Chapter VI
CHAPTER-VI

Library services given by the Jayakar Library,

University of Pune: An assessment

6.1 Introduction

In the last five chapters, we have tried to review the present library position of university libraries in Maharashtra. In chapter 2, a review has been presented regarding establishment and growth of university libraries in Maharashtra and the various preparations made for giving library services effectively. In chapter three, we have taken review of basic library services given by university libraries in Maharashtra. It is heartening to note that all the university libraries have laid down a firm foundation for giving basic library services and they are extending these services since their inception to varieties of readers for decades. In the chapter four, we have surveyed reader's advisory services given by these libraries which contributed in teaching and research activities of these libraries. Bringing out the strengths and weaknesses of the university library services.

In chapter five, data regarding the hardware purchased by these libraries have been presented. Information about softwares selected and activities started in different university libraries has been presented. A brief review about impact of computerization on the library services in university libraries in Maharashtra is given in this chapter. As a matter of fact that this is not a right time to measure the impact unless and until at least
50% collection is input into the computer memory and circulation in the university libraries in Maharashtra. If this happens, the total library services in university libraries in Maharashtra will improve. They will do better and the objectives of these investigation to certain extent will be achieved.

With this background, it is proposed to make an assessment, a sort of self-assessment of the services extended by the Pune University Jayakar Library. As the researcher is working in the Jayakar Library for the last 18 years, it was thought proper to receive a feedback from the users of the Jayakar Library regarding services given by the Jayakar Library. For this purpose a questionnaire was designed and circulated among the users of the library - the students, the teachers, the scholars and administrative staff of the university. As a matter of fact the researcher should have chosen a bigger sample but due to shortage of period, researcher have selected a representative sample of the users.

Some of the users were also interviewed. The answers received from the users and the oral feedback received from personal interview has been analysed in this chapter. The purpose of all this excercise is to find out strengths and weaknesses of the services given by the Jayakar Library and to plan for better performance in the future. This excercise proved very fruitful to frame proposals for the development of the Jayakar Library which are presented in the last chapter.

Another aspect also be taken note of. The researcher has attempted to avoid duplication of efforts in this respect. Earlier some of the students of M.Lib.1.Sc degree of
Pune University have studied the services of the Jayakar Library and made suggestions to improve the library services. Findings of these studies and suggestions made for improvement of library services are still valid as on today. For example, Miss. Natekar had made a study regarding use of periodicals in the Jayakar Library in 1985. Mr. Pharande studied the circulation system of the Jayakar Library. Miss Seema Konkar studied the Information services given in Pune libraries. Miss. Aparna Mone studied the working of Departmental libraries of the University of Poona. A detailed survey has been presented in chapter No.1. Hence the findings of these studies have also been considered while assessing the services given by the Jayakar Library in this chapter.

With this background, the researcher wants to present his findings in the paragraphs to follow.

After surveying this situation in this chapter, an attempt has been made to assess the library services in the Jayakar Library where the researcher is working since last 18 years. It is a self appraisal and the purpose of the self appraisal or self assessment is to find out the strengths and weaknesses in the services given in the Jayakar Library. Such self assessment gives me as well as others in the Jayakar Library to correct the path if we are on wrong path and to lead a better way of serving the reader in the Internet era.

This results into framing a plan for development of the Jayakar Library in the next decade. This plan, if implemented would prove useful not only to the library staff but also to the readers of the library to give efficient and effective library services. This plan, it is
hoped will also trigger ideas for development of the Jayakar Library as well as other university libraries in Maharashtra. With this limitation the further analysis has been presented. Hence a small sample of the users of the library has been taken to know their feedback about the library services given in the Jayakar Library. Library is a service institution. A University library is a heart of the university. Similarly the heart of the library is its services. While providing library services to its readers one must be very careful and alert how well these services are . As the present study relates to library services of the Jayakar Library, to know the users opinion the researcher has designed a questionnaire for seeking opinions of its readers. (Questionnaire enclosed in appendix)

The sample

The readers include post-graduate students, faculty members, research scholars, administrative staff of the university and others.

6.2 Feedback from the Teachers

In response to the questionnaire, answers were received from university teachers. These answers are analysed in the following paragraphs.

The first seven questions relate to personal information of the users of the library. (Question No.1 to 7) The number of permanent teachers in the university is about 200. However some of the positions are vacant. I have distributed 60 questionnaire to the
faculty members working in various university departments which are regular users of
the library. Out of the 60 users, 32 users (53.33%) have responded to the questionnaire
and expressed their opinion about the library services.

Out of the 32 faculty users, 15 users are from Faculty of mental, moral and social
sciences. Remaining 17 are from faculty of science. From the personal information it is
observed that all the faculty members who have responded to the questionnaire are
engaged in teaching, research, guidance to M.Phil. and Ph.D candidates. The researcher
tried to collect the information about the field of study of individual teacher.

6.2 BASIC LIBRARY SERVICES

6.2.1 Home lending service

Question No.8 (use of the library)

Question No 8.1 was asked about home lending service provided by the Jayakar
Library. It was asked whether faculty members receive books required by them. Out of
the 32 teachers from different disciplines, 23 teachers (71.87%) expressed their
opinion that they get required books from the library whereas 7 teachers (21.88%)
express that they are not getting required books. 2 teachers (6.25%) did not express their
opinion. The reasons for not getting books are (a) issued out (3 teachers), (b) not
traceable (3 teacher), (c) not possessed by the library (2 teachers).
It was further asked whether prescribed loan period is satisfactory or not. Out of the 32 teachers, 26 teachers (81.26%) are in favour of the existing loan period. At present the books are issued for one month duration to all categories of faculty members except Head of the department. 3 teachers (9.37%) are not in favour of existing loan period. 3 teachers (9.37%) did not express their opinion. The loan period suggested by these teachers are two weeks, six month (one teacher). No body has suggested one year loan period.

It was asked whether number of books to be issued to the users are satisfactory. Out of the 32 teachers, 27 (84.37%) teachers have reported it as satisfactory.

Question No.8 C.1 was asked whether they require more books than the number prescribed by the university. It is revealed that 8 (25%) teachers have expressed that they are not happy with the existing limit of number of books but 23 (71.87%) teachers happy with the existing book limit. The existing book limit is 30 books to all categories of teachers except Head of the Department. Some suggested that they require 40 books, 2 teachers have suggested to cut down the limit to 25 books.

It was asked whether they require book reservation method for teachers. Out of the 32 teachers 25 (78.12%) teachers require reservation system for books whereas 5 (15.62%) teachers do not want reservation system for books. 2 (6.25%) teachers did not answer to this question.
6.2.2 **Reading Hall Service**  
Question No.9 (9.1 to 9.3)

Both the reading halls of the Jayakar Library were kept open from 8.00 a.m. to 12.00 midnight for the users throughout the year. It was asked to the teachers whether they are satisfied with the existing reading hours. Out of the 32 teachers 20 (62.5%) teachers are satisfied with the existing reading hours whereas only 3 (9.37%) teachers are not satisfied. 9 (28.12%) teachers did not answer this question. Here it is to be notified that there is no separate reading hall for teachers in the library. Every teacher has a separate cabin in his own department but in the library they do not have separate space to read books and other reading materials.

It was further asked if the existing reading hours are not sufficient, how many hours reading hall should be kept open. Three options were provided to answer this question, how many hours on working days, sundays and holidays and any other. It is gratifying to note that teachers are happy with present reading hall hours. It was asked whether the overnight reading service is satisfactory. Out of the 32 teachers, 21 (65.62%) have expressed satisfaction about the service, 11 teachers (34.38%) did not answer this question, meaning they rarely require this service.

**Suggestions**

There are few suggestions to improve this service they are as follows:

1. More staff and security arrangements be made.
2. The main library should be kept open from 8.00 a.m. to 8.00 p.m. or even more hours. (It is from 11.00 a.m. to 6.00 p.m. at present) The periodical section is also open from 11 a.m. to 6 p.m. Teachers are interested in extended hours for periodicals section. They can consult the periodicals either before or after their departmental working.

