Chapter - 7

COLLEGE LIBRARY SITUATION IN WEST BENGAL, DELHI AND THE USA: A COMPARATIVE STUDY

7.1 Introduction

Sharing the views of Louis Shore it can be said that a comparative study of library situation at different places can rightly indicate the merits or demerits of library service in a particular place. In the present chapter a comparative study has been attempted regarding West Bengal college library situation vis-à-vis those of Delhi and the USA. Preceding chapters show the work of infrastructural development of the college libraries of West Bengal and Delhi began in late 1990s and mid 1990s respectively; whereas the same work began in the USA in 1980s. However, it is necessary to measure the rate of growth in the infrastructural development work achieved by each within a specific period of time. The present comparative study based on 21 criteria reveals the extent of success of the endeavour made for college library infrastructural development undertaken by the college libraries in West Bengal, Delhi and the USA in respect of a time limit.

(1) Physical Facilities

West Bengal - Most of the college libraries in West Bengal under study do not possess any separate building. A college library is generally housed in a shabby corner of the
college building, or located in a single hall lacking all the facilities of a functional library building. Out of 16 colleges, only three have separate library buildings. The space available to college libraries in West Bengal ranges from 1000sq ft to 6000sq ft. Students use the physical space of the college library during the off-periods and recess hour (2 off-periods i.e. maximum 90 minutes + recess time). On an average, each student gets the privilege of in-house library use for maximum 105 minutes per day (maximum 105 minutes in 7 hour). The situation meets only the 25 per cent need of the students.

**Delhi** - Delhi college libraries under the study have excellent library buildings based on Indian Standard (1553-1976)\(^1\). The physical facilities like furniture, fixture equipments are found to be satisfactory in all Delhi college libraries. The space available in Delhi college libraries ranges from 3000sq ft to 85000sq ft. Delhi colleges function from 8.30AM to 2.30 PM; libraries function beyond the class hours (8.30 AM to 5.30PM). During university examinations most of the libraries extend library hour from 8.30 AM to 8PM. The study reveals that a student enjoys the physical facility of the library maximum for 180 minutes beyond the class hours. The situation meets 50 per cent needs of the students.

**USA** - It is needless to say, that all the USA college libraries under the study possess suitable library building, fixture and furniture based on American standard. The space available to college libraries in the USA (under the study) ranges from 45000sq ft to 171800sq ft. The architecture and the well-equipped interior of a college library attract its readers even for in-house use. Each college library has an off-site storage facility. The
USA college libraries function beyond the class hours. Filled-in questionnaires reveal that the situation meets 90 per cent need of the students.

The present situation, as found from questionnaire-1, is shown in Figure 1.

Figure 1

COMPARATIVE PHYSICAL FACILITIES

(2) Library Hour

West Bengal – The study reveals that classes at West Bengal colleges are usually held from 7AM to 2PM; 10.00 AM to 5 PM and 12AM to 7PM at morning-shift college, day-shift college and evening-shift college respectively. Saturday is a half working day in West Bengal college system. College libraries function during the class hours only. Therefore, college libraries function for seven hours on week days and four hours on Saturday. The study reflects that the working hours of the libraries vary from 39 to 44 hours (especially in 2/3 shift college) a week. So, on an average library works for 41.5 = 42 hours.
Delhi – The study reveals that classes at DU colleges are held for six to seven hours per day. Saturday is a half working day. Libraries work from 8 AM to 5 PM on weekdays and 8 AM to 3 PM on Saturday. Normally the working hours amount to 45 to 55 hours per week. During university examination libraries increase their working hours from 55 to 65 hours a week. On an average libraries function for 60 hours a week.

USA – The working hours of the USA college libraries span from 100 to 106 hours (on-site) per week and off-site according to users’ need (24 hours a day). Average is 103 hours a week.

The results are shown in the Figure 2.

Figure 2

COMPARATIVE WORKING HOUR (AVERAGE)
(3) Collection

West Bengal – Generally, the collection is limited to books and periodicals in West Bengal college libraries. The non-book materials are limited in the form of maps, floppy disks and CD Rom disks. Data about the quantity of non-book materials has been mostly unavailable. These are mostly available as accompanying materials of books. In many cases college libraries do not have the required hardware facilities for using the non-book materials. In West Bengal college libraries, the book collection ranges from 36000 to 350,000 volumes. The number of periodicals subscribed to ranges from 5 to 35. On the whole, the library collection in West Bengal colleges is quantitatively high but qualitatively poor. Most of the reference books are backdated. The study reveals that only 40 per cent of books are in regular use. The rest of the books are not being used for a long time. Unused books are not weeded out from the library. It makes the library system slow and sluggish. There is no provision for depository library in the state. The library committee of a college which is usually responsible for book selection, unfortunately, pays poor attention to the useful growth of library collection.

Delhi - In Delhi college libraries the collection predominantly consists of books and printed periodicals. The book collection ranges from 46,500 to 150,000 volumes. The number of periodicals subscribed to, ranges from 8 to 150. The non-book materials are limited in the form of maps, floppy disks and CD Rom disks. Floppies and CDs are mostly available as accompanying materials of books. Data regarding the non-book materials are not available. The UGC-Infonet facility is being offered in one Delhi
college library. DELNET facility is being offered in two college libraries. College library users are also entitled to use journals available in Delhi University library. Like in West Bengal College Libraries, the reference collection in the DU college libraries is also qualitatively poor. A large number of reference books have lost their use value. The study reveals that 50 per cent books of DU college libraries are in regular use.

