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<tr>
<td>S.N.D.T. Women’s University</td>
<td>09</td>
<td>10</td>
<td>07</td>
<td>9 a.m.</td>
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<td>9.30</td>
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<tr>
<td>Pune University</td>
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<td>16</td>
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<tr>
<td>Nagpur University</td>
<td>12</td>
<td>12</td>
<td>08</td>
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<td>10 a.m.</td>
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<tr>
<td>Shivaji University</td>
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<tr>
<td>Amravati University</td>
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<tr>
<td>Dr.Babasaheb Ambedkar Marathwada University</td>
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<tr>
<td>North Maharashtra University</td>
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<td>11</td>
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<td></td>
<td>to</td>
<td></td>
</tr>
<tr>
<td>Swami Ramanand Teerth Marathwada University</td>
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<td>08</td>
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</tbody>
</table>

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It is observed from the above table that two university libraries viz. Shivaji University and Pune University Library open their reading hall for maximum number of hours i.e. for Eighteen hours and Sixteen hours respectively throughout the year. Nagpur University library and Amravati University Library keep the reading hall open for 12 hours a day i.e. From 8 a.m. to 8 p.m. and extended reading hours during the examination session for 2 more hours. Mumbai University library keeps their reading halls open for ten hours during regular session and 13 hours during the examination session. S.N.D.T. Women’s University central library remains open for nine hours during regular session and 10 hours during examination session. North Maharashtra University library and Swami Ramanand Teerth Marathwada University library open their reading hall for maximum eleven hours and eight hours respectively. These two university libraries are comparatively new libraries and do not possess separate library building.

During the vacation, 7 university libraries (77.78%) out of 9 university libraries reduce their reading room time when the examinations are over and two university libraries (22.22%) open their reading halls even after examinations. There are Competitive examinations during this period and these students require reading facility as regular basis and hence kept open for longer hours.

During the examination period almost all the university libraries are kept open for longer hours for the benefits of the users. And staff available for a minimum period of seven hours except Shivaji University and Pune University libraries. The reasons for
managing the reading hall longer hours upto 12 midnight throughout the year is that the reading halls are managed by the students working in "Earn While Learn Scheme". Each student has to work for four hours a day. Accordingly their duties are fixed by the Librarian. This Scheme is implemented since the last 15 years and still continued. The Shivaji University makes payment to Director of Students Welfare for arranging lodging and boarding of these students working in this scheme in the library. The responsibility of managing the reading hall and issuing books to the students rests with these students. If the books are lost during the year, the cost of lost books is recovered from these students collectively. At Pune University, the reading halls of the library have been separated from the central library and have separate access and are managed by one or two attendants. Hence it is possible for the university library to keep open these reading halls for longer hours upto 12 midnight throughout the year with minimum staff.

7.2 The question was asked whether the present timing of the reading hall is adequate for the user. Out of nine university libraries seven university libraries (77.78%) have reported that the present timing of the reading hall is adequate to fulfill the needs of the readers. However two libraries (22.22%) viz. North Maharashtra University and SRTMU reports that the reading timing is inadequate. The reason given thereof is that they do not have sufficient library staff to run the present library.

7.3 The next question was asked regarding the capacity of the reading hall. Whether the capacity of the reading hall is adequate. It reveals from the answers that six
university libraries (66.67%) have adequate capacity in the reading hall while at three university libraries (33.33%) there is inadequate capacity.

7.4 It was further asked whether university libraries have a plan to construct new reading hall or extension to the existing reading hall to accommodate more students. Out of the nine universities, five libraries (55.55%) has submitted a plan to construct a new reading hall or suggested a plan of extension of the existing reading hall to increase the capacity of reading seats to University Grants Commission. However three university libraries (33.33%) namely SNDT Women’s university, Nagpur University and Shivaji University do not have a plan to construct or extend the reading capacity because their reading capacity of the existing hall is adequate enough as today to accommodate increased users of the library.

7.5 It was further asked whether the library received complaints from the readers regarding non availability of seats in the reading hall. Mumbai, Pune, Shivaji University, B.A.M.U and S.R.T.M.U. expressed that they received complaints of non availability of seats for reading during university examinations period. The solution suggested to overcome this problem is that they provide extra chairs during the examination period in the reading hall.
3. **Home Lending Service**

In the university libraries, mostly all the text books and reference books prescribed for the post-graduate courses and other professional courses are made available. But the library has a limit to purchase multiple copies. Hence some copies are purchased. Out of these copies purchased by the library, few copies are available for home-reading and few copies are available for reading in the library. Hence library is providing home-lending service to their readers so that the reader can read the required book at ease at home. University Grants Commission is providing financial assistance to university libraries as well as to college libraries to purchase text books as well as reference books to support the curricula. It is the prime objective of the library to make available documents for reading at home as well as in the reading room of a library.