6.2.3 **Inter-Library Loan service (Q.No. 11.1 to 11.9)**

Sometimes the required reading material is not available in the library. There is a service called Inter library loan service. The required material can be borrowed from other libraries on loan for a specific period. Jayakar library is also providing this type of service to its readers.

It was asked to the teachers whether they are aware of such type of service provided by the library. Out of the 32 teachers, 24 (75%) teachers are aware of this service whereas 7 teachers (21.87%) are not aware of this service. One teacher did not answer this question. It was asked whether they borrow the books on inter library loan from other libraries. 8 (25%) teachers borrow the books on inter library loan whereas 22 (68.75%) do not borrow books on Inter-library loan from other libraries. It was further asked how much time was taken to receive the book. One teacher said it required ten days to get the books, one teacher said it require one month to get the book. Others did not answer.
From the library point of view the question was asked whether they return the books which are brought on loan from other libraries in time. Out of the 32 teachers, 15 (46.87%) teachers returned the loaned books in time whereas only 2 teachers (6.25%) reported they have not returned the books on time. The Jayakar Library has maintained a register of books borrowed on loan as per following proforma: Date. Book borrowed, Name of the library, Name of the reader, Return date. However there is no automatic mechanism on return of books and on due date. The register is occasionally verified by library staff and reminders sent to teachers, if not returned in time.

Suggestion

One more column be added, i.e. Amount of postage spent in order to know the total expenses for this purpose.

It was further asked whether they prefer xerox copy of the article or bound volume of periodicals on loan from other library. Out of 32 the teachers, 22 (68.75%) teachers are in favour of receiving xerox copies whereas 5 (15.62%) teachers required bound volume of periodicals on loan. The reason may be that they can refer other articles from the same volume which are not available in the library. They have found other relevant articles of their interest in this volume.

Postage charges

At present no postage charges are charged from the readers for interlibrary loan transaction. To know the opinions of the teachers, it was asked whether they suggest
charges for interlibrary loan transaction. Out of the 32 teachers, 3 teachers (9.37%) are in favour of levying postage charges for interlibrary loan transaction, 11 teachers (34.37%) are not in favour of levying postage charges. 18 teachers (56.25%) did not answer this question.

During the year 1997-98, 35 books were brought on loan. Out of which 15 books were brought by post. It is experienced during the last decade that theses and bound volumes are not lent by a number of university libraries in India. Many prefer xerox copies of articles and hence there is no necessity of recovering the postal charges from the readers. The cost of recovery of postal charges may be more than the amount spent on postage charges. (Rs.125/- spent in the year 1997-98) Hence the Jayakar Library did not propose levy of postage charges from its readers.

Generally theses and dissertations are not given on loan. It was asked whether these can be given on loan? Out of the 32 teachers, 18 (56.25%) teachers state that these should be given on loan and 9 (28.12%) teachers are against this proposal. 5 (15.62%) teachers did not answer to this question. It was further asked whether rules regarding copying from theses and dissertation to avoid illegal copying be framed and executed. 22 (68.75%) teachers agree to frame the rules to avoid illegal copying from theses, 4 teachers (12.5%) do not agree with this proposal. 6 teachers (18.75%) did not answer this question.
6.2.4 **Photocopying service/xerox service (Q.No.15.1 to 15.4)**

Now a days photocopying service is a must in every library. All university libraries are having this facility of photocopying service. It was asked to the teachers whether photocopying service provided by Jayakar Library is satisfactory. Out of the 32 teachers, 10 teachers (31.25 %) informed that it is satisfactory, 7 teachers (21.87 %) informed that it is good, 9 teachers (28.12 %) informed that it is poor. It was further asked whether they have faced any problems in getting this service. 16 teachers (50%) have no problems, they are getting the service on the same day. However, 6 teachers (18.75 %) have informed that they are getting photocopies next day. The reason may be due to heavy load on this service. answer to this question.

Library possesses two xerox machines for the use of its users. But library has only one Assistant/Clerk to operate machines.

**Suggestion**

It is suggested by the teachers that manpower for this unit be increased. It is suggested that a post of xerox machine operator be created in all university libraries in Maharashtra and his salary be granted.

**Reader's Advisory Services**

6.2.5 **Reference Service**

Readers are provided reference service by the library as per their demand. To know the gaps and lacunae in this service few questions were asked regarding this service.
It was asked that whether they found the library staff available on the reference table to answer their queries. Out of the 32 teachers, 28 (87.5%) teachers have reported the presence of the library staff on the table whereas 2 teachers (6.25%) reported about his absence. It was further asked whether reference queries are responded by the library staff. Out of the 32 teachers, 28 (87.5%) teachers reported that their queries are responded by the library staff and 2 teachers (6.25) reported it was not responded at all. 2 teachers did not answer this question.

It was asked whether overall this service is satisfactory. 14 teachers (43.75%) have expressed satisfaction, 13 (40.62%) have reported it is partially satisfactory and 3 teachers (9.37%) are not satisfied at all. 2 teachers did not answer to this question.

**Suggestion**

It is suggested that a register be kept on the reference desk recording the date, name of the reader, the nature of query, whether answered or not, the reference books consulted, time taken, if the query is not answered, the reason thereof. This register be checked by the librarian every week and attempts be made to remove the lacunae and improve the performance.

**6.2.6 Current Awareness Service (Q.No. 12.1 to 12.5)**

Current Awareness Service means a service providing indexing of articles in periodicals in form of a documentation bulletin contents list and circulating them to the users.
It was asked whether the service provided by the Jayakar library is satisfactory. The Jayakar Library compiles Documentation in Social Sciences; a monthly list since 1969. Out of the 32 teachers, 17 teachers (53.12%) are satisfied with this service, 9 (28.12%) teachers are not satisfied with the service provided by the library, and 6 (18.75%) teachers did not answer. It was further asked in this connection whether they receive Article Alert service given in Sciences, Humanities & Social Sciences regularly in time. 13 (40.62%) teachers out of 32 teachers are regularly receiving this service whereas 16 (50%) teachers did not receive this service in time. The reason for non-receipt of this service may be that as the Article alert bulletin is sent to the department and not to individual teacher. The department should bring the bulletin to the notice of the teachers. Three teachers (9.37%) did not answer this question. It is traced that the documentation list is not produced on time and brought out irregularly. The library should maintain its time-table.

It was asked whether they prefer indexing of articles service. Out of the 32 teachers, 27 (84.37%) teachers require indexing of articles service for their research. 5 teachers did not respond to this question. It was also asked whether they require abstracts. 23 (71.87%) teachers require abstracts of the articles whereas only 4 (12.5%) teachers do not want abstracts. Five (15.62%) teachers did not respond to this question. They were further asked whether they consulted documentation list brought out by other institutions which are preserved in the library. 11 (34.37%) teachers have consulted documentation list from the library where as 16 (50%) teachers have not consulted.
Suggestion

There is a need to advertise this service.

6.2.7 Current Periodical service need for resources sharing

(Q.No. 21.1 to 21.4)

The Jayakar Library subscribes to 165 foreign journals in the year 1997-98. With increased budgetary provision of Rs.50 lakh. Even though the amount for subscription has been increased in the budget, the total number of periodicals received is reduced over the last decade.

Jayakar Library subscribe to Indian periodicals as well as to foreign periodicals in different disciplines. It was asked whether the periodicals subscribed for your department are adequate to fulfill the needs of teachers. Out of the 32 teachers, 9 teachers (28.12%) have informed that the journals subscribed for their subject are adequate whereas 20 teachers (62.5%) informed that the journals subscribed are inadequate to them.

Suggestion

Teachers have suggested to subscribe more titles in their respective subjects.