USA - The USA college libraries’ collections consist of monograph, printed journal, CD ROMS, Microforms, online-databases etc. Textbooks are procured by the students themselves. The book collection ranges from 130,172 to 2300,000 volumes. Some of the college libraries have been decentralized for their huge number of collection. The number of subscribed periodicals ranges from 100 to 3412. The number of electronic journals in four USA colleges is 33777. The USA college libraries follow a standard policy regarding their collection development. Each library maintains an archive section. In this era of information explosion most of the college libraries are developing their collections through consortia. This has been beneficial to the USA college libraries for many purposes, such as, developing a centralized collection, a centralized cataloguing system for the acquired documents and having a centralized storage system for them.

The present situation, as found from questionnaire-1, is shown in the Table 1 and Figure 3.
Table 1
COMPARATIVE COLLECTION(AVERAGE)

<table>
<thead>
<tr>
<th>COLLECTION</th>
<th>WEST BENGAL</th>
<th>DELHI</th>
<th>USA</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOOKS</td>
<td>Total number of books in 16 college libraries:</td>
<td>Total number of books in 15 college libraries:</td>
<td>Total number of books in 16 college libraries:</td>
</tr>
<tr>
<td></td>
<td>1443740</td>
<td>1,363000 (1 NA)</td>
<td>10376750</td>
</tr>
<tr>
<td></td>
<td>Average collection 90233</td>
<td>Average collection – 90867</td>
<td>Average collection – 648547(approx)</td>
</tr>
<tr>
<td>PERIODICALS</td>
<td>213 in 10 college libraries (information about 6</td>
<td>975 in 11 college libraries (information about 5</td>
<td>17966 in 11 college libraries (information about 5</td>
</tr>
<tr>
<td></td>
<td>libraries -NA)</td>
<td>libraries -NA)</td>
<td>libraries –NA)</td>
</tr>
<tr>
<td></td>
<td>Average – 21.3</td>
<td>Average – 88.63</td>
<td>Average – 1633.272</td>
</tr>
<tr>
<td>ELECTRONIC</td>
<td>Nil</td>
<td>UGC – Infonet available in 1 library;</td>
<td>33777 in 4 USA college libraries (12 NA)</td>
</tr>
<tr>
<td>JOURNALS</td>
<td></td>
<td>DELNET available in two libraries</td>
<td>Average – 8444.25</td>
</tr>
</tbody>
</table>

*NA= Not Available

Figure 3

COMPARATIVE COLLECTION

![Graph showing comparison between WB, Delhi, and USA for books and periodicals collection.](image)

Due to insufficient data, graph has not been sketched for electronic journal collection
(4) Access System

**West Bengal** - Filled-in-questionnaires reveal that only three college libraries allow their users to access books from the book stack directly. Thirteen college libraries do not allow the users to access books directly from the book stack. Thus only 19 per cent of the libraries provide the facility of open access.

**Delhi** - In Delhi college libraries users are allowed to access books directly from the book stack along with the periodicals in the reading room. Thus 100 per cent of libraries provide open access facility to the Delhi college library users.

**USA** - The entire collection in a college library in the USA is open to the users. Collections of all libraries are easily accessible to users both for the in-house use and off-site use. Thus 100 per cent of libraries provide open access facility to the USA college library users.

The present situation, as found from questionnaire-1, is shown in the Figure 4.
(5) Library Management

**West Bengal** – In West Bengal, there is a system to form a library committee for looking after the activities of the college library. But that library committee is not a statutory body. The library committee is formed with teachers of different departments as members along with the librarian. In many cases the college librarian acts as a general member of the library committee. The library committee is convened by a teacher-in-charge. The system undervalues the position of a librarian. Naturally it acts upon the librarian’s motivation for work, in the absence of which the library can hardly function fruitfully. Apart from this, the questionnaires unveil the fact that the library management policy is not scientific.

**Delhi** – Delhi college libraries have their library committees for looking after the activities of college libraries. The library committee of a DU college is a statutory body. The composition of the library committee is (1) Principal (Chairman), (2) Librarian (Convenor) and (3) Head of the Department of all subjects (members). Now, six DU college libraries are being run by the officiating librarians (professional assistants). In these cases the library committees are being convened by a teacher-in-charge. In a Delhi college library, in the absence of the librarian, the professional assistant carries out the responsibility of the librarian with an extra allowance. But in West Bengal the absence of the librarian paralyses the activities of the library, having none to take the responsibility. The library thus remains neglected. Filled-in questionnaires unfold that the library management policy in Delhi college libraries is comparatively better than that of West Bengal.
USA – The library committees of the USA college libraries are convened by the library director. Library follows participative management policy to ensure self-motivation for work at every level of library staff. In the absence of a permanent director some other professional official carries out the responsibility of library director as an interim director. This type of administration policy lays a sound managerial platform in the USA college libraries. Filled-in questionnaires reveal that the library management policy is far better than those of West Bengal and Delhi.

(6) Document Organization

West Bengal - At present all college libraries in West Bengal follow Dewey Decimal Classification Scheme and AACRII–R for their document organization. Some of the leading college libraries in West Bengal had been using indigenous classification systems and AACR I earlier. Such libraries have inconsistent shelf arrangement system. This has created a problem in developing a computerised bibliographical database. Eight libraries have backlogs in their document organization. Unused books are not weeded out from the library. It makes the library system slow and sluggish. There is no provision for depository library in the state. Usually a college library takes the services of outside pest-control agency for preserving the library materials. Filled-in -questionnaires indicate that the document organization is inconsistent in many libraries.