**Evaluation of Home lending service**

This service is mainly provided to the registered or bonafide members of the library to those who have paid the library deposits. The amount of library deposit varies according to the different categories of the members. The books are issued to the eligible borrowers for specific period. The book limit also varies according to the category of readers. For example 2 books are issued for 14 days in the Poona University library for post-graduate students. The period of loan is one month for research scholars and one term for faculty members.
The home lending service can be evaluated by using the following performance indicators.

1. Average loan/transactions per registered user per month or per day or transaction per hour.
2. Average waiting time.
3. Accuracy of the service/ mechanism of the system.
4. Cost per transaction.
5. Availability of documents on the shelves.
6. Assistance given by the library staff in searching documents.
7. Classification scheme used in the library and up-to-date library catalogue.
8. Efficiency of the library staff, working on issue counter.
9. User orientation programme organised by the library staff.

4. **Overnight Reading service**

   In this service, books are issued for overnight reading to the registered borrowers who pay the amount of library deposit, at the time of closing of the library. Next day when the library opens, the students have to return the books within one hour. If it is delayed, an amount of Rs.2/- will be charged as delay charges per book. Library can not remain open after 12 midnight due to inadequate staff, hence overnight facility was started in the Jayakar Library.

   Extent of use is given below:
Students staying far away from the university, lady students who can not use the reading hall after 6 p.m. and employed students also are satisfied by this service.

5. Inter Library Loan service

No library can be self-sufficient and purchase all documents required by the readers. There are several reasons for this phenomena. But the major reason is mostly increasing cost of documents, curtailment in the budget etc. When a document is not available in the library, the circulation section may procure a document on loan from other library. This activity is called inter-library loan or lending i.e. the lending of books between libraries. Now a days the libraries are not ready to send the documents on loan by post because there is a fear of loss of documents in postal transit.

Evaluation Criteria for Inter Library Loan service (ILL)

It is a transaction amongst the libraries which participate in the Inter-Library Lending programme. There is a common agreement or code for implementing inter library lending programme and it is accepted by all the participating libraries. The following measurements were concerned with the utilization of resources, they are use of stock, the cost per loan and productivity of staff.

1. Use of stock

In this, the total number of loans during the year was calculated. It is also necessary to calculate the total number of loans by own members/own library users, and
total number of inter-library loan transactions during the year. So that it can be compared and we can calculate the rate.

Some times the required documents are borrowed by other user and it will take some time to return back to the library. So the period is also to be calculated for sending the documents on inter library loan, whether it may be hand delivery or it may be postal transaction. i.e. Transaction period, postal delay, local transactions, transaction abroad etc. these factors are to be considered.

2. Cost per loan

The cost per loan, calculated by dividing the total budget by the total number of loans.

\[
\text{Cost per loan} = \frac{\text{Total budget for ILL}}{\text{Total number of loans}}
\]

If inflation is taken into account, the cost per loan was more than halved over the period. (10)

3. Productivity

The development in productivity of staff was calculated in terms of loans per man year. e.g. 1992 to 1997 the number of loans (including renewals) per man year.
On the basis of available data the level of staff productivity in terms of loans is estimated. However it is only one measure, other measures need to be developed and other parameters like acquisition and catalogue records per man year will be added to the productivity measures.

There are other performance indicators for inter library loans (borrowing) indicated by Christine Abott. They are economy, market penetration, efficiency, effectiveness, costs and productivity.

**Economy**

It means proportion of budget committed for Inter-library loan transactions. There is a provision in the library budget for inter-library loan transaction i.e. amount allocated for to and for postage.

b) **Market Penetration :-**

It is difficult to know what is the level of market penetration should be. However, it is evident that a number of potential users are not sufficiently aware of the Inter-library loan services, that is because due to the absence of a proper marketing on the part of library staff. Even in the University library many post-graduate students do not know about the inter library loan facilities/service. Hence there should be proper marketing or orientation of this service.
c) **Efficiency and Effectiveness**:

Speed of supply and timeliness of supply are related indicator and similar data are needed for both. However an efficiency indicator which measures how quickly an item is delivered, the effectiveness indicator is subjective measure which indicate that the item is delivered at the right time to the user.

d) **Cost**:

1. Unit cost per item requested.
2. Unit cost per item received.

   While calculating cost, the following factors are to be considered.

   a. Cost of request processed (i.e. letter and its cost)

   b. Time spent by the staff per request (Salary of the staff divided by the time spent per loan)

   c. The cost of sending the document back and the time.