It was further asked if they do not receive periodicals of their interest in the Jayakar Library whether they consult other libraries. Out of the 32 teachers, 11 teachers (34.37%) informed that they consult NCL Library, 2 teachers (6.25%) consult college
libraries, 12 teachers (37.5%) consult other research libraries such as NIV, Agharkar Research Institutes Library, BORI, CWPRS etc. from Pune city. Seven teachers did not answer this question. This data indicates that the libraries in Pune should share their resources and rely on shared mode of collection development as stated by Dr. Jayant Naralikar. More stress be given on resources sharing.

It was further asked whether space for display of periodical section of the Jayakar Library is adequate. 12 teachers (37.5%) informed that space is adequate for display whereas 17 teachers (53.12%) found that the space is inadequate for display of periodicals. It was further asked whether the current issues of periodicals are at their proper places. 10 teachers (31.25%) observed that these are at the proper places all the times whereas 19 teachers (59.37%) observed that they do not find them at proper places many times.

6.2.8 Bibliography service

Bibliography services are provided by the library on demand or the library compiles bibliographies on their own on certain topics. It was asked whether they have requested for a bibliography on the topic of research. Out of the 32 teachers, four (12.5%) teachers requested for bibliography service whereas 23 (71.87%) teachers never asked for bibliographies on their research topic. It was further asked if they have asked for bibliographies, do they suggest charging of fees for this service, 5 (15.62%) teachers...
are in favour of charging of fees where as one teacher is not in favour of charging fees for this service.

It was asked whether library compiled bibliography on their own and gave it to teachers. 3 (9.37%) teachers agreed that they have received such bibliographies and 9 teachers (28.12%) have reported non-receipt of such bibliographies. 20 teachers (62.5%) did not answer this question. This is a serious lacuna in the library system. It was asked how much time lag between demand for and the supply of the bibliography required, 2 teachers (6.25%) suggested it required one week, one suggested two weeks.

It was further asked whether they are aware of various bibliographical tools available in the Jayakar library. Out of the 32 teachers, 13 teachers (40.62%) are aware about bibliographical tools whereas 15 teachers (46.87%) are not aware such tools. This suggest launching of orientation programme for teachers.

**Suggestion**

1. It is suggested that Library should arrange programmes to bring to the notice of the teachers such type of bibliographical tools available in the library.

2. Dr. Mahajan had compiled Guide to the resources available in the Jayakar Library in the field of Social Sciences in 1992. This guide should be revised. Similarly guides to the resources in Science and Humanities subjects be
compiled by the Jayakar Library on the lines of guides prepared by Open University, U.K. This topic even may be assigned to M.Lib.I.Sc students for their dissertation work.

6.2.9 **Selective Dissemination of Information Service**

(Q.No14.1 to 14.3)

This is a personalised service provided by the library to its user. It was asked whether the teachers have filled in the profile form. Out of the 32 teachers, 4 teachers (12.5%) have filled in their profile form to the library, 23 teachers (71.87%) did not fill in their profile form, 5 teachers did not answer this question. This shows lack of initiative from library staff and this lacuna should be corrected. It was further asked to give their subject of interest to facilitate search of literature on these topics of their interests.

It was further asked whether they received feedback from the library regarding their queries about SDI. It is observed from the replies that no teacher has received feedback from the library. This is a main lacuna in the library service. If they have not received feedback from the library what alternative arrangements they have made to get the information.

**Finding**

It is observed that all the post-graduate departments in the Pune University have Internet connection in the department. They are searching the information through
Internet. Department of Bioinformatics is having online access to MEDLARS and DIALOG databases. In addition to this, there are other CD-ROM databases in the departmental library. The teachers from the department of Chemistry, Physics, Microbiology, Biotechnology are frequently consulting National Chemical Laboratory Library for getting information.

6.2.10 Microfilming and micro-form reading service

(Q.No.16.1 to 16.2)

The Jayakar Library has a microfilming unit in the library purchased from the grant of Pu.La. Deshpande Foundation. The question was asked whether the teachers are aware of this service. Out of the 32 teachers, 13 teachers (40.62%) are aware of this service whereas 15 teachers (46.87%) are not aware of this service. It was further asked whether they have availed this facility. It is observed from the data collected that out of 32 teachers no teacher has availed microfilming service. From the discussion with the teachers they informed that they do not know about this facility much more. There is need to market this service by the Jayakar Library. Another reason is that there is no technician, either as permanent basis or on contract basis for the last 5 years. Hence no service can be given.

Microfilm Reader/Printer availability

The Jayakar Library is having microfilm reader along with microfilm producing unit. But library does not have printing facility of the microfilm. Library has only the microfilm reading facility. The questions were asked in this respect.
It was asked whether the teacher have read microfilm on the microfilm reader which is available in the library. Out of the 32 teachers, only 2 teachers (6.25%) have used this facility whereas 26 teachers (81.25%) never used this facility. It was asked whether they have used this facility of any other library. It is found that no teacher have used microfilms in other libraries also. This indicates the declining role of microfilm service.

National Chemical Laboratory library has microfilming facility. It was asked whether they have used this facility in NCL library. Out of the 32 teachers, only 3 teachers have used this facility in NCL library. It was further asked whether any department from the university has microfilming reading facility in the department. Out of 32 teachers only one teacher informed their department i.e. Philosophy is having microfilming reader in the department but it was never used by any of the user.

6.2.11 Networking service

The Jayakar Library has started its computerization. The library has also node of networking connection connected with the server of the library. Some questions were asked in this aspect. It was asked whether the teachers are aware of the computerization of the Jayakar Library. Out of the 32 teachers, 24 teachers (75%) are aware regarding library computerization whereas 3 teachers (9.37%) are not aware about library’s computerization.
It was asked whether teachers get books issued on computer from the library or they search the books on the terminals provided by the library. Out of the 32 teachers, 5 teachers (15.62%) are using terminals of the library to search books of their interest. Library has not yet started book issuing on computer to teachers. The work of earlier issue record is being started to be fed into the computer. Library has created directory of all borrowers including teachers. It was further asked whether they get reminders from the library for non return of books on computer. Out of the 32 teachers, 8 teachers (25%) received reminders on computer, 15 teachers (46.87%) did not receive reminders on computer.

At the end of every academic year, library sends reminders to all teachers to return the books to the library for stock verification. The question was asked whether they received a list of books issued against the teacher's name. Out of the 32 teachers, 9 teachers (28.12%) received list of books outstanding against their name whereas 16 teachers (50%) did not receive the list of outstanding books from the computer. This is because all the data of issued books to teachers has not been input in the computer. The work is in progress.

It was further asked whether they receive the list books added to the library pertaining to their department. It is observed that out of the 32 teachers, 8 teachers (25%) informed that they receive the list of addition whereas 17 teachers (53.12%) informed that they are not receiving the list of additions. It is sent to the Department and not to individual teachers. The teachers should consult this list. It was further asked whether
they avail e-mail service from the library only 3 teachers out of 32 availed e-mail service from the library whereas 19 teachers (59.37%) did not avail e-mail facility. The reason is mostly all the departments in the university are having e-mail facility with e-mail account of individual teachers. It was asked whether they get access to international databases. The Jayakar Library at present does not have access to international databases but the department of Bioinformatics have separate library with access to international databases. This is used by some teachers.

**Pune Library Network Service (PUNENET)**

The detailed information about Punenet has been given in chapter-V. The office of Punenet is located in Bioinformatic Centre in the university campus. Questions were asked on the services provided by the Punenet. Out of 32 teachers, 13 teachers (40.62%) are aware of Punenet whereas 15 teachers (46.87%) are not aware about Punenet program. 4 teachers (12.5%) did not answer this question. The further question was asked whether they have availed the services of Punenet. Out of the 32 teachers, 3 teachers (9.37%) availed the services from Punenet whereas 25 teachers (78.12%) did not avail the services from Punenet. It was further asked to mention the services availed by them, 6 teachers mentioned list of books, 4 teachers mentioned theses and dissertations, 5 teachers mentioned periodicals access, 2 teachers mentioned they get access to international databases through Punenet. 4 teachers have mentioned that they receive current contents service from Punenet.
Suggestion

From the feedback, it is noticed that marketing of Punenet services is required. Jayakar Library is one of the components of Punenet. Hence it should take lead in this activity.