Delhi - About one third of the college libraries in Delhi use Colon Classification and CCC. The rest of the Delhi college libraries use DDC and AACRII-R for their document
organization. Many Delhi college libraries are using integrated library software. These software follow the international standard of bibliographic database structure (ISO 2709). No backlog in document organization has been reported from 11 college libraries, there is limited backlog in five libraries. Unused books were weeded out from different college libraries before starting the computerisation project. There is no provision for depository library in the state. Outside pest-control agencies are employed for preserving the library materials. Filled-in questionnaires indicate that document organization system in Delhi college libraries is better than that of West Bengal college libraries.

**USA** - The USA College libraries use Library of Congress Classification Scheme and MARCII for their document organization. One college library in the USA uses both DDC and Library of Congress Classification Scheme. All the USA college libraries use bibliographic resource centre like OCLC, Western Library Network (WLN), Research Library Information Network (RLIN) and South Eastern Library Net Work (SOLINET), etc for downloading the bibliographic data. There is a provision for separate archive in every college library. Off-site storage facility is available in the USA college library system. Library documents are well preserved by the atmospheric control measure. In-house document organization is consistent. Downloaded online documents are organized in a separate sequence. Filled-in questionnaires reveal that document organization is comparatively consistent in the USA college libraries than that of West Bengal and Delhi college libraries.
(7) *Services*

**West Bengal** - All libraries provide reading room service, lending service, and reference service. Photocopy service is not provided in four college libraries. Only Bethune College Library provides fully computerised service. Presidency College Library, Lady Brabourne College Library, Maulana Azad College Library are partially computerised. Many of the college libraries in West Bengal are working in the traditional way. There is no provision for inter-library loan service. Internet facilities are provided in a restricted way. Library services are available during the college hours. There is no provision for extended library service at the hour of need of the users. A PG student of a West Bengal college can borrow two or three books at a time (for 10 to 15 days) from the library. Only 11 colleges have OPAC. Only three colleges provide CAS and SDI services.

**Delhi** - Delhi College libraries provide lending service, reading room service, photocopy service. ILL service is provided to the teachers only. Six college libraries provide CAS/SDI service. All libraries of DU have transformed their bibliographical database into machine-readable format. Ten DU college libraries are fully computerised. Internet facilities are available at all these college libraries. The rest provide manual library service. Service to PG students is not satisfactory. The PG students of Delhi colleges also use the Delhi University Library. All college libraries, except two, provide OPAC facilities and three college libraries provide e-mail facility. Two college libraries offer DELNET search facility and one college library offer the UGC-Infonet access facility.
USA - The USA college libraries provide to the user community all sorts of traditional services along with the electronic service, for example, electronic document delivery service, ILL service (through Consortia), online database searching service, web based reference service and so on. OPAC(on-line) facility is available. All the USA college libraries provide electronic services through their interactive web pages. Students use own college libraries as well as the resources of other libraries from their dormitory. All USA college libraries arrange information literacy programmes for the students and extended service to the local people. Internet service is also available in the library in an uninterrupted mode.

Users’ Views about Service

Information given above regarding the service of college libraries in (West Bengal, Delhi and the USA) have been collected through the filled-in questionnaire –1 from the concerned libraries. For the evaluation of the said service, information from the users-end have also been collected and considered. Questionnaire –2 filled in by the users of the concerned libraries have been taken into account for the purpose. The questionnaire –2 is comprised of 10 questions. Users have rated each question in terms of points. Each question is of 10 points. Thus the evaluation has been made on the basis of the points given by the users. Findings on the library services revealed by the questionnaire-2 are shown in Table 2 and Figure 5.
<table>
<thead>
<tr>
<th>SL.NO</th>
<th>Questions (Total points 100)</th>
<th>West Bengal (Quantified Points On an average)</th>
<th>Delhi (Quantified Points On an average)</th>
<th>USA (Quantified Points On an average)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>UG</td>
<td>PG</td>
<td>UG</td>
<td>PG</td>
</tr>
<tr>
<td>1</td>
<td>Availability of books</td>
<td>10</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>(Both in-house and virtual use).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Availability of periodicals</td>
<td>10</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>(Both in-house and virtual use)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Quality of reference service</td>
<td>10</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>*Off-site&lt;10</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Quality of reference collection</td>
<td>10</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>5</td>
<td>Library Environment</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>6</td>
<td>Integrity of the catalogue</td>
<td>5</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Libraries’ in-house document and down-loaded online documents are kept in a separate sequence</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Friendly service</td>
<td>10</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>8</td>
<td>Copying facilities</td>
<td>10</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>9</td>
<td>Non-book materials</td>
<td>5</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>10</td>
<td>Helpful librarians</td>
<td>10</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Due to the unavailability of the required document</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Due to the unavailability of the required document</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Due to the unavailability of the required document</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>100</td>
<td>90</td>
<td>20</td>
<td>90</td>
<td>40</td>
</tr>
</tbody>
</table>

* These are not taken into account for quantifying the library service

**West Bengal** - The study reveals that in West Bengal 90 per cent of the service demands of the UG students are being fulfilled. PG students and faculty members are not satisfied at the present services. Only 20 per cent of their demands are being fulfilled.
Delhi - The study reveals that in Delhi 90 per cent of the service demands of the UG students are being fulfilled. PG students and faculty members are not satisfied at the present service level. Only 40 per cent of their demands are being fulfilled.

USA - The study finds that in the USA 90 per cent of the required demand are fulfilled for the onsite users. In the USA college libraries off-site reference service is being provided by e-mail and instant messaging methods. According to off-site users, the quality of reference service does not always touch the desired satisfaction level. The satisfaction level of the off-site users is usually less than that of the on-site users. This is not taken into account for quantifying the library services.