**Inter-Library Loan service (9.1-9.5)**

Inter-library loan service is the most essential service to be provided by all university libraries to their users. It is observed that all university libraries are providing inter-library loan service to the users as well as to affiliated colleges and recognised institutions under the jurisdiction of the concerned university. For this service Pune University charged a fee of Rs.500/- per year from the affiliated colleges and recognised institutions. No other university library in Maharashtra except Pune university has
charged fee for such type of service. Nagpur University library charged actual postage expenses from the user who has requested a document on loan from other library. It is the experience of S.N.D.T. Women’s university library that the library asked for loan request to the libraries out of the state of Maharashtra but they never received books but a line in reply also. They provide books to other libraries but generally not asked for loan from other libraries. Many university libraries made loan request from the National Library, Calcutta when the document is not available in any other university libraries.

It was further asked which type of documents are provided on loan. All university libraries are providing general books. Pune, Nagpur and B.A.M.University are providing bound volumes of periodicals on inter-library loan. Others are not. No university library is providing loose issues of periodicals on inter-library loan. Nagpur, Shivaji, Pune, Dr.B.A.M. and S.R.T.M. University libraries are providing theses and dissertation on inter-library loan if two copies are available. All university libraries have agreed that Inter-library loan service is provided on reciprocal basis.

It was further asked what are the difficulties encountered in Inter-library loan service. These difficulties are:

1. The postal charges are more. There is always fear for loss of document in postal transaction. Hence now a days university libraries are not in favour of sending the document by post but willing to send a photocopy of pages of articles available in the library.
2. The faculty members or the borrowers are not very keen in returning the document in time which is loaned from other library.

3. The requested documents such as theses, bound volumes of periodicals etc. are not sent on loan by the libraries.

There are comments received from the university libraries on inter-library loan service. The Librarian of Mumbai University has commented that one should not ask for the material like theses, bound volumes of periodicals which are not sent on ILL to other libraries and the Inter - Library Loan service should be availed of with some seriousness. The another comment is that because of reprographic services and e-mail services, inter-library loan is rarely used.

Comment

While evaluating the Inter-Library Loan service following criteria may be applied.

1. Availability of documents.

2. Availability of Union catalogues of books and periodicals and other documents.

3. Time required for searching and sending the documents.

4. Cost of processing the request for Inter-library loan.
5. Mechanism to bring the documents on loan from local libraries and other libraries, such as through Courier service, sending a person/peon on bicycle, by bus.

6. Attitude to share the resources

7. Promptness in replying to other libraries.

6. Document Delivery Service

The researcher would like to go through the complete texts of some of the selected references. On going through these documents, he may also come across several other references. The primary responsibility of the library is to provide him with the texts (original documents). If the original documents are not available in the library, the librarian either borrow them from another library or obtains their photocopies. The document delivery service is defined as the provision of documents by a library or information centre from its own resources or from some other sources. The document may be original one or a copy thereof.

The Inter library loan is one function of document delivery service which existed even in the late nineteenth century when the number of documents was not too large and the cost was also not prohibitive. The pioneering work in this area was done in U.K. by setting up what is now known as the British Library Lending Division (BLLD). A
similar plan for the establishment of National Periodical Centre was also mooted by the Library of Congress in USA. In India INSDOC provides document delivery service using the collection of National Science library (NSL) and the resources of other scientific and technical libraries. INSDOC has compiled a comprehensive National Union catalogue for this purpose. INSDOC delivers the documents to the reader specifically for outside sources. The documents covered by this service are:

1. Individual papers in periodicals.
2. Reports of special projects, conferences, symposia etc.
3. Standards, specifications, and
4. Patents, theses and dissertations etc.

Evaluation of Document Delivery Service

While applying various evaluation criteria to the document delivery service, the following questions are raised in the mind of researcher.

1. Whether the catalogue of the library is up to date?
2. Whether entries for items find in the catalogue by user?
3. Whether cross reference entries are included as per the needs / requirements of the user.
4. Whether the required document is available on shelf, if not issued outside the library i.e. misplacement.
As Lancaster (12) has raised the following questions regarding evaluation of Document Delivery Service.