Other Network services

It was asked whether they are aware of NICHEM network services provided by National Chemical Laboratory, Pune. Out of the 32 teachers, 5 (15.62%) were availing access to NICHEM Network service whereas 17 teachers (53.12%) did not avail this service. Ten teachers did not answer this question. It was further asked to mention the Network site which they are accessing. Many teachers are accessing information from networks but they have not mentioned any site. The reason for this is that some teachers belong to non-science departments.

6.2.12 Generalities

General questions were asked about cleanliness, shelving of reading material, sufficient light in the library, cooperation of the staff etc.

Cleanliness of the library. It is observed that out of 32 teachers 9 teachers (28.12%) were satisfied about cleanliness in the library. 11 teachers (34.37%) were partially satisfied of the cleanliness of the library whereas 11 teachers (34.37%) were not satisfied. The next question was asked whether they are satisfied with the shelving of books and periodicals. Out of the 32 teachers 6 teachers (18.75%) found shelving of
books and periodicals satisfactory, 15 teachers (46.87%) observed it is partially satisfactory, 10 teachers (31.25%) commented not satisfactory.

The question was asked regarding sufficient light in the library. Out of the 32 teachers, 5 teachers (15.62%) were satisfied about the sufficient light, 14 teachers (43.75%) were partially satisfied with the light in the library, 12 teachers (37.5%) were not satisfied with the lighting arrangement in the library. It was asked whether Call No. on the books and periodicals are to be rewritten. 21 teachers (65.62%) informed that it should be rewritten, 4 teachers informed that it is alright. Nine teachers were satisfied, eight teachers were partially satisfied and four teachers were not satisfied about the call number written on the labels.

The next question was asked about the helpfulness of the library staff. Out of the 32 teachers 24 teachers (75%) were informed that library staff is helpful, cooperative, 8 teachers observed that they are courteous.

6.2.13 Observations

From the above feedback, it is necessary to give more attention to cleanliness, shelving of books and back volumes of periodicals in time, adequate lighting arrangement and writing clearly the call nos on book labels. This throws light on the poor supervision and maintenance at this section. After discussion with the library staff, it is noticed that inadequate staff (may be due to absence, leave, no substitute appointments...
made) is the chief reason for attending to the generalities mentioned in this section. Another reason seems to be poor productivity of library staff.

Suggestion

It is suggested that this work may be done on contract basis from an agency to be appointed for this purpose.

6.3 Feedback from Post-Graduate students, Research Scholars

General Information:

It is generally stated that students are the best judges in the classroom. Likewise users of the library are the best judges of the services provided by the library. The researcher collected the information from the student users of the Jayakar Library. The researcher had distributed 175 questionnaires to different categories of the users of the Jayakar Library. Out of which 103 questionnaire have been received back. The responses received are as follows:

Table

<table>
<thead>
<tr>
<th>Category of the readers</th>
<th>Faculty of -</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Humanities &amp;</td>
</tr>
<tr>
<td></td>
<td>Social Sciences</td>
</tr>
<tr>
<td>Post-graduate students</td>
<td>23</td>
</tr>
<tr>
<td>Research Scholars</td>
<td>14</td>
</tr>
<tr>
<td>Total</td>
<td>37</td>
</tr>
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</table>
First seven questions were asked to collect personal information of the library users.

**Basic Library services**

6.3.1 **Home Lending Service**

(Q.No.8.1 A,B,C.2)

The different questions were asked to know the opinions of the student users regarding homelending service provided by the library. A question was asked whether they receive books required by them from the library as per their requirements. Out of the 103 respondents, 74 respondents (71.85%) have reported that they receive books as per their requirements for home lending whereas 29 respondents (28.15%) reported that they are not getting books as per their requirements. Hence it is observed that 71 percent students are satisfied with homelending service provided by the library and 29 percent students are not satisfied with the homelending service provided by the library. If they are not satisfied with the homelending service the reasons identified are the required books are issued out, another reason may be the required books may be sent for binding, not traceable on the stack or not possessed by the library.

The next question was asked regarding period of loan. The existing rule regarding period of loan for post-graduate students is 14 days (2 weeks), 30 days for research scholars. The question was asked whether they are satisfied with the existing loan period. Out of the 103 students, 84 students (81.55%) are satisfied with the existing loan period whereas 14 students (13.59%) are not satisfied with the existing loan period. Formerly
the time limit was one week. The result was long queues at the issue counter and numerous demands kept for text books. In order to reduce this rush, the period of loan was extended to 2 weeks. The results are encouraging. Queues have been reduced. It was further asked if they are not satisfied with the existing loan period what should be the loan period. One post-graduate student suggested it should be 20 days. 12 student suggested it should be one month for post-graduate students. It is observed that no student including post-graduate and research student suggested loan period of more than one month. One may conclude that the exciting loan period of 14 days may be continued.

The question was asked whether they are satisfied with the existing book limit prescribed by the library. The prescribed book limit for post-graduate students are two books issued at a time against a deposit of Rs.200/-, and five books are issued to research scholars against a deposit of Rs.1000/-. It is observed that out of the 103 students 63 students (61.16 %) are satisfied with the existing prescribed book limit whereas 35 students (33.98 %) are not satisfied with the prescribed book limit. It is observed that even they are satisfied with the existing book limit, post-graduate students suggested 4 books for study whereas research scholar suggested 10 books.

**Suggestion**

It is suggested that the book limit be increased to 4 books for post-graduate for 14 days students and 7 books to research scholars for 30 days.
In the recent past, demand system for text books was in vogue. Books demanded were kept reserved and notices were displayed on the notice board. However the students did not get the books in time and the books were lying idle. Hence this system was discontinued. There are operational difficulties too. At present there is no claim system for reservation of books. The question was asked whether they require demand service/reservation of book system. Out of the 103 students, 74 students (71.84%) demanded book reservation system in the library whereas 18 students (17.47 %) are not in favour of reservation system for books. If the book limit is increased, this issue may be sorted out.

6.3.2 Reading Hall Service

There are two reading halls of the library. Both the reading halls are kept open from 8.00 a.m. to 12.00 midnight on all working days. It was kept open on Sundays and university holidays from 8.00 a.m. to 10.00 p.m. throughout the year. The timing on Sundays and university holidays was increased before the commencement of university examinations. The question was asked whether the reading hours are satisfactory. Out of the 103 students, 92 students (89.32%) stated that they are satisfied with the existing reading hall hours, whereas 7 students (6.80 %) are not satisfied with the existing reading hours. They suggested the reading hall of the library should be open 24 hours throughout the year so that they can come any time as per their convenience for reading.
Suggestion

This suggestion has not been accepted due to administrative difficulties. However further thought be given to implement this suggestion.

The Jayakar Library reserved few copies of the text books prescribed for various courses for reading in the library. These text books are issued for overnight reading to the users when the text book section of the library closes at 6 p.m. The question was asked whether they are happy with this service. Out of the 103 students, 68 students (66.01%) are satisfied with the present arrangement whereas 25 students (24.27%) are not satisfied with overnight service, as they did not get the books they required. This situation can be improved if more copies of text-books are purchased. 10 students did not answer this question.