Figure 5

COMPARATIVE STUDY ON LIBRARY SERVICES (USERS’ VIEWS)

(8) Finance

West Bengal - All government college libraries (under the study) are generally financed by the Department of Higher Education, Government of West Bengal and the UGC. It is
found that the government college libraries received UGC grant ranging from Rs. 500,000 to Rs. 700,000 for books and periodicals during the Tenth Five-Year Plan period. Presidency College Library, Hooghly Mohsin College Library and Darjeeling Government College Library enjoy better funding than other government college libraries like Lady Brabourne College Library, Maulana Azad College Library and A B N Seal College Library. Bidhan Nagar College Library has been granted a large amount of money for being a new college under the State Government. The situation reveals that the policy of fund allocation from State Government does not have any real ground. A non-recurring grant was available from the UGC for library computerisation in the Ninth Five-Year Plan period along with the grant for books and periodicals. One college library has secured grant from MP LAD fund (Presidency College Library) for library computerisation. Four government college libraries received a special grant from the National Archives of India (Department of Culture, Government of India) for their documents organization, preservation of library materials and procuring photocopying machine, etc.

The non government college libraries obtain government aid for staff salaries and for other development purposes. These college libraries also get financial assistance from the college fund. Data is not available for the sanctioned government grants in most of the non-government college libraries. A non-recurring grant was available from UGC for library computerisation to all non-government college libraries (under the study) during the Ninth Five-Year Plan period. One college library (Rashtra Guru Surendranath College Library) has secured grant from MP LAD fund for library computerisation.
St. Xavier’s College Library gets some fund from the college fund. It also obtains the UGC grant, Missionaries contributions for the development of the library. A non-recurring grant was available for library computerisation from the UGC during the Ninth Five-Year Plan and Tenth Five-Year Plan periods. Information regarding total amount of UGC grants received during the last few years is not available. In recent times the non-government college libraries and autonomous college library have taken up a fund-raising policy for their library development. The government college libraries have no such scope to take up fund raising programme for their library development. A government college student in West Bengal pays only Rs 5 as library fee, whereas a non-government college charges from Rs 50-150 as library-fee from the students. Government college libraries, though a bit financially privileged, are not empowered to plan any fund raising programme for their library development. Thus for the government college libraries the financial sources are only two, the state government fund and Central Government fund (Department of Culture and the UGC fund). For the non-government colleges and the autonomous college the number of financial sources are three.

**Delhi** - Usually the Trust colleges are run by the Trust grant (5 per cent) and the rest (95 per cent) of the deficit maintenance grant from the UGC. University maintained colleges are run by DU and they get 100 per cent of the deficit maintenance grant from the UGC. Delhi Administration run colleges get 5 per cent from Delhi Administration and the rest (95 per cent) from the UGC. But all extended colleges (having student strength over 1500) get 100 per cent of deficit maintenance grant from the UGC. Each of the colleges of Delhi University gets Rs 22,500 per year for its library as a recurring grant. Besides this recurring grant, the UGC provides library grant in the form of book
grant, student aid fund and grant for the new subjects introduced. Delhi college libraries get a lump sum amount from students’ contribution (library-fees). It varies from Rs 200 to 400 per year per student. In fact, financially Delhi college libraries are well off. Madhuri Shah Committee Report on the functioning of the Delhi University pointed out that, “the problem of Delhi colleges appears to stem more from managerial issues than the fiscal point of issue.”

Student contributions are also being used for the library development. Thus there are three sources of fund available to the Delhi college libraries.

**USA** - Private independent college libraries use the college funds and different endowments. These libraries take help from Friends of Libraries. Religious colleges are financed by contributions of the Trust Body endowments and college fund. Further, they get help from Friends of Libraries. State supported colleges are financed by the college fund and state fund along with the financial help from Friends of the Libraries. Above all, the USA-College libraries have an opportunity to raise fund for library development programme. Thus there are three sources of fund available to the USA college libraries.

**(9) Manpower**

**(9A) Staff Strength**

**West Bengal** - In West Bengal no standard staff formula has been framed for the government college libraries. Seven government college libraries under the study have more than one post of librarian. Presidency College Library holds 11 posts, Hooghly
Mohsin College Library holds five posts, Lady Brabourne College Library holds three posts and Maulana Azad College Library holds two posts of librarians. Many posts of librarians remain vacant in the government college libraries for a long time. Bidhannagar College Library, Hooghly Mohsin College Library, Chandannagar Government College Library have the posts for library assistant. Other government college libraries under the study do not have any post of library assistant. There is no provision for library attendant post in government college libraries. Group-D staff (from the office of the concerned principal) of government colleges are usually posted in the libraries as library peons. Thus the staff-structure in government college libraries does not follow any standard pattern. Presently, PG courses have been introduced in government colleges without considering any infrastructural development for the additional workload.

For non-government college libraries a staff formula was framed in 1986 and it was revised in 1995. Since then this formula is being followed in the non-government college libraries. In the changing library situation it is not at all relevant. Filled-in questionnaires reveal that the staff structure in non-government college libraries is not adequate. However, the study reveals that the staff structure in non-government college libraries is much better than that of the government college libraries. Presently, PG courses have been introduced in some non-government colleges without considering the staff strength of the college library.

The autonomous college library follows its own system. Filled-in questionnaire reveals that the staff structure does not fulfil the need of the college. The study finds that the
total number of staff of West Bengal college libraries under the study is 92 (Managerial staff and support staff). Average staff member is 6.32. Regarding staff structure, an anomaly exists between government and non-government colleges and even among government colleges.