1. Can the user find an entry for the item in the catalogue?
2. Given that he finds an entry, can he find the item itself?

There are several important factors influenced whether or not the library user can find an entry for the document in the catalogue, they are as follows:

1. Users own intelligence, his awareness of the related terms of the subject searching for.
2. His experience or awareness of using catalogue in general and in particular.
3. Quality of guidance from the staff or labels of the catalogue.
4. Quality of cataloguing. Here quality refers to cataloguer’s ability to interpret cataloguing rules correctly.

The most important factor determining success or failure in catalogue use is the filing accuracy of catalogue cards, uptodateness of the information in catalogue. It is also most influencing factor is that the spelled correctly or write correctly if the catalogue is handwritten.

5. Size of catalogue: if the size of catalogue is larger, more difficult to use and the user should have the accurate and precise information.
6. Number of access points provided for an item in the catalogue, including cross references, analytical entries, added entries may be the cause of failure of cataloguing and automatically it affects in finding out the document.

7. Availability of the equipment in the library, like xerox machines, computers if library has online access, microfilm reader, micro card reader etc.

Summary

1. From the above discussions, it is concluded that the Basic Library Services has enumerated in para-1 of this chapter have been extended satisfactorily and effectively to all the users of university libraries in Maharashtra.

2. In order to give basic library services effectively all the libraries have developed collection useful for teaching and research. Similarly all the funds set apart for purchasing of books, periodicals and other materials are fully utilised within the prescribed time limit. It is also noteworthy feature of all these libraries that they have completely utilised the funds sanctioned by UGC during the different five year plans for purchase of books and periodicals or constructing of buildings or extension of existing library buildings or purchase of equipment and for appointing staff sanctioned from time to time.

3. All these libraries have struggled hard to get the funding increased for books and periodicals and for developing infrastructure facilities necessary for giving
6. Number of access points provided for an item in the catalogue, including cross references, analytical entries, added entries may be the cause of failure of cataloguing and automatically it affects in finding out the document.

7. Availability of the equipment in the library, like xerox machines, computers if library has online access, microfilm reader, micro card reader etc.

Summary

1. From the above discussions, it is concluded that the Basic Library Services has enumerated in para-I of this chapter have been extended satisfactorily and effectively to all the users of university libraries in Maharashtra.

2. In order to give basic library services effectively all the libraries have developed collection useful for teaching and research. Similarly all the funds set apart for purchasing of books, periodicals, and other materials are fully utilised within the prescribed time limit. It is also noteworthy feature of all these libraries that they have completely utilised the funds sanctioned by UGC during the different five year plans for purchase of books and periodicals or constructing of buildings or extension of existing library buildings or purchase of equipment and for appointing staff sanctioned from time to time.

3. All these libraries have struggled hard to get the funding increased for books and periodicals and for developing infrastructure facilities necessary for giving
effective library services. For example the budgetary provision of Rs.50 lakhs has been made in the budget of the Jayakar Library for subscribing periodicals in the year 1998-99.

4. University libraries have compiled catalogues and organised the library collection using standard classification scheme for making available the documents to the readers.

5. All the university libraries have framed rules to enroll different types of members. Such as graduate, post-graduate students, JRF, SRF, project staff, and casual visitors from affiliated colleges, teachers of the university as well as from colleges, scholars from research institutions, institutional members and opened the door for industries. Besides they have extended services to other libraries, documentation centres from India as well as from abroad.

6. Some of the university libraries have built up separate Reading Hall and gave maximum number of hours service to the students as well as other users. Services have been given to the readers to make maximum use of resources available in the library. Such as homelending service, overnight reading service, reading room service, consultation in the library and inter-library loan service.

7. Xeroxing facilities is provided for document copying.
8. Amended the library rules from time to time in order to accommodate readers of different socio-economic background.

9. Developed an attitude of sharing resources with other libraries and an attitude to serve the readers with a smiling face.

10. Thousands of students passed their examinations using these library resources and developed their personalities and brought prosperity in their life. This is a great contribution of these university libraries.

These are the strengths of the university libraries established in Maharashtra. Weaknesses found during the study and suggestions to improve the services have been given in Chapter VII.
References:


5. Webster’s Dictionary of the English language.


7. Ibid. p 11-12.

9. Interview with Dr. S. G. Mahajan, former University Librarian, Jayakar Library, University of Pune, 1998.


12. Ibid. p.11.