6.3.3 Interlibrary loan service (Q.No.11.1 to 11.9)

No library can purchase all the books published in all the subjects because their funds are limited. In these circumstances many local libraries come together and formulate a plan of library cooperation. IASLIC had drafted an inter-library loan code of which Prof. K.S. Hingwe was a member. It was asked whether the users are aware of this service. Out of the 103 respondents, 32 respondents (31.38%) are aware of interlibrary loan service whereas 69 respondents (66.99%) are not aware of this service. It is suggested that the users be informed in the orientation programme organised at the beginning of the year about this library services.
It was further asked whether they have borrowed books on interlibrary loan. 17 students (16.50%) reported they have borrowed books under interlibrary loan programme whereas 63 students (61.17%) did not borrow the books under interlibrary loan. The reason may be that they do not require books on interlibrary loan at all. It was asked how much time was taken to receive the book on loan. There are variations. Few respondents stated that it required one day, some stated one week, one month. If the books are to be loaned from the local libraries it can be borrowed within one day or one week as per the availability of library staff. If the books are to be borrowed by post from the other university library naturally it takes 15 days to one month. It depends on how other library responded to your queries. It was further asked whether they have returned the loaned books in time. Mostly all the respondents reported that they have returned the books in time. Here it is noted that the books borrowed from other libraries on interlibrary loan are made available for consultation within the library premises for the students. There is no mechanism from the library side to check the due date of the books borrowed on interlibrary loan.

**Suggestion**

It is suggested to establish such mechanism to check the due date of loaned books. The alternative for this solution is to maintain interlibrary loan record through computer. The computer system will take care of due date and reminders.

It was further asked whether they prefer photocopy of the article from the periodicals instead of borrowing of bound volumes of periodicals on loan from other
libraries. Out of the 103 respondents, 34 student respondents (33.34%) have stated that they prefer photocopy of the article, whereas 16 (15.69%) respondents have stated they prefer bound volume of the periodical, the reason could be they wanted to see other articles which may be useful for them for their study or research. Fifty three respondents did not answer this question. The reason may be they do not require books on interlibrary loan.

At present no postage charges are collected by the users for interlibrary loan transactions. The library is bearing the postage charges. To know the opinions from the users it was asked whether they suggest postage charges to be collected from them due to increased rates of postal charges. Out of the 103 students, 19 students are ready to pay the postage charges whereas 16 students want the library to bear the postage charges. 68 students did not answer this question as this question does not relate to them. It is suggested that postage charges be not recovered from students.

Now a days many libraries are not giving thesis and dissertation on interlibrary loan as it is an unpublished work. To know the opinions from the user whether theses and dissertations can be given on loan, 28 students reported that it should be given on interlibrary loan whereas 24 students reported it should not be given on loan. 51 students did not answer this question. It was further asked whether rules for photocopying from the thesis and dissertations be framed to avoid illegal copying. 31 students expressed that rules should be framed/executed in this regards to avoid copying from theses and dissertation whereas 11 respondents expressed their opposition to frame such rules.
Suggestion

Guidelines be framed by all university library regarding photocopying from theses and dissertations.

6.3.4 Photocopying service/ xeroxing service

(Q.No. 15.1 to 15.4)

This is an essential service in any university library now a days. It is observed that all university libraries in Maharashtra are having photocopying service. It was asked whether the photocopying service of the library is satisfactory. Out of the 103 students, 49 students (48.04%) have reported it is satisfactory, 16 students (15.53%) reported it is good, whereas 31 students (30.09%) have reported it is poor. The reasons are that there is a heavy load on this service. Only one person is handling both the machines. There are problems like failure of electricity, failure of machine etc. It was further asked whether they are facing any difficulties in getting this service promptly. Out of the 103 students, 37 students (35.92%) reported they get the photocopies on the same day, 23 students (22.33%) are getting the photocopies next day. 12 students (11.65%) reported they get photocopies within 15 minutes.

Suggestions

Suggestions are given by the students for this service.

1. Hire on contract basis an additional person for xeroxing the documents.
2. A new machine be replaced by disposing off old machine.

3. Photocopies be made available at low cost, i.e. 40 paise per exposure. The quality of photocopying be improved. Machine requires good maintenance.

Reader's Advisory Services

6.3.5 Reference Service

(Q.No 10.1 to 10.3 )

Reference service is the most common and essential service provided by all university libraries. To know the opinions of the students about reference service, it was asked whether the staff member from the reference section is available on the table to provide information. Out of the 103 students, 75 students (72.81%) reported that the staff member from reference section is available on the table to answer the queries of the students whereas 25 students (24.27%) reported that the staff member is not available on the table. It was further asked whether your queries are responded too. Out of the 103 students, 78 students (75.73%) stated that their queries are responded by the library staff whereas 12 students have stated that their queries are not responded by the staff, 2 students stated that some time their queries are responded. It was further asked whether this service is satisfactory. Out of the 103 student respondents, 48 respondents (46.60%) have reported that the service is satisfactory, 36 respondents have reported it is partially satisfactory and 11 respondents (10.79%) are not satisfied with the reference service of the library. 8 respondents did not answer this question.
Finding

Over all it is observed that the reference service provided by the library is satisfactory but the percentage of partially satisfactory and not satisfactory respondents is not negligible. Asstt. Librarian is working in this section. To improve this service the staff member be increased in this section to provide better service. Similarly latest reference sources be purchased to answer the queries of the respondents. It is also observed that the queries of the user are not recorded.

Suggestion

It is suggested that the register should be maintained to record the queries in the following format. Date, name of the reader, nature of query, whether query answered or not, reference sources consulted etc. A further analysis of the questions not answered be made and corrective measures be taken by the library.

6.3.6 Current Awareness Service

(Q.No.12.1 to 12.5)

Current awareness service means a system for notifying current documents to users of libraries and information centres. It includes information bulletin, indexing services, review of current literature. The Jayakar Library is providing 'Article Alert' service to university post-graduate departments in sciences, humanities and social sciences. The library has also provided list of books currently added to the library collection to all university departments. It was asked whether this service provided by the library is satisfactory. Out of the 103 student respondents, 56 respondents (54.37%)
are satisfied with the service provided by the library whereas 29 respondents (28.16%) are not satisfied with the service provided by the library. 18 respondents did not answer this question. It is noticed from the discussion students that they do not know much about this service and even other services also. Because library provides Article Alert bulletin to the concerned departments and these bulletins are to be brought to the notice of the students but this does not happen.

**Suggestion**

Hence it is suggested that the users be oriented by arranging orientation programmes at the beginning and department should display list of addition and Article Alert bulletin on the notice board of the department concerned. A video film of the Jayakar library its services, use of catalogues is to be prepared and be showed to the user periodically so that the services and the collection of the library will be effectively used.

It was asked whether they receive Article Alert Bulletin regularly and in time. The Article Alert Bulletin is sent to the Head of the department concerned. Out of the 103 students, 35 students (33.98%) reported it is received in time in the department whereas 39 students (37.87%) reported that it is not received in time. 29 students did not answer this question. It was further asked whether they require indexing of article service. Out of the 103 students, 74 students (71.84%) stated that they require indexing service, 9 students stated that they do not require indexing service, 20 students did not answer this question.
At present no abstracting service is provided by the library. Few abstracting journals are subscribed by the library. To know the requirements of the students it was further asked whether they require abstracts. Out of 103 students, 53 students (51.46%) require abstracts whereas 21 students (20.39%) do not require abstracts. 29 students did not answer this question. It is observed from the discussion with the students that abstracts are mostly required by the research scholars for their research. It was further asked whether they have consulted documentation lists brought out by the other institutions and which are preserved in the library. Out of the 103 students, 19 students reported that they have consulted these documentation lists, whereas 47 students (45.63%) reported that they have not consulted these lists. 33 students did not answer this question. The reason is obvious that they do not know such type of lists available in the Jayakar Library.

**Suggestion**

It is suggested that these lists displayed in the library on the reference desk.