**Delhi** - There is a “fixed staff formula for Delhi college libraries provided by Delhi University”\(^6\). The said formula was decided upon in late 1960s and again marginally revised in 1990s. A comparative study reveals that the staff structure in Delhi college libraries is much better than that of WB college libraries. Filled-in questionnaires reveal that the prevailing staff formula is not workable in the present situation. The study reveals that total number of staff in Delhi college libraries is 160 (Managerial staff and support staff). Average number of staff is 10.666 (Managerial staff and support staff).

**USA** - Library director, associate library director, librarians, library technicians, other support staff work together to run the USA college libraries. The USA library consortia performs many jobs on behalf of the member libraries.\(^7\) The study shows that 15 college libraries have properly experienced and qualified library directors. One college library has interim library director. The study reveals that the total number of staff in the USA college libraries (taken under the study) is 194 (Managerial staff and support staff). Average number of staff is 34.255.

The present situation, as found from questionnaire-1, is shown in the Table 3 and Figure 6. (Calculation has been provided in the appendix)
Table 3
COMPARATIVE MANPOWER

<table>
<thead>
<tr>
<th>MANPOWER</th>
<th>WEST BENGAL</th>
<th>DELHI</th>
<th>USA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A-Total No. of</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Managerial Staff/Number of Colleges.</td>
<td>Total = 28/16=1.75</td>
<td>Total = 9/15=0.6</td>
<td>Total = 127/10=12.7</td>
</tr>
<tr>
<td></td>
<td>(library information of 1 college -NA)</td>
<td>(library information of 6 colleges -NA)</td>
<td></td>
</tr>
<tr>
<td><strong>B-Total No. of</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ordinary Library Staff/Number of Colleges.</td>
<td>Total = 64/14=4.571</td>
<td>Total = 151/15=10.066</td>
<td>Total = 194/9=21.555</td>
</tr>
<tr>
<td></td>
<td>(library information from 2 colleges-NA)</td>
<td>(library information from 1 college-NA)</td>
<td>(library information from 7 colleges-NA)</td>
</tr>
<tr>
<td><strong>Average</strong></td>
<td>A=1.75</td>
<td>A=0.6</td>
<td>A=12.7</td>
</tr>
<tr>
<td></td>
<td>B=4.571</td>
<td>B=10.066</td>
<td>B=21.555</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>6.32</td>
<td>10.666</td>
<td>34.255</td>
</tr>
<tr>
<td><strong>AVARAGE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NA: Not available

Figure 6
COMPARATIVE MANPOWER
(9B) Qualification

West Bengal - 15 college libraries under the study have properly qualified librarians. Only one college library is running without any librarian. The UGC norms regarding the requisite academic and professional qualification of a librarian has been followed. In the study it is also found that average number of qualified in-service librarians (as per UGC norms) in the state is higher than that of Delhi college libraries.

Delhi- Among the college libraries under the study, only 9 college libraries are running with properly qualified librarians. Six college libraries are running with officiating librarians. Data of one library is not available. The average number of qualified librarians in service at Delhi college libraries is lower than that of West Bengal college libraries. Many of the Delhi college libraries presently run with officiating librarians who do not hold qualifications as per UGC norms. Present situation in Delhi college libraries shows that the average number of qualified librarians is lower than that of West Bengal college libraries.

USA - A master’s degree in LIS (from an ALA accredited institution) with a strong background in computer science or technology is required. Present situation reflects that the average number of qualified library directors / librarians in the USA College library system is better than that of West Bengal and Delhi college libraries.
(9C) Pay Structure

**West Bengal** – The pay structure of West Bengal college librarians is as per the UGC norms. College librarians at the entry point get the pay scale of Rs. 8000-13500. College librarians’ senior pay scale is Rs. 10000-15200. College Librarians’ selection grade pay scale is Rs.12000-18300.

**Delhi** – The pay structure of Delhi college librarians follows the UGC norms. College librarians at the entry point get the pay scale of Rs. 8000-13500. College librarians’ senior pay scale is Rs. 10000-15200. College Librarians’ selection grade pay scale is Rs.12000-18300.

**USA** – In the USA college library system there are different grades of pay as per the norms of ACRL, ALA. Librarians’ salary varies according to the qualifications of the library personnel. There is a provision for “part time permanent service also with the full time posts in college libraries with appropriate pay and status according to the norms of ALA”8.

(9D) Service Status

**West Bengal** – UGC recognizes college librarians as non-vacational academic staff. In West Bengal, college librarians are regarded as vacational non-teaching staff. Hence, in West Bengal the position of a college librarian is to some extent ambiguous. No clear-cut Government order has yet defined their service status clearly.
Delhi – A Delhi college librarian enjoys the status of an academic staff of the concerned college.

USA – Usually library directors and librarians hold the faculty status and academic status respectively in the USA college library system. Library directors work usually in a tenure-track position, and is directly responsible for all aspects of library administration, teaching and library research. Along with the faculty members of the college the library directors take part in the information literacy programme offered by the college libraries meant for the user community. Faculty status when applied to library directors means that the “professionals accept all the rules, regulations, procedures and benefit of the teaching faculty in a strict sense expecting no relaxation or dilution of the norms of evaluation” ⁹. Library directors are involved in three different jobs in the institution i.e. library administration, teaching (either directly in LIS field or providing information literacy programme) and library research. Librarians work under the supervision of the library directors and are responsible for library administration. The “librarians who are enjoying only academic status have their own ranking system and criteria for evaluating their own work” ¹⁰.

(9E) Age of Superannuation

West Bengal - Age of superannuation of the college librarians in West Bengal is 60 years. Official opportunities for professional upgradation are only three in the whole service career.

Delhi - The age of superannuation for college librarians is 62 years. Opportunities for professional upgradation are only three in the whole service life.
USA - The study reveals that in the USA the library directors and all top level LIS officers’ post in the USA college libraries are usually tenured. Age limit for superannuation is not in vogue for library directors. Librarians’ jobs are not usually tenured but it depends upon their professional competency.

(10) Application of Information Technology

(10A) Library Computerisation

West Bengal - The system changing projects have been started in West Bengal college libraries since 1997. Efforts have been made in an unplanned way. Out of 12 Government college libraries only one college library (Bethune College Library) has completed the system changing project. Other government colleges began working with LIBSYS, SOUL, VLIS, ULIB and Cella-system (both standard and non-standard softwares) for their library automation, unaware of the consequences. Twelve college libraries (both in government and non-government colleges) have been partially computerised. They have just changed their catalogues into a machine readable format. Three college libraries have not yet adopted IT. Only seven per cent of libraries taken for the study have been computerised.

Delhi – Most of the Delhi college libraries have begun to change their operating system since 2000. Only one college (SRCC) has been computerised in 1995. Out of 16 college libraries 10 college libraries have computerised their library system. They have installed standard software packages (‘LIBSYS’/ ‘TROODON’ / ‘NETLIB’) for their library automation. Six college libraries are partially computerised. 62.5 per cent of libraries have been computerised.
**USA** - All USA college libraries under the study are fully computerised since 1980 and maintain the standard of library automation system.

The present situation, as found from questionnaire-1, is displayed in the Table 4

### Table- 4

**COMPARATIVE LIBRARY COMPUTERISATION**

<table>
<thead>
<tr>
<th>LIBRARY COMPUTERISATION</th>
<th>WEST BENGAL</th>
<th>DELHI</th>
<th>USA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 library fully computerised</td>
<td>10 libraries fully computerised</td>
<td>16 Libraries are computerised and working in full networked environment. During (1980-1995) all USA college libraries had computerised their system &amp; rendered network based CD-ROM services. Gradually they provide informative web-pages and services.</td>
</tr>
<tr>
<td></td>
<td>12 libraries partially computerised</td>
<td>6 libraries partially computerised</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 libraries not computerised.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AVERAGE PERCENTAGE</td>
<td>7 per cent of libraries are computerised.</td>
<td>62.5 per cent of libraries are computerised</td>
<td>100 per cent libraries are computerised</td>
</tr>
</tbody>
</table>
(10B) Networking

**West Bengal** - There is no provision for network among the West Bengal college libraries.

**Delhi** - Two college libraries are the members of DELNET. 12.5 per cent of libraries have joined network.

**USA** - All libraries are working in fully networked environment.

The present situation, as found from questionnaire-1, is shown in the Table 5

<table>
<thead>
<tr>
<th></th>
<th>WEST BENGAL</th>
<th>DELHI</th>
<th>USA</th>
</tr>
</thead>
<tbody>
<tr>
<td>NETWORKING</td>
<td>No network.</td>
<td>2 libraries are the members of DELNET</td>
<td>Having membership of different consortia/network for providing access to a huge number of collection.</td>
</tr>
<tr>
<td>AVERAGE PERCENTAGE</td>
<td>No network.</td>
<td>12.5 per cent of libraries have joined network.</td>
<td>100 percent of libraries have joined network.</td>
</tr>
</tbody>
</table>
(10C) Availability of Interactive-Webpage

**West Bengal** – Web-pages are available for 12 PG colleges. These contain a brief information about their libraries. Two colleges provide information in educational website, viz. ERNET. No information is available for two colleges. This study reveals that these web pages are not interactive.

**Delhi** - Web-pages are available for 15 DU colleges containing a brief information about their libraries. One college provides information in educational website, viz. ERNET. Three college libraries provide interacting facility through e-mail facility to their users. The study reveals that 18.75 per cent (3 out of 16) of libraries fulfil the demand for web based communication.

**USA** - Web-pages are available for 16 USA college libraries. These are fully informative as well as interactive. These are very helpful to both on-site and off-site users. The study reveals that the USA college libraries fulfill 90 per cent demand for web based communication.

The present situation, as found from questionnaire-1, is shown in the Table 6
### Table- 6

**COMPARATIVE AVAILABILITY OF INTERACTIVE WEB PAGE**

<table>
<thead>
<tr>
<th>AVAILABILITY OF WEB PAGE</th>
<th>WEST BENGAL</th>
<th>DELHI</th>
<th>USA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12 colleges have web-pages containing very brief information about their libraries. 2 colleges provide information in educational website, viz. ERNET. No information available for 2 colleges. There is no interactive webpage.</td>
<td>15 colleges have web-pages containing brief information about their libraries. One college provides information in educational website, viz. ERNET. 3(out of 16) college libraries provide e-mail facility.</td>
<td>Web-pages available in 16 college libraries. These are fully informative and interactive. These web-pages are equally helpful with the on-site and off-site users.</td>
</tr>
<tr>
<td>AVERAGE PERCENTAGE</td>
<td>0 per cent of libraries provide interactive web page.</td>
<td>18.75 per cent of libraries provide interactive facilities via e-mail</td>
<td>100 per cent of libraries provide interactive web page.</td>
</tr>
</tbody>
</table>