6.3.7 **Bibliography service**

(Q.No. 13.1 to 13.5)

Bibliographical service is normally provided by the library on demand. It was asked whether the students requested for a bibliography on the topic of their research. Out of the 103 students, 12 students (11.66%) requested bibliographies on their research topic, 58 students (56.31%) have not requested and 33 students did not answer this question. This service is required by the research scholars. Hence post-graduate students
rarely require bibliography on the subject as because the list of references (i.e. further readings) are provided in the syllabus of a particular paper. It was further asked to those students who require bibliographies, do they suggest charging of fees for this service. Out of the 103 students 4 (3.88%) suggested their willingness for charging of fees for this service whereas 19 students (18.45%) reported their unwillingness to charge fees for this service. It was asked whether bibliography was compiled by the library and given to students. Out of the 103 student respondents, 9 students reported that they have received bibliographies, 28 students reported they have not received bibliographies. Many students are not aware of these services. It was further asked what is the time lag between demand and the supply of bibliography. 7 students reported it is one week, 4 students reported it is two weeks, one student reported it is three weeks, 5 students reported it is four weeks. It was asked whether they are aware of the bibliographical tools available in the Jayakar Library. Out of the 103 students, 19 students (18.45%) reported they are aware such type of tools available in the library. 43 students do not know such tools, 41 students did not answer this question.

**Suggestion**

It is suggested that library should create awareness among the students by bringing to the notice such type of tools available in the library. Guidance also be given to compile a bibliography on the topic of research.
6.3.8 Selective Dissemination of Information service

(Q.N.14.1 to 14.2)

This is a personalised service provided by the library to its users. Basically this service is useful to research students and the teachers. The library has to collect information about the research topic or research interests of the scholars and faculty members who are engaged in research or projects. It was asked whether the students have filled in their profile form with the Jayakar Library. Out of the 22 research scholars, 8 research scholars has filled in their research interest profile with the library. Out of which 3 students from science faculty, five from humanities and social sciences faculties respectively. Out of the 103 student respondents, 40 respondents (38.83\%) have not filled in their profile form. Library staff should take initiative in this matter.

It was further asked whether they have received feedback from the library. Out of the 103 students, no student has received feedback from the library. It shows that there is no coordination between students and library staff. It was further asked if they have not received feedback from the library the alternative arrangement they have made to get the information on their topic of interest. It is observed that many students are searching the information from Internet. Almost all the science departments of Pune University have internet connections in their departments. Chemistry students are using the library resources from National Chemical Laboratory. There are separate terminals for students to search CA database.
Suggestion

Students should be informed about the resources available on Internet on their topic of research.

6.3.9 Microfilming and Micro-form Reading service

It was asked whether they are aware of microfiling service available in the Jayakar Library. Out of the 103 students, 14 students (13.59%) informed that they are aware of this service whereas 79 students (76.70%) are not aware of this service. It was further asked whether they have availed microfilming service from the library. 9 students (8.74%) have reported that they have availed this service whereas 60 students (58.25%) reported that they have not availed this service. 34 students did not answer this question. It is observed that many students do not know about microfilming service. There is no technician to handle the portfolio for the last five years.

Microfilm Reader/Printer availability

The Jayakar Library has one microfilm reader along with microfilm production unit. But the library does not have printing facility of the microfilm/microfische. It was asked whether they have read microfilms on the microfilm reader which is available in the Jayakar Library. Out of the 103 students, 3 students have used this facility whereas 83 students (80.58%) have never used this facility. It was further asked whether they have used microfilm in other libraries. It is observed that only one student read microfilm in British Library, Pune. It was asked whether they have availed the microfilm reading
facility from NCL library. Out of the 103 students, 6 students have used microfilm facility in the NCL library.

6.3.10 Networking service

The Jayakar Library has started its computerization in 1992 when Libsys package was purchased. The library has a node of network connection in the library. It was asked whether they are aware of library’s computerization. Out of the 103 students, 62 students (60.80%) are aware of library’s computerization whereas 31 students (30.40%) are not aware about library’s computerization.

It was asked whether students get books issued on computer or they search the information of books on terminals provided for the students. Three terminals are provided in library for the use of readers. Out of the 103 students, 28 students (27.45%) reported that they are getting books issued on computer and they are searching availability of books through the terminal provided by the library. 31 students (30.40%) are not getting books issued on computer, as the documents in Devnagari script are not inputted in the computer. It is observed that text books are issued on computer, the work of inputting the information of general books is in progress. Hence library has not yet started issuing of general books i.e. non text-books through computer. General books are issued by manual process. It was further asked whether they get reminders of non return of books on computer. Out of the 103 students, 10 students (9.80%) get reminder on computer, 51 students (50 %) did not receive reminders on computer. It was further asked whether they get the e-mail service from the library. Out of 103 the students, 6 students have availed
e-mail service from the library, 60 students (58.83%) did not avail e-mail service. It was asked whether they have access to international databases through the internet connection available in the library. Out of the 103 students, one student reported that he has accessed the international databases through internet from library. It is observed that all departments are having fibre optics network connection in the department. So the students may search the information from the department.

**Suggestion**

In the days to come, the library should market this service (searches on Internet) by organising small courses on Internet use.

**Punenet library network service (PUNENET)**

Punenet i.e a Network of Pune Libraries programme has been launched by DST. The office of this programme is located in Bioinformatics Centre in the University campus. It was asked whether they are aware of this programme. Out of the 103 students, 24 students (23.53%) are aware about Punenet programme whereas 67 students (65.70%) are not aware about Punenet. 12 students did not answer this question. It was asked whether they have availed the services of Punenet. Out of the 103 students, 10 students (9.80%) have availed the services of Punenet whereas 62 students (60.80%) did not avail the services of Punenet. It was further asked to mention the services availed by them from Punenet. 23 students mentioned they search list of books, 6 students mentioned theses and dissertations, 14 students mentioned they search information about periodical, 4
students mentioned that they access the international databases. IP students mentioned that they get information on "Current Contents" from Punenet.

**Other Network services**

It was asked whether they are aware of NICHEM network services provided by National Chemical Laboratory, Pune. Out of the 103 students, 8 science students are availing access to NICHEM network services from NCL. It is observed that mostly chemistry and related subject students availed this network. It was further asked whether they are accessing any other network site for getting information to their interest. No student mentioned name of the site.

**Suggestion**

Marketing of Network services is essential.

**6.3.11 Current periodicals: need for resources sharing**

Jayakar Library subscribes to Indian periodicals as well as to foreign periodicals in various subjects for the use of students, teachers and staff. It was asked whether the periodicals subscribed to your subject study are adequate. Out of the 103 students, 54 students (52.43%) have reported that the periodicals subscribed in their subject are adequate whereas 15 (14.56%) students have reported that they are inadequate. 8 students mentioned that they require more titles in their respective subjects.
It was further asked if they have not received periodicals of their interest in the Jayakar Library whether they consulted other libraries. Out of the 103 students, 14 students have consulted the NCL library, 7 students have consulted college libraries in Pune city and 10 students have consulted other research institutions such as Agharkar Research Institute, Bhandarkar Oriental Research Institute, NIV, NCCS etc.

**Finding**

This is an indication of sharing of resources of other libraries in Pune by the user community.

It was asked whether the space for display of periodical section of the Jayakar library is adequate. Out of the 103 students, 46 students (44.66%) reported that the space for display of periodicals in the library is adequate whereas 29 students (28.44%) reported that space for display of periodicals is inadequate. It was further asked whether the current issues of periodicals are at their proper places. 27 students (26.48%) observed that these periodicals are on their proper places whereas 48 students (47.06%) observed that they do not find them of proper places many times. Due to the inadequate reading space in the periodicals section, the students read the periodicals in the bound volume section and do not replace them at their proper places. The library staff also do not find time to rectify the position.

**Suggestion**

More space be provided for display of periodicals in the library.
6.3.12 Generalities

Some questions were asked about cleanliness of the library, shelving of books and periodicals, sufficient light arrangement in the library, cooperation and help from the library staff etc.

It was asked about the general cleanliness of the sections of the library. Out of the 103 students, 43 students (42.16%) are satisfactory about the cleanliness of the library, 34 students (33.34%) are partially satisfactory about the cleanliness and 22 students (21.57%) are not satisfactory about the cleanliness of the library. Regarding shelving of books and periodicals, 24 students (25.53%) found shelving of books and periodicals is satisfactory, 39 students (38.24%) found shelving of books and periodicals is partially satisfactory and 37 students (36.28%) commented that they are not satisfied about the shelving of books and periodicals.