**IT Application Status**

The aforesaid discussion shows that in West Bengal only 7 per cent of college libraries have been computerised. There is no provision of networking among West Bengal college libraries. No provision of interactive web pages is available in West Bengal college libraries. In Delhi 62.50 per cent of libraries have been computerised. 12.50 percent of libraries have joined network and 18.75 per cent of libraries provide interactive web pages. In the USA 100 per cent of libraries have been computerised. All libraries have formed network and provide interactive web pages.
Present situation regarding application of IT as found from questionnaire-1, is displayed in the Figure 7

![Figure 7](image)

**Figure 7**

**IT APPLICATION STATUS**

(11) Continuing Professional Education and Probability of shortfall of professional competency

**West Bengal** - Librarians of West Bengal in both government colleges and non-government colleges are entitled to join the UGC sponsored CPE through the orientation programme and refresher courses on LIS. The participation in at least one orientation programme and three refresher courses have been made compulsory for college librarians for career advancement. In the full service career only three professional upgrading
opportunities are available. These three refresher courses on LIS cannot provide the required professional competency for the in-service librarians. Librarians are not getting privilege to avail CPE on LIS which are not sponsored by the UGC. Thus the opportunities for up-gradation remains at a very low level. Library professionals are of the opinion that the probability of shortfall of professional competency is very high.

Delhi - Delhi college librarians get the same privilege offered by the UGC. In the full service career only three professional upgrading opportunities are open. Thus the opportunities for up-gradation remains at a very low level. The study reveals that LIS professionals have the advantage for receiving required training through workshop and seminars at NISCAIR. Questionnaires reveal that librarians may take leave for joining any CPE programme on LIS. Opportunities to Delhi college librarians have been thus better to some extent than that of their colleagues in West Bengal. Library professionals opine that the probability of shortfall of professional competency is high.

USA - In the USA college libraries all professional staff including librarians have the privilege for joining technology training programmes from time to time for meeting the fast changing need of library and information service. The USA library professionals opine, “considering the dismal occupational half-life of our professional skills and our commitment to professional excellence as articulated in our Code of Ethics, life long learning and continuing education are imperatives for today’s and tomorrow’s library professionals”\textsuperscript{11}. Hence, the probability of shortfall of professional competency is almost nil.
(12) Coordination and Cooperation with Other Libraries

**West Bengal** - Each PG college library of West Bengal is rendering its services to its own clients in an isolated and restricted way. There is no provision of cooperation and coordination in the college library system in West Bengal.

**Delhi** - Delhi college libraries are also providing their services to their users in an isolated way. Delhi university library system provides an indirect service through the inter library loan (ILL) services to each individual college library. As Delhi University has an integrated library system, all Delhi college libraries are entitled to receive documents from Delhi University library through ILL. Every college library user is entitled to use DU central library. Only two libraries are members of DELNET. Information received through questionnaires, reveal that the system provides a minimum coordinated library services against the actual need. The state of Co-ordination and cooperation in Delhi College library system is better than that of West Bengal college libraries.

**USA** - The USA college libraries provides the need-based services to their students and faculties as well as to other user communities. None of these libraries render service as an isolated unit. Every college library works within local networked library system. Some college libraries have developed collaborative programmes too with local university library system, public library system and consortia. In this way each of the college library unit has developed the library collection, advanced the technological-infrastructural facilities and has offered the related personnel the privilege for having
CPE in LIS. The USA college library system provides the opportunity to its staff to coordinate with many a library system for developing a conceptually, ethically and technologically well equipped LIS personnel. The state of co-ordination and cooperation in the college libraries of the USA is of very high standard.

(13) Accreditation

West Bengal - Accreditation for West Bengal colleges has been done by the NAAC-(an Inter University Centre of the UGC). The study shows that out of 16 PG colleges, 14 colleges in West Bengal have been accredited by the NAAC. Two colleges have been awarded A+ grade, four colleges have been awarded A grade and other five colleges have been awarded B++ grade. Three colleges have been declared as the “centres with the potential for excellence” by the UGC. Other three colleges under the study are not accredited by the NAAC. Apparently, it seems that the 14 accredited PG college libraries are well organized. But the study shows a different picture. Filled-in questionnaires reflect that the PG students and faculties do not get the required service regularly from the existing college library system. But the visit of the NAAC team indirectly accelerated the work of library reorganization. In this context it is to be remembered, that the NAAC team assesses the total quality of a college reviewing the different aspects of the college and the concerned library receives a fractional attention. Naturally the library professionals opine that the present system of accreditation for college libraries is not foolproof.
**Delhi** - Delhi college libraries have not yet faced accreditation by the NAAC. Only two colleges of Delhi have been declared as the “centres with potential for excellence” by the UGC. Delhi college libraries maintain a considerable standard of its own regarding the library building, library hour, staff-pattern, library committee formation and so on.

**USA** - Every college library in the USA is accredited both by the Academic Accreditation Council as well as the Association of College and Research Libraries, under American Library Association. The USA college libraries maintain their standard by following the norms of the ACRL, ALA.

(14) **Role of Library**

**West Bengal** - The library is considered only as a reading place, just a book borrowing centre. The libraries are meaningful to UG students but in the present situation it is not possible for West Bengal college libraries to provide a meaningful service to the users community at PG level.

**Delhi** - College libraries are being considered as centres of support-service providers towards the academic pursuit of student communities. These libraries are to some extent able to play meaningful role to the PG students, researchers and faculty members. College libraries fail to provide service to the user community to the best level of their satisfaction because the provision of cooperation with university libraries through ILL is limited.
USA - The USA college libraries provide service to the academic community as well as the local community to a level of satisfaction.