It was further asked whether sufficient light arrangement has been made in the library. Out of the 103 students, 41 students (40.20%) are happy with the light arrangement in the library, 32 students (31.38%) are partially satisfactory with the lighting arrangement whereas 27 students (28.48%) are not satisfied with the lighting arrangement in the library. It is observed that when the electricity goes off there is no sufficient light in the stack room but sufficient light is available in the both the reading halls. It is suggested that a generator be purchased by the library for this purpose. To overcome this difficulty the Department of Biotechnology and the Jayakar Library has
purchased generator and electricity will be shared by both the departments. This will function very soon.

It was asked whether Call Numbers on the books and periodicals are to be rewritten. 64 students (62.75%) stated that it should be rewritten. 14 students (13.59%) found that it is all right, no need to rewritten. It is a fact that the ink of Call Numbers written long back has faded and hence to be rewritten.

It was further asked whether the library staff is helpful in solving the problems of the students. Out of the 103 students, 86 students (84.33%) found that the library staff is helpful and cooperative, 10 students observed that the staff is courteous.

6.3.13 Observations/ suggestions

It is observed from the above feedback, that it is necessary to give more attention to cleanliness of the library, shelving of books and periodicals and providing adequate lighting arrangement. The problem of light arrangement has already been sorted out by the installation of the generator. It is suggested that adequate staff suggested by Girja Kumar Committee be appointed to provide more services and better management of the Jayakar Library.

6.4 Findings / suggestions

Findings about each service given at the end of each section.
Suggestions to improve the library services have been given under each section and have not repeated in this paragraph.

B.6  RATIONALE AND GUIDELINES FOR ASSESSMENT/EVALUATION OF UNIVERSITY LIBRARY SERVICES

Introduction

In the preceding chapters an attempt has been made to assess the library services given in university libraries in Maharashtra. A picture has also presented regarding the role to be played by the university libraries in the Internet era. In the light of these discussions an attempt has also been made to assess the library services given by the Jayakar Library of the University of Pune. This exercise has given an opportunity to bring out the strengths and weaknesses of the university libraries in Maharashtra. This has also resulted in making concrete suggestions to improve the library services of the Jayakar Library.

One may ask question as to why this exercise has been done and even further why such exercises should be done for each and every university library not only in Maharashtra but all over India. In this chapter an attempt has been made to present recent trends in assessing/evaluating of library services in the world.
6.5.1 GUIDELINES BY NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL (NAAC)

National Assessment and Accreditation Council (NAAC) is an autonomous institution established under Section 12 CCC of the UGC Act for assessment and accreditation of institutions of higher learning or their units. It is an outcome of the National Education Policy (NEP 1986) and the UGC initiative to create a national policy for the maintenance and coordination of standards in higher education.

NAAC has defined evaluation as the process of testing the students' knowledge and skill through examining them against present norms.

NAAC has identified ten parameters for assessment for universities which reflect all the facets of functioning of the institution. These parameters are as follows:

1. Institutional goals and objectives
2. Curriculum design and review
3. Teaching, learning and evaluation
4. Research and publications
5. Consultancy and extension activities
6. Organisation and management
7. Infrastructure facilities
8. Support services
9. Student feedback and counselling
10. Generation and management of financial resources.
Out of these parameters, library comes under support services. NAAC has identified
criteria for assessment of the library (3) The criteria are as follows

* Indicate the composition and functions of the library advisory committee.

* Give details of the staff structure and funding of the central library

* How is the adequacy of library facilities monitored?

* What are the mechanisms to facilitate easy access and availability of books?

* Is there a plan for computerisation of lending, monitoring and purchase of books,
and stock verification etc?

* Give details of the following:

* inter-library borrowing

* availability of open access system

* lending of audio-visual material

* book bank

* To what extent do students, faculty and staff make use of the following facilities, if
they are available in the library

* photocopying facilities

* cassettes (audio/video)

* computer facilities

* microfilm/microcard

* fax, e-mail
To assess the above criteria NAAC has given a checklist of documents to be checked during the assessment of the university library.

1. Policy guidelines on various support services namely library.
2. Inventory of physical facilities of various support services.
3. Records of maintenance of various support services.
4. Records of utilisation of various support services.
5. Memorandum of agreement with other institutions with regards to inter-library co-operation activities and instrumentation centre.

Checklists (5)

1. Check the convenience and adequacy of the working hours for the following:
   * borrowing books
   * access to reference books, periodicals, journals
   * general reading

2. Check evidence for the following:
   * the number of students and faculty using the library during certain hours.
   * the adequacy of seating space for students and faculty.
   * availability of cubicles for the faculty and research scholars.

3. Are the following procedures simplified:
   * replacement of books
4. Check evidence for the following:
   * number of books damaged
   * number of books kept for binding
   * time gap between binding and replacement of damaged books
   * the monthwise break-up of acquisition of books journals periodicals added during the last three years and their total cost

5. Check evidence for the following:
   * the number of departments which have libraries of their own
   * the departmentwise holdings the provision for interlibrary borrowing
   * the availability of internet facility

6. Check the per student expenditure on:
   * library books
   * journals
   * periodicals
NAAC has given different formats to fill up the data required for the assessment of the library. The information is to be filled in key phrases. These formats and space provided for fill in the information is given in the booklet of the NAAC (Enclosed.)

Suggestions

1. To maintain the records in various sections of the library the researcher suggests the format for collection of data.

2. The goals and objectives of every university library may also be frame as per the guidelines by the NAAC in its pamphlets goals and objections.

3. It will be desirable by the all university libraries in Maharashtra to get their working assessed and accredited by NAAC.

4. It is further suggested a short workshop be organised to explain the rationale of NAAC and to maintained records as per the requirements of the NAAC.

6.5.2 TOTAL QUALITY MANAGEMENT IN LIBRARY SETTING

Concept of Quality Management

Basically the concept "Quality has been borrowed from industry. In the recent years the term quality and standards are also considered for application to the higher education.

While doing any exercise to assess or assure quality of education, the question arises is 'quality of what'? Though the quality of teaching would vary according to the subject taught, number of students involved, level of education, mode of educational
Parameter VIII: Support Services

a. Library

1. State the policy of the university on Library in key phrases.

2. Is there an advisory committee for the library?
   Yes [ ] No [ ]

   If yes, indicate its composition and functions.
   i. Composition:

   ii. Functions (in key phrases):

*Do not write/mark anything below this line as this is meant for computer bar code generation.*
3. Draw a tree diagram for the management and duties/responsibilities of the staff of the library.
4. Indicate information about the department wise libraries and their holdings of books, periodicals/journals, etc.

<table>
<thead>
<tr>
<th>Dept. code</th>
<th>Dept. library</th>
<th>Books</th>
<th>Periodicals/Journals</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>
5. Is the library interconnected with other libraries for inter-library borrowing?

Yes [ ] No [ ]

If yes,
a. At what levels?

i. City [ ] ii. District [ ]

iii. Regional [ ] iv. State [ ]

v. National [ ] vi. International [ ]

b. What are the procedural details for inter-library borrowing? Give in key phrases.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

6. a. Are the following activities of the central library computerised?

i. Lending of books [ ] ii. Purchase of books [ ]

iii. Lending of audiovisual material [ ] iv. Book bank [ ]

v. Stock verification [ ]

Any others

vi. [ ]

vii. [ ]

Do not write/mark anything below this line as this is meant for computer bar code generation.
6. **Are the department libraries interconnected with Central library?**
   - Yes [ ] No [ ]

   If yes, are all the information connected through
   - Local area network [ ]
   - Wide area network [ ]

6. **Does the library subscribe through Internet?**
   - Yes [ ] No [ ]

   If yes, give the average annual number of hours of utility for the last three years:

<table>
<thead>
<tr>
<th>Year before last</th>
<th>Year before</th>
<th>Current year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. **Indicate the library timings.**
   - **General/reference section timings**
     - From [ ] - [ ] hrs.  [ ] - [ ] hrs.
     - UG students
     - PG students
     - Research scholars
     - Faculty
     - Staff

   - **Lending timings**
     - From [ ] - [ ] hrs.  [ ] - [ ] hrs.
     - UG students
     - PG students
     - Research scholars
     - Faculty
     - Staff
8. Give example(s) to show how the monitoring has been used to improve the library services?