(15) Performance Measurement of Librarians

West Bengal - No provision exists for performance measurement of the librarians. The study reveals that the librarians are to submit the performance appraisal report at the time of career advancement (twice in the service career).

Delhi - The performance of librarians is not usually measured. The study reveals that the librarians are to submit the performance appraisal report at the time of career advancement (twice in the service career).

USA – A system works for performance measurement of the US college librarians. For job security the librarians have to improve efficiency by themselves.

(16) Performance Measurement of Libraries

West Bengal – The performance of a library is usually not measured by any standard method. The library functions in its routine way. Official work of receiving the grant and its utilization is within the routine work of the library. The concept of library service still remains narrow, back dated not in keeping with the modern day demand of the user community.
Delhi – For PG colleges under Delhi University almost the same situation prevails. In Delhi audit system is double-phased; grant fund utilization is examined by internal audit and external audit.

USA – The ACRL, ALA publishes an Annual Statistical Report regarding the college library services. The ACRL, ALA requires a college library to provide information regarding the library activities by means of fulfilling a questionnaire to measure the performance of a library. Once in a year these filled-in questionnaire is scrutinized and manipulated for calculating the cost-benefit ratio of the library service of a college. These information regarding “input” and “output” for each individual library is useful for calculating the ultimate “outcome” i.e. the performance of a college library system.

(17) Measures Taken by the Library Administrators

West Bengal – To keep pace with the fast changing situation in higher education college library administrators have taken initiative for computerisation of libraries. But the output is not satisfactory in the perspective of time, money and expectation of the users community. No other significant measure has been taken for developing the library infrastructure.

Delhi – The library administrators have successfully taken measures for library computerisation. The output has been partially satisfactory. No other necessary measures for developing the library infrastructure have been taken.
USA – Initially the system changing project was taken by the college administrators. It was being done by ‘trial and error’ method. The study shows most of the US college libraries started their system changing during 1980s and 1990s and these were fruitfully completed within one or two years. At initial stage the application of IT was not a problem for the librarians. But with the march of time as IT became more advanced, the librarians failed to cope with it and do justice to their profession. Hence, the USA college libraries had to take other complementary management strategies along with the library automation. They adopted participative management policy and created many new posts to cope with the new situation in the libraries. To face the fast changing situation a thorough infrastructural development has been the concern of the USA college library administrators. The USA college libraries have already completed three successful system migrations and reached the third stage of boundary spanning of the library activities by 1990.

7.2 Conclusion

In the comparative study 17 criteria were taken for the purpose of comparison. Some of the criteria such as library management, document organization, finance, CPE, coordination and co-operation and accreditation do not generate numerical result. So in the absence of the numerical data, statistical representation has not been possible. Therefore, tabular representation has been made. The remaining criteria that produce numerical data have been reflected in the statistical representation.
The comparative study reveals that West Bengal college libraries are still to go ahead to reach the level of Delhi college libraries. The comparative study identifies (from Table no 7) a gloomy role of West Bengal college libraries in higher education, especially at PG level. The present situation does not mean very meaningful existence of college libraries for West Bengal post graduate college students, researchers and faculties. West Bengal PG-college libraries are still being considered as only “reading places” comprising of a bulk of books, where the required book(s) may be available and may be borrowed for a particular period of time. Ironically, in this era of metamorphosis college library services are still holding-dependent (i.e. dependent on the individual library-collection). Thus the nature of college library is static. The PG college libraries in West Bengal fail to play their requisite “role” especially with regard to PG students, researchers and faculty members. Delhi college libraries provide a little better service to PG students and teachers. PG students of Delhi colleges are more depended on the university library.

The study clearly shows an all round superiority of the college libraries in the USA. Further, the study identifies certain areas of the college libraries in West Bengal and Delhi which are very much alike or close to each other. Differences in certain areas also become evident because Delhi colleges and their libraries enjoy the privilege of being under a central university, unlike the West Bengal colleges and their libraries which are under the state universities. However, one point comes out clear that the rate of development in West Bengal college library system is slow and unsteady.

It is evident that changing situation in higher education has brought about a metamorphosis in the concept of college libraries resulting in ‘boundary spanning’ of
the college library activities, Chapter 6; section 6.4.9). In this regard, the comparative study shows that the West Bengal college libraries are yet to reach even the first range. The current organizational structures of the West Bengal college libraries are not in a state that can introduce the information technology in the LIS activities in a full-fledged way. Some of them are still operating in their individual conventional style. In a few college libraries library automation is still in its infancy. Bethune College Library, is the only one in West Bengal which has automated its system within a time limit. Most of the Delhi college libraries have automated their systems in a planned way within the first phase for accommodating the fast changing needs of the users’. The library of Sri Ram College of Commerce has automated its system within a very short period. Thus Delhi college libraries at present stand in the first range. The USA the college libraries started the system changing since 1980 on the ‘trial and error basis’. Comparison shows that the USA college libraries have reached the third range by 1990. With the passage of time all USA college libraries have faced the need of system changing for two to three times in quest of a better, suitable option.
References


5. *ibid.* p 132.

6. UNIVERSITY OF DELHI. Governance of colleges. 1996. University of Delhi, Delhi. p 84

7. MARRYLYNN ( R Lively) and RACINE (J Drew). The role of academic librarians in the era of information technology. *Journal of Academic Librarianship*. 28,1; 1997; 31-41.

8. www.ala.org (Accessed on 02.06. 2007, 18.20 GMT)