<table>
<thead>
<tr>
<th>Example 1</th>
<th>Example 2</th>
<th>Example 3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9. Give the acquisition of books in the central library during the last three years.

<table>
<thead>
<tr>
<th>Amount in Rs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text books</td>
</tr>
<tr>
<td>Other books</td>
</tr>
<tr>
<td>Journals</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year before last</th>
<th>Year before</th>
<th>Current year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

10. Give the number of books/journals/periodicals that have been added in the central library during the last two years and their cost.

<table>
<thead>
<tr>
<th>Number</th>
<th>Total cost (Rs. '000)</th>
<th>Number</th>
<th>Total cost (Rs. '000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iii.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iv.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>v.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Do not write/mark anything below this line as this is meant for computer bar code generation.*
11. Indicate the information about the use of the various facilities in the library during the last year.

<table>
<thead>
<tr>
<th>Facility</th>
<th>No. of users</th>
<th>No. of hours of use</th>
<th>Fund generated in Rs.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>a. Students</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Cassettes (audio/video)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii. Computer assisted learning</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iii. Micro film/micro card</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iv. Fax</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>v. e-mail and internet</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Any others</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>vi</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>vii</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>b. Faculty</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Cassettes (audio/video)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>ii. Computer assisted learning</td>
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<tr>
<td>iii. Micro film/micro card</td>
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<td>iv. Fax</td>
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<tr>
<td>v. e-mail and internet</td>
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<td>Any others</td>
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<td>vii</td>
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</tr>
</tbody>
</table>

Do not write/mark anything below this line as this is meant for computer bar code generation.
<table>
<thead>
<tr>
<th>Staff</th>
<th>No. of users</th>
<th>No. of hours of use</th>
<th>Fund generated in Rs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>i. Cassettes (audio/video)</td>
<td>□□□□</td>
<td>□□□□</td>
<td>□□□□</td>
</tr>
<tr>
<td>ii. Computer assisted learning</td>
<td>□□□□</td>
<td>□□□□</td>
<td>□□□□</td>
</tr>
<tr>
<td>iii. Micro film/micro card</td>
<td>□□□□</td>
<td>□□□□</td>
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<tr>
<td>iv. Fax</td>
<td>□□□□</td>
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<td>□□□□</td>
</tr>
<tr>
<td>v. e-mail and internet</td>
<td>□□□□</td>
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<tr>
<td>Any others</td>
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<td>vii</td>
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</tbody>
</table>

Do not write/mark anything below this line as this is meant for computer bar code generation.
delivery and so on. The most simple important criteria to judge the quality whether teaching is meeting the individual needs of the students, similarly the quality in library is assessed or assured naturally on the library services, which library is providing at present to their readers. It is necessary while assuring the quality service to readers, the quality measure indicators are to be decided and on the basis of these indicators the performance or quality is judged or measured.

Some definitions of quality:

The British Standard 4778, 1987 (and its international equivalent to ISO 8402, 1986) offer the following definition of quality (6):

"The totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implies needs."

The Ford Motor Company used following definition (7)

(quoted in Lascelles and Dale, 1993)

"Quality is defined by the customer. The customer wants products and services that throughout their life meet his or her needs and expectations at a cost that represents value."

Tann (1993) (8) suggested in a paper concerned with the application of the ISO 9000 quality assurance standards to libraries that fitness for purpose would include.
- Knowing the customer's need - stated and/or implied.
- Designing a service to meet them on or off the premises.
- Faultless delivery of service.
- Suitable facilities - car park, cafe, library, etc.
- Good accommodation - seating, lighting, heating, toilets.
- Good housekeeping.
- Reliable equipment - computers, videos, microfilming, etc.
- Efficient administration - welcome, queries answered efficiently and effectively.
- Helpful courteous staff.
- Efficient back-up service.
- Monitoring and evaluation including customer's expectations, complaints, recommendations for improvement.
- Feedback loops to build in improvement procedures and/or checking that improvements are put in place.

Key issues that are presently discussion regarding quality are:

1. Quality is achieved when customer needs are met.
2. Quality is central to all organizations, not an optional extra.
3. Quality is not dependent on high price or high levels of resourcing.
TOTAL QUALITY MANAGEMENT (TQM)

- TQM requires total commitment by senior management, and by all staff over the long term.
- TQM involves complete dedication to meeting consumers' requirements.
- TQM based on teamwork and partnership and seeks to break-down interdepartmental or sectional barriers and replace with cooperation and partnership.
- TQM explicitly recognizes that there are internal and external customers and that proper recognition of all customers' requirements is needed if external customers are to receive quality products or services.
- TQM involves long term commitment to training and development for all staff.

The Role of the University Librarian

On the light of the above, it is necessary that university librarian accept this challenge and attempt to bring in TQM in university libraries in Maharashtra.

A very good book has been edited by Susan Jurow and Susan B Bernard. (9) In the introduction TQM fundamentals and overview of contents are given. In the first section, experiences of various libraries such as Harvard College library, Origan State University library have been given to bring about TQM in libraries. In the second section challenges to library services for implementing a TQM programme have been presented. It is stressed that training need to be given at all levels of library staff. Tools for measuring performance have been also suggested. In the third section, the rewards and awards received by implementing TQM occurs have been stated. In the fourth section
experiences of their TQM have been narrated. Lastly a point has been made regarding the role of leadership in TQM

From these discussion it is evident that the leadership of the library has to accept this challenge and bring on reforms in the library management.

**Role of leadership in TQM**

In TQM, the overriding goal is quality, but the philosophy is one that assumes cultural change. It is a process that requires a new vision. This vision must be articulated and then followed by a process of helping everyone in the institution understand, accept and develop a commitment to that vision. The first and most important requirement in the successful implementation of TQM is the total commitment of the leadership to improving quality, and to the process of getting members of the community to the point that improving quality is the motivation behind everything they do in the institution. This motivation must extend beyond the administration and staff to faculty, student and other constituents.

Ellen E. Chaffee, a leader in the effort to introduce TQM in higher education and Vice-Chancellor of Academic Affairs for the North Dakota University System, has full-time responsibility for introducing the principles of Total Quality Management in the state. In a talk delivered in 1990, she described her view of the importance of the Total Quality Commitment (their version of TQM):
The critical challenge of the 1990's is to change our ways so that we are what we stand for and we do what we are. Higher education, more than any other social institution, must not only teach what moral leadership means, but also show what moral leadership is. We must go far beyond "good enough if you pay enough" to a passionate, ceaseless commitment to improving quality, improving productivity and decreasing cost.

In his inaugural address as President of the University of Rhode Island, Robert Carothers, a leader in the movement to integrate the principles of TQM in higher education, announced his plan to establish the Academy for Quality at the University. In an article in the January 18, 1992, issue of the Providence Journal Carothers describe the academy as "the primary vehicle of all members of University's staff". He went on to say that "We will make it available to all public employees so that the lessons of quality can help restore the people's faith in the competence and integrity of state government and help restore to all government employee their sense of pride in public service." In the first few months of his tenure, Carother communicated his plan of action for quality improvement to faculty and staff. He also charged the faculty, student senates to take a leadership role in the implementation of the plan. (10)

**Suggestion**

This topic be included in the curriculum of Master of Library and Information Science Course and students be guided to conduct investigation in this area.
References


2. Ibid. p. 4.

3. Ibid. p. 31.


5. Ibid. p. 34-35.


7. Ibid. p. 6.

8. Ibid. p. 6.